



QUALITY NATURE - QUALITY HERITAGE - QUALITY LIFESTYLE

BUSINESS PAPER ORDINARY COUNCIL MEETING 27 NOVEMBER 2024

Notice is hereby given in accordance with the provisions of the *Local Government Act 1993*, and pursuant to Clause 3.3 of Council's Code of Meeting Practice that an Ordinary Council Meeting will be held in the "Koreelah Room", **Council Administration Building**, 247 Rouse St, Tenterfield NSW, on Wednesday 27 November 2024 commencing at 9.30 am.

Hein Basson
General Manager

Community Consultation (Public Access) relating to items on this Agenda can be made between 9.00 am and 9.30 am on the day of the Meeting. Requests for public access should be made to the General Manager no later than COB on the Monday before the Meeting.

Section 8 of the Business Paper allows a period of up to 30 minutes of Open Council Meetings for members of the Public to address the Council Meeting on matters INCLUDED in the Business Paper for the Meeting.

Members of the public will be permitted a maximum of five (5) minutes to address the Council Meeting. An extension of time may be granted if deemed necessary.

Members of the public seeking to represent or speak on behalf of a third party must satisfy the Council Meeting that he or she has the authority to represent or speak on behalf of the third party.

Members of the public wishing to address Council Meetings are requested to contact Council either by telephone or in person prior to close of business on the Monday prior to the day of the Meeting. Persons not registered to speak will not be able to address Council at the Meeting.

Council will only permit two (2) speakers in support and two (2) speakers in opposition to a recommendation contained in the Business Paper. If there are more than two (2) speakers, **Council's Governance division will contact all registered speakers to determine who will address Council.** In relation to a Development Application, the applicant will be reserved a position to speak.

Members of the public will not be permitted to raise matters or provide information which involves:

- Personnel matters concerning particular individuals (other than Councillors);
- Personal hardship of any resident or ratepayer;
- Information that would, if disclosed confer a commercial advantage on a person with whom Council is conducting (or proposes to conduct) business;
- Commercial information of a confidential nature that would, if disclosed:
 - Prejudice the commercial position of the person who supplied it, or
 - Confer a commercial advantage on a competitor of the Council; or
 - Reveal a trade secret;
- Information that would, if disclosed prejudice the maintenance of law;
- Matters affecting the security of the Council, Councillors, Council staff or Council property;
- Advice concerning litigation or advice that would otherwise be privileged from production in legal proceedings on the ground of legal professional privilege;
- Information concerning the nature and location of a place or an item of Aboriginal significance on community land;
- Alleged contraventions of any Code of Conduct requirements applicable under Section 440; or
- On balance, be contrary to the public interest.

Members of the public will not be permitted to use Community Consultation to abuse, vilify, insult, threaten, intimidate or harass Councillors, Council staff or other members of the public. Conduct of this nature will be deemed to be an act of disorder and the person engaging in such behaviour will be ruled out of order and may be expelled.

What is a "Conflict of Interests" - A conflict of interests can be of two types:

Pecuniary - an interest that a person has in a matter because of a reasonable likelihood or expectation of appreciable financial gain or loss to the person or another person with whom the person is associated.

Non-pecuniary – a private or personal interest that a Council official has that does not amount to a pecuniary interest as defined in the Local Government Act (eg. A friendship, membership of an association, society or trade union or involvement or interest in an activity and may include an interest of a financial nature).

Remoteness

A person does not have a pecuniary interest in a matter if the interest is so remote or insignificant that it could not reasonably be regarded as likely to influence any decision the person might make in relation to a matter or if the interest is of a kind specified in Section 448 of the Local Government Act.

Who has a Pecuniary Interest? - A person has a pecuniary interest in a matter if the pecuniary interest is the interest of:

- The person, or
- Another person with whom the person is associated (see below).

Relatives, Partners

A person is taken to have a pecuniary interest in a matter if:

- **The person's spouse or de facto partner or a relative of the person has a pecuniary interest in the matter, or**
- The person, or a nominee, partners or employer of the person, is a member of a company or other body that has a pecuniary interest in the matter.

N.B. "Relative", in relation to a person means any of the following:

- (a) the parent, grandparent, brother, sister, uncle, aunt, nephew, niece, lineal descends or adopted child of the **person or of the person's spouse;**
- (b) the spouse or de facto partners of the person or of a person referred to in paragraph (a)

No Interest in the Matter

However, a person is not taken to have a pecuniary interest in a matter:

- If the person is unaware of the relevant pecuniary interest of the spouse, de facto partner, relative or company or other body, or
- Just because the person is a member of, or is employed by, the Council.
- Just because the person is a member of, or a delegate of the Council to, a company or other body that has a pecuniary interest in the matter provided that the person has no beneficial interest in any shares of the company or body.

Disclosure and participation in meetings

- A Councillor or a member of a Council Committee who has a pecuniary interest in any matter with which the Council is concerned and who is present at a meeting of the Council or Committee at which the matter is being considered must disclose the nature of the interest to the meeting as soon as practicable.
- The Councillor or member must not be present at, or in sight of, the meeting of the Council or Committee:
 - (a) at any time during which the matter is being considered or discussed by the Council or Committee, or
 - (b) at any time during which the Council or Committee is voting on any question in relation to the matter.

No Knowledge - A person does not breach this Clause if the person did not know and could not reasonably be expected to have known that the matter under consideration at the meeting was a matter in which he or she had a pecuniary interest.

Participation in Meetings Despite Pecuniary Interest (S 452 Act)

A Councillor is not prevented from taking part in the consideration or discussion of, or from voting on, any of the matters/questions detailed in Section 452 of the Local Government Act.

Non-pecuniary Interests - Must be disclosed in meetings.

There are a broad range of options available for managing conflicts & the option chosen will depend on an assessment of the circumstances of the matter, the nature of the interest and the significance of the issue being dealt with. Non-pecuniary conflicts of interests must be dealt with in at least one of the following ways:

- It may be appropriate that no action be taken where the potential for conflict is minimal. However, Councillors should consider providing an explanation of why they consider a conflict does not exist.
- Limit involvement if practical (eg. Participate in discussion but not in decision making or vice-versa). Care needs to be taken when exercising this option.
- Remove the source of the conflict (eg. Relinquishing or divesting the personal interest that creates the conflict)
- Have no involvement by absenting yourself from and not taking part in any debate or voting on the issue as if the provisions in S451 of the Local Government Act apply (particularly if you have a significant non-pecuniary interest)

Disclosures to be Recorded (s 453 Act)

A disclosure (and the reason/s for the disclosure) made at a meeting of the Council or Council Committee or Sub-Committee must be recorded in the minutes of the meeting.

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ORDER OF BUSINESS

Community Consultation (Public Access)

1. Opening & Welcome
2. Civic Prayer & Acknowledgement of Country
3. Apologies
4. Disclosure & Declarations of Interest
5. Confirmation of Previous Minutes
6. Tabling of Documents
7. Urgent, Late & Supplementary Items of Business
8. Mayoral Minute
9. Recommendations for Items to be Considered in Confidential Section
10. Open Council Reports
 - Our Community
 - Our Economy
 - Our Environment
 - Our Governance
11. Reports of Delegates & Committees
12. Notices of Motion
13. Resolution Register
14. Confidential Business
15. Meeting Close

CLOSED COUNCIL

Confidential Reports

(Section 10A(2) of The Local Government Act 1993)

Where it is proposed to close part of the Meeting, the Chairperson will allow members of the public to make representations to or at the meeting, before any part of the meeting is closed to the public, as to whether or not that part of the meeting should be closed to the public.

The Chairperson will check with the General Manager whether any written public submissions or representations have been received as to whether or not that part of the meeting should be closed to the public.

The grounds on which part of the Council meeting may be closed to public are listed in Section 10A(2) of the Local Government Act 1993 and are as follows:

- (a) personnel matters concerning particular individuals other than Councillors,
- (b) the personal hardship of any resident or ratepayer,
- (c) information that would, if disclosed, confer a commercial advantage on a person with whom the council is conducting (or proposes to conduct) business,
- (d) commercial information of a confidential nature that would, if disclosed:
 - (i) prejudice the commercial position of the person who supplied it, or
 - (ii) confer a commercial advantage on a competitor of the council, or
 - (iii) reveal a trade secret,
- (e) information that would, if disclosed, prejudice the maintenance of law,
- (f) matters affecting the security of the council, councillors, council staff or council property,
- (g) advice concerning litigation, or advice that would otherwise be privileged from production in legal proceedings on the ground of legal professional privilege,
- (h) during the receipt of information or discussion of information concerning the nature and location of a place or an item of Aboriginal significance on community land.
- (i) alleged contraventions of any code of conduct requirements applicable under section 440.

Section 10A(3) of the Act provides that Council, or a Committee of the Council of which all the members are councillors, may also close to the public so much of its meeting as comprises a motion to close another part of the meeting to the public.

Section 10B(3) of the Act provides that if a meeting is closed during discussion of a motion to close another part of the meeting to the public (as referred to in section 10A(3) of the Act,) the consideration of the motion must not include any consideration of the matter or information to be discussed in that other part of the meeting (other than consideration of whether the matter concerned is matter referred to in section 10A(2) of the Act).

Section 10B(1) of the Act provides that a meeting is not to remain closed to the public during the receipt of information or the discussion of matters referred to in section 10A(2):

- (a) except for so much of the discussion as is necessary to preserve the relevant confidentiality, privilege or security, and
- (b) if the matter concerned is a matter other than a personnel matter concerning particular individuals, the personal hardship of a resident or ratepayer or a trade secret – unless the Council or committee concerned is satisfied that discussion of the matter in an open meeting would, on balance, be contrary to the public interest.

For the purpose of determining whether the discussion of a matter in an open meeting would be contrary to the public interest section 10B(4) of the Act states it is irrelevant that:

- (a) a person may interpret or misunderstand the discussion, or
- (b) The discussion of the matter may:
 - (i) cause embarrassment to the Council or committee concerned, or to councillors or to employees of the council, or
 - (ii) cause a loss of confidence in the Council or committee.

Resolutions passed in Closed Council

It is a requirement of Clause 253 of the Local Government (General) Regulation 2005 that any resolution passed in Closed Council, or Committee be made public as soon as practicable after the meeting has ended. At the end of Closed Council or Committee meeting, the Chairperson will provide a summary of those resolutions passed in Closed Council or Committee.

AGENDA

COMMUNITY CONSULTATION (PUBLIC ACCESS)

WEBCASTING OF MEETING

This meeting will be **recorded for placement on Council's website** and livestreamed **on Council's YouTube Channel** for the purposes of broadening knowledge and participation in Council issues and **demonstrating Council's commitment** to openness and accountability.

All speakers must ensure their comments are relevant to the issue at hand and to refrain from making personal comments or criticisms or mentioning any private information.

No other persons are permitted to record the meeting, unless specifically authorised by Council to do so.

1. OPENING & WELCOME

2. (A) OPENING PRAYER

"We give thanks for the contribution by our pioneers, early settlers and those who fought in the various wars for the fabric of the Tenterfield Community we have today.

May the words of our mouths and the meditation of our hearts be acceptable in thy sight, O Lord."

(B) ACKNOWLEDGEMENT OF COUNTRY

"Tenterfield Shire Council would like to acknowledge the Ngarabal people, the traditional custodians of this land that we are meeting on today, and also pay our respect to the Jukembal, Bundjalung, Kamilaroi, Githabul and Wahlubul people of our Shire, and extend our respect to all people."

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CONFIDENTIAL

(ITEM COM14/24) TENDER EVALUATION FOR THE DESIGN &
CONSTRUCTION OF EMBANKMENT RESTORATION -
AGRN1012 - PLAINS STATION RD SLIPS (RFT 2 24/25)

That above item be considered in Closed Session to the exclusion of the press and public in accordance with Section 10A(2) (c) (d(i)) of the Local Government Act, 1993, as the matter involves information that would, if disclosed, confer a commercial advantage on a person with whom the Council is conducting (or proposes to conduct) business; AND commercial information of a confidential nature that would, if disclosed (i) prejudice the commercial position of the person who supplied it.

(ITEM COM15/24) EVALUATION OF RFQ SUBMISSIONS FOR THE SUPPLY
AND DELIVERY OF GRAVEL UNDER RFT 02-21/22
SUPPLY OF QUARRY MATERIALS FOR THE PADDYS FLAT
ROAD AND TORRINGTON ROAD PROJECTS

That above item be considered in Closed Session to the exclusion of the press and public in accordance with Section 10A(2) (d(i)) of the Local Government Act, 1993, as the matter involves commercial information of a confidential nature that would, if disclosed (i) prejudice the commercial position of the person who supplied it.

17. MEETING CLOSED

(ITEM MIN14/24) CONFIRMATION OF PREVIOUS MINUTES

REPORT BY: Heather Grasso

RECOMMENDATION

That the Minutes of the following Meeting of Tenterfield Shire Council:

- Ordinary Council Meeting – 23 October 2024

As typed and circulated, be confirmed and signed as a true record of the proceedings of these meetings.

ATTACHMENTS

- 1 Unadopted Minutes Ordinary Council Meeting 23 October 2024 21 Pages

MINUTES



QUALITY NATURE - QUALITY HERITAGE - QUALITY LIFESTYLE

MINUTES OF ORDINARY COUNCIL MEETING WEDNESDAY 23 OCTOBER 2024

MINUTES OF THE **Ordinary Council Meeting** of the TENTERFIELD SHIRE COUNCIL held at the "Koreelah Room", 247 Rouse St, Tenterfield NSW, 2372 on Wednesday 23 October 2024 commencing at 9:30am.

ATTENDANCE

Councillor Bronwyn Petrie (Mayor)
Councillor Greg Sauer (Deputy Mayor)
Councillor Owen Bancroft
Councillor Tim Bonner
Councillor Peter Murphy
Councillor Tom Peters
Councillor Gregory Purcell
Councillor Kim Rhodes
Councillor Roger Turner

ALSO IN ATTENDANCE

General Manager (Hein Basson)
Acting Executive Assistant & Media (Emma Jensen)
Director Infrastructure (Matthew Francisco)

Clause 254(b) of the Local Government (General) Regulation 2005 requires that the names of the mover and seconder of the motion or amendment are recorded and shown in the Minutes of the meeting.

Website: www.tenterfield.nsw.gov.au

Email: council@tenterfield.nsw.gov.au

COMMUNITY CONSULTATION (PUBLIC FORUM)

Mr. Richard Hicks, President of the Ratepayers' Association of Tenterfield Shire Inc., addressed Council regarding Item COM10/24 "Use of the RSL Pavilion for Meetings of the Ratepayers' Association of Tenterfield Shire Inc.: Request for a Special Hire Rate".

WEBCASTING OF MEETING

I advise all present that this meeting is being recorded for placement on Council's website for the purposes of broadening knowledge and participation in Council issues, and demonstrating Council's commitment to openness and accountability.

All speakers must ensure their comments are relevant to the issue at hand and to refrain from making personal comments or criticisms or mentioning any private information.

No other persons are permitted to record the meeting, unless specifically authorised by Council to do so.

OPENING AND WELCOME

CIVIC PRAYER

We give thanks for the contribution by our pioneers, early settlers and those who fought in the various wars for the fabric of the Tenterfield Community we have today.

May the words of our mouths and the meditation of our hearts be acceptable in thy sight, O Lord.

ACKNOWLEDGEMENT OF COUNTRY

"Tenterfield Shire Council would like to acknowledge the Ngarabal people, the traditional custodians of this land that we are meeting on today, and also pay our respect to the Jukembal, Bundjalung, Kamilaroi, Githabul and Wahlubul people of our Shire, and extend our respect to all people."

APOLOGIES

143/24 Resolved

That Council notes the apology received from Councillor Peter Petty.

(Bronwyn Petrie/Greg Sauer)

Motion Carried

DISCLOSURE & DECLARATIONS OF INTEREST

That councillors now disclose any interests and reasons for declaring such interest in the matters under consideration by Council at this meeting.

Name	Type	Item
Kim Rhodes	Pecuniary Interest	COM11/24

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Cr Kim Rhodes will be leaving the room when this item is being discussed, and will not be participating in any discussion or voting on it.

SUSPENSION OF STANDING ORDERS

144/24 **Resolved**

That the meeting be adjourned to attend to technical difficulties experienced with the microphones.

(Greg Sauer/Owen Bancroft)

Motion Carried

The meeting adjourned at 9.35am.

RESUMPTION OF STANDING ORDERS

145/24 **Resolved**

That the meeting be resumed.

(Tim Bonner/Greg Sauer)

Motion Carried

The meeting reconvened, the time being 9.55am.

(ITEM MIN12/24) CONFIRMATION OF PREVIOUS MINUTES

146/24 **Resolved**

That the Minutes of the following Meeting of Tenterfield Shire Council:

- **Ordinary Council Meeting – 28 August 2024**

Be confirmed and signed as a true record of the proceedings of these meetings.

(Kim Rhodes/Tom Peters)

Motion Carried

(ITEM MIN13/24) CONFIRMATION OF PREVIOUS MINUTES

147/24 Resolved

That the Minutes of the following Meeting of Tenterfield Shire Council:

- **Ordinary Council Meeting – 9 October 2024**

Be confirmed and signed as a true record of the proceedings of these meetings.

(Kim Rhodes/Tom Peters)

Motion Carried

TABLING OF DOCUMENTS

Nil.

URGENT, LATE & SUPPLEMENTARY ITEMS OF BUSINESS

Nil.

MAYOR MINUTE

Nil.

**RECOMMENDATIONS FOR ITEMS TO BE CONSIDERED IN
CONFIDENTIAL SECTION**

148/24 Resolved

That:-

- a) The meeting be closed to the public and members of the press because of the need for confidentiality, privilege or security, as specified below and provided for under Section 10A(2) of the Local Government Act, 1993; and**
- b) The Agenda and associated correspondence, unless specified are not to be released to the Public as they relate to a matter of either personal hardship, personal matters, trade secrets or matters which cannot be lawfully disclosed.**

(Peter Murphy/Gregory Purcell)

Motion Carried

OPEN COUNCIL REPORTS

OUR COMMUNITY

The item below was not pursued as Cr Peter Petty was an apology to the meeting.

(ITEM COM8/24) OATH OR AFFIRMATION OF OFFICE FOR COUNCILLOR PETER PETTY

SUMMARY

The purpose of this report is to make provision for Councillor Peter Petty, who was unable to attend the first Council Meeting on 16 October 2024 because of pre-arranged business commitments, to fulfill the requirements under section 233A of the NSW *Local Government Act 1993*, being that all Councillors must take an Oath of Office or make an Affirmation of Office after the Councillor has been elected. Council is required to keep a record of the taking of the oath or affirmation, therefore at the 23 October 2024 Ordinary Council Meeting, Councillor Petty is respectfully requested to sign a statement containing the Oath or Affirmation of Office for Council's records.

OFFICER'S RECOMMENDATION:

- 1. That Councillor Peter Petty takes an Oath or make an Affirmation of Office in the prescribed format commensurate with the provisions of Section 233A of the *Local Government Act 1993* (as amended) as the first item of business.**
- 2. That Councillor Petty reads out loud the prescribed wording of the Oath or Affirmation of Office in front of the General Manager and signs a statement containing this Oath or Affirmation of Office for Council's records.**

(ITEM COM9/24) USE OF THE MEMORIAL HALL AND RSL PAVILION FOR THE TENTERFIELD HIGHLANDERS PIPE BAND AS A REHEARSAL SPACE AND "HOME": SPECIAL HIRE RATE ARRANGEMENT

SUMMARY

The purpose of this report is for Council to consider the Tenterfield Highlanders Pipe Band's request to have one day per week access to either the Memorial Hall or RSL Pavilion for purposes of creating a rehearsal space and "home" for them.

149/24 **Resolved**

That Council:

Approves the Tenterfield Highlanders Pipe Band's (Pipe Band) request to have one day per week access to either the Memorial Hall or the RSL Pavilion for purposes of creating a rehearsal space and "home" for them, based on the following arrangements:

- 1. The above approval will be for Tuesday nights for a maximum time of two (2) hours; unless there is a booking for another event in the Memorial Hall, in which instance the Pipe Band will have to relocate for the night.**
- 2. The right-hand side of the mezzanine area in the Memorial Hall will be allocated for the Pipe Band's instruments, uniforms and**

regalia (acknowledging that the left-hand side is being utilised by the Tenterfield Physical Culture Club Incorporated (Physie Group) and for the storing of chairs for the Tenterfield Autumn Group).

- 3. The gate providing entrance to the above-mentioned mezzanine area will be kept locked and a key will be provided to both the Pipe Band and Physie Group, with the understanding that Council is not liable for any loss of and/or damage to items and that the full liability in this regard rests with the Pipe Band.**
- 4. The areas of both the Memorial Hall and RSL Pavilion will at all times be kept clean and tidy by the Pipe Band after usage, as Council does not accept any responsibility for the set-up, pack-up and ongoing cleaning of these areas.**
- 5. The annual Council donation of \$500.00 will be off-set by the Pipe Band having access to the Memorial Hall or RSL Pavilion, meaning that Council will in future not be making a cash financial contribution to the Pipe Band but instead provide a financial assistance donation through making the aforementioned facilities available to the Pipe Band – without physically paying out the amount but by doing an internal transfer of funds from the Donations (expenditure) vote to the Memorial Hall/RSL Pavilion (income) vote.**
- 6. The Pipe Band making their bookings for either the Memorial Hall or RSL Pavilion with Council for a period of six (6) months in advance, in order for Council to plan its operational activities and expenses.**
- 7. The list of Council's Fees and Charges be amended to reflect the arrangement described in paragraph five (5) above.**
- 8. An additional annual donation of \$4,200 (plus the existing \$500) to the Pipe Band be captured as part of Council's list of donations to community organisations in subsequent financial years as part of the preparation of the annual Operational Plans and Budgets – in order for Council's to adhere to its value of being open and transparent.**
- 9. Again, this annual donation of \$4,700.00 will not be treated as a cash financial contribution to the Pipe Band, but instead by providing a financial assistance donation through making the aforementioned facility available to the Pipe Band – without physically paying out the amount but by doing an internal transfer of funds from the Donations (expenditure) vote to the Memorial Hall/RSL Pavilion (income) vote.**
- 10. A hire agreement be entered into between Council and the Tenterfield Pipe Band, in accordance with the information contained in the body of the report and the adopted resolution.**

(Peter Murphy/Kim Rhodes)

Motion Carried

(ITEM COM10/24) USE OF THE RSL PAVILION FOR MEETINGS OF THE RATEPAYERS' ASSOCIATION OF TENTERFIELD SHIRE INC: REQUEST FOR A SPECIAL HIRE RATE

SUMMARY

The purpose of this report is for Council to consider a request by the Ratepayers' Association of Tenterfield Shire Inc. (RATeS) for the RSL Pavilion to be made available to them on the Sunday nights preceding Ordinary Council Meetings for a two-hour duration at a reduced fee of \$10.00.

150/24

Resolved

That Council:

Defers the consideration of the request received from the Ratepayers' of Tenterfield Shire Inc. until such time as the fees and charges for community and not-for-profit organisations have been resolved.

(Peter Murphy/Greg Sauer)

Motion Carried

Cr Kim Rhodes left the meeting, the time being 10.16am.

(ITEM COM11/24) USE OF THE SIR HENRY PARKES MEMORIAL SCHOOL OF ARTS FOR COMMUNITY INFORMATION SESSIONS FOR THE TENTERFIELD FIRE TO FLOURISH PROGRAM: REQUEST FOR ACCESS AND A WAIVER OF FEES

SUMMARY

The purpose of this report is for Council to consider the Tenterfield Fire to Flourish Program's request to use the Sir Henry Parkes Memorial School of Arts for Community Information Sessions in October 2024 and to waive any associated fees and charges.

151/24

Resolved

That Council:

Does not approve the request received from the Tenterfield Fire to Flourish Program to waive the fees and charges associated with the use of the Sir Henry Parkes Memorial School of Arts for Community Information Sessions in October 2024 for the purpose of creating a Tenterfield Community Foundation.

(Greg Sauer/Owen Bancroft)

Motion Defeated

Cr Kim Rhodes returned to the meeting, the time being 10.22am.

OUR ECONOMY

OUR ENVIRONMENT

Tamai Davidson – Manager Planning, Property & Development – entered the meeting, the time being 10.22am.

(ITEM ENV11/24) LOCAL HERITAGE FUND APPLICATIONS 2024-2025

SUMMARY

The purpose of this report is to present to Council the applications received for the Local Places Heritage Fund for the 2024/25 financial year. This year a total of six (6) applications were received for maintenance and conservation works across the Shire which have been reviewed by staff and Council's Heritage Advisor.

152/24

Resolved

That Council:

- (1) Endorses the offers of funding below and forwards letters of offer to the applicants:
B. Venaglia & W Meakin - \$5,119.00.
Y. & L. O'Brien - \$5,119.00.
S. & J. Swney - \$5,119.00.
R. Mitchell - \$5,119.00.
Tenterfield Family History Group - \$500.00.
Tenterfield & Historical Historical Society - \$500.00.**
- (2) Redistributes any funding not accepted, or not claimed by the claim date, amongst completed eligible projects.**

(Greg Sauer/Kim Rhodes)

Motion Carried

Tamai Davidson – Manager Planning, Property & Development – left the meeting the time being 10.28am.

Gillian Marchant – Manager Waste and Water – entered the meeting, the time being 10.29am.

(ITEM ENV12/24) CONCEALED WATER LEAKS FOR BUSINESSES

SUMMARY

Council has received requests to waive excessive consumption due to concealed leaks. The three concealed leaks have been investigated and the business owners have written to Council to request waiving and adjustments to their water bills.

Drury Lane Theater, assessment 8854 received a high-water reading, which was repaired within 14 days by a licensed plumber.

224 Rouse Street, assessment 14852 received two successive high-water readings, repairs made by a licensed plumber initially led to a continuation of the leak from aging pipes.

Tenterfield Showgrounds, assessment 8151, discovered a concealed leak, which was repaired on discovery.

153/24 Resolved

That Council:

Re-adjust the water bills as:

- a. Drury Lane Theater Inc, assessment 8854 – The issued water bill of \$1044.49 for the period to December 2024 be waived and 10% of the original bill charged or \$104.45, plus the installation of a Smart Meter to a maximum cost of \$300 per meter.**
- b. 224 Rouse Street, assessment 14852 – The issued water bill of \$19,744.39 for the period to December 2024 be waived and 25% of the original bill charged or \$4,936.10.**

It is expected that the savings to the owner of \$14,808.29 be put towards the ratepayer fixing the old pipe work. The ratepayer is to provide Council with invoices and other suitable evidence to provide proof of repairs/replacement to Council on completion of the repairs. If the repairs/replacement is not completed by 31 October 2025, the original bill will be reinstated.

- c. Tenterfield Showgrounds, assessment 8151 – The issued water bill of \$20,317.38 for the period to December 2024 be waived and an average account equating to \$5,113.45 (the value of their last bill) be charged, plus the installation of a Smart Meter to a maximum cost of \$300 per meter.**

(Kim Rhodes/Tom Peters)

Motion Carried

Gillian Marchant – Manager Waste and Water – left the meeting, the time being 10.50am.

OUR GOVERNANCE

(ITEM GOV78/24) ADMINISTRATIVE AMENDMENTS TO TSC MODEL CODE OF MEETING PRACTICE

SUMMARY

The purpose of this report is to notify of administrative amendments to the Tenterfield Shire Council Model Code of Meeting Practice 2023, and to adopt the amendments to form the Tenterfield Shire Council Model Code of Meeting Practice 2024.

154/24

Resolved

That Council:

Adopts the administrative changes outlined below to form the Tenterfield Shire Council Model Code of Meeting Practice 2024.

Page	Section	Correction
5	3.4	"For the purposes of clause 3.4 3.3, notice of a meeting of the council..."
5	3.5	"For the purposes of clause 3.4 3.3, notice of more than one (1)..."
6	3.13	"... by way of a notice submitted under clause 3.10 3.9, as a question..."
6	3.14	"... a question with notice under clause 3.14 3.13 that comprises..."
7	3.15	"... a question with notice submitted under clause 3.14 3.13 by way of..."
7	3.18	"Nothing in clause 3.10 3.17 limits the power..."
20	9.14	"... in accordance with clauses 3.10 3.9 and 3.14 3.13."
33	15.24	"... a contravention of clause 15.24 15.23 or an attempt to..."
34	17.5	"... duly given in accordance with clause 3.10 3.9."
35	17.9	"... may only be withdrawn under clause 3.11 3.10 with the consent of..."

(Kim Rhodes/Owen Bancroft)

Motion Carried

(ITEM GOV79/24) TENTERFIELD SHIRE COUNCIL STATE OF OUR SHIRE REPORT 2021 TO 2024

SUMMARY

The purpose of this report is to present to Council the State of Our Shire Report (formerly called End of Term Report), from 2021 to 2024, which details the progress Council has made in the implementation of the Community Strategic Plan (CSP) and the Delivery Program (DP) in delivering the goals of the community over the past Council Term.

155/24

Resolved

That Council:

Receives and notes the State of our Shire Report for 2021 to 2024 with the following amendments:

P106: Jennings Playground, Exercise Area, BBQ area and sealed parking area: Add in "... and free camping area".

P106: Add to the dot-point list "Basketball Court".

P106: Add to the dot-point list "Youth Precinct winning an Award".

P108: Correct spelling of Willsons in the "Willsons Downfall Restoration Project".

P111: Correct the spelling of Willsons in the "Willsons Downfall Restoration Project".

(Peter Murphy/Tim Bonner)

Motion Carried

Roy Jones – Manager Finance and Technology – entered the meeting, the time being 10.52am.

(ITEM GOV80/24) RETURNS DISCLOSING PECUNIARY INTEREST

SUMMARY

The purpose of this report is to convey to Councillors and designated persons, the requirements to lodge disclosure of interest returns with the General Manager.

156/24 Resolved

That all elected Councillors provide the General Manager with their duly completed primary disclosure of interest forms by Wednesday, 18 December 2024.

(Kim Rhodes/Peter Murphy)

Motion Carried

(ITEM GOV81/24) RELATED PARTY DISCLOSURE POLICY

SUMMARY

The purpose of this report is to convey to newly elected Councillors the requirements to lodge Disclosure by Key Management Personnel forms with the General Manager.

157/24 **Resolved**

That all newly elected Councillors provide the General Manager with their duly completed Related Party Disclosure by Key Management Personnel forms by Thursday, 31 October 2024.

(Greg Sauer/Kim Rhodes)

Motion Carried

The Mayor changed the sequence of the Items; for ITEM GOV83/24 and GOV84/24 to be considered before ITEM GOV82/24.

(ITEM GOV83/24) FINANCE & ACCOUNTS - PERIOD ENDED 31 AUGUST 2024

SUMMARY

The purpose of this Report is for the Responsible Accounting Officer to provide, in accordance with Clause 212 of the Local Government (General) Regulation 2005 a written report setting out details of all money that the Council has invested under Section 625 of the *Local Government Act 1993*. The Report must be made up to the last day of the month immediately preceding the meeting.

Addition financial information on Water Leakage, 603 Certificates, and financial business units is presented for Councillor and community information.

158/24 **Resolved**

That Council:

Notes the Finance and Accounts Report for the period ended 31 August 2024.

(Kim Rhodes/Peter Murphy)

Motion Carried

(ITEM GOV84/24) FINANCE & ACCOUNTS - PERIOD ENDED 30 SEPTEMBER 2024

SUMMARY

The purpose of this Report is for the Responsible Accounting Officer to provide, in accordance with Clause 212 of the *Local Government (General) Regulation 2021* a written report setting out details of all money that the Council has invested under Section 625 of the *Local Government Act 1993*. The Report must be made up to the last day of the month immediately preceding the meeting.

Addition financial information on Water Leakage, 603 Certificates, and financial business units is presented for Councillor and community information.

159/24 **Resolved**

That Council:

Notes the Finance and Accounts Report for the period ended 30 September 2024.

(Kim Rhodes/Tom Peters)

Motion Carried

Roy Jones – Manager Finance and Technology – left the meeting, the time being 11.04am.

SUSPENSION OF STANDING ORDERS

160/24 **Resolved**

That:

The meeting be adjourned for morning tea.

(Kim Rhodes/Owen Bancroft)

Motion Carried

The meeting adjourned at 11.04am.

RESUMPTION OF STANDING ORDERS

161/24 **Resolved**

That:

The meeting be resumed.

(Owen Bancroft/Tim Bonner)

Motion Carried

The meeting reconvened at 11.23pm.

(ITEM GOV82/24) APPOINTMENT OF COUNCIL DELEGATES TO COMMITTEES AND EXTERNAL ORGANISATIONS

SUMMARY

The purpose of this report is for Council to nominate Councillors as its official delegates to priority Council and Community Committees for the period October 2024 to September 2026.

162/24

Resolved

That Council:

Determines its delegates to Specific Purpose Committees and other External Committees and Organisations as per the table below for the proceeding two-year period, i.e. October 2024 to September 2026.

Specific Purpose Committees	Traditional Representation	Delegate/s	Meeting Frequency	Responsibility
Audit, Risk & Improvement Committee	One Councillor	Cr Peter Murphy	Quarterly	Governance Officer
Australia Day Awards Committee	Mayor Three Councillors One reserve Councillor	Crs Bronwyn Petrie (Mayor), Greg Sauer, Gregory Purcell, Roger Turner, Kim Rhodes (Alternate)	Annually following closure of Australia Day nominations - dependent on nomination numbers	Executive Assistant
Sir Henry Parkes Memorial School of Arts Joint Management Committee	Mayor One Councillor	Crs Bronwyn Petrie (Mayor), Kim Rhodes	When required however at least six monthly	Executive Assistant General Manager
Tenterfield Chamber of Commerce – Tourism Committee	Two Councillors	Crs Gregory Purcell, Kim Rhodes	As required	TCTIB
Sale Yards Committee	Two Councillors	Crs Peter Petty, Tim Bonner	Six-monthly	Manager Open Space Regulatory and Utilities
General Manager’s Performance Evaluation Committee	Mayor Deputy Mayor One Councillor Another Councillor nominated by GM General Manager	Crs Bronwyn Petrie (Mayor), Gregory Sauer (Deputy Mayor), Peter Murphy. General Manager’s nominee.	At least annually but preferably six monthly	Executive Assistant General Manager
External Committees & Organisations	Representation	Delegate/s	Meeting Frequency	Responsibility
Country Mayors Association	Mayor	Cr Bronwyn Petrie (Mayor)	Quarterly	Executive Assistant (Travel & Accommodation)
Tenterfield Shire Local Traffic Committee	Mayor Two Councillors	Crs Bronwyn Petrie (Mayor), Tom Peters, Tim Bonner	Bi-monthly, or as needed	Manager Works
Local Emergency Management Committee	Mayor One Councillor Manager Property & Development	Crs Bronwyn Petrie (Mayor), Owen Bancroft	Quarterly	LEMO
Bushfire Management Committee	One Councillor Manager Workforce, Safety, Risk & Records	Cr Tom Petrie (Mayor also at times attends)	Quarterly	BMC
Local Health Advisory Committee	Mayor	Cr Bronwyn Petrie (Mayor)	Monthly	LHAC
Border Region Organisation of Councils (BROC)	Mayor Deputy Mayor	Crs Bronwyn Petrie (Mayor), Greg Sauer	Quarterly	Executive Assistant

		(Deputy Mayor)		(Travel & Accommodation)
Joint Regional Planning Panels	Mayor Deputy Mayor One Councillor as an alternate	Cr Bronwyn Petrie (Mayor), Greg Sauer (Deputy Mayor), Cr Peter Petty (alternate)	As Required	JRP
Murray Darling Association	Mayor and/or Deputy Mayor	Cr Bronwyn Petrie (Mayor), Cr Greg Sauer (Deputy Mayor)	Quarterly	MDA
National Timber Councils	One Councillor	Cr Bronwyn Petrie (Mayor)	As Required	NTC
Arts North West	One Councillor	Cr Kim Rhodes	Twice per year	Arts North West
Granite Border Landcare Committee	One Councillor	Cr Greg Sauer (Deputy Mayor)	As Required	Granite Border Landcare

(Kim Rhodes/Tim Bonner)

Motion Carried

Cr Tim Bonner left the meeting at 11.54am.

Cr Tim Bonner returned to the meeting at 12.09pm.

Roy Jones – Manager Finance and Technology – joined the meeting at 12.18pm.

(ITEM GOV85/24) MONTHLY OPERATIONAL REPORT FOR AUGUST/SEPTEMBER 2024

SUMMARY

The purpose of this Report is to provide a standing monthly report to the Ordinary Meeting of Council that demonstrates staff accountabilities and actions taken against Council’s 2023/2024 Operational Plan.

163/24 Resolved

That Council:

Notes the status of the Monthly Operational Report for August/September 2024.

(Greg Sauer/Peter Murphy)

Motion Carried

**(ITEM GOV86/24) INFORMATION ON - FINANCIAL ASSISTANCE GRANT
2024-2025**

SUMMARY

The purpose of this report is to table the letter dated 23 August 2024 from NSW Local Government Grants Commission.

164/24

Resolved

That Council:

Receives and notes the letter dated 23 August 2024 from the NSW Local Government Grant Commission.

(Kim Rhodes/Tom Peters)

Motion Carried

**(ITEM GOV87/24) 2023/2024 FINANCIAL STATEMENTS TO BE
REFERRED FOR AUDIT**

SUMMARY

The purpose of this report is to comply with statutory requirements in relation to the General Purpose Financial Statements and Special Purpose Financial Statements for the year ended 30 June 2024. The Financial Statements are to be referred to Council's Auditor, with authorisation from the Mayor, a Councillor, the General Manager and the Responsible Accounting Officer.

165/24

Resolved

That Council:

(1) In relation to the Financial Statements and in accordance with Section 413(2)(c) of the Local Government Act 1993 (as amended):

- a) **Council resolves that in its opinion the General Purpose Financial Statements and the Special Purpose Financial Statements for the year ended 30 June 2024 and Special Schedules are properly drawn up in accordance with the provisions of the Local Government Act 1993, (as amended) and the Regulations there under; and**
- b) **That the Financial Statements be approved and signed by the Mayor, the Deputy Mayor, the General Manager and the Responsible Accounting Officer.**

(2) That the Financial Statements be referred to Council's Auditor for audit; and

(3) That the audited Financial Statements be forwarded to the Office of Local Government by 31 October 2024; and

- (4) That the General Manager be delegated authority to place the Audited Financial Statements on public exhibition from Friday, 1 November 2024 if possible (or the soonest practicable alternative date if not) and that notice be given that Council will present its Audited Financial Statements at the Ordinary Council Meeting to be held on 27 November 2024 if possible (or the soonest practicable alternative date if not); and
- (5) That the audited Financial Statements be presented at the meeting of Council to be held on 27 November 2024 if possible, in accordance with Section 419(1) of the Local Government Act 1993 (as amended) or alternatively at the soonest practicable date as determined by the General Manager.

(Kim Rhodes/Greg Sauer)

Motion Carried

(ITEM GOV88/24) COUNCILLOR AND STAFF INTERACTION POLICY

SUMMARY

The purpose of this report is to update the Councillor and Staff Interaction Policy and to include a procedure for Works/Service Requests from Councillors to be dealt with in an equitable and consistent manner.

166/24 **Resolved**

That Council:

- (1) Adopts the contents of this report to update the "Councillor and Staff Interaction Policy" as attached as an Annexure to the report.
- (2) Notes and ratifies the procedure regarding Works/Service Requests from Councillors as included in the body of the report and the attached Policy document.

(Gregory Purcell/Roger Turner)

Motion Carried

(ITEM GOV89/24) COUNCIL OFFICES AND OPERATIONS: CHRISTMAS CLOSE-DOWN AND JANUARY RECESSION PERIOD

SUMMARY

The purpose of this report is for Council to consider the Christmas close-down period leading up to the recession period in January 2025.

167/24 **Resolved**

That Council:

- 1. Determines the Christmas close-down period to be from Monday, 23 December 2024 to Friday, 3 January 2025, meaning that the last working day will be Friday, 20 December 2024 and the starting workday in the New Year will be Monday, 6 January 2025.**
- 2. Notes the planning for the Council Christmas Party for staff to be for Friday, 20 December 2024 – with Council offices closing and operations ceasing at 3.00pm and the social gathering starting at 3.30pm. Further, that all Councillors are invited to attend this occasion, and the Mayor be requested to deliver a short address to the staff on behalf of all Councillors.**

(Tim Bonner/Peter Murphy)

Motion Carried

REPORTS OF DELEGATES & COMMITTEES

NIL.

NOTICES OF MOTION

NIL.

RESOLUTION REGISTER

NIL.

CONFIDENTIAL BUSINESS

SUSPENSION OF STANDING ORDERS

168/24 **Resolved**

That the meeting moves into Closed Council.

(Greg Sauer/Tom Peters)

Motion Carried

(ITEM ENV10/24) CONCEALED WATER LEAKS

That above item be considered in Closed Session to the exclusion of the press and public in accordance with Section 10A(2) (b) of the Local Government Act, 1993, as the matter involves discussion in relation to the personal hardship of a resident or ratepayer.

SUMMARY

Council has received requests to waive excessive consumption due to concealed leaks. The two concealed leaks have been investigated and the owners have written to Council to request waiving and adjustments to their water bills. 66 Duncan Street, assessment 3814 received a high-water reading, which was repaired within 14 days by a licensed plumber. 63 High Street, assessment 5546 received a high-water reading, which was repaired within 14 days by a licensed plumber.

169/24 **Resolved**

That Council:

- 1. Re-adjusts the water bills as:**
 - a. Assessment 3814 – The issued water bill of \$6,332.20 for the period to December 2024 be waived and an average account for the property equating to \$466.10 be charged, plus the installation of a smart meter to a maximum cost of \$300.00 per meter.**
 - b. Assessment 5546 – The issued water bill of \$6,328.60 for the period to December 2024 be waived and an average account for the property equating to \$392.35 be charged, plus the installation of a smart meter to a maximum cost of \$300.00 per meter.**
- 2. With reference of item ENV12/24 and the resolution adopted as part of this item, adds the following wording to both paragraphs (a) and (c) of this resolution: “plus the installation of a smart meter to a maximum cost of \$300.00 per meter.**
- 3. Staff pursue the implementation of smart meters during the development of the 2025/26 Budget and Operational Plan for Council’s further consideration, taking into account the financial effect on water fees and charges of such implementation.**

(Tom Peters/Greg Sauer)

Motion Carried

The Director Infrastructure Services handed out a copy of the tender evaluation spreadsheet to all Councillors.

(ITEM COM7/24) TENDER EVALUATION FOR COUNCIL'S ANNUAL RESEALS AND INITIAL SEALS VIA LOCAL GOVERNMENT PROCUREMENT LGP213-3 RFT 08-24/25 BITUMINOUS SURFACING 2024

That above item be considered in Closed Session to the exclusion of the press and public in accordance with Section 10A(2) (c) (d(i)) (d(ii)) of the Local Government Act, 1993, as the matter involves information that would, if disclosed, confer a commercial advantage on a person with whom the Council is conducting (or proposes to conduct) business; AND commercial information of a confidential nature that would, if disclosed (i) prejudice the commercial position of the person who supplied it; AND commercial information of a confidential

nature that would, if disclosed (ii) confer a commercial advantage on a competitor of the Council.

SUMMARY

The purpose of this report is to provide Council with a report and recommendation on the Council's Reseal Tender via Local Government Procurement LGP213-3 RFT 08-24/25 Bituminous Surfacing 2024

170/24

Resolved

That Council:

- 1. Engages RPQ Spray Seal Pty Ltd to the amount of \$2,028,054.87 for Council reseals and initial seals due to competitive pricing and fit for purpose reseal bitumen types and seal designs, pending successful Roads to Recovery funding for additional works.**
- 2. Delegates to the General Manager authority to negotiate, with RPQ Spray Seal Pty Ltd for a variation to this tender up to the value stated in the report to conduct an initial seal on pavement rehabilitation of a section of Mount Lindesay Rd.**

(Kim Rhodes/Gregory Purcell)

Motion Carried

RESUMPTION OF STANDING ORDERS

171/24

Resolved

That the meeting returns to Open Council.

(Greg Sauer/Tim Bonner)

Motion Carried

The Mayor read the Resolutions adopted out loud.

MEETING CLOSED

There being no further business, the Mayor declared the meeting closed at 2.01pm.

.....
Councillor Bronwyn Petrie
Mayor/Chairperson

Department:	Office of the General Manager
Submitted by:	Hein Basson, General Manager
Reference:	ITEM COM12/24
Subject:	Councillor Expenses and Facilities Policy

LINKAGE TO INTEGRATED PLANNING AND REPORTING FRAMEWORK	
CSP Goal:	Community - Tenterfield Shire is a vibrant, inclusive, and safe community where diverse backgrounds and cultures are respected and celebrated.
CSP Strategy:	The individual unique qualities and strong sense of local identity of Tenterfield Shires towns, villages and community groups is respected, recognised and promoted.

SUMMARY

The purpose of this report is for Council to consider adding a definition to its Councillor and Expenses Policy; describing what "Civic Duties" under this Policy constitutes and for what types of meetings and duties Councillors would get reimbursed for.

OFFICER'S RECOMMENDATION:

That Council:

1. Adds the following sub-heading with description into its existing Councillor Expenses and Facilities Policy document (pages 12 and 13), to **describe what the term "Civic Duties" means for purposes of the effective and efficient functioning of the elected Councillors within the Tenterfield Shire Council – as a rural council with a large geographic area and a ward system of representation, and to facilitate communication between the community and the governing body:**

18.8 Civic Duties: Duties include the attendance at a reasonable frequency of Progress Association or Hall Committee meetings within the particular Ward for which a Councillor has been elected, and at which meetings Council-related business is discussed. In the instance of both elected Councillors for the Ward being unable to attend a meeting where important Council business will be discussed, the Mayor, or another Councillor authorised by the Mayor, may attend this meeting on behalf of the "Ward Councillor/s".

Expenses that are claimed for reimbursement for attending meetings, must relate to Council business at which the attending Councillor – viewed reasonably from a Council perspective – "needs to be" or is "supposed to be" present as either a participant or representative.

*The Ratepayers Association of Tenterfield Shire Inc. (RATEs) is generally attended by Councillors living in Tenterfield town; however, when a substantial and important item is under consideration by Council that attracts significant **community and ratepayers' attention across the local government area** (e.g. the consideration of a Special Rate Variation), the Mayor and General Manager will take these circumstances into consideration when approving reimbursement requests from Councillors*

Our Community No. 12 Cont...

living outside of the Tenterfield township, to also attend RATEs'*Meetings during these periods of time.**Notwithstanding the provisions of Clauses 6.16 to 6.19 of this policy, no accommodation and meal costs will be reimbursed to Councillors for attending these above-mentioned types of meetings within the boundaries of the local government area.**These duties do not include the attendance of social events, parties or other meetings or events where Council is not the organiser, or where Council business is not transacted as a main or important part of the meeting or event.*

2. Also adds into the existing Policy document the following under the sub-heading **"Local Travel" (page 13):**

*In those instances where Council pool vehicles are considered the most practicable and economical mode of transport, Councillors travelling to fulfil their civic duties as described in clause 18.8 above, are to provide the General Manager with a copy of their valid NSW or Australian **driver's licence before the Council vehicle** is being driven.*

3. Notes and approves the administrative changes of adding the word **"Policy" to the title of the Policy, and superseding the term "Chief Executive" with "General Manager", as well as adding the amended titles** of the Director Corporate Services and Director Infrastructure Services to the document.
4. Advertises, pursuant to the provisions of Section 253(1) of the *Local Government Act 1993*, the amended Councillor Expenses and Facilities Policy for a minimum period of 28 days for the making of public submissions.
5. Considers, pursuant to the provisions of Section 253(2) of the *Local Government Act 1993*, all submissions received within the prescribed period at a future meeting and make any appropriate changes to the draft policy or amendment.
6. Adopts and implements the additions described in paragraphs one (1), two (2) and three (3) above in the event that no submissions are submitted within the prescribed period.

BACKGROUND

Section 232 of the *Local Government Act 1993* states the following:*232 The role of a councillor**(1) The role of a councillor is as follows--*

- (a) to be an active and contributing member of the governing body,*
- (b) to make considered and well informed decisions as a member of the governing body,*
- (c) to participate in the development of the integrated planning and reporting framework,*

Our Community No. 12 Cont...

(d) to represent the collective interests of residents, ratepayers and the local community,

(e) to facilitate communication between the local community and the governing body,

(f) to uphold and represent accurately the policies and decisions of the governing body,

(g) to make all reasonable efforts to acquire and maintain the skills necessary to perform the role of a councillor.

(2) A councillor is accountable to the local community for the performance of the council.

Therefore, Councillors need to be able to – amongst other things – facilitate communication between the community and the governing body.

REPORT:

The existing Councillor Expenses and Facilities Policy lacks clarity on what the term **"civic duties"** means. **Further, the practice of how these nuanced matters were dealt with in the past, has not been documented or included as part of this Policy.**

The General Manager has attempted to formulate the practice that had developed over **time as far as the interpretation of the term "civic duties" is concerned** – specifically pertaining to Council as a rural local government authority with a large geographic area and several villages and localities with Progress Associations or Hall Committees, amongst other things, looking after their local community halls. This review of the **Policy provides for an opportunity to Councillors to further refine Council's existing practice.**

The sub-heading with description below is suggested for Council to add into its existing Policy on pages 12 and 13 of the document – **to describe what the term "civic duties"** means for purposes of the effective and efficient functioning of the elected Councillors within the Tenterfield Shire Council as a rural council with a large geographic area and a ward system of representation – also to facilitate communication between the community and the governing body.

*Civic Duties: Duties include the attendance at a reasonable frequency of Progress Association or Hall Committee meetings within the particular Ward for which a Councillor has been elected, and at which meetings Council-related business is discussed. In the instance of both elected Councillors for the Ward being unable to attend a meeting where important Council business will be discussed, the Mayor, or another Councillor **authorised by the Mayor, may attend this meeting on behalf of the "Ward Councillor/s".***

*Expenses that are claimed for reimbursement for attending meetings, must relate to Council business at which the attending Councillor – viewed reasonably from a Council perspective – **"needs to be" or is "supposed to be" present as either a participant or representative.***

*The Ratepayers Association of Tenterfield Shire Inc. (RATeS) is generally attended by Councillors living in Tenterfield town; however, when a substantial and important item **is under consideration by Council that attracts significant community and ratepayers' attention across the local government area (e.g. the consideration of a Special Rate Variation), the Mayor and General Manager will take these circumstances into consideration when approving reimbursement requests from Councillors living outside of the Tenterfield township, to also attend RATeS' Meetings during these periods of time.***

Our Community No. 12 Cont...

Notwithstanding the provisions of Clauses 6.16 to 6.19 of this policy, no accommodation and meal costs will be reimbursed to Councillors for attending these above-mentioned types of meetings within the boundaries of the local government area.

These duties do not include the attendance of social events, parties or other meetings or events where Council is not the organiser, or where Council business is not transacted as a main or important part of the meeting or event.

Also, it is recommended for Council to add into the existing Policy the following under the sub-heading **"Local Travel"** on page 13 of the Policy document:

*In those instances where Council pool vehicles are considered the most practicable and economical mode of transport, Councillors travelling to fulfil their civic duties as described in clause 18.8 above, are to provide the General Manager with a copy of their **valid NSW or Australian driver's licence before the Council vehicle is being driven.***

In addition, it is recommended for Council to note and approve the administrative **changes of adding the word "Policy" to the title of this Policy, and superseding the term "Chief Executive" with "General Manager"**, as well as adding the amended titles of the Director Corporate Services and Director Infrastructure Services to the document.

COUNCIL IMPLICATIONS:

1. Community Engagement / Communication (per engagement strategy)
Section 253 of the *Local Government Act 1993*, amongst other things, states the following:

(1) A council must give public notice of its intention to adopt or amend a policy for the payment of expenses or provision of facilities allowing at least 28 days for the making of public submissions.

(2) Before adopting or amending the policy, the council must consider any submissions made within the time allowed for submissions and make any appropriate changes to the draft policy or amendment.

(3) Despite subsections (1) and (2), a council need not give public notice of a proposed amendment to its policy for the payment of expenses or provision of facilities if the council is of the opinion that the proposed amendment is not substantial.

Therefore, this Policy will be advertised for community comment for a minimum period of 28 days.

2. Policy and Regulation
 - Local Government Act 1993
 - ICAC Publication – No excuse for misuse, preventing the misuse of Council resources.
 - Tenterfield Shire Council Code of Conduct
 - Councillor Expenses and Facilities Policy – Better Practices template 27 June 2017.
 - Office of Local Government Circular No. 22-14/22 May / A817449.
3. Financial (Annual Budget & LTFFP)
Council annually makes financial provision for Councillor Expenses and Facilities.

Our Community No. 12 Cont...

4. Asset Management (AMS)
The management of pool vehicles forms a part of Council's Plant and Fleet Asset Management portfolio.
5. Workforce (WMS)
Nil.
6. Legal and Risk Management
Councillors are advised to familiarise themselves with the contents of this Policy.
7. Performance Measures
This Policy makes provision for Councillors' expenses to be publicly reported every six (6) months. It is also a requirement for this information to be included with Council's Annual Report.
8. Project Management
Nil.

Hein Basson
General Manager

Prepared by staff member:	Hein Basson, General Manager	
Approved/Reviewed by Manager:	Hein Basson, General Manager	
Department:	Office of the General Manager	
Attachments:	1 Councillor Expenses and Facilities Policy	15 Pages



COUNCILLOR EXPENSES AND FACILITIES POLICY

Summary:

The purpose of this policy is to ensure that Councillors receive adequate and reasonable payment of expenses and the provision of facilities and equipment to enable them to carry out their civic duties. It also ensures that they are provided in a consistent, transparent and accountable manner.

The format for this policy has been provided by the New South Wales Office of Local Government and has been prepared to be consistent with the Local Government Act 1993 and Local Government (General) Regulations 2023.

Policy Number	1.160
Document Version	V19.0
Adoption Date	27 November 2024
Endorsed By	General Manager
Minute Number	??/24
Consultation Period	Nil.
Review Due Date	Adopted by Council within 12 months of the term of a new Council
Department	General Manager
Policy Custodian	General Manager
Superseded Documents	1.160 – Councillor Expenses & Facilities Policy (V18)
Related Legislation	16-30 Local Government Amendment (Governance and Planning) Act Councillor Expenses and Facilities Policy – Better Practice Template 27 June 2017. Office of Local Government Circular 16/30. ICAC publication – No excuse for misuse, preventing the misuse of Council resources. TSC Code of Conduct.
Delegations of Authority	General Manager, Director Corporate Services, Director Infrastructure Services

Part A – Introduction

1. Introduction

- 1.1. The provision of expenses and facilities enables Councillors to fulfil their civic duties as the elected representatives of Tenterfield Shire Council.
- 1.2. The community is entitled to know the extent of expenses paid to Councillors, as well as the facilities provided.
- 1.3. The purpose of this policy is to clearly state the facilities and support that are available to Councillors to assist them in fulfilling their civic duties.
- 1.4. Council staff are empowered to question or refuse a request for payment from a Councillor when it does not accord with this policy.
- 1.5. Expenses and facilities provided by this policy are in addition to fees paid to Councillors. The minimum and maximum fees a council may pay each Councillor are set by the Local Government Remuneration Tribunal as per Section 241 of the Act and reviewed annually. Council must adopt its annual fees within this set range.

2. Policy Objectives

- 2.1. The objectives of this policy are to:
 - enable the reasonable and appropriate reimbursement of expenses incurred by Councillors while undertaking their civic duties.
 - enable facilities of a reasonable and appropriate standard to be provided to Councillors to support them in undertaking their civic duties.
 - ensure accountability and transparency in reimbursement of expenses and provision of facilities to Councillors.
 - ensure facilities and expenses provided to Councillors meet community expectations.
 - support a diversity of representation.
 - fulfil the Council's statutory responsibilities.

3. Principles

- 3.1. Council commits to the following principles:
 - **Proper conduct:** Councillors and staff acting lawfully and honestly, exercising care and diligence in carrying out their functions.
 - **Reasonable expenses:** providing for Councillors to be reimbursed for expenses reasonably incurred as part of their role as Councillor.
 - **Participation and access:** enabling people from diverse backgrounds, underrepresented groups, those in carer roles and those with special needs to serve as a Councillor.
 - **Equity:** there must be equitable access to expenses and facilities for all Councillors.

- **Appropriate use of resources:** providing clear direction on the appropriate use of Council resources in accordance with legal requirements and community expectations.
- **Accountability and transparency:** clearly stating and reporting on the expenses and facilities provided to Councillors.

4. Private or Political Benefit

- 4.1. Councillors must not obtain private or political benefit from any expense or facility provided under this policy.
- 4.2. Private use of Council equipment and facilities by Councillors may occur from time to time. For example, telephoning home to advise that a Council meeting will run later than expected.
- 4.3. Such incidental private use does not require a compensatory payment back to Council.
- 4.4. Councillors should avoid obtaining any greater private benefit from Council than an incidental benefit. Where there are unavoidable circumstances and more substantial private use of Council facilities does occur, Councillors must reimburse the Council.
- 4.5. Campaigns for re-election are considered to be a political benefit. The following are examples of what is considered to be a political interest during a re-election campaign:
 - production of election material;
 - use of Council resources and equipment for campaigning;
 - use of official Council letterhead, publications, websites or services for political benefit, and
 - fundraising activities of political parties or individuals, including political fundraising events.

Part B – Expenses

5. General Expenses

- 5.1. All expenses provided under this policy will be for a purpose specific to the functions of holding civic office. Allowances for general expenses are not permitted under this policy.
- 5.2. Expenses not explicitly addressed in this policy will not be paid or reimbursed.
- 5.3. Councillors' fees are adopted annually by resolution of Council, they are determined by applying the Local Government Remuneration tribunal – Annual Report and Determination and in accordance with Section 341 of the Act.

6. Specific Expenses

General Travel Arrangements and Expenses

- 6.1. All travel by Councillors should be undertaken using the most direct route and the most practicable and economical mode of transport.
- 6.2. Each Councillor may be reimbursed, and the Mayor may be reimbursed, for travel expenses incurred while undertaking official business or professional development or attending approved conferences and seminars within NSW. This includes reimbursement for:
 - public transport fares;
 - use of a private vehicle or hire car;
 - parking costs for Council and other meetings;
 - tolls;
 - Cab charge card or equivalent, and
 - documented ride-share programs, such as Uber, where tax invoices can be issued.
- 6.3. Councillors may be reimbursed for return trips from their usual place of residence within Tenterfield Shire, up to a maximum of \$500 per annum, to Council's Administration Office in Tenterfield Township, for the purpose of collecting hard copies of Council business papers, publications and/or other documents relevant to Council business, when advised by Council's Executive Assistant & Media that these are available for collection.
- 6.4. Allowances for the use of a private vehicle will be reimbursed by kilometre at the rate contained in the Local Government (State) Award.
- 6.5. Councillors seeking to be reimbursed for use of a private vehicle must keep a log book recording the date, distance and purpose of travel being claimed. Copies of the relevant log book contents must be provided with the claim.

Interstate, Overseas and Long Distance Intrastate Travel Expenses

- 6.6. Given Council's location near an interstate border, travel to South East Queensland will be considered as general travel. Arrangements and expenses for this travel will be governed by Clauses 6.1-6.4.
- 6.7. In accordance with Section 4, Council will scrutinise the value and need for Councillors to undertake overseas travel. Councillors should avoid interstate, overseas and long distance intrastate trips unless direct and tangible benefits can be established for the Council and the local community. This includes travel to sister and friendship cities.
- 6.8. Councillors seeking approval for any interstate and long-distance intrastate travel must submit a case to, and obtain the approval of, the **General Manager** prior to travel.
- 6.9. Councillors seeking approval for any overseas travel must submit a case to, and obtain the approval of, a full Council meeting prior to travel.
- 6.10. The case should include:

- objectives to be achieved in travel, including an explanation of how the travel aligns with current Council priorities and business, the community benefits which will accrue as a result, and its relevance to the exercise of the councillor's civic duties;
 - who is to take part in the travel;
 - duration and itinerary of travel, and
 - a detailed budget including a statement of any amounts expected to be reimbursed by the participant/s.
- 6.10 For interstate and long distance intrastate journeys by air of less than three hours, the class of air travel is to be economy class.
- 6.11 For interstate journeys by air of more than three hours, the class of air travel may be premium economy.
- 6.12 For international travel, the class of air travel is to be premium economy if available. Otherwise, the class of travel is to be economy.
- 6.13 Bookings for approved air travel are to be made through the **General Manager's** office.
- 6.14 For air travel that is reimbursed as Council business, Councillors will not accrue points from the airline's frequent flyer program. This is considered a private benefit.

Travel Expenses not Paid by Council

- 6.15 Council will not pay any traffic or parking fines or administrative charges for road toll accounts.

Accommodation and Meals

- 6.16 In circumstances where it would introduce undue risk for a Councillor to travel to or from official business in the late evening or early morning, reimbursement of costs for accommodation and meals on the night before or after the meeting may be approved by the **General Manager**. This includes where a meeting finishes later than 9.00pm or starts earlier than 7.00am and the Councillor lives more than 50 kilometres from the meeting location.
- 6.17 Council will reimburse costs for accommodation and meals while Councillors are undertaking prior approved travel or professional development outside the Tenterfield local government area.
- 6.18 The daily limits for accommodation and meal expenses within Australia are to be consistent with those set out in Council's Conference/Seminar/Training Expenses Policy.
- 6.19 The daily limits for accommodation and meal expenses outside Australia are to be determined in advance by the **General Manager**, being mindful of Clause 4 and Clause 6.18.
- 6.20 Councillors will not be reimbursed for alcoholic beverages.

Refreshments for Council Related Meetings

- 6.21 Appropriate refreshments will be available for Council meetings, Council committee meetings, Councillor briefings, approved meetings and

engagements, and official Council functions as approved by the **General Manager**.

- 6.22 As an indicative guide for the standard of refreshments to be provided at Council related meetings, the **General Manager** must be mindful of Clause 4 and Clause 6.18.

Professional Development

- 6.23 Council will facilitate professional development of Councillors through programs, training, education courses and membership of professional bodies.
- 6.24 In the first year of a new Council term, Council will provide a comprehensive induction program for all Councillors which considers any guidelines issued by the Office of Local Government (OLG). The cost of the induction program will be in addition to the ongoing professional development funding.
- 6.25 Annual membership of professional bodies will only be covered where the membership is relevant to the exercise of the Councillor's civic duties, the Councillor actively participates in the body and the cost of membership is likely to be fully offset by savings from attending events as a member.
- 6.26 Approval for professional development activities is subject to a prior written request to the **General Manager** outlining the:
- details of the proposed professional development;
 - relevance to council priorities and business, and
 - relevance to the exercise of the Councillor's civic duties.
- 6.27 In assessing a Councillor request for a professional development activity, the **General Manager** must consider the factors set out in Clause 6.26, as well as the cost of the professional development.

Conferences and Seminars

- 6.28 Council is committed to ensuring its Councillors are up to date with contemporary issues facing Council and the community, and local government in NSW.
- 6.29 Approval to attend a conference or seminar is subject to a written request to the **General Manager**. In assessing a Councillor request, the **General Manager** must consider factors including the:
- relevance of the topics and presenters to current Council priorities and business and the exercise of the Councillor's civic duties, and
 - cost of the conference or seminar.
- 6.30 Council will meet the reasonable cost of registration fees, transportation and accommodation associated with attendance at conferences approved by the **General Manager**. Council will also meet the reasonable cost of meals when they are not included in the conference fees. Reimbursement for accommodation and meals not included in the conference fees will be subject to Clauses 6.18 and 6.20.

Information and Communications Technology (ICT) Expenses

- 6.31 Council will provide Councillors with appropriate IT hardware such as an electronic iPad or Notebook equivalent, to meet the ICT needs associated with his or her civic duties.
- 6.32 Council will provide Councillors with appropriate IT data services up to a limit of \$600 per annum (\$50 per month) for each Councillor and \$1200 per annum (\$100 per month) for the Mayor. This may include mobile phone and home internet data costs.
- 6.33 Reimbursements will be made only for communications devices and services used for Councillors to undertake their civic duties, such as:
- receiving and reading Council business papers;
 - relevant phone calls and correspondence, and
 - diary and appointment management.
- 6.34 Councillors may seek reimbursement for applications on their mobile electronic communication device that are directly related to their duties as a Councillor, within the maximum limit.

Special Requirement and Carer Expenses

- 6.35 Council encourages wide participation and interest in civic office. It will seek to ensure Council premises and associated facilities are accessible, including provision for sight or hearing impaired Councillors and those with other disabilities.
- 6.36 Transportation provisions outlined in this policy will also assist Councillors who may be unable to drive a vehicle.
- 6.37 In addition to the provisions above, the **General Manager** may authorise the provision of reasonable additional facilities and expenses in order to allow a Councillor with a disability to perform their civic duties.
- 6.38 Councillors who are the principal carer of a child or other elderly, disabled and/or sick immediate family member will be entitled to reimbursement of carer's expenses up to a maximum of \$1,500 per annum for attendance at official business, plus reasonable travel from the principal place of residence.
- 6.39 Child care expenses may be claimed for children up to and including the age of 16 years where the carer is not a relative.
- 6.40 In the event of caring for an adult person, Councillors will need to provide suitable evidence to the **General Manager** that reimbursement is applicable. This may take the form of advice from a medical practitioner.

7. Insurances

- 7.1 In accordance with Section 382 of the *Local Government Act 1993*, Council is insured against public liability and professional indemnity claims. Councillors are included as a named insured on this Policy.
- 7.2 Insurance protection is only provided if a claim arises out of or in connection with the Councillor's performance of his or her civic duties, or

exercise of his or her functions as a councillor. All insurances are subject to any limitations or conditions set out in the policies of insurance.

- 7.3 Council shall pay the insurance policy excess in respect of any claim accepted by Council's insurers, whether defended or not.
- 7.4 Appropriate travel insurances will be provided for any Councillors travelling on approved interstate and overseas travel on Council business.

8. Legal Assistance

- 8.1 Council may, if requested, indemnify or reimburse the reasonable legal expenses of:
 - a Councillor defending an action arising from the performance in good faith of a function under the Local Government Act provided that the outcome of the legal proceedings is favourable to the Councillor
 - a Councillor defending an action in defamation, provided the statements complained of were made in good faith in the course of exercising a function under the Act and the outcome of the legal proceedings is favourable to the Councillor
 - a Councillor for proceedings before an appropriate investigative or review body, provided the subject of the proceedings arises from the performance in good faith of a function under the Act and the matter has proceeded past any initial assessment phase to a formal investigation or review and the investigative or review body makes a finding substantially favourable to the Councillor.
- 8.2 In the case of a code of conduct complaint made against a Councillor, legal costs will only be made available where the matter has been referred by the **General Manager** to a conduct reviewer and the conduct reviewer has commenced a formal investigation of the matter and makes a finding substantially favourable to the Councillor.
- 8.3 Legal expenses incurred in relation to proceedings arising out of the performance by a Councillor of his or her functions under the Act are distinguished from expenses incurred in relation to proceedings arising merely from something that a Councillor has done during his or her term in office. For example, expenses arising from an investigation as to whether a Councillor acted corruptly would not be covered by this section.
- 8.4 Council will not meet the legal costs:
 - of legal proceedings initiated by a Councillor under any circumstances
 - of a Councillor seeking advice in respect of possible defamation, or in seeking a non-litigious remedy for possible defamation
 - for legal proceedings that do not involve a Councillor performing their role as a Councillor.
- 8.5 Reimbursement of expenses for reasonable legal expenses must have Council approval by way of a resolution at a Council meeting prior to costs being incurred.

Part C – Facilities

9 General Facilities for all Councillors

Facilities

- 9.1 Council will provide the following facilities to Councillors to assist them to effectively discharge their civic duties:
- access to shared car parking spaces while attending Council offices on official business;
 - personal protective equipment for use during site visits, and
 - a name badge which may be worn at official functions, indicating that the wearer holds the office of a Councillor and/or Mayor or Deputy Mayor.
- 9.2 Councillors may book meeting rooms for official business in a specified Council building at no cost. Rooms may be booked through the Executive Assistant and Media or other specified staff member.
- 9.3 The provision of facilities will be of a standard deemed by the **General Manager** as appropriate for the purpose.

Administrative Support

- 9.4 Council will provide administrative support to Councillors to assist them with their civic duties only. Administrative support may be provided by the Executive Assistant and Media or by a member of Council's administrative staff as arranged by the **General Manager** or their delegate.
- 9.5 As per Clause 4, Council staff are expected to assist Councillors with civic duties only, and not assist with matters of personal or political interest, including campaigning.

Part D – Processes

10. Approval, Payment and Reimbursement Arrangements

- 10.1 Expenses should only be incurred by Councillors in accordance with the provisions of this policy.
- 10.2 Approval for incurring expenses, or for the reimbursement of such expenses, should be obtained before the expense is incurred.
- 10.3 Up to the maximum limits specified in this policy, approval for the following may be sought after the expense is incurred:
- carer costs
- 10.4 Final approval for payments made under this policy will be granted by the **General Manager** or their delegate.

Direct payment

- 10.5 Council may approve and directly pay expenses. Requests for direct payment must be submitted to the Executive Assistant and Media for assessment against this policy using the prescribed form, with sufficient information and time to allow for the claim to be assessed and processed.

Reimbursement

- 10.6 All claims for reimbursement of expenses incurred must be made on the prescribed form, supported by appropriate receipts and/or tax invoices and be submitted to the Executive Assistant and Media.

Notification

- 10.7 If a claim is approved, Council will make payment directly or reimburse the Councillor via direct deposit to their nominated bank account in the next available payment run.
- 10.8 If a claim is refused, Council will inform the Councillor in writing that the claim has been refused and the reason for the refusal.

Timeframe for Reimbursement

- 10.9 Councillors must provide all claims for reimbursement within 60 days of an expense being incurred. Claims made after this time cannot be approved.

11 Disputes

- 11.1 If a Councillor disputes a determination under this policy, the Councillor should discuss the matter with the **General Manager**.
- 11.2 If the Councillor and the **General Manager** cannot resolve the dispute, the Councillor may submit a notice of motion to a Council Meeting seeking to have the dispute resolved.

12 Return or Retention of Facilities

- 12.1 All unexpended facilities or equipment supplied under this policy are to be relinquished immediately upon a Councillor or Mayor ceasing to hold office or at the cessation of their civic duties.
- 12.2 Should a Councillor desire to keep any equipment allocated by Council, then this policy enables the Councillor to make application to the **General Manager** to purchase any such equipment. The **General Manager** will determine an agreed fair market price or written down value for the item of equipment.
- 12.3 The prices for all equipment purchased by Councillors under Clause 13.2 will be recorded in Council's annual report.

13 Publication

- 13.1 This policy will be published on Council's website.

14 Reporting

- 14.1 Council will report on the provision of expenses and facilities to Councillors as required in the Act and Regulations.
- 14.2 Detailed reports on the provision of expenses and facilities to Councillors will be publicly tabled at a Council meeting every six months and published in full on Council's website. These reports will include expenditure summarised by individual Councillor and as a total for all Councillors.

15 Auditing

- 15.1 The operation of this policy, including claims made under the policy, will be included in Council's audit program and an audit undertaken at least every two years.

16 Breaches

- 16.1 Suspected breaches of this policy are to be reported to the **General Manager**.
- 16.2 Alleged breaches of this policy shall be dealt with by following the processes outlined for breaches of the Code of Conduct, as detailed in the Code and in the Procedures for the Administration of the Code.

17. Accountability, Roles and Responsibility

Policy Custodian

The **General Manager** is the custodian for this policy. As the custodian he/she is responsible for managing policy compliance and initiating the policy review process as well as having responsibility for policy implementation.

Jurisdiction

No authority to depart from this policy is granted to any person. All actions and decisions must be in accordance with this policy and this policy can only be varied by Council.

18. Definitions

- 18.1 **The Act:** The NSW Local Government Act 1993.
- 18.2 **The Regulation:** The Local Government (General) Regulation 2023.
- 18.3 **The Guidelines:** The Guidelines for the payment of expenses and the provision of facilities for Mayors and Councillors in NSW, as released by the Division of Local Government in October 2009 under the provisions of section 23A of the Act.
- 18.4 **Expenses:** Payments made by Council to reimburse Councillors for reasonable costs or charges incurred, or to be incurred, for discharging their civic functions. All expense to be reimbursed must be outlined in this Policy and may be either reimbursed to a Councillor or paid directly by the Council

to a third party. Expenses are separate and additional to annual fees paid to the Councillors and Mayor in accordance with the Act.

- 18.5 **Facilities:** Equipment and services provided by Council to Councillors to enable them to discharge their civic functions to a standard and appropriate to their role.
- 18.6 **Meeting:** Meetings for which Councillors expenses will be reimbursed for attending include Ordinary and Extra-ordinary meetings of Council within the meaning of the Act, and Standing Committee meetings to which the Councillor is a delegate by resolution of Council.
- 18.7 **Council Event:** A Council event for the purpose of this policy is one which the attending Councillors were authorised to attend by Council resolution, or where appropriate the authorisation of the Mayor and **General Manager**. These are in addition to Council's ordinary and extra-ordinary meetings, and may include training and development events, civic events, conferences, dinners with visiting delegates and workshops. The purpose of this is to ensure that control exists over the number and type of events for which the Council may become exposed to expense claims and limits them to those which the attendee is a delegate or alternate appointed by Council resolution.
- 18.8 **Civic Duties:** Duties include the attendance at a reasonable frequency of Progress Association or Hall Committee meetings within the particular Ward for which a Councillor has been elected, and at which meetings Council-related business is discussed. In the instance of both elected Councillors for the Ward being unable to attend a meeting where important Council business will be discussed, the Mayor, or another Councillor authorised by the Mayor, may attend this meeting on behalf of the "Ward Councillor/s".

Expenses that are claimed for reimbursement for attending meetings, must relate to Council business at which the attending Councillor – viewed reasonably from a Council perspective – "needs to be" or is "supposed to be" present as either a participant or representative.

The Ratepayers Association of Tenterfield Shire Inc. (RATEs) is generally attended by Councillors living in Tenterfield town; however, when a substantial and important item is under consideration by Council that attracts significant community and ratepayers' attention across the local government area (e.g. the consideration of a Special Rate Variation), the Mayor and General Manager will take these circumstances into consideration when approving reimbursement requests from Councillors living outside of the Tenterfield township, to also attend RATEs' Meetings during these periods of time.

Notwithstanding the provisions of Clauses 6.16 to 6.19 of this policy, no accommodation and meal costs will be reimbursed to Councillors for attending these above-mentioned types of meetings within the boundaries of the local government area.

These duties do not include the attendance of social events, parties or other meetings or events where Council is not the organiser, or where Council business is not transacted as a main or important part of the meeting or event.

18.9 **Local Travel:** Travel within the Tenterfield Shire Council Local Government Area. In those instances where Council pool vehicles are considered the most practicable and economical mode of transport, Councillors travelling to fulfil their civic duties as described in clause 18.8 above, are to provide the General Manager with a copy of their valid NSW or Australian driver's licence before the Council vehicle is being driven.

18.10 **Limits and Standards:** The Policy sets out the monetary limits to be applied to reimbursement of expenses, and the standards for the provision of equipment of facilities as determined by Council in accordance with the Guidelines.

No other specific definitions are deemed required for this policy, with all terms used intended to have their everyday meanings.

19. Related Legislation, Standards & Guidelines

- NSW Local Government Act 1993 (as amended);
- NSW Local Government (General) Regulation 2005;
- Office of Local Government publications:
 - Guidelines for the payment of Councillors Expenses and Facilities 2009; and
 - Circular 11/27
- ICAC publication:
 - No Excuse for Misuse, preventing the misuse of Council resources.

Council must also undertake 28 days' public exhibition of the revised policy and invite submissions on it during that period. (Section 253 of the Local Government Act 1993).

20. Attachments

Appendix A – Expense Claim Form
Appendix B - Cost/Criteria for Expenses Reimbursements

21. Version Control and Change History

Version	Date	Modified by	Details
V1.0	23/03/00	Council	Adoption of Policy – (Res No. 200/00)
V2.0	15/07/04	Council	Review/Amended (Res No. 335/04)
V3.0	17/08/06	Council	Review/Amended (Res No. 460/06)
V4.0	25/07/07	Council	Review/Amended (Res No. 434/07)
V4.1	26/09/07	Council	Review/Amended (Res No. 579/07)
V5.0	27/02/08	Council	Review/Amended (Res No. 49/08)
V5.1	27/02/08	Council	Review/Amended (Res No. 128/08)
V5.2	23/08/08	Council	Review/Amended (Res No. 189/08)
V5.3	26/11/08	Council	Review/Amended (Res No. 632/08)
V6.0	23/09/09	Council	Review/Amended (Res No. 1227/09)
V7.0	24/02/10	Council	Review/Amended (Res No. 92/10)
V7.1	24/11/10	Council	Review/Amended (Res No. 814/10)
V8.0	26/10/11	Council	Review/Amended (Res No. 534/11)
V9.0	28/11/12	Council	Review/Amended (Res No. 474/12)
V10.0	27/11/13	Council	Review/Amended (Res No. 430/13)
V11.0	26/11/14	Council	Review/Amended (Res No. 416/14)
V11.1	17/12/14	Council	Review/Amended (Res No. 459/14)
V12.0	23/09/15	Council	Review/Amended (Res No. 303/15)
V13.0	28/09/16	GM	Reconstruction of Policy (Res No. 249/16)
V14.0	22/08/18	Council	Review/Amended (Res No. 187/18)
V15.0	28/08/19	Council	Review/Amended (Res No. 163/19)
V16.0	23/09/20	Council	Review/Amended (Res No. 196/20)
V17.0	22/09/21	Council	Review/Amended (Res No. 191/21)
V18.0	26/10/22	Council	Review/Amended (Res No. 221/22)
V19.0	27/11/24	Council	Review/Amended (Res No. ???/24)

Appendix A – Expense Claim Form

Available from Executive Assistant & Media

Appendix B – Cost/Criteria for Expenses Reimbursements

Expense or facility	Cost/Criteria	Frequency
General travel expenses.	Assessed and approved by Council prior to travel being undertaken, or by authority of the General Manager and Mayor, where appropriate.	Per trip
Approved travel using own vehicle.	Allowances for the use of a private vehicle will be reimbursed by kilometre at the rate contained in the Local Government (State) Award.	Per trip
Interstate, overseas and long distance intrastate travel expenses.	Assessed and approved by Council prior to travel being undertaken.	Per trip
Meals.	No greater than \$60 per meal, with a daily limit of \$125.	Per full day
Accommodation.	Up to \$350 in Capital City locations. Up to \$200 in other locations.	Per night
Professional development.	Council provided workshops and professional development sessions.	Per year
Conferences and seminars.	Assessed and approved by Council prior to travel being undertaken, or by authority of the General Manager and Mayor, where appropriate. Resolution 117/19 – Approves the attendance of the Mayor, Deputy Mayor and General Manager at the Local Government NSW Annual Conference each year.	Per event
Carer expenses.	\$6.00 per hour to a maximum of \$1,500.	Per year
Furnished office.	Provided to the Mayor.	Not relevant
Staff support for Mayor and Councillors.	Provided to the Mayor and Councillors.	Not relevant

Department:	Office of the Director Corporate Services
Submitted by:	Elizabeth Alley, Director Corporate Services
Reference:	ITEM COM13/24
Subject:	Acknowledgement of Tenterfield Tourism Group Quarterly Report from July to September 2024

LINKAGE TO INTEGRATED PLANNING AND REPORTING FRAMEWORK	
CSP Goal:	Economy - Develop Tenterfield Shire's economic base into a robust and growing economy that supports employment and business opportunities.
CSP Strategy:	Develop and facilitate a diversified and growing economy that is a balance of all economic contributors.

SUMMARY

The purpose of this report is for Council to note the contents of the Tenterfield Tourism Group's quarterly report from July to September 2024.

OFFICER'S RECOMMENDATION:

That Council:

Acknowledges Report 4 from the Tenterfield Tourism Group for the period from 1 July 2024 to 30 September 2024.

BACKGROUND

REPORT:

- Maintained flow of new content on socials
- Destination Tenterfield video launched as part of the October long weekend campaign which had very high level of engagement.
- Draft Destination Management Plan produced.
- Destination Tenterfield brand work undertaken by Demographic Design and shared with TTG on 30 July and 17 September.
- Options for a Tenterfield Visitor Information Centre (VIC) explored – Bruxner Park, School of the Arts, Make-it Tenterfield, Angry Bulls Trail Centre – and discussed with key stakeholders and the committee, with recommendation to TCTIB that 2 x funds awarded be used to develop visitor services in the Angry Bulls Trail Centre.
- Production of a new 4-page 4 colour process A4 visitor guide with existing local maps that are available to be folded and inserted into these. Printing undertaken Burleigh Printers and 10,000 x copies to be available late October 2024.
- Ongoing relationships rebuilding with the New England High Country Group with discussions about a region wide Hay Bale Trail for Easter 2025. Currently awaiting Tenterfield Autumn Festival 2025 Plans.
- Booked 4 x 1 page advertisements with Granite Belt Magazine with advertising content for the Summer Edition done by Sapphire Daly and Kerri Hampton on behalf of TTG. The addition 3 x ads for each of the seasons in 2025 will take on a similar look and feel.

Our Community No. 13 Cont...

- Contra deal negotiated with Granite Belt Wine Country for 1 page advertisement in their Little Black Book which become available in Q4 2024.
- Tenterfield listings on ADTW created and updated by Emma Louise Johnson.
- Sapphire Daley has completed her pre-paid Photographic commitments and we are still waiting for Sera Wright to finalise hers and a reconciliation of the work she has done.

COUNCIL IMPLICATIONS:

1. Community Engagement / Communication (per engagement strategy)
2. Policy and Regulation
Nil.
3. Financial (Annual Budget & LTFP)
As per Councils 2024/2025 budget.
4. Asset Management (AMS)
Nil.
5. Workforce (WMS)
Nil.
6. Legal and Risk Management
Nil.
7. Performance Measures
As per the executed agreement between Tenterfield Shire Council and Tenterfield Chamber of Tourism, Industry and Business.
8. Project Management
Nil.

Hein Basson
General Manager

Prepared by staff member:	Elizabeth Alley, Director Corporate Services
Approved/Reviewed by Manager:	Hein Basson, General Manager
Department:	Office of the Director Corporate Services
Attachments:	<ol style="list-style-type: none"> 1 Tenterfield Tourism Group Quarterly Report 4 - July-September 2024 2 DRAFT Tenterfield Region Destination Management Plan 2024-2026 3 Tenterfield Tourism Group Handover document 4 Tenterfield Tourism Group: General Administration and Support Position Description

Our Community No. 13 Cont...



Tenterfield Tourism Group

DATE: 31 October 2024

MISSION: *Make Tenterfield the No 1 tourist destination in northern NSW - southern Qld region.*

REPORT 4: Under the Funding Agreement between TCTIB and TSC, the TTG is required to report to quarterly on activities within 30 days of the end of the quarter. This report covers the period 1 July - 30 September 2024.

TENTERFIELD TOURISM GROUP (TTG)

A Tenterfield Tourism Group (TTG) has been formed as a subcommittee of the Tenterfield Chamber of Tourism Industry and Business (TCTIB) delegated by the Board. TTG operates with a constitution that includes roles of members and responsibilities of the subcommittee to the Board. To build and execute an annual plan for tourism in the region, TSC provided TCTIB \$100,000 funding. This funding was only received in late November 2023. A further \$50,000 was provided on 1 July 2024.

President: Kerri Hampton – My Property Buyers Agents/Bad Manners

Vice President: Sapphire Daley – Tales and Tones

Secretary: Professor Rowena Barrett – RoCycled/QUT

Treasurer: Roxanne Bancroft-Stuart – Tenterfield Cobblers/Tenterfield High School

Members:

Sera Wright – Sera Wright Photography

Tim Cunningham – Cunningham Valuers/TCTIB Board

TTG Resignation

Sapphire Daley – Tales and Tones

TTG Meetings held during this quarter:

1. Monday 22 July 2024, 5-6pm, online and in person
2. Monday 2 September, 5-6pm, online
3. Monday 30 September 5-6pm, online

ACTIVITIES ACHIEVED THIS QUARTER

- (1) Maintained flow of new content on socials
- (2) Destination Tenterfield video launched as part of the October long weekend campaign which had very high level of engagement.
- (3) Draft Destination Management Plan produced.
- (4) Destination Tenterfield brand work undertaken by Demographic Design and shared with TTG on 30 July and 17 September.
- (5) Options for a Tenterfield Visitor Information Centre (VIC) explored – Bruxner Park, School of the Arts, Make-it Tenterfield, Angry Bulls Trail Centre – and discussed with key stakeholders and the committee, with recommendation to TCTIB that 2 x funds awarded be used to develop visitor services in the Angry Bulls Trail Centre. Important to reiterate that Mandy Craig needs to be paid her Tax Invoice for the successful grant application.
- (6) Production of a new 4-page 4 colour process A4 visitor guide with existing local maps that are available to be folded and inserted into these. Printing undertaken Burleigh Printers and 10,000 x copies to be available late October 2024.

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ACTIVITIES ACHIEVED THIS QUARTER CONTINUED...

- (7) Ongoing relationships rebuilding with the New England High Country Group with discussions about a region wide Hay Bale Trail for Easter 2025. Lack of clarity from Tenterfield Autumn Festival organisers about their 2025 plans has put this on hold.
- (8) Booked 4 x 1 page advertisements with Granite Belt Magazine with advertising content for the Summer Edition done by Sapphire Daly and Kerri Hampton on behalf of TTG. The addition 3 x ads for each of the seasons in 2025 will take on a similar look and feel.
- (9) Contra deal negotiated with Granite Belt Wine Country for 1 page advertisement in their Little Black Book which become available in Q4 20204.
- (10) Tenterfield listings on ADTW created and updated by Emma Louise Johnson.
- (11) Saphire Daley has completed her pre-paid Photographic commitments and we are still waiting for Sera Wright to finalise hers and a reconciliation of the work she has done.

2023-2024 Financial Year

Bank balance on 30 September 2024 = \$109,330.58 with the spending for 2024-2025 financial year to date (**Attachment 1**). An additional \$3,417 in invoices are to be paid with further invoices to be submitted from Sapphire Daly, Demographic, Granite Belt Magazine, Burleigh Print and Design, Amanda (Mandy) Craig, Inverell Shire Council (NEHC) for work undertaken.

MATTERS ARISING

- ❖ TTG members continued to contribute more than significant time and in-kind financial resources for the benefit of the region. All members of the TTG decided independently that at the TCTIB AGM they would not be standing. This was communicated to the Vice-President. All remain committed and engaged in ensuing successful tourism across the region.
- ❖ TTG continued to parsimoniously use financial resources made available to TCTIB by TSC. Providers have generously discounted costs. New assets have been created to support and guide visitors to the region.
- ❖ What is evident more than ever is that given the volume of voluntary time committed to tourism services in the admin, media, event and relationship space for Tenterfield, it is strongly suggested that a paid position or multiple part time positions for Tenterfield Tourism be explored. There are very few towns if any that have an entire volunteer administration for tourism services and given this is Tenterfield's main source of economic development which impacts hospitality, construction, accommodation, retail, maintenance and so many other service provisions like cleaning, more investment is needed in this space.
- ❖ A new Tenterfield Tourism brand is needed. Tenterfield True is tired and meaningless. The usage of the Tenterfield True brand – website, highway signage at region entry points, merchandise – brings no reputation or economic value to the region.

Demographic Designs was commissioned to create a new brand and branding guide. After several iterations with branding options with Demographic Design, getting to a consensus on a logo has proven difficult given everyone has a different interpretation of Tenterfield and what they want this town to represent now and the future.



Considering the new *NSW Visitor Economy Strategy* launched in October 2024, the following wording in the logo to be used on marketing collateral is where we have landed. The word 'Experience' is not used by many towns, ties in with the state tourism position and really encompasses the tourism component we want to capture to bring incremental revenue to Tenterfield. If people come and 'Experience' what we have to offer with all things Country, Nature, our Seasons and History, then they will be back!

Work remains to be done on the typography of the below, and it is recommended the contract with Demographic Designs is extended and extra budget (Approx \$2k) to allow for more time and ideas as well as the development of a brand user/style guide.

Experience
TENTERFIELD
Country | Nature | Seasons | History

- ❖ Two-way communication between TCTIB executive and TTG continued to be somewhat problematic, and TTG adhered to the request to stop all communication with TSC. However communications never flowed from the TCTIB to the TTG – meeting minutes were not shared, advice was not sought, acknowledgement of information provided never received.

The need for more reporting on communication with all thing's tourism puts more of a drain on volunteer roles within the group and is heading more towards a bureaucratic government environment. The limited time the TTG has given the volunteer/nonpaid positions, our time should have been more directed to producing outcomes and doing positive things for the town that generates revenue and increase visitation. 100% of the people on the TTG are in fulltime employment either paid or self employed so time is of a premium for everyone.

The notion of having to communicate via the TCTIB for everything required to deal with TSC like the proposed visitor centre, accommodation issues, DA's, local funding, housing issues with tourism and the many town issues where things cross over with council, add another layer of time and admin. When the roles are voluntary, this path of suggested communication will stifle any organisation and for business people in these roles, create a very frustrating and nonproductive environment. The one point of contact via the TCTIB seems logical but in practice it is not practical or a healthy way to build effective relationships with our local council and councillors.

As a result, TTG could not further any discussions around a new VIC in Bruxner Park, accommodation queries with the planning department around the ATDW, was unaware of the School of the Arts proposal for a VIC but included it in the options analysis and dismissed it (temporary, unfit for purpose, governance arrangements, TSC involvement and influence, lack of volunteers, lack of ability to commercialise and generate revenue), in favour of the Angry Bulls Trail Centre. The ABT project team has clear plans for visitation and will be purpose built, vibrant, located in the main street and busy. Plus, it also shows support of this project which is the most important thing to secure Tenterfield's economic future.

- ❖ A new wireframe for the website has been created but further developments put on hold as the branding conversation was underway. As the Handover document (attached) makes clear – it is now time to restart that process and Sapphire Daly is willing and bale to do the



work. A new hosting platform is needed and the purchase of the 'ExperienceTenterfield' domain is required.

- ❖ TTG President and Secretary created a hand-over document and shared with TCTIB (**Attachment 2**).
- ❖ The Draft Destination Management Plan was created and shared with the TCTIB (**Attachment 3**). This document clearly articulates Tenterfield assets and comparative advantages while identifying a 2-year plan for tourism and a range of business opportunities to support tourism in the region. Clear vision of the TSC Economic Development and Strategic Plans are not forthcoming at this stage so this document is somewhat incomplete until this is available to ensure alignment at both organisations. Sapphire Daley is working on the design template for this document to be presented professionally.
- ❖ The 2nd video that was produced for Tenterfield Tourism Group still needs to be cut/edited with Precipice Films doing the final cut that incorporates a version useable for social media content. An estimated \$2,000 will be required to complete this video (Precipice Film/Tales & Tone) that is designed to promote what a weekend in Tenterfield looks like and Sapphire Daley and Kerri Hampton are working on this final video with the aim to have this into the market for January 2025.

The TTG members have thoroughly enjoyed the last 12 months working on this project. Some great relationships have been formed, some new ideas born, and some great projects came into fruition. We see 2025 as another year to rebuild more foundations including the website to be complete and we truly hope that some new events can fill the calendar as this is critical for the success of the town to provide a sustainable economic future. We would also like to reiterate the need to support the Angry Bull Trail project in 2025 and beyond as this will form a major pillar for Tenterfield's community.

Professor Rowena Barrett (Secretary, TTG)
31 October 2024



Attachment 1: Quarterly Profit and Loss and bank balance at 30 September 2024

Profit and Loss

TCTIB

For the 15 months ended 30 September 2024

	TOURISM SUB-COMMITTEE	TOTAL
Trading Income		
Grant Funding	45,000.00	45,000.00
Sponsorship Income	50,000.00	50,000.00
Tenterfield Shire Council Contribution	100,000.00	100,000.00
Total Trading Income	195,000.00	195,000.00
Gross Profit		
	195,000.00	195,000.00
Operating Expenses		
Administration costs	248.05	248.05
Advertising	45,978.97	45,978.97
Advertising - Social Media	19,344.00	19,344.00
Advertising - Website	4,056.90	4,056.90
Consulting	13,992.50	13,992.50
Printing and stationery	228.00	228.00
Promotional Material	1,821.00	1,821.00
Total Operating Expenses	85,669.42	85,669.42
Net Profit		
	109,330.58	109,330.58

Profit and Loss

TCTIB

For the 3 months ended 30 September 2024

	TOURISM SUB-COMMITTEE	TOTAL
Trading Income		
Grant Funding	30,000.00	30,000.00
Sponsorship Income	50,000.00	50,000.00
Total Trading Income	80,000.00	80,000.00
Gross Profit		
	80,000.00	80,000.00
Operating Expenses		
Advertising	13,859.00	13,859.00
Advertising - Social Media	4,104.00	4,104.00
Advertising - Website	81.90	81.90
Consulting	5,134.00	5,134.00
Printing and stationery	228.00	228.00
Total Operating Expenses	23,406.90	23,406.90
Net Profit		
	56,593.10	56,593.10



Attachment 2: Handover Notes

Date: 12.10.2024

Reference: Tenterfield Tourism Group Handover

Prepared by: Kerri Hampton, President and Rowena Barrett, Secretary

TTG BUDGET AND PLAN

TTG produced a budget for the 2024-2025 financial year in line with the original plan for the grant funding. It is **recommended** that TCTIB maintain and follow the plan and budget.

Contractual Quarterly Reporting

The Oct 2024 Quarterly Report will be completed by Rowena and sent to TCTIB for sharing with TSC. It is **recommended** that TCTIB employ some admin assistance (see below) to ensure the contractual obligations of the Tourism funding are on track and reported.

VISITOR INFORMATION CENTRE FUNDING/GRANTS

The TTG **recommends** that the best use of the funds received (\$30,000) for the VIC from Janelle Saffin's office be applied to the Angry Bull Trails (ABT) project to assist in implementing tourism visitor services within their Trail Centre on Rouse street. This project is the most significant economic development opportunity for Tenterfield and given they have a central location, will have a new building, assisting them to provide tourism services is the best use of funds.

TTG **recommends** that the additional amount of funding (\$15,000) received for Volunteer training and capability building be used to support the development of visitor services at the ABT Trail Centre.

VISIT TENTERFIELD WEBSITE

The wireframe for this site has been created by Jenna from Chill Winston in the new WIX format. Some changes have been made to the existing website by both Jenna and Sera Wright but given the current Wordpress set-up it has been problematic. The entire content of the website has been copied so alterations can be made with this content plus adding new content.

Kerri has spoken to Jennah this week about completing this job now that we are getting closer to the look and feel of the Tenterfield brand with Demographic Design, but now that Jennah is in full time employment with a design firm she is unable to finish this work except in school holidays.

The TTG **recommends** Saph finishes the website in the new WIX format, this is within Saph's capability. Kerri will continue work on the content and Saph on the design and layout.

TTG **recommends** Saph is be paid to undertake this work at a commercial rate while Kerri is happy to give her time to do this. Estimated cost to finish website including subscriptions, proofreading etc is \$7,000 to \$10,000

Ongoing upgrades to the website with Accommodation, Events etc will need to be factored into future budgets.



TTG also **recommends** that the hosting platform is moved. Currently visittenterfield.com.au is hosted on a recurring 6 months subscription by Nucleo in Glen Innes. This service is more expensive than usual and Saph and Kerri can find a cheaper hosting platform. .

VISITOR QUICK GUIDE (4 PAGE FLIER)

An invoice has been received for this and is waiting for TCTIB to pay. Kerri to send final proof to printer this week and ETA into Tenterfield is Thursday, October 24. 10,000 x copies of this 4 page document will be available.

Copies need to go to businesses, display stands, Stanthorpe Visitors Centre, Casino Visitor Centres, New England High Country town VICs, Vineyards etc

TENTERFIELD BRANDING

Emery Greer of Demographic Design has produced draft options for logo/branding that can be apply to marketing collateral and the website. Kerri and Rowena are happy to assist finalise this to ensure the contractor isn't having to deal with multiple people.

TTG **recommends** that the contract for Demographic Design be extended to enable the development of a distinct typography that can be applied, as a logo is too complex to action. This will also allow Demographic to develop branding guidelines for use by the TCTIB.

The DMP (see below) outlines actions for the way in which and benefits of applying the fresh branding across all visitor assets and signage.

DESTINATION MANAGEMENT PLAN

A draft destination management plan has been produced and shared with TCTIB. TTG **recommends** the TCTIB and TSC work collaboratively to action the plan, which outlines why, how and when various strategic initiatives need to take place to increase visitor numbers and spend.

The DMP is written in 2 parts – Part A is an overview of the strategic actions, while Part B is an in-depth analysis of the Tenterfield region tourism history, assets and gaps. TTG recommends that Part A be produced as a visually striking short document for sharing widely across the region, Sapphire Daly is able to produce this work under contract to TCTIB.

TTG had contracted Margo Davies to review the DMP, however we **recommend** this contact not be actioned now Margo has been elected as a Glen Innes Severn councillor.

ADMINISTRATION ASSISTANT

TTG **recommends** that TCTIB employ an Admin assistant to manage and maintain the many administrative tasks related to tourism. These tasks include management of the DMP action, oversight of the social media and other work contracts, communications to and engagement with tourism providers across the region, organisation of the Village entities, responding to media, visitor and other enquiries, engagement with NEHC, GBWC, DNCO, Business NSW etc.

A PD was developed and has been shared with the TCTIB.

NEW ENGLAND HIGH COUNTRY



TTG **recommends** that the TCTIB stays close and engaged in the NEHC, which requires the payment of an annual fee. This year's annual fee has been paid to Peter Caddy (Inverell Representative) as Inverell Shire Council handles the finances for this group. The group has the potential to advocate and lobby for the region. However, time and funding across the group is lacking.

The current NEHC project involves photos in each region to create continuity with the imagery for the region. Kat has been copied in on this information. NEHC are very keen to do more collaborative events and the current thinking is to extend the Hay Bale trail to kick off Autumn 2025 across the NEHC. TTG has asked Councillor Rhodes about the Tenterfield Autumn Festival plans for the 2025 Tenterfield Hay Bale Trail but with limited feedback on this initiative from TAF we are unsure how this could work collaboratively amongst the group.

GRANITE BELT WINE COUNTRY (GBWC)

TTG **recommends** that the TCTIB stays close and engaged in the GBWC (Chris Nolan new President and Rachael Lang Treasurer). Tenterfield needs to leverage the close proximity of the GBWC and build tourism products and offerings in partnership. The GBWC is a key attractor for SE Queensland tourist and good relationships strengthened through mutual help and support will collaboratively build both region's visitor economy. For 2025, TTG recommends TCTIB to join GBWC and either become a member (fee \$700) or associate member (fee \$180).

TTG secured a free full page ad in the GBWC Little Black Book with contra deal to allow branding for GBWC in the Tenterfield Tourism Quick Guide (See above).

DESTINATION NSW COUNTRY & OUTBACK (DNCO)

TTG recommends that the TCTIB stays close and engaged with DNCO to advocate for future funding and projects underpinned by NSW government tourism spending. Kerri has copied Kat on multiple e-mails, so she has both Megan & Lucy's emails.

SOCIAL MEDIA

TTG **recommends** that TCTIB continue to contract Sera Wright in this role. Strong, regular, consistent and innovative social media content and posing is critical to building brand recognition and awareness which underpins increased visits and spend in Tenterfield.

Given it is a major monthly cost, TTG **recommends** a short set of guidelines are established for this role to ensure the regularity of posting, the number of new posts vs shared posts, the list of contacts, hastags and influencers to be tagged, to confirm the new content to be created, to identify the campaign messaging over the year and outline the reporting requirements.

AUSTRALIAN TOURISM DATA WAREHOUSE (ATDW)

The ATDW is a key source of truth for travel writers, tourism campaigns, and tourism PR. TTG **recommends** that an annual review, edit and addition to all data is undertaken. This should cost around \$2000 per annum.

At present Emma Johnson has been contracted to populate this data base which was severely lacking and out of date. Kerri has been working with Emma who has approximately 9hrs of work to complete with a focus on Accommodation and Events to add – albeit there are little events.

SOUNDTRAILS



Soundtrails is a GPS triggered audio walk platform (see <https://soundtrails.com.au/>). There are a few walks on the app relevant to Tenterfield region. TTG **recommends** the \$400 annual subscription continues to be paid so the walks can be made available across various tourism collateral. Contact for this is Hamish Dewell (mobile 0420926843, or email hello@soundtrails.com.au, hamishsewell@gmail.com). Kerri has updated some imagery and content on this and this needs to be marketed locally and with NSW National Parks plus the [visittenterfield](http://visittenterfield.com.au) website.

DISPLAY STANDS

In late August TCTIB took over the management of the distributed network of tourism collateral. Brochures are stored at the School of Arts and Kerri will leave some additional acrylic holders, and 1 x stand there too. Graham Parker from Unique Graphics in Lyra does the sticker and headers for stand etc.

SIGNAGE AT REGIONAL GATEWAYS

TTG **recommends** that TCTIB and TSC remove all Tenterfield True signs and replace with new ones using brand guidelines and imagery. Kerri is happy to assist on this front with signage contacts and important social media is present on marketing collateral.

GRANITE BELT MAGAZINE

TTG **recommends** that regular tourism content is made available in the GBM. Four 1 page ads have been secured and paid for to the Summer 2025 edition. Sapphire Daley is has been contracted to manage these ads and is working on the Summer 2024 edition with the artwork due October 31. Kerri happy to work with Saph on this to keep continuity and ensure new branding is applied

EXTERNAL HARD DRIVE

TTG purchased a large external hard drive where large video and photography files could be stored. Sapphire Daly has this hard drive and it is to be passed onto the TCTIB

TOURISM PHONE AND NUMBER

TTG **recommends** that TCTIB purchase a phone and phone number for tourism related calls and that number be added to a range of physical and digital tourism collateral. There are many calls and the Tourism/VIC phone number is currently going to Kerri's mobile phone.

GOOGLE DRIVE

The TTG set up a google drive to house all working files and documents. A link to this drive will be provided and new accesses given.

EMAIL ADDRESSES FOR DESTINATION TENTERFIELD

The destinationtenterfield.com email addresses were set up by Kerri and Steve via their own Microsoft 365 subscription. These emails, passwords etc can be transferred if TCTIB has a Microsoft 365 Account? Otherwise it is **recommended** that TCTIB establish and pay for new emails using the experiencetenterfield.XXX designation that aligns to the new branding.

FURTHER MATTERS

Please contact Kerri or Rowena.



Attachment 3: Strategic Actions summary in 2024-2026 Tenterfield Region Destination Management Plan

The Tenterfield Region Destination Management Plan sets out the strategic direction for tourism in the Tenterfield region for the next two years to end of 2026. Research and consultations have led to the identification of Tenterfield region's greatest tourism strengths as being:

1. the climate and experience of the four seasons in the country
2. nature and national parks, especially the unique Bald Rock National Park
3. history and heritage, including the connection to Sir Henry Parkes, Federation and Peter Allen

In line with the NSW government *Visitor Economy Strategy*, tourism in the Tenterfield region needs to focus on unique experiences that embrace being in the country, the seasons, nature and history of the place.

The following four strategic actions have been identified as critical to achieve the vision for tourism in the Tenterfield region with a focus on ensuring there is a clearly defined, high quality offering available for multiple market segment that leads to increases in visitor numbers and expenditure by 2026.

1. Advocacy for political and financial support locally and beyond
2. Renewing and rebranding platforms for communicating experience tourism in the region
3. Developing new regular events through partnerships that are become established and aligned to the Olympics and Paralympic Games visitor requirements
4. Upskilling tourism industry providers and invite new providers to the region to ensure diverse and quality service provision

The creation of a vibrant destination and visitor economy will result when TCTIB and TSC work together on implementing the DMP and develop an adjacent economic development strategy to leverage the increased tourism in Tenterfield region. Partnerships with other relevant organisations (New England High Country, Granite Belt Wine Country, Destination New South Wales Country and Outback, Business NSW, Southern Downs Regional Council), need to be maintained and strengthened.

Measures of success will be:

- Increased funding for tourism
- Brand awareness and recognition
- Increases in social media following and engagement
- Increased website traffic
- # Visit articles in local, state, national press
- # TCTIB tourism providers membership increased
- Increased tourist nights and spend in the Tenterfield region
- Publication of annual event calendar
- Visitor satisfaction
- Increased property prices and new residents moving to Tenterfield



Strategic Actions

	H1 2025	H2 2025	H1 2026	H2 2026	Success Measures
1. Advocacy for political and financial support locally and beyond					
a. TCTIB to lead advocacy with TSC for increased funding for local tourism support and seeding activities	x	X			Increased funding for tourism
b. TCTIB to lobby Cross Border Commissioner, NSW State member and NSW Govt (using services of Business NSW, DNCO and NEHC) for experience tourism investment in line with Visitor Economy Strategy and in preparation for the 2032 BOPG	x				Increased funding for tourism
2. Renewing and rebranding platforms for communicating experience tourism in the region					
a. TCTIB to appoint Project Officer to manage relationships with TCTIB members and wider community about Chamber and tourism activities, deal with incoming and outgoing tourism communications, manage relationships with regional tourism entities, organise famils to attract investment and development funding into the region, and ensure tourism collateral available widely and all providers are serviced effectively	x				# TCTIB tourism providers membership increased # Visit articles in local, state, national press Increased tourist nights and spend in the Tenterfield region
b. TCTIB to agree the Tenterfield Tourism brand and apply branding guidelines across all tourism collateral and communications					Brand awareness and recognition
c. TCTIB to work with TSC to gain access to, and update in like with branding guidelines, all fixed signage whether in parks, at town entry points, on maps at public facilities etc		x			Brand awareness and recognition
d. Apply new branding guidelines to Visit Tenterfield website and launch updated website (developed in WIX) with new look and feel	x				Increased website traffic Brand awareness and recognition
e. Develop key messages for locals to share with visitors about what to see and do in the region		x			Brand awareness and recognition Visitor satisfaction

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f. Initiate an outbound media relationship program directly with media targets and partner agencies		x			Brand awareness and recognition Increased tourist nights and spend in the Tenterfield region
g. TCTIB and TSC to explore the need for centralised information provision through a dedicated physical shop front or some other digital hub in Tenterfield with spokes in the Villages that has associated governance and management processes and volunteer codes of practice	x				Brand awareness and recognition Visitor satisfaction
h. Use existing social media channels to continue telling the story of existing tourism assets that highlight Tenterfield's unique attractions with a focus on natural beauty, historical sites, unique assets and seasonal events	x	x	x	x	Increased tourist nights and spend in the Tenterfield region Brand awareness and recognition Increased tourist nights and spend in the Tenterfield region Increased social media following and engagement
i. Establish new campaigns and event incentives to attract visitors to new event		x		x	Brand awareness and recognition Increased tourist nights and spend in the Tenterfield region
j. Annually review and update ATDW listing and work with experts to ensure PR opportunities are established and maximised		x		x	Brand awareness and recognition Increased tourist nights and spend in the Tenterfield region
3. Developing new regular events through partnerships that are become established and aligned to the Olympics and Paralympic Games visitor requirements					
a. Bring key stakeholders together to develop an annual event calendar with cross selling, marketing and packaging of		x		x	Publication of annual event



experiences, services and assets					calendar
b. Test the market by selectively developing an event to target international visitor markets aligned to Olympics tourism planning				x	Increased tourist nights and spend in the Tenterfield region
c. Review local offer to determine gaps and identify key new programs, events, engagements that will drive traffic to Tenterfield	x				Increased tourist nights and spend in the Tenterfield region
d. Create and promote new experience tourism products that showcase the region's strengths including nature, seasons, adventure, history and indigenous knowledge		x	x	x	Increased tourist nights and spend in the Tenterfield region
e. Organise events and festivals that work on the region's seasonal appeal and natural beauty, that target specific or niche visitor market segments		x			Increased tourist nights and spend in the Tenterfield region
f. Coordinate efforts and share resources with NEHC and GBWC to maximise visitor numbers	x	x	x	x	Increased tourist nights and spend in the Tenterfield region
g. Review existing events to consider timing, length, gaps and audience appeal.	x				Increased tourist nights and spend in the Tenterfield region
h. Work with Villages for each to create signature event		x			Increased tourist nights and spend in the Tenterfield region; Publication of annual event calendar
4. Upskilling tourism industry providers and invite new providers to the region to ensure diverse and quality service provision					
a. TCTIB in partnership with Business NSW and TAFE NSW to provide training and support for local tourism operators to enhance their skills and improve service		x		x	Visitor satisfaction



quality				
b. TCTIB and TSC to develop prospectus for new business opportunities that includes local bylaws, state rules and permits outlined alongside the benefits TSC and State can provide, to attract investment in the region		x		Increased tourist nights and spend in the Tenterfield region Increased property prices and new residents moving to Tenterfield

Tenterfield Region Destination Management Plan 2024-2026

Part A: Strategic Actions

A Destination Management Plan (DMP) is a shared statement of intent to manage a destination over a stated period of time, articulating the roles of the different stakeholders and identifying clear actions that they will take and the apportionment of resources.

Destination management is defined as ‘an ongoing process in which tourism, industry, government and community leaders plan for the future and manage a destination’. The destination management process is key to ensuring integration between supply and demand, and to ensure Tenterfield Tourism remains sustainable into the future.

This DMP sets out the strategic direction for tourism in the Tenterfield region for the next two years to end of 2026. Research and consultations have led to the identification of Tenterfield region’s greatest tourism strengths as being:

1. the climate and experience of the four seasons in the country
2. nature and national parks, especially the unique Bald Rock National Park
3. history and heritage, including the connection to Sir Henry Parkes, Federation and Peter Allen

In line with the NSW government *Visitor Economy Strategy*, tourism in the Tenterfield region needs to focus on unique experiences that embrace being in the country, the seasons, nature and history of the place.

The tagline for tourism in the Tenterfield region can be developed and with a purpose-designed typographical treatment applied it looks as follows:

Experience
TENTERFIELD
Country | Nature | Seasons | History

The following four strategic actions have been identified as critical to achieve the vision for tourism in the Tenterfield region with a focus on ensuring there is a clearly defined, high quality offering available for multiple market segment that leads to increases in visitor numbers and expenditure by 2026.

1. Advocacy for political and financial support locally and beyond
2. Renewing and rebranding platforms for communicating experience tourism in the region
3. Developing new regular events through partnerships that are become established and aligned to the Olympics and Paralympic Games visitor requirements
4. Upskilling tourism industry providers and invite new providers to the region to ensure diverse and quality service provision

The creation of a vibrant destination and visitor economy will result when TCTIB and TSC work together on implementing the DMP and develop an adjacent economic development strategy to leverage the increased tourism in Tenterfield region. Partnerships with other relevant organisations

(NEHC, GBWC, DNCO, Business NSW, Southern Downs Regional Council), need to be maintained and strengthened.

Measures of success will be:

- Increased funding for tourism
- Brand awareness and recognition
- Increases in social media following and engagement
- Increased website traffic
- # Visit articles in local, state, national press
- # TCTIB tourism providers membership increased
- Increased tourist nights and spend in the Tenterfield region
- Publication of annual event calendar
- Visitor satisfaction
- Increased property prices and new residents moving to Tenterfield

	2025	2025	2026	2026	Success Measures
1. Advocacy for political and financial support locally and beyond					
a. TCTIB to lead advocacy with TSC for increased funding for local tourism support and seeding activities	x	X			Increased funding for tourism
b. TCTIB to lobby Cross Border Commissioner, NSW State member and NSW Govt (using services of Business NSW, DNCO and NEHC) for experience tourism investment in line with Visitor Economy Strategy and in preparation for the 2032 BOPG	x				Increased funding for tourism
2. Renewing and rebranding platforms for communicating experience tourism in the region					
a. TCTIB to appoint Project Officer to manage relationships with TCTIB members and wider community about Chamber and tourism activities, deal with incoming and outgoing tourism communications, manage relationships with regional tourism entities, organise famils to attract investment and development funding into the region, and ensure tourism collateral available widely and all providers are serviced effectively	x				# TCTIB tourism providers membership increased # Visit articles in local, state, national press Increased tourist nights and spend in the Tenterfield region
b. TCTIB to agree the Tenterfield Tourism brand and apply branding guidelines across all tourism					Brand awareness and recognition

collateral and communications					
c. TCTIB to work with TSC to gain access to, and update in like with branding guidelines, all fixed signage whether in parks, at town entry points, on maps at public facilities etc		x			Brand awareness and recognition
d. Apply new branding guidelines to Visit Tenterfield website and launch updated website (developed in WIX) with new look and feel	x				Increased website traffic Brand awareness and recognition
e. Develop key messages for locals to share with visitors about what to see and do in the region		x			Brand awareness and recognition Visitor satisfaction
f. Initiate an outbound media relationship program directly with media targets and partner agencies		x			Brand awareness and recognition Increased tourist nights and spend in the Tenterfield region
g. TCTIB and TSC to explore the need for centralised information provision through a dedicated physical shop front or some other digital hub in Tenterfield with spokes in the Villages that has associated governance and management processes and volunteer codes of practice	x				Brand awareness and recognition Visitor satisfaction
h. Use existing social media channels to continue telling the story of existing tourism assets that highlight Tenterfield's unique attractions with a focus on natural beauty, historical sites, unique assets and seasonal events	x	x	x	x	Increased tourist nights and spend in the Tenterfield region Brand awareness and recognition Increased tourist nights and spend in the Tenterfield region Increased social media following and engagement
i. Establish new campaigns and event incentives to attract visitors to new event		x		x	Brand awareness and recognition Increased tourist nights and spend in the Tenterfield region

j. Annually review and update ATDW listing and work with experts to ensure PR opportunities are established and maximised		x		x	Brand awareness and recognition Increased tourist nights and spend in the Tenterfield region
3. Developing new regular events through partnerships that are become established and aligned to the Olympics and Paralympic Games visitor requirements					
a. Bring key stakeholders together to develop an annual event calendar with cross selling, marketing and packaging of experiences, services and assets		x		x	Publication of annual event calendar
b. Test the market by selectively developing an event to target international visitor markets aligned to Olympics tourism planning				x	Increased tourist nights and spend in the Tenterfield region
c. Review local offer to determine gaps and identify key new programs, events, engagements that will drive traffic to Tenterfield	x				Increased tourist nights and spend in the Tenterfield region
d. Create and promote new experience tourism products that showcase the region's strengths including nature, seasons, adventure, history and indigenous knowledge		x	x	x	Increased tourist nights and spend in the Tenterfield region
e. Organise events and festivals that work on the region's seasonal appeal and natural beauty, that target specific or niche visitor market segments		x			Increased tourist nights and spend in the Tenterfield region
f. Coordinate efforts and share resources with NEHC and GBWC to maximise visitor numbers	x	x	x	x	Increased tourist nights and spend in the Tenterfield region
g. Review existing events to consider timing, length, gaps and audience appeal.	x				Increased tourist nights and spend in the Tenterfield region
h. Work with Villages for each to create signature event		x			Increased tourist nights and spend in the Tenterfield region; Publication of annual event calendar
4. Upskilling tourism industry providers and invite new providers to the region to ensure diverse and quality service provision					
a. TCTIB in partnership with Business NSW and TAFE NSW to provide		x		x	Visitor satisfaction

training and support for local tourism operators to enhance their skills and improve service quality					
b. TCTIB and TSC to develop prospectus for new business opportunities that includes local bylaws, state rules and permits outlined alongside the benefits TSC and State can provide, to attract investment in the region		x			Increased tourist nights and spend in the Tenterfield region Increased property prices and new residents moving to Tenterfield

Tenterfield Region Destination Management Plan 2024-2026

Part B: Background and Rationale for DMP Strategic Actions

Tenterfield Region

Tenterfield is on traditional Ngarabal nation land. Members of the Yukumbul, Kwiambul, Ngoorbul, Welhabul, Githabul, and the Bigambul traditional tribes have walked and managed the lands across the Tenterfield region.

The Ngarabal name for Tenterfield is 'Odigerbaa'. There are many Aboriginal people residing in the Tenterfield region including those from the Ngarabal, Kamilaroi and Bundjalung peoples. The Jukemba, who are believed to be the first Australians to inhabit the Tenterfield district with their territory straddling the Great Dividing Range from near Glen Innes to Stanthorpe (Halliday, 2004, p. 11). Evidence suggests historic seasonal movements of the Jukemba people through the Tenterfield region using the landscape as both a natural and cultural resource during the warmer months of the year and moving east for the colder months.

European exploration of the region from 1818, "heralded the start of a period of conflict between Aboriginal tribes and white settlers intent on farming the land" (Halliday, 2004, p. 11). As a town, Tenterfield was gazetted in 1851, after title was granted for the Tenterfield Station in 1842. Tenterfield is one of the oldest towns in the New England region and is most recognised as the 'Birthplace of our Nation', when Sir Henry Parkes delivered the Federation Speech in the Tenterfield School of Arts on 24th October 1889. This speech underpinned the federation of all the Australian states in 1901. The museum in the School of the Arts showcases this information.



In the unique environment of the New England high country, the Tenterfield region sits at a high altitude (between 900 and 1500 metres above sea level), in a cooler temperate climate at a subtropical latitude of 29 degrees south. The region is characterised by four distinct seasons, cooler temperatures, low humidity, relatively high and reliable rainfall, comparatively high sunlight intensity, and in some areas, strong, consistent winds.

As a result of the elevation, climate, soil and a distinctively rugged topographical environment with extensive granite outcrops beyond the immediate Tenterfield town, the region is sparsely populated with much remnant bushland remaining amongst grazing farm land. An array of macropods, mammals, birds, insects, reptiles and frogs are recorded across the region while it is regarded as the last refuge for Australia's apex mainland marsupial predator, the Spotted-tailed Quoll. Quoll Headquarters (on Talmoi Road) is a unique educational facility founded in 2001 to educate the public about this region's unique wildlife.

Over time, agriculture, mining, timber cutting and milling, transport infrastructure (railways, and highways) and settlement patterns have created the contemporary landscape of the Tenterfield region.

Today the Tenterfield region consists of the larger township of Tenterfield and the surrounding smaller villages of Drake, Jennings, Legume, Liston, Mingoola, Torrington and Urbenville. Each village has its own unique attributes and attractions.

Tenterfield Shire Council

Sitting within the Australian Labour Party held Lismore NSW state electorate and the National Party stronghold that is the New England federal electorate, the Tenterfield Shire Council (TSC) provides local civic leadership and a wide range of community services and facilities.

The vision of the TSC is to:

- To establish a shire where the environment will be protected and enhanced to ensure sustainability and inter-generational equity,
- To recognise and actively develop our cultural strengths and unique heritage,
- To establish a prosperous shire through balanced, sustainable economic growth managed in a way to create quality lifestyles and satisfy the employment, environmental and social aims of the community,
- To establish a community spirit which encourages a quality lifestyle, supports health and social well-being, promotes family life and lifestyle choices,
- To establish a community spirit which promotes opportunities to participate in sport and recreation, promotes equal access to all services and facilities, and
- To encourage all people to participate in the economic and social life of the community with a supportive attitude towards equal life chances and equal opportunity for access to the Shire's resources.

As a result, the mission of "Quality Nature, Quality Heritage and Quality Lifestyle" provides focus and direction to the manner in which TSC provides leadership and services.

Latest ABS data about the region, its growing population and industry are below.



Sources: Australian Bureau of Statistics - *Tenterfield Shire 2023*, *Tenterfield 2021* and NSW Department of Communities and Justice, 2023

In recent times, the TSC has been challenged financially. Natural disasters such as bushfires in Oct 2023, Sept-Nov 2019, and Feb 2019 alongside drought and a significant rain event in late Nov 2019 causing problems with town drinking water quality have impacted the population's resilience.

With an aging population, 56.6% of the population is aged 50 years and older, the region has a unique opportunity to focus and grow health and living service provision to meet this need. The ABS Census data shows that some 51.8% of those in Tenterfield have a long-term health condition with differs significantly for Australians more generally (39.8%). Becoming the 'Bowral of Brisbane' is one way the *Northern New England High Country; Regional Economic Development Strategy 2018-2022* (p. 8) suggested Tenterfield could leverage this opportunity, given the town has many similarities with Bowral in the NSW Southern Highlands.

Growth continues in the region with CoreLogic data showing 111 houses sold over the last 12 months (to September 2024) with a median value of \$409,000 and a median rent of \$425/week. The house sales data suggests a growth in couples with children and sole parents in the town.

Agriculture (cattle and sheep, cropping) has traditionally been the mainstay of the Tenterfield economy. Agriculture benefits from favourable climate, reliable water supplies and transport systems. Tourism, retail and hospitality are also important industries that draws visitors from NSW, especially northern rivers and coast, and SE Queensland. The ABS Census data shows Managers and Professionals make up the occupation of 36.5% of the employed people over 15 years of age in Tenterfield, wages and household incomes are low. The median weekly personal income is \$490 compared to \$805 for Australians generally and the median weekly household income is \$885 compared with \$1,746 for Australians.

Improved (or improving) freight corridors along the Bruxner Highway, Mt Lindsay Road and New England Highway provide opportunities for growth in the shire. The proposed Heavy Vehicle Bypass (Western Bypass) is planned to take heavy vehicles off the Tenterfield main street. The project includes about 4.5 kilometres of new road that starts just north of Tenterfield Creek Bridge on the southern edge of town, runs west of the railway corridor and rejoins the existing New England Highway near Cowper Street, north of Tenterfield. Currently there is \$764M committed by the Australian government for planning and construction of a number of projects along the New England Highway corridor, which includes Tenterfield Heavy Vehicle Bypass, but there is no date allocated to a start for the project itself. Given consultation was gathered 10 years ago on the proposal, and the population has changed considerably since then, it is unlikely any go ahead would be without challenge from new residents. Furthermore, a change to the road travel corridor could cause

unintended consequences for the region through a reduction in visitor numbers by bypassing the town. Regular tourism events that draw new visitors to the town could mitigate some of the effects of the Bypass.

Tenterfield Chamber of Tourism Industry and Business

The Tenterfield Chamber of Tourism Industry and Business (TCTIB) is the leading agency to drive growth in the region, particularly in the absence of economic development and tourism functions in the TSC. TCTIB's mission is "To build a vibrant business community making Tenterfield a great place to work and visit" whilst its purpose is "to empower and promote the businesses of Tenterfield to create experiences for visitors, whilst sustaining ongoing trade via local demand. The TCTIB's purpose is to equip members with the tools, information and access to experts to navigate ever changing business conditions".

The TCTIB goals in the 2024 Strategy are to:

1. Sponsor events that will enhance Tenterfield for businesses, community and visitors to promote repeat visitation and ongoing events
2. Create experiences, events and activities that involve the business, community and tourism and extend the stay of visitors to the region
3. Build the profile of Tenterfield businesses by creating a connection to their audience and customers by offering structured membership packages that include various components at levels of user pays such as social media packages, magazine advertisements, etc.
4. Grow visitor numbers across the region by 10% per annum compounding.
5. Encourage tourism and business inclusivity for visitors with disabilities to the region.
6. Further educate business owners of resources and tools available to them along with empowering them with the skills necessary to operate their business to its full potential.
7. Support Tenterfield Tourism via working with the Tenterfield Tourism Group as subcommittee of TCTIB.
8. To be the connecting body between business, community and local government (ie. TSC).
9. Grow membership base by 10% per annum compounding
10. Hold local business awards every two years with the assistance of Business NSW to allow successful TCTIB member businesses to enter the regional and state awards.

These are ambitious goals that require support for delivery beyond the capacity of a group of volunteers. Membership growth, servicing and capability uplift, alongside the tourism work to be achieved, points to the need for the Chamber to recruit dedicated administrative support.

Tourism

Funded \$200,000 in total by TSC over the 2023-4 (\$100,000), 2024-5 (\$50,000) and 2025-6 (\$50,000) financial years, the Tenterfield Tourism Group (TTG) was established as TCTIB subcommittee to lead tourism promotion, partner with other aligned tourism entities, engage in strategic planning for the future of tourism and raise awareness and knowledge about tourism in the region.

Operating since October 2023, the TTG has set in place many of the foundations on which to build including:

- Creating social media marketing content

- Building a social media following by sharing content across the owned #VisitTenterfield Instagram and Facebook platforms
- Taking PR opportunities as presented through updating the Tenterfield listings in the Australian Tourism Data Warehouse and advertising in the Granite Belt Magazine and Little Black Book
- Reviewing and renewing the Visit Tenterfield website
- Establishing a distributed network of available visitor collateral
- Developing and printing a new four-page tourism collateral for visitors to collect at distributed locations
- Partnering with aligned tourism entities, namely with the New England High Country (NEHC) and Granite Belt Wine Country (GBWC)
- Working with Demographic Design on a new Tenterfield tourism brand including a logo and typographic treatment
- An exploration of four sites for a future Visitor Information Centre
- Moving beyond a TTG plan to a DMP outlined in this document

DMP Development Process and Community Consultation

This DMP has been developed following a review of key strategic documents from within and outside the region. This included TCTIB's strategy, a prior Tenterfield DMP and VIC strategy, and the latest TCTIB member survey (2021/2). Plans from Northern NEHC, information from Regional Development Australia, data from the ABS and CoreLogic as well as Tourism Research Australia were also consulted.

Key local business owners were engaged in workshops on 3 and 24 June 2024. People at those meetings provide services to tourists including the following:

- Businesses which operate in the accommodation and hospitality industries;
- Local retailers;
- Local experience suppliers including events such as festivals, annual and regular events and markets;

The TTG members collectively and separately have engaged in a large number of discussions with key stakeholders across the region and beyond since mid-2023.

Tourism Context

Tourism in the Tenterfield region needs to be placed in the current macro-economic context of high interest rates, low economic growth, and persistent high inflation.

Cost of living pressures have caused the tourism sector to flatten as people take less frequent visits and spend less while they are away. Regional travel post-COVID bounced back quickly but as time moves on, growth has softened with travellers choosing to spend precious travel funds internationally.



Source: Reserve Bank of Australia, 25 Sept, <https://www.rba.gov.au/snapshots/economy-indicators-snapshot/>

In October 2024 the NSW government released their *Visitor Economy Strategy*, with a goal of accelerating growth and the development of new visitor experiences. With a goal of \$91B to be spent to 2035 in the visitor economy, some \$44B is expected to be spent in regional NSW. Leveraging regional strengths, the strategy is anchored on ‘experience tourism’ knowing visitors want to connect authentically to local culture. The Strategy states

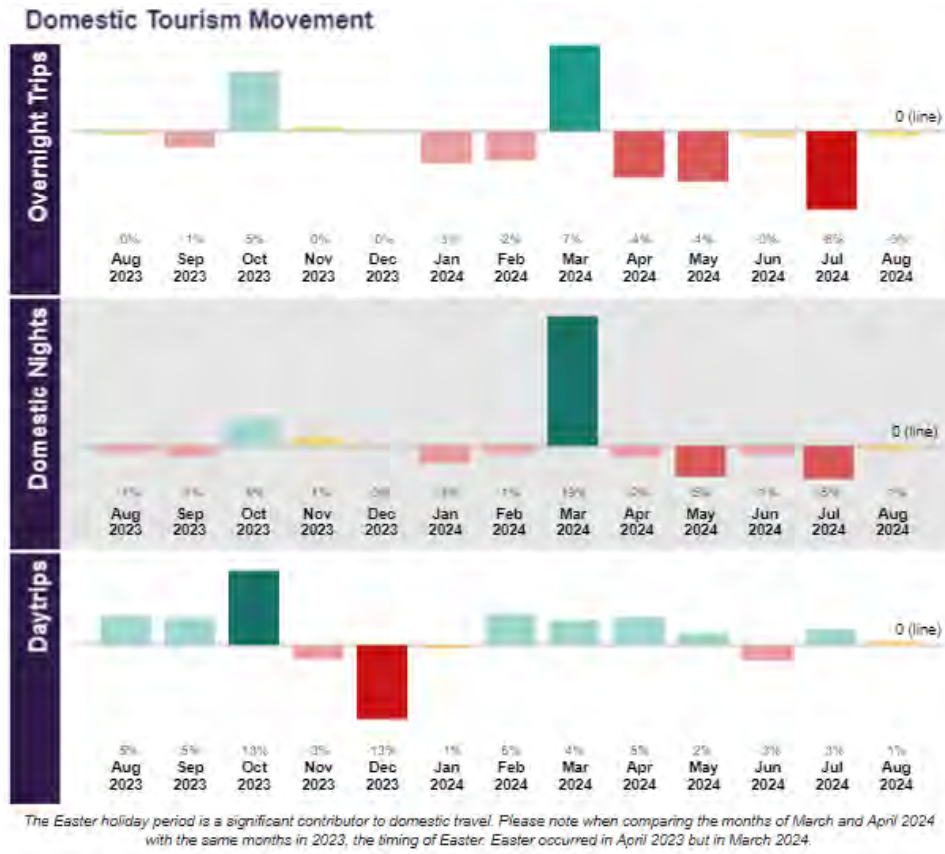
visitors today seek more than just arriving at and seeing an iconic destination that they could see online or through social media – they want authentic connections with local cultures, stunning landscapes, delicious food, a spontaneous night out and enriching memorable moments
 NSW Government, *Visitor Economy Strategy*, 2024, p. 11

While history and heritage experiences drive a third of all domestic travellers, great food and wine motivate more. Embracing, and deep engagement with, indigenous people, cultures, knowledges and authentic storytelling is critical to experience tourism.

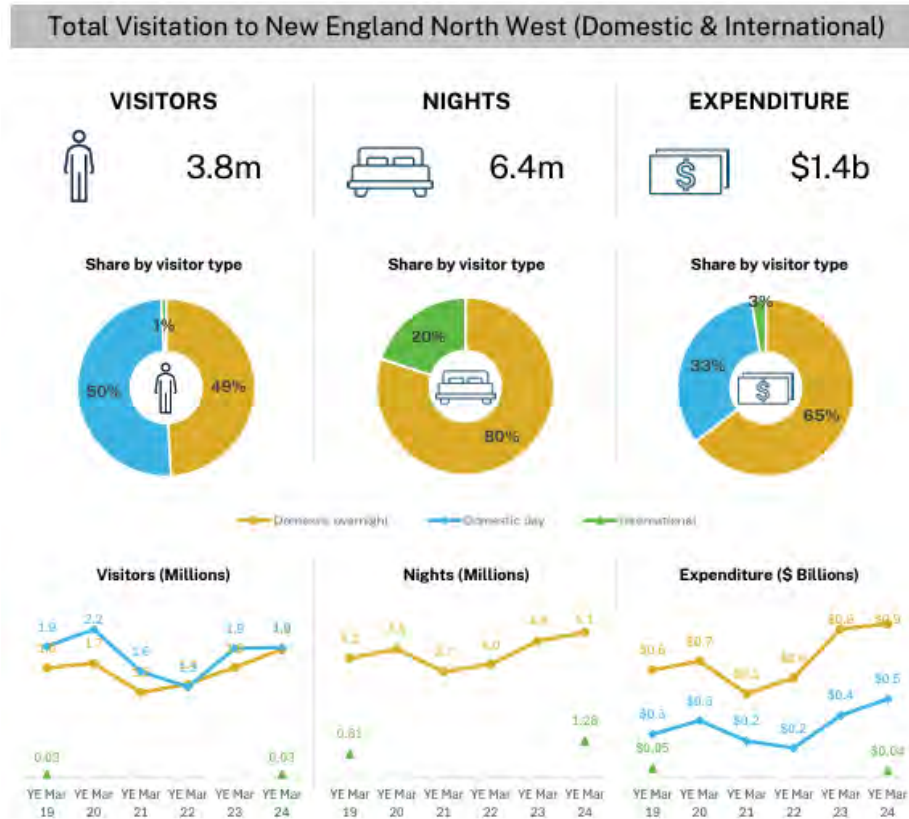
But to meet the ambitious goals, development is needed. Tenterfield has some of what people are looking for but not enough, not consistently, nor widespread. Embracing being in the country, working with the distinct seasons, promoting the unique landscape, and sharing the history and heritage of the region while leveraging the partnerships with the NEHC and the GBWC will set a solid foundation for tourism in the region.

Tourism Data

While all tourism data has lag to it, the August 2024 data from Tourism Research Australia shows this softening after the initial pickup in travel after a soft Xmas 2023 period (<https://www.tra.gov.au/en/domestic/domestic-mobility-data>).



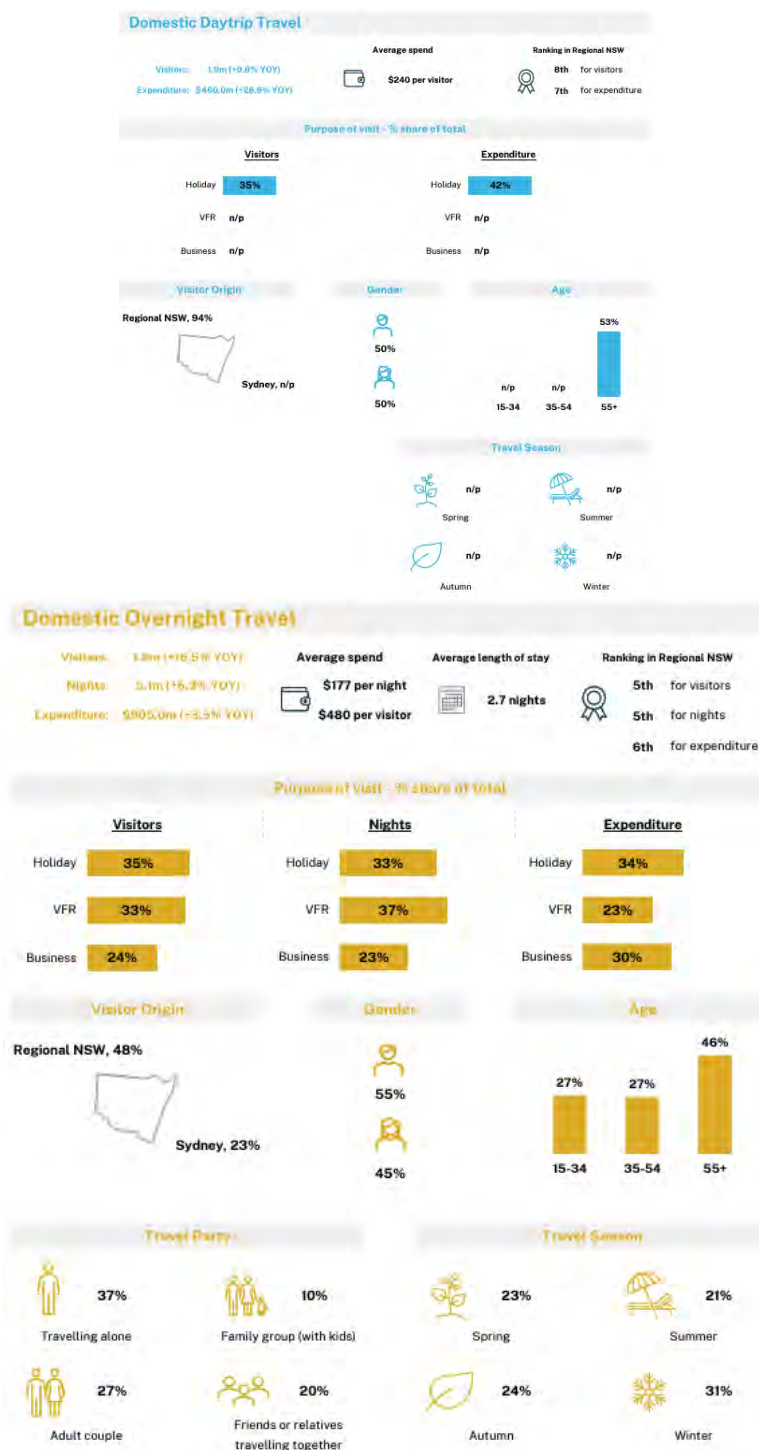
Latest Destination NSW data to March 2023 for the New England North West Region
<https://www.destinationnsw.com.au/insights/regional-statistics/regions/new-england-north-west>
 shows year on year growth in visitor numbers, nights away and spend.



There are no discernible international travellers of consequence to this region which represents an opportunity for the Tenterfield region. However the public transport options means international tourists would need to be independent self-drive travellers to Tenterfield region.

As a destination without a major commercial airport or regular public transport options, Tenterfield relies on domestic (local or Queensland), independent travellers (more likely to be adult couples, groups or solo travellers) driving private vehicles and who drive-in for increasingly shorter stays in the region.

The promotion of the considerable electric vehicle charging assets across Tenterfield should serve this market well. Making more charging stations available at accommodation providers should also be attractive to day trippers as well as overnight travellers.



Tourism Research Australia describes the characteristics of different types of travellers and the ones described below are those who are most likely to be Tenterfield region’s target visitors.

Traveler Type: Solo and adult couple travellers

Those to Tenterfield are independent, solo or adult couples. Solo travellers are less likely to take seasonal trips and their travel peaks in autumn and spring. They are more likely to be business travellers, with around 40% of their trips to visit friends and relatives, and only 14% were for a holiday. Solo travellers take fewer trips over the Christmas/New Year period. This compared to adult couple travellers who are older (53% of trips undertaken by aged 55+), they travel for leisure and two thirds their trips include a regional destination with a longer average trip length of 3.9 nights. While travel is spread out throughout the year, minor peaks occur at Easter and Christmas.

Solo travellers drive (61%) to their destination, are less likely to access destination data, and if they stay commercially then it is in hotel or rented accommodation. They spend their money on food, beverage and accommodation and prefer (83%) social activities rather than trips to engage in nature-based activities (22%). There are some similarities with adult couple travellers, as most couples engage in social activities such as eating out (70%), visiting friends and relatives (48%), sightseeing (34%), going to pubs, clubs, and discos (26%) and shopping (22%). Popular outdoor activities include bushwalking (16%) and visiting museums or galleries (10%). Within the adult couple traveller market, it is clear that older couples stay longer at a destination, than younger ones, but they spend less dollars than younger adult couples (see <https://www.tra.gov.au/en/domestic/domestic-visitor-profiles>).

To support and increase the number of visits and visitors to the Tenterfield region, it is necessary to consider whether there is enough diversity and availability of places to eat and drink, whether there are social activities across the year to engage solo and couple travellers and whether accommodation providers have ample types of (non-single supplement penalty type) accommodation to meet the needs of solo travellers?

Traveler Type: Family group travellers

Family groups are a tourism opportunity for Tenterfield. Tourism Research Australia identifies family group travellers as holiday makers. Families prefer to travel to regional Australia over capital cities, with 68% of nights spent in regional destinations. Families also stay slightly longer in regional destinations, but spend less (\$810, compared to \$1,090 in capital cities). These travellers research their destination (57%) and stay nearly half of nights (49%) in commercial accommodation. The main accommodation types included: hotels and equivalent – 21% of nights; rented house or apartment – 13%; caravan park or commercial camping ground – 13%. At the destination, most family travellers (91%) engage in social activities, including eating out at restaurants or cafés (65% of trips), visiting friends and relatives (47%) and sightseeing (32%). Outdoor nature is popular (59% of trips), including visiting national and state parks (19% of trips). Over one-quarter (28%) visit local tourist attractions. (see <https://www.tra.gov.au/en/domestic/domestic-visitor-profiles>).

Some resources are available for family groups in Tenterfield – bush walking, bike riding (with own bikes), sightseeing and parks etc. Further promotion of the new skate park in Tenterfield, swimming pool opening times in summer months, swimming holes, family accommodation facilities, family dining deals and school holiday activities would serve to attract family school holiday makers. Moreover, Tenterfield is in a unique position to attract extended school holiday makers serving the New South Wales and Queensland markets.

Traveler Type: National Parks and Outdoor activities

Popular amongst these family groups and adult couples is visiting national parks. Australians love visiting National Parks on holidays. In 2019 Australian had 22 million domestic visitors visiting National Parks. Around 18% of domestic overnight visitors travelled to a national park or went bushwalking. This was higher among: those aged 25 to 44 years of age (20% of visitors); those travelling with children (28% of family groups travelling together); and those who lived in capital cities (20%). Adult couples made up 30% of domestic overnight visitors who went to a national park or bushwalked. Visitors to National Parks drive and they prefer to visit in summer and the school holidays although demand holds up throughout the year. Over half of the visitors stay in private accommodation (own home, friends and family, private campground) and most of them do their own research preferring not to use destination information.

Traveler Type: Cycling

The national park visitors are a bit different to cycling travellers, who are male (58%) and like to travel in January and April. Like national park visitors they drive, and also stay in campgrounds as well as caravan parks and with friends and family.

With the Angry Bulls Trail Centre and associated 180kms of mountain biking trails opening from late 2025, Tenterfield is able to capture a new and emerging tourism sector. To capitalise on these new travellers a range of extra resources are needed in Tenterfield: bike hire, street parking, bike wash and bike repair facilities; clothing for cyclists; security for bikes at accommodation and venues; transport to trail heads; medical services; and high energy dining and food options amongst others. In addition, activities for the non-riding partner and family of cyclists needs to be available at the times when the best cycling is available.

Traveler Types: Vineyards

Tenterfield is an easy drive from the well-established GBWC. Winery visitors drive, prefer eating out, and they stay in private accommodation (29% over commercial 25%) or rented accommodation (15%) and they are less likely to visit vineyards in February and August. Some visitors to wineries also visit national parks.

Tenterfield region can leverage the success of the GBWC through partnerships, in joint cross border collaborations and through unique product packaging arrangements between individual providers.

Implications for Tenterfield Tourism

Several other implications can be drawn for the future needs of tourism in Tenterfield region

- Necessity for food and drink options to be available consistently and across weekends
- Necessity for variety of levels of accommodation to be available especially for families
- Need for targeted family-oriented activities to be available throughout the year
- Requirement for social activities catering to tourists to be available throughout the year
- Promotion of summer national park and bushwalking options

These implications need to be considered alongside those that can be drawn from the *Tourism Forecast for Australia 2023-2028* (<https://www.tra.gov.au/>), in which the expectation in 2024 continues to be for lower discretionary travel spend, meaning stays become shorter rather than are completely forgone. At same time, visitors have a compelling desire to travel to connect, explore, rewind and recharge. With the prospect of lowered interest rates in 2025 we should see greater alignment of nights and spend. Some of the factors that support the solid growth outlook include:

- o effective marketing to stimulate domestic travel demand alongside innovation and adaption that has taken place in the sector to align with consumer trends (sustainability, connection, wellness, digital nomad, etc.)

The *Tourism Forecast for Australia 2023-2028* (<https://www.tra.gov.au/>) also acknowledges the strong portfolio of events coming in Australia and persistent strong travel trends. However, it is also possible that significant ongoing investment in the visitor economy and emerging trends could lead to additional growth beyond what is assumed in the current forecast profile. For example:

- o the increasing demand for hybrid working holidays, the new category of 'bleisure' travel and renewed travel enthusiasm could lead to additional growth beyond what is assumed in the current forecasts
- o efforts by the visitor economy to attract growth segments including accessible tourism, wellness tourism, first nations experiences, nature tourism and adventure travel may stimulate additional growth beyond the baseline assumptions
- o similarly, a trend towards more personalised, bespoke and luxury trips could see average trip spend increase faster than currently assumed in the forecasts.

One of the key events on the horizon is the 2032 Brisbane Olympic and Paralympic Games (BOPG). Few regions are positioned to capture the benefits from international tourism growth, and usually the international traveller is not a market segment for Tenterfield. However, the 2032 BOPG changes this with the significance and length of the event, which means international travellers will likely move further afield than the Olympic city.

Tenterfield Tourism Strategic Development

Tenterfield Region sits along the NSW-Queensland border and has close ties to the Southern Downs (Queensland), GBWC (Queensland) and the NEHC (Armidale, Inverell, Glen Innes, Guyra, Uralla and Walcha). Tenterfield Region is a member of NEHC tourism marketing body.

Tenterfield region is located a comfortable three hour drive from Brisbane and the Gold Coast (3.5 hours to Tenterfield township), and is the gateway to NEHC and North West New South Wales from the north, and South East Queensland from the south. The region is intersected by two highways - the New England Highway, and the Bruxner Highway. While drive access is good, there is no public transport that crosses the NSW-Queensland border. There are daily bus services to Lismore and Armidale. From Lismore onward travel can be made to Byron-Ballina airport, or Coolangatta airport on the Gold Coast. Daily connections to other domestic and international routes are available from these airports. Armidale airport can be reached by daily bus travel from Tenterfield. Domestic capitals can be reached from Armidale airport. The Bus to Armidale connects to train services to Sydney in Armidale or Grafton (via Glen Innes).

As a tourism destination, the Tenterfield Region caters to a predominantly domestic drive market. There is no central physical visitor information service in Tenterfield. The absence of a VIC is keenly felt by older visitors and locals. This is despite tourism resources and collateral being made available across a distributed network of locations, through the Visit Tenterfield website and across the VisitTenterfield social media channels of Facebook and Instagram. The older drive visitor demographic expects a central visitor service to be available as it is in the neighbouring towns of Glen Innes and Stanthorpe on the New England Highway.

Across the Tenterfield region there is a diversity of tourist accommodation from hipcamp sites, caravan parks, farm stays, airbnbs, guest houses, bubble tents, to hotels and motels catering to different budgets. Some 900 beds are available, but never at the same time or to the same standard. Few large family or group accommodation options are available which limit the type of tourism

activities that can be organised such as weddings or business events. This is further exacerbated by a lack of scheduled public transport between outer regional villages or across the NSW-Queensland border.

Visitor assets are centred on history, the natural environment or celebrate the seasons, with a limited catalogue of services mostly centred on, or close to, the Tenterfield township. Key historical facilities – Tenterfield Saddler, Tenterfield Railway Museum, Centenary Cottage Museum, Sir Henry Parkes School of the Arts - rely on voluntary labour and so opening hours can be varied and a visitor may not be able to see all or any during a visit to the town.

History: Aboriginal

Many Indigenous histories are still present in Tenterfield. Bora rings and scar trees are present throughout the region. One of the region's most famous landmarks, [Bald Rock](#), served as neutral ground for the three nations - Ngarabal, Kamilaroi and Bundjalung. It was considered a boundary so meetings and trade could occur on the site without each nation having to journey through the other territories.

Specific areas of interest include:

- Bluff Rock which is situated 10km south of Tenterfield on the New England Highway. There, in Oct 1844, 10 aboriginal (Jukembal or Ngarabal) people were massacred by colonists and this site is shown on the map of Colonial Frontier Massacres in Australia, 1788-1930.
- Curry's Gap State Conservation Area, which is located 1km south of Tenterfield at the base of Mount Mackenzie. This area lies within the Moombahlene Aboriginal Land Council area and the Jukembal language group. Previously known as 'The Common', many Aboriginal families were housed here from the 1930s through to the 1980s, before being allowed and accepted to live in town.
- Basket Swamp National Park where there is a rocky granite outcrop on top of which is a mushroom-shaped rock balancing upon the other boulders. This outcrop is visible from Bruxner Highway, 18km northeast of Tenterfield. This place is named Woolloomoolni and is a protected Aboriginal place of cultural and mythological importance to those that lived in the local area.
- Speaking poles have been erected in Tenterfield's Millbrook Park acknowledging this region's rich indigenous history.
- A collection of Aboriginal artefacts can be seen at the [Sir Henry Parkes Memorial School of Arts Museum](#), including stone axe heads, grinding implements, boomerangs, clubs, shield and spear thrower, and a fire drill set. There is also a commemorative display in the main Banquet Hall, relating to the first official Welcome to Country in Tenterfield that occurred in October 2008.
- [Moombahlene Local Aboriginal Land Council](#) in Tenterfield operates a shop on Rouse street, and the Gunimaa Nursey on Railway Ave providing local indigenous plants to the public.

Opportunities exist to develop tourism offerings that draw on indigenous history, however this can only be done by and with local traditional owners.

History: Colonial

Tenterfield is rich in colonial history. The 'Birthplace of the Nation' narrative is well understood and resonates with the public but there is more which is reflected in the design of many houses and public building in town. Tenterfield's National Monument Association Inc has been driving the restoration and showcasing of Colonial architectural, built and other assets across the town, including:

- the Butler Photographic Collection which is an important record of the architectural detail of building and the township
- Houses (some of which are private) which include as the Centenary Cottage (Logan Street), Tenterfield Station, which was home to NSW's first premier and frequently hosted Banjo Paterson who married Alice Walker the daughter of W.H. Walker the manager of Tenterfield Station. Haddington, the former Tooloom Hotel (Paddy's Flat Road), former private hospital 'Torquay' (Bulwer Street), The Mill (Manners Street), 85, 87, 89 and 91 Molesworth Street, and Keba (Naas Street).
- World War 2 Tank traps and Brisbane State Line along the Mt Lindesay Road.
- Town buildings such as the Post Office (Rouse Street), Schol of the Arts (Rouse Street), old Butter Factory (Rouse Street), Tenterfield Saddler (Bruxner Highway), Royal Hotel (Bruxner Highway), Tenterfield Star building (Rouse Street), St Stephens's Presbyterian Church (Logan Street), Tenterfield Showground Complex (Manners Street), former Municipal Council Offices (Manners Street), Scout Hall (Martin Street) a last remaining WWII military camp structure, the Infectious Disease ward of the Prince Albert Memorial Hospital (Naas Street) which was built in response to an urgent need during the Spanish influenza pandemic of 1919.
- Truss bridges along the Great Northern Railway line including those at Bluff River south of Tenterfield and Tenterfield Creek north of Tenterfield on the New England Highway.
- The Tenterfield Railway Station precinct on Railway Ave which was developed as the state railway system moved close to the northern border in the mid 1880s. The entire precinct exhibits historical associations between design, location and purpose. Railway services to Tenterfield ceased in 1989.
- The Urbenville Pioneer Cottage and Historical Museum (Urban street) which shares information about the local historic gold mining and timber industries.

Better mapping of these places, street signage and short histories (QR codes?), website presence, consistent visitor and opening hours alongside curated visitor experiences like Brisbane's Open House weekend, or occasional guesting, are all required to maximise these assets.

The Natural Environment: National Parks and Scenic Drives

Tenterfield is surrounded by natural beauty with multiple national parks, nature reserves and conservation areas open to the public including:

- Bald Rock National Park
- Basket Swamp National Park
- Boonoo Noonoo National Park
- Capoompeta National Park
- Cataract National Park
- Koreelah National Park
- Timbarra National Park
- Tooloom National Park
- Washpool National Park
- Currys Gap State Conversation Area
- Torrington State Conservation Area, including Thunderbolt's Lookout
- Bluff River Nature Reserve
- Captains Creek Nature Reserve
- Doctors Nose Mountain Nature Reserve
- Donnybrook Nature Reserve,
- Mount Mackenzie Nature Reserve
- Girard State Forest

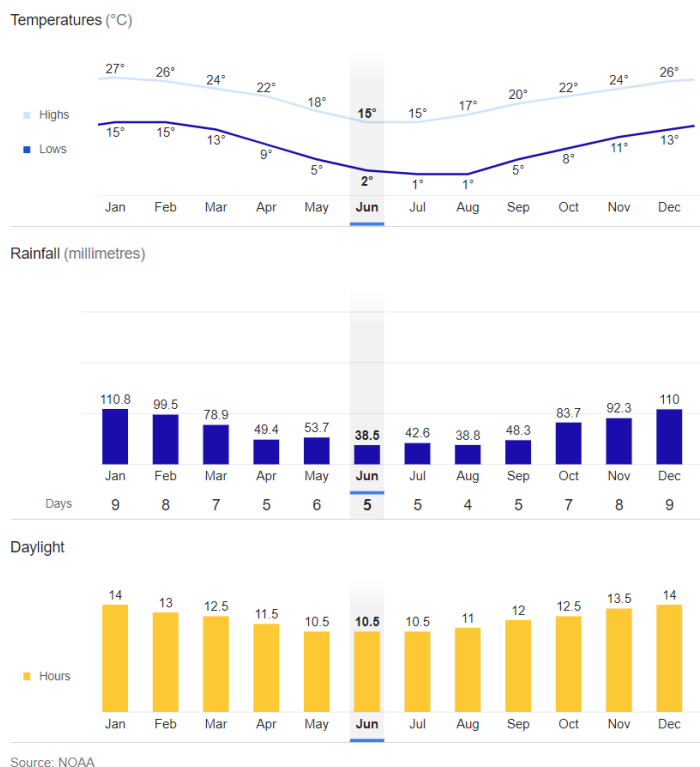
The Girraween and Sunset National Parks are just over the border in Queensland. Tooloom National Park and Koreelah National Park are World Heritage National Parks with some of the oldest vegetation types in Australia. Paddy’s Flat Flora Reserve is heritage listed by TSC. The National Parks [NSW](#) and Queensland websites hold information about these places and their available bushwalking, camping and other leisure activities.

Beyond these places, visitors can take scenic drives with stopping places to Mole River, Mingoola, Mt McKenzie Lookout, along Kildare Road, to Glenlyon Dam, Mt Lindesay Road, Thunderbolt’s Lookout at Torrington. The potential for leisure activities to be allowed on the Tenterfield Dam could bring more family focussed outdoor activities such as SUP, fishing and kayaking, into the tourism catalogue.

Better mapping, signage in towns, development and promotion of scenic drives, story telling and visitor services are all required to maximise these unique assets. This requires partnerships between all three tiers of government.

Seasons

As a location, Tenterfield region has clear seasons. Autumn highlights include changing colours of the leaves on the deciduous trees that are in gardens, line streets and are throughout the local parks. The Autumn Festival is a key event that draws people to town across a small window of time. Drawing out events across the entire school holidays period, rather than just the Easter weekend, and adding to and extending events could draw more visitors to town and may relieve the stress on accommodation, food and beverage services.



Winters are drier and highlights include the clear cold, morning frosts, possible snow, misty mornings which all lend themselves to cosy fires. Queenslanders chase snow and watch the weather and

socials closely for the right moment to visit. It is difficult to predict the exact moment it will snow (if at all each year), but activities could be put in place to emphasise the weather - a temporary iceskating rink, yarn bombing, bonfires, music and mulled wine – or leverage the winter activities across the Southern Downs (Jumpers and Jazz in July).

Over spring the trees cover emerges, gardens bloom and the mild weather makes exploring comfortable. Gardens are a key to showcasing the Spring season and in 2024 the Tenterfield Horticultural Society worked with the New England Garden Festival team to open three sites for visitors as part of the inaugural New England Garden Trail (31 Oct - 6 Nov). With six towns on the Trail, Tenterfield gardens were open 6 Nov. Visitors were encouraged to stay in each town the night before to make most use of the gardens opening hours and make time to visit other local 'hot spots'. Emphasising 'hot spots' beyond the usual is necessary to make the town attractive to visitors. This could include a flower and plant market in Bruxner Park, flower decorated streets and shops, or a flower themed food event.

Rain is more likely in Summer and the heat can be managed through the array of waterfalls, rivers and creeks in the region including in the many surrounding national parks, that provide places to bathe and explore.

Clearly there is more that can be done to maximise visitor numbers across the seasons. New seasonal events could leverage regional food and wine with seasonal lunches such as a long lunches, market type activities, food and wine festivals etc. Music events pull in tourists and events could occur in public spaces like Millbrook Park or at the Showgrounds, or on private facilities such as the Golf Course or Glenrock Gardens for example.

Tourism Services

There is an emerging food and wine industry in Tenterfield with a range of new casual and high-end outlets opening over the recent period. Local wineries and brewers operate in the region or just outside the border, hence the importance of partnering with GBWC. Across the morning to mid-afternoon, coffee drinkers are well catered for, with several unique and distinctive cafes that also offer morning and afternoon teas as well as lunch dining facilities. Evening dining options are varied and include pubs, clubs and restaurants. Stonefruit, the Commercial Boutique Hotel, Bad Manners Donuts and Coffee, the Royal Hotel are some of the latest editions to the region's food map. However, dining hours can be limited especially on weekends given the cost of labour and resources and the lack of certainly in demand.

Independent travellers can self-cater with two supermarkets and independent food retailers in town, while five petrol stations serve fuel, snacks and other retail up until 10pm. An excellent Laundromat and Dog Wash, camping equipment available at the two hardware stores and the new Angry Bulls Trail Centre mean those seeking outdoors adventure are catered for within usual store trading hours.

Tenterfield has unique retail along the high street (Rouse Street) with an array of independent shops stocking fashion, country outfitting, art and craft, antiques and homewares amongst others. Two pharmacies provide support for travellers with health needs, while the Tenterfield District Hospital Emergency Department is open 24/7.

Markets include the Tenterfield Famers Market which operates on the 3rd Saturday of the month, the Tenterfield Railway markets are on the first Saturday of over second month starting February of each year and the Drake Village Market is on the last Saturday of the month. Each market offers a range of stalls often selling local produce and products.

Alongside various social groups and ad hoc events, there are festivals and community and sporting events that operate in the region. Tenterfield's Autumn Festival is a series of events and activities

across the four-day Easter long weekend, that celebrates the region's cooler climate. The 2024 Hay Bale Trail organised by Make it Tenterfield for the Autumn Festival showed the way this could be scaled across the region through the NEHC collaboration. The annual Agricultural Show in early February is a weekend of family fun. Eat Street, delivered by Bad Manners, is a family-oriented evening of music and food that runs several times a year.

The development of the Angry Bulls Trails and Trail Centre alongside associated services for cyclists, means this visitor demographic will be catered too. However there is much needed around this initiative such as accommodation that caters for cyclists, food available in late afternoons when riders return, transport services, bike hire, repair and gear amongst other services. Complemented by Gravel n Granite, in what is becoming an annual weekend event in March, with three courses for riders of different abilities, Tenterfield has the ability to become a key cycling centre.

The annual Spring Campdraft event and the biennial Bavarian Music and Beer Festival cater to different interest groups. More can be done to deliver coordinated, niche and targeted visitor events to round out the annual tourism calendar.

Tenterfield's location is critical to reaping the benefit of international tourism that the 2032 Brisbane Olympic and Paralympic Games (BOPG) will bring. It is a once-in-a-lifetime event that can change the profile of Tenterfield tourism by bringing in a new tourist demographic and needs to be part of a longer-term plan beyond this DMP. To capitalise on the 2032 BOPG, the region needs to be prepared to maximise and leverage that opportunity in partnership with others. Tenterfield will not receive any funding from the Queensland government to support tourism development but can leverage that which is being received by the GBWC and Southern Downs regions. Lobbying of the NSW government is necessary for investment to ensure Tenterfield can directly benefit from the predicted \$20 billion uplift over 2021-2036 that the BOPG will bring.

Situational Analysis

Strengths

- ♣ Four seasons and enjoyable weather including alpine summer, colourful autumn, sunny winter and spring gardens and wildflowers
- ♣ Natural and unique landscapes, surrounding National Parks (especially Bald Rock), nature and scenery
- ♣ Proximity to major centres: Brisbane, Gold Coast, Tweed Valley, GBWC, Armidale
- ♣ History and heritage – historic buildings and well-known identities (Peter Allen, Banjo Paterson, various political figures and pieces)
- ♣ Country lifestyle, village atmosphere and friendly locals
- ♣ Unique high street and boutique shopping
- ♣ Good variety of accommodation options at different types and price points
- ♣ Easy road access
- ♣ Place where it is possible to go off-grid, unplug alongside good internet and mobile services
- ♣ Weekend destination
- ♣ 8 x electric car charging stations
- ♣ Established events ie Autumn Festival, Campdraft weekend, Tenterfield Agricultural Show
- ♣ Emerging soft adventure tourism (fishing, golf, canoeing, mountain biking, hiking, 4x4)

- ♣ Emerging food and wine destination
- ♣ Many artists and craftspeople in the region
- ♣ New residents with innovative ideas moving to the region
- ♣ Restoration of colonial architecture
- ♣ Renegotiated relationships with GBWC, NEHC
- ♣ Distinct villages with public assets
- ♣ Community ready for change
- ♣ Refreshed branding
- ♣ Extended school holiday periods with the lack of alignment between NSW and Queensland education systems

Challenges

- ♣ Lack of TSC strategy
- ♣ Limited funds for promotion and difficulties in accessing funding with a voluntary committee
- ♣ Rising cost of living and interest rates making smaller discretionary visitor spends
- ♣ Limited Sunday trading
- ♣ Inconsistent hours for visitor attractions
- ♣ Lack of public transport to and within region
- ♣ Low recognition of Tenterfield as a brand and destination
- ♣ No centralised Visitor Information Centre
- ♣ Truck traffic on high street
- ♣ Possible Western bypass of Tenterfield
- ♣ Poor signage and signage policy
- ♣ High cost of employment on weekends
- ♣ Skills shortages
- ♣ Engagement with first nations groups
- ♣ Lack of coordinated/centralised communications for region
- ♣ Volunteer burnout
- ♣ Limited beds to cater for big events like weddings, festivals or family groups
- ♣ Inconsistent service standards
- ♣ Youth flight
- ♣ Availability of on street parking
- ♣ Health care for visitors
- ♣ Tall poppy syndrome
- ♣ Weather volatility

Opportunities

- ♣ NSW government Visitor Economy Strategy and any associated investment in, and marketing of, in experience tourism
- ♣ 2032 BOPG
- ♣ Unknown, not stereotyped, village culture
- ♣ Well-being tourism – off-grid, unplugged, forest bathing, star gazing, water sports on dam
- ♣ Agri tourism through value-add family stays
- ♣ Village halls, gardens, NPs as wedding venues
- ♣ Creative arts and cultural festival
- ♣ Redevelopment of heritage trails with restored architecture
- ♣ Redevelopment of scenic routes
- ♣ Electric car destination
- ♣ Changed ownership of Tenterfield Saddler
- ♣ Development of additional soft adventure tourism offerings – horse riding safaris, SUPs on dam,
- ♣ Partnerships and cooperative campaigns with GBWC, NEHC
- ♣ Raise profile of villages through a signature event in each place
- ♣ Targeted and cooperative marketing campaigns
- ♣ First nations experiences
- ♣ Leverage NSW and Queensland school holidays period
- ♣ Events over summer period
- ♣ Transport offerings to national parks, cross-border wine and events
- ♣ Nature and eco-tourism in National Parks including bird watching, astronomy, animal spotting, photography etc

New Business Opportunities

Tenterfield's close proximity to the over 4 million people in South East Queensland and a further 1 million in Northern NSW plus surrounding local areas, positions the town in a very enviable position to draw on these people as a destination and experience tourism town.

With the Angry Bull Mountain Bike Trails coming to Tenterfield in late 2025 coupled with its unique four seasons, there are a range of potential new business opportunities needed to attract and support higher visitation numbers on a regular basis, which will also have a profound impact on the overall Tenterfield economy. It is imperative that incremental revenue is regularly coming into the town because new visitors are more than likely going to advocate to friends and families about their experience and even potentially make the decision to buy real estate in the region.

New business opportunities include the following:

1. Ticketed events to bring people to Tenterfield are not just an opportunity but also imperative for the town's economy
2. Health and wellness experiences - retreats, day spa, yoga, massage, cooking, crafting, soaking
3. Unique country experience accommodation – tiny homes, small animal farms, places with unusual offerings (treehouses, etc)
4. Development of new accommodation options for major events and large groups
5. Development of new accommodation options for travellers with pets
6. Ecotourism – focus on geological attractions with our granite rocks ad formations/waterfalls etc
7. Organic farming
8. Local foods with small meat processing unit
9. Horse riding academy
10. Horse riding adventures
11. Cyclist services
12. Pet minding services allowing visitors to experience the National Parks
13. Boutique distilleries – vodka, gin, whiskey and beer utilising the many botanicals in the region
14. Country experiences for young families to enjoy
15. Nighttime food and music offerings especially on Friday and Saturday nights
16. Public transport (scheduled and bookable) to allow people to commute across the border from Stanthorpe/Ballandean (vineyards) plus visit unique historic and photographic locations
17. A purpose designed, high tech Medical Centre to consolidate the many services scattered around the town in old buildings with old technology.
18. Modern Childcare facility
19. Nursery to sell plants for the four seasons

Strategic Actions

Four strategic actions can be identified for to ensure there is a clearly defined, high quality offering available for multiple market segment that leads to increases in visitor numbers and expenditure by the end of 2026.

The creation of a vibrant destination and visitor economy will result when TCTIB and TSC work together on implementing the DMP and develop an adjacent economic development strategy to leverage the increased tourism in Tenterfield region. Partnerships with other relevant organisations (NEHC, GBWC, DNCO, Business NSW, Southern Downs Regional Council), need to be maintained and strengthened.

Measures of success will be:

- Increased funding for tourism
- Brand awareness and recognition
- Increases in social media following and engagement

- Increased website traffic
- # Visit articles in local, state, national press
- # TCTIB tourism providers membership increased
- Increased tourist nights and spend in the Tenterfield region
- Publication of annual event calendar
- Visitor satisfaction
- Increased property prices and new residents moving to Tenterfield

	2025	2025	2026	2026	Success Measures
1. Advocacy for political and financial support locally and beyond					
a. TCTIB to lead advocacy with TSC for increased funding for local tourism support and seeding activities	x	x			Increased funding for tourism
b. TCTIB to lobby Cross Border Commissioner, NSW State member and NSW Govt (using services of Business NSW, DNCO and NEHC) for experience tourism investment in line with Visitor Economy Strategy and in preparation for the 2032 BOPG	x				Increased funding for tourism
2. Renewing and rebranding platforms for communicating experience tourism in the region					
a. TCTIB to appoint Project Officer to manage relationships with TCTIB members and wider community about Chamber and tourism activities, deal with incoming and outgoing tourism communications, manage relationships with regional tourism entities, organise famils to attract investment and development funding into the region, and ensure tourism collateral available widely and all providers are serviced effectively	x				# TCTIB tourism providers membership increased # Visit articles in local, state, national press Increased tourist nights and spend in the Tenterfield region
b. TCTIB to agree the Tenterfield Tourism brand and apply branding guidelines across all tourism collateral and communications					Brand awareness and recognition
c. TCTIB to work with TSC to gain access to, and update in like with branding guidelines, all fixed signage whether in parks, at town entry points, on maps at public facilities etc		X			Brand awareness and recognition

d. Apply new branding guidelines to Visit Tenterfield website and launch updated website (developed in WIX) with new look and feel	x				Increased website traffic Brand awareness and recognition
e. Develop key messages for locals to share with visitors about what to see and do in the region		X			Brand awareness and recognition Visitor satisfaction
f. Initiate an outbound media relationship program directly with media targets and partner agencies		x			Brand awareness and recognition Increased tourist nights and spend in the Tenterfield region
g. TCTIB and TSC to explore the need for centralised information provision through a dedicated physical shop front or some other digital hub in Tenterfield with spokes in the Villages that has associated governance and management processes and volunteer codes of practice	x				Brand awareness and recognition Visitor satisfaction
h. Use existing social media channels to continue telling the story of existing tourism assets that highlight Tenterfield's unique attractions with a focus on natural beauty, historical sites, unique assets and seasonal events	x	x	x	x	Increased tourist nights and spend in the Tenterfield region Brand awareness and recognition Increased tourist nights and spend in the Tenterfield region Increased social media following and engagement
i. Establish new campaigns and event incentives to attract visitors to new event		x		x	Brand awareness and recognition Increased tourist nights and spend in the Tenterfield region
j. Annually review and update ATDW listing and work with experts to ensure PR opportunities are established and maximised		x		x	Brand awareness and recognition Increased tourist nights and spend in the Tenterfield region
3. Developing new regular events through partnerships that are become established and aligned to					

the Olympics and Paralympic Games visitor requirements					
a. Bring key stakeholders together to develop an annual event calendar with cross selling, marketing and packaging of experiences, services and assets		x		x	Publication of annual event calendar
b. Test the market by selectively developing an event to target international visitor markets aligned to Olympics tourism planning				x	Increased tourist nights and spend in the Tenterfield region
c. Review local offer to determine gaps and identify key new programs, events, engagements that will drive traffic to Tenterfield	x				Increased tourist nights and spend in the Tenterfield region
d. Create and promote new experience tourism products that showcase the region's strengths including nature, seasons, adventure, history and indigenous knowledge		x	x	x	Increased tourist nights and spend in the Tenterfield region
e. Organise events and festivals that work on the region's seasonal appeal and natural beauty, that target specific or niche visitor market segments		x			Increased tourist nights and spend in the Tenterfield region
f. Coordinate efforts and share resources with NEHC and GBWC to maximise visitor numbers	x	x	x	x	Increased tourist nights and spend in the Tenterfield region
g. Review existing events to consider timing, length, gaps and audience appeal.	x				Increased tourist nights and spend in the Tenterfield region
h. Work with Villages for each to create signature event		x			Increased tourist nights and spend in the Tenterfield region; Publication of annual event calendar
4. Upskilling tourism industry providers and invite new providers to the region to ensure diverse and quality service provision					
a. TCTIB in partnership with Business NSW and TAFE NSW to provide training and support for local tourism operators to enhance their skills and improve service quality		x		x	Visitor satisfaction
b. TCTIB and TSC to develop prospectus for new business		x			Increased tourist nights and spend in the

opportunities that includes local bylaws, state rules and permits outlined alongside the benefits TSC and State can provide, to attract investment in the region					Tenterfield region Increased property prices and new residents moving to Tenterfield
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Date: 12.10.2024
Reference: Tenterfield Tourism Group Handover
Prepared by: Kerri Hampton, President and Rowena Barrett, Secretary

TTG Budget and Plan

TTG produced a budget for the 2024-2025 financial year in line with the original plan for the grant funding. It is **recommended** that TCTIB maintain and follow the plan and budget.

Contractual Quarterly Reporting

The Oct 2024 Quarterly Report will be completed by Rowena and sent to TCTIB for sharing with TSC. It is **recommended** that TCTIB employ some admin assistance (see below) to ensure the contractual obligations of the Tourism funding are on track and reported.

Visitor Information Centre Funding/Grants

The TTG **recommends** that the best use of the funds received (\$30,000) for the VIC from Janelle Saffin's office be applied to the Angry Bull Trails (ABT) project to assist in implementing tourism visitor services within their Trail Centre on Rouse street. This project is the most significant economic development opportunity for Tenterfield and given they have a central location, will have a new building, assisting them to provide tourism services is the best use of funds.

TTG **recommends** that the additional amount of funding (\$15,000) received for Volunteer training and capability building be used to support the development of visitor services at the ABT Trail Centre.

Visit Tenterfield Website

The wireframe for this site has been created by Jenna from Chill Winston in the new WIX format. Some changes have been made to the existing website by both Jenna and Sera Wright but given the current Wordpress set-up it has been problematic. The entire content of the website has been copied so alterations can be made with this content plus adding new content.

Kerri has spoken to Jennah this week about completing this job now that we are getting closer to the look and feel of the Tenterfield brand with Demographic Design, but now that Jennah is in full time employment with a design firm she is unable to finish this work except in school holidays.

The TTG **recommends** Saph finishes the website in the new WIX format, this is within Saph's capability. Kerri will continue work on the content and Saph on the design and layout.

TTG **recommends** Saph is be paid to undertake this work at a commercial rate while Kerri is happy to give her time to do this. Estimated cost to finish website including subscriptions, proofreading etc is \$7,000 to \$10,000

Ongoing upgrades to the website with Accomodation, Events etc will need to be factored into future budgets.

TTG also **recommends** that the hosting platform is moved. Currently visittenterfield.com.au is hosted on a recurring 6 months subscription by Nucleo in Glen Innes. This service is more expensive than usual and Saph and Kerri can find a cheaper hosting platform. .

Visitor Quick Guide (4 page flier)

An invoice has been received for this and is waiting for TCTIB to pay. Kerri to send final proof to printer this week and ETA into Tenterfield is Thursday, October 24. 10,000 x copies of this 4 page document will be available.

Copies need to go to businesses, display stands, Stanthorpe Visitors Centre, Casino Visitor Centres, New England High Country town VICs, Vineyards etc

Tenterfield Branding

Emery Greer of Demographic Design has produced draft options for logo/branding that can be apply to marketing collateral and the website. Kerri and Rowena are happy to assist finalise this to ensure the contractor isn't having to deal with multiple people.

TTG **recommends** that the contract for Demographic Design be extended to enable the development of a distinct typography that can be applied, as a logo is too complex to action. This will also allow Demographic to develop branding guidelines for use by the TCTIB.

The DMP (see below) outlines actions for the way in which and benefits of applying the fresh branding across all visitor assets and signage.

Destination Management Plan

A draft destination management plan has been produced and shared with TCTIB. TTG **recommends** the TCTIB and TSC work collaboratively to action the plan, which outlines why, how and when various strategic initiatives need to take place to increase visitor numbers and spend.

The DMP is written in 2 parts – Part A is an overview of the strategic actions, while Part B is an in-depth analysis of the Tenterfield region tourism history, assets and gaps. TTG recommends that Part A be produced as a visually striking short document for sharing widely across the region, Sapphire Daly is able to produce this work under contract to TCTIB.

TTG had contracted Margo Davies to review the DMP, however we **recommend** this contact not be actioned now Margo has been elected as a Glen Innes Severn councillor.

Administration Assistant

TTG **recommends** that TCTIB employ an Admin assistant to manage and maintain the many administrative tasks related to tourism. These tasks include management of the DMP action, oversight of the social media and other work contracts, communications to and engagement with tourism providers across the region, organisation of the Village entities, responding to media, visitor and other enquiries, engagement with NEHC, GBWC, DNCO, Business NSW etc.

A PD was developed and has been shared with the TCTIB.

New England High Country

TTG **recommends** that the TCTIB stays close and engaged in the NEHC, which requires the payment of a annual fee. This year's annual fee has been paid to Peter Caddy (Inverell Representative) as Inverell Shire Council handles the finances for this group. The group has the potential to advocate and lobby for the region. However, time and funding across the group is lacking.

The current NEHC project involves photos in each region to create continuity with the imagery for the region. Kat has been copied in on this information. NEHC are very keen to do more collaborative events and the current thinking is to extend the Hay Bale trail to kick off Autumn 2025 across the NEHC. TTG has asked Councillor Rhodes about the Tenterfield Autumn Festival plans for the 2025 Tenterfield Hay Bale Trail but with limited feedback on this initiative from TAF we are unsure how this could work collaboratively amongst the group.

Granite Belt Wine Country (GBWC)

TTG **recommends** that the TCTIB stays close and engaged in the GBWC (Chris Nolan new President and Rachael Lang Treasurer). Tenterfield needs to leverage the close proximity of the GBWC and build tourism products and offerings in partnership. The GBWC is a key attractor for SE Queensland tourist and good relationships strengthened through mutual help and support will collaboratively build both region's visitor economy. For 2025, TTG recommends TCTIB to join GBWC and either become a member (fee \$700) or associate member (fee \$180).

TTG secured a free full page ad in the GBWC Little Black Book with contra deal to allow branding for GBWC in the Tenterfield Tourism Quick Guide (See above).

Destination NSW Country & Outback (DNCO)

TTG recommends that the TCTIB stays close and engaged with DNCO to advocate for future funding and projects underpinned by NSW government tourism spending. Kerri has copied Kat on multiple e-mails, so she has both Megan & Lucy's emails.

Social Media

TTG **recommends** that TCTIB continue to contract Sera Wright in this role. Strong, regular, consistent and innovative social media content and positing is critical to building brand recognition and awareness which underpins increased visits and spend in Tenterfield.

Given it is a major monthly cost, TTG **recommends** a short set of guidelines are established for this role to ensure the regularity of posting, the number of new posts vs shared posts, the list of contacts, hastags and influencers to be tagged, to confirm the new content to created, to identify the campaign messaging over the year and outline the reporting requirements.

Australian Tourism Data Warehouse (ATDW)

The ATDW is a key source of truth for travel writes, tourism campaigns, and tourism PR. TTG **recommends** that an annual review, edit and addition to all data is undertaken. This should cost around \$2000 per annum.

At present Emma Johnson has been contracted to populate this data base which was severely lacking and out of date. Kerri has been working with Emma who has approximately 9hrs of work to complete with a focus on Accommodation and Events to add – albeit there are little events.

Soundtrails

Soundtrails is a GPS triggered audio walk platform (see <https://soundtrails.com.au/>). There are a few walks on the app relevant to Tenterfield region. TTG **recommends** the \$400 annual subscription continues to be paid so the walks can be made available across various tourism collateral. Contact for this is Hamish Dewell (mobile 0420926843, or email hello@soundtrails.com.au, hamishsewell@gmail.com). Kerri has updated some imagery and content on this and this needs to be marketed locally and with NSW National Parks plus the visittenterfield website.

Display Stands

In late August TCTIB took over the management of the distributed network of tourism collateral. Brochures are stored at the School of Arts and Kerri will leave some additional acrylic holders, and 1 x stand there too. Graham Parker from Unique Graphics in Lyra does the sticker and headers for stand etc.

Signage at Regional Gateways

TTG **recommends** that TCTIB and TSC remove all Tenterfield True signs and replace with new ones using brand guidelines and imagery. Kerri is happy to assist on this front with signage contacts and important social media is present on marketing collateral.

Granite Belt Magazine

TTG **recommends** that regular tourism content is made available in the GBM. Four 1 page ads have been secured and paid for to the Summer 2025 edition. Sapphire Daley is has been contracted to manage these ads and is working on the Summer 2024 edition with the artwork due October 31. Kerri happy to work with Saph on this to keep continuity and ensure new branding is applied

External Hard Drive

TTG purchased a large external hard drive where large video and photography files could be stored. Sapphire Daly has this hard drive and it is to be passed onto the TCTIB

Tourism Phone and Number

TTG **recommends** that TCTIB purchase a phone and phone number for tourism related calls and that number be added to a range of physical and digital tourism collateral. There are many calls and the Tourism/VIC phone number is currently going to Kerri's mobile phone.

Google Drive

The TTG set up a google drive to house all working files and documents. A link to this drive will be provided and new accesses given.

Email Addresses for Destination Tenterfield

The destinationtenterfield.com email addresses were set up by Kerri and Steve via their own Microsoft 365 subscription. These emails, passwords etc can be transferred if TCTIB has a Microsoft 365 Account? Otherwise it is **recommended** that TCTIB establish and pay for new emails using the experiencetenterfield.XXX designation that aligns to the new branding.

Further Matters

Please contact Kerri or Rowena.

Tenterfield Tourism Group: General Administration and Support

In 2023 Tenterfield Chamber of Tourism, Industry and Business (TCTIB) was awarded funds by Tenterfield Shire Council (TSC) to develop a tourism subcommittee - Tenterfield Tourism Group (TTG).

Meeting monthly, TTG is tasked with developing and delivering a tourism strategy that transitions the region into a tourism Destination. Funded \$100k in 2023-2024 with the amounts dropping to \$50k in the 2024-2025 and 2025-2026 financial years, the TTG is rapidly executing on the brand Destination Tenterfield to rebuild platforms and develop content to raise awareness through PR and social media. The TTG engages on social media using the handles Visit Tenterfield and Destination Tenterfield. Using local media – Granite Belt Mag and Found – TTG has had good coverage of a variety of stories to date that demonstrate Tenterfield as a tourism destination.

Tenterfield is a drive-in tourism destination. Key tourism markets are within a 3-4 hour drive (Brisbane, Gold Coast, NSW Northern Rivers, Southern Downs, Granite Belt, NSW High Country). Potential tourists are challenged by inflation, cost of living and petrol prices. A strong value proposition that emphasises the unique natural, weather-related, food-oriented, cultural and local festival experiences in the Tenterfield region can overcome some of the constraints tourists face.

Administrative support is needed for the volunteer TTG, where momentum and traction is hard to sustain.

Role Statement

Working a minimum of 2 days a week, the aim is for the contractor to provide the following services:

- Provide high quality, effective and efficient general administrative office support by responding to enquiries as appropriate in person, by phone or by email, recoding and reporting information, streamlining financial matters, and liaising between TTG, TCTIB and TSC as necessary.
- Prepare, update and distribute information, documents, advertising and promotional materials and spreadsheets.
- Develop and maintain a database of Tenterfield tourism providers generally and the Australian Tourism Data Warehouse (ATDW) specifically.
- Encourage and assist tourism businesses to maintain the accuracy of the database listings and marketing and advertising collateral.
- Organise list and pursue grant opportunities and advise TTG on application and submission processes.
- Collate list of surrounding tourism organisation contacts and opportunities to align marketing message.
- Collate opportunities for advertising and marketing, sharing media content to appropriate sites.

Person Requirements

1. High level interpersonal skills with the ability to provide professional administrative support with proven ability to collaborate and communicate with a range of people at all levels.
2. Ability to work independently and contribute effectively in a team environment with a focus on efficient and improved work practices.
3. Demonstrated digital literacy skills including ability to effectively work with Microsoft or Google suite of products and other information sources to extract and interpret data.
4. Demonstrated ability to prepare and maintain promotional material for sharing and use across a range of media.
5. Demonstrated ability to use initiative to solve problems, manage priorities to meet deadlines, and work productively without close supervision to support a wide range of stakeholders.
6. Strong written communication skills including the ability to draft content such as reports, agendas and minutes, correspondence, submissions and emails.

Contract

This appointment will be offered as a contract for service to TTG at \$40/hour, with hours billed fortnightly and a monthly report on outcome and achievements. Key engagement relationships are with TTG President (Kerri Hampton) and TTG Secretary (Rowena Barrett).

Department:	Infrastructure Services Department
Submitted by:	Matthew Francisco, Director Infrastructure Services
Reference:	ITEM ENV13/24
Subject:	NSW Government Department of Primary Industries publication "Weeds and the Biosecurity Act - A handbook for local Councils and councillors in NSW"

LINKAGE TO INTEGRATED PLANNING AND REPORTING FRAMEWORK	
CSP Goal:	Environment - Our natural environment will be protected, enhanced and promoted for future generations.
CSP Strategy:	Our community is educated, encouraged and supported to implement sustainable strategies for the management and protection of our natural resources.

SUMMARY

As part of the induction of Councillors, it is necessary to ensure that all Councillors have received a copy the Department of Primary Industries publication "Weeds and the Biosecurity Act, A handbook for local councils and councillors in NSW".

OFFICER'S RECOMMENDATION:

That Council:

Acknowledges receipt of a copy of the NSW Government Department of **Primary Industries publication "Weeds and the Biosecurity Act, A handbook for local councils and councillors in NSW"**.

BACKGROUND

As part of the induction of Councillors, it is necessary to ensure that all Councillors have received a copy the Department of Primary Industries publication "Weeds and the Biosecurity Act, A handbook for local councils and councillors in NSW". As we have had an election it is an appropriate time to inform Councillors of this document and provide a copy for information.

REPORT:

The NSW Department of Primary Industries publication "Weeds and the Biosecurity Act, A handbook for local councils and councillors in NSW" was initially published in 2020 and was revised in January 2024. A copy has been attached to the business paper for Councillor's information.

The purpose of providing the document to recently elected Councillors is so that they are aware of the responsibilities and obligations and fully understand the importance of properly resourcing the weeds management function and its Authorised Officers to develop, implement, coordinate and review weed control programs across the Local Government Area.

As the Tenterfield Local Government area is quite large with a significant agricultural industry as well as large amounts of National Parks and native vegetation, it is important that weeds are managed well and resourced appropriately.

Our Environment No. 13 Cont...

COUNCIL IMPLICATIONS:

1. Community Engagement / Communication (per engagement strategy)

No effect.

2. Policy and Regulation

- Noxious Weeds Act 1993
- Biosecurity Act 2015
- Biosecurity Regulations 2017

3. Financial (Annual Budget & LTFP)

Sufficient resources will need to be applied to the function as part of the usual budget process.

4. Asset Management (AMS)

No effect.

5. Workforce (WMS)

Training requirements are included in the document. Council's staff have completed the necessary training.

6. Legal and Risk Management

No effect.

7. Performance Measures

No additional performance measures.

8. Project Management

No project management implications.

Hein Basson
General Manager

Prepared by staff member:	Matthew Francisco, Director Infrastructure Services	
Approved/Reviewed by Manager:	Hein Basson, General Manager	
Department:	Infrastructure Services Department	
Attachments:	1 Department of Primary Industries publication "Weeds and the Biosecurity Act, A handbook for	20 Pages

Our Environment No. 13 Cont...

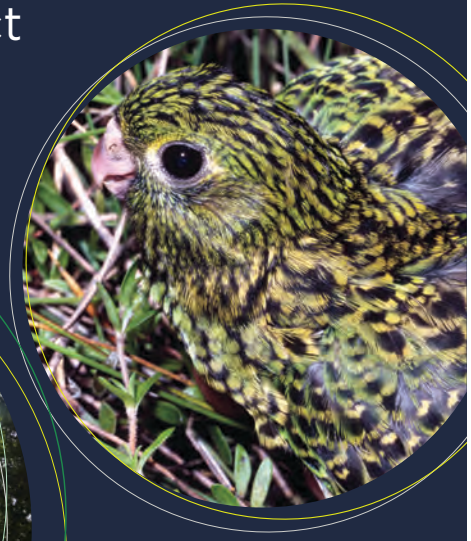
local councils and councillors in
NSW"



Department of
Primary Industries

Weeds and the Biosecurity Act

A handbook for local councils and councillors in NSW



Beautiful, right?
Let's keep it that way.

No Space for
Weeeeeeeeeeeeeeeeeeds

dpi.nsw.gov.au/biosecurity/weeds

Published by the NSW Department of Primary Industries, an office within the Department of Regional New South Wales.

More information: Invasive Species Biosecurity www.dpi.nsw.gov.au/weeds
Email: weed.resource@dpi.nsw.gov.au

Title: Weeds and the Biosecurity Act
Subtitle: A Handbook for councils and councillors in NSW
First published: April 2020

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1 – Local government and weeds management

1.1 Why does local government have a responsibility for weeds?

Local government delivers services for communities across New South Wales (NSW). These are grouped broadly into five core functions and services: protecting the local environment, providing and maintaining infrastructure, safeguarding public health, supporting community development and planning for sustainable development (*Councillor Handbook*, Office of Local Government, 2021).

Managing weeds is part of providing these five core services. Different weeds create different problems in different parts of NSW, and councils are best placed to make or inform decisions about the weeds management priorities for their local communities. Responsive weeds management is a strategic, ongoing component of local government work.

NSW local government has had a legal responsibility for managing weeds across their lands for more than 100 years. Weeds management has been legislated under a number of Acts in that time, including the *Local Government Extension Act 1906*, the *Local Government Act 1919* and the *Noxious Weeds Act 1993*. Weeds management is now legislated under the *Biosecurity Act 2015* (the Act) and *Biosecurity Regulation 2017* (the Regulation) – see *Section 2*.

The Act maintains local councils as the local control authority for weeds within their area of operation – see *Section 3*. This provides continuity in weeds management, while other key stakeholders support local government initiatives to manage weeds – see *Section 5*

As local control authorities for weeds, local governments:

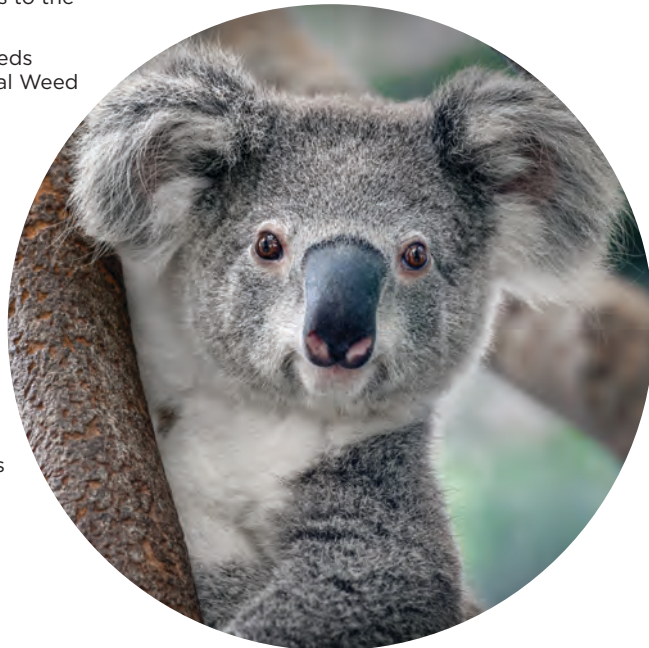
- appoint and support staff as authorised officers under the Act - see *Section 4*
- inspect lands for high-risk weeds and seek compliance with the Act from owners/occupiers
- educate their communities about weeds risk and best practice weeds management
- control high-risk weeds
- submit weeds management records to the NSW government
- participate in regional strategic weeds management through their Regional Weed Committee.

1.2 What is biosecurity?

"Biosecurity" means protecting the economy, environment, and community from the negative impacts of pests and diseases, weeds and contaminants.

Weeds biosecurity includes:

- preventing the entry of new weeds
- finding, containing and eradicating emerging weeds
- minimising the impacts from weeds that cannot be eradicated.



1.3 Why are weeds identified as biosecurity risks?

Weeds harm our economy, environment and community because they:

- reduce the quantity and quality of agricultural, horticultural and forestry products
- outcompete and displace native plants and animals
- clog waterways which prevents boating and water sports, increase the risk of drowning and ruin fishing spots
- harbour pests and diseases
- increase bushfire intensity
- restrict animal access to water sources and shade
- lower the natural beauty and monetary value of the land
- cause injury, allergies, poisoning, and respiratory problems for humans and animals
- impact the mental health of landholders who are affected by weeds
- threaten natural and cultural heritage sites.



Weeds cost NSW agriculture
\$1.8billion per year
(NSW Invasive Species Plan)

Weeds and the Biosecurity Act - A handbook for local councils and councillors 5

2 - The Biosecurity Act and local government

2.1 Key concepts

In NSW, all biosecurity risks including weeds are managed under the *Biosecurity Act 2015* (the Act). The Act came into effect on 1 July 2017 and is supported by the Biosecurity Regulation 2017.

The Act supports a national approach to biosecurity and gives effect to intergovernmental biosecurity agreements. It is underpinned by the concepts of shared responsibility and risk-based decision making.

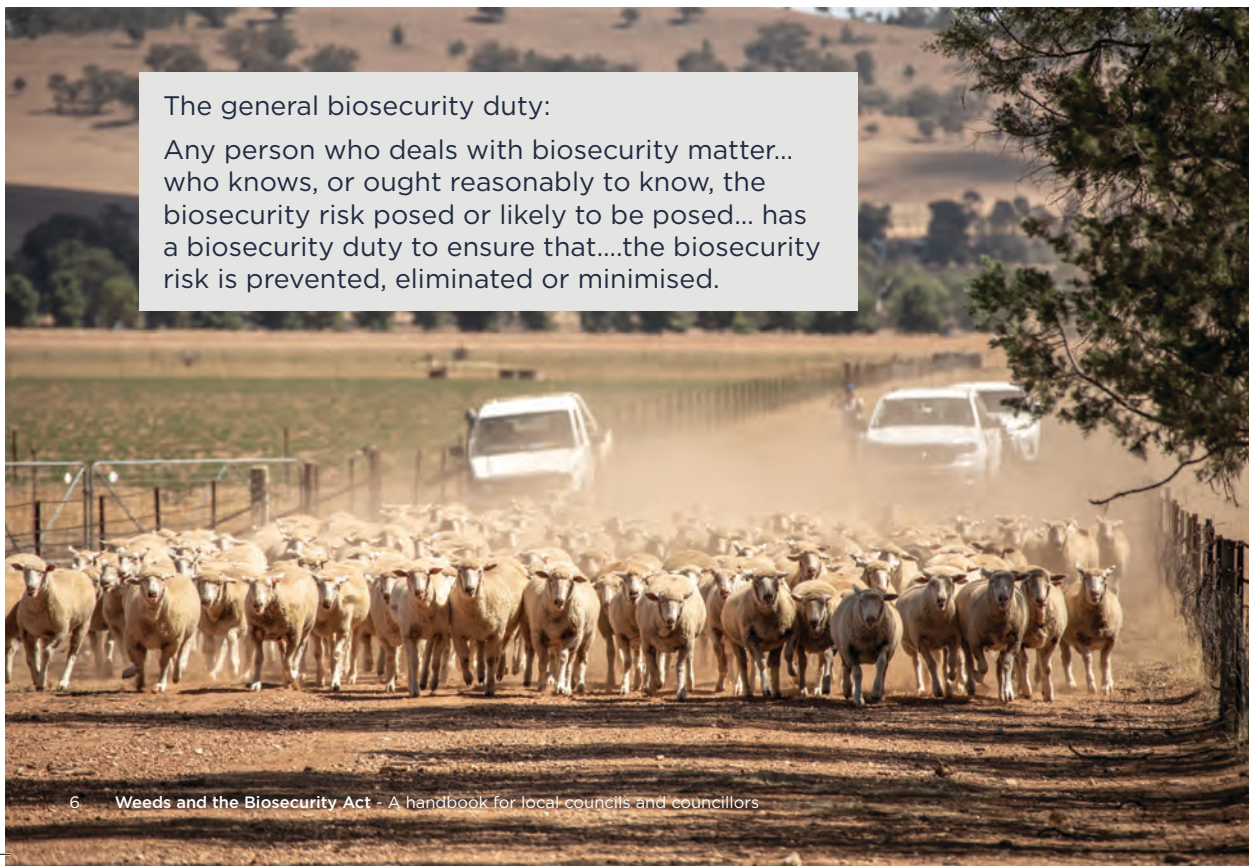
2.1.1 Shared responsibility

The vision of shared responsibility is: "Government, industry and the people of NSW working together to protect the economy, environment and community from the negative impacts of animal and plant pests, diseases and weeds for the benefit of the people of NSW" (NSW Biosecurity Strategy).

To ensure responsibility is shared across government, community and industry, the Act applies equally to all people and all land in NSW. The Act also applies to all plants in NSW, which are regulated through the general biosecurity duty. All people who deal with plants through their commercial, professional, volunteer, recreational or lifestyle activities have a duty to be aware of the impacts the plants they deal with might have. These people must take action to remove or reduce the likelihood of those impacts occurring.

2.1.2 Risk-based decision making and priority weeds

Weeds are regulated under the Act according to the risk they pose to the environment, community and economy. Weeds that create the highest level of risk are called priority weeds. Management action, investment and compliance effort should be directed toward priority weeds.



State priority weeds pose a high risk to the entire state of NSW. Specific legislative provisions apply to state priority weeds. They are regulated through:

- Prohibited Matter
- Control Orders
- Biosecurity Zones
- Mandatory Measures

Regional priority weeds pose a high risk to particular regions of NSW. Regional priority weeds and the management outcomes that land managers must achieve for those weeds are determined by Regional Weed Committees. The Committees have local government representation - see Section 5.5.

State and regional priority weeds are listed in Regional Strategic Weed Management Plans and in NSW WeedWise. Local councils within a region may prioritise other weeds for management. The NSW Weed Risk Management system is a decision-support tool that can help to determine which weeds are the most important to their local communities.

Risk-based decision-making and weed prioritisation ensure that the weeds management response is:

- reasonably practicable
- matched to the degree of risk posed
- flexible and non-prescriptive

It is guided by the principle that managing new weeds earlier rather than later is the most efficient and cost-effective way to protect local communities, environments and industries from the impacts of weeds in the long-term - see Figure 1.

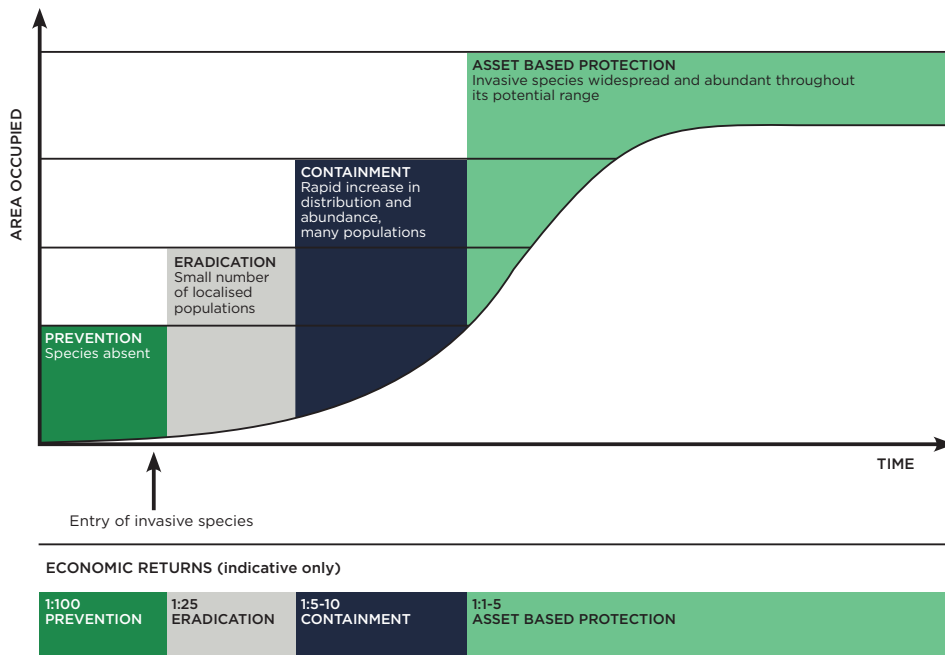


Figure 1: Generalised invasion curve showing actions appropriate to each stage and indicative economic return on investment.

2.2 Councils as the local control authorities for weeds

Councils are the local control authorities for weeds under the Act unless that function has been conferred upon a county council or other joint organisation (as defined by the Local Government Act 1993). Local control authorities are responsible for implementing and enforcing compliance with the Biosecurity Act on *all* lands within their areas of operation.

2.2.1 Local control authority functions

Local control authorities have the following weed control functions (*section 371*):

- prevent, eliminate, minimise and manage the biosecurity risk posed or likely to be posed by weeds on their lands
- develop, implement, coordinate and review weed control programs
- inspect land in connection with their functions under the Act
- keep records about the exercise of their functions under the Act
- report to the Secretary about the exercise of their functions under the Act.

As the local control authority for weeds under the *Biosecurity Act 2015*, it is the elected council that is ultimately responsible for delivery of these weed control functions.

2.2.2 Appointment of authorised officers

For a local control authority to deliver its weed control functions effectively, they must appoint an authorised officer/s under section 372 of the Act.

Only authorised officers can lawfully exercise powers under Part 8 of the Act, including:

- enter all premises
- gather information and evidence
- examine and inspect items
- take, remove and destroy items
- carry out treatment measures
- isolate, confine or detain items.

The role of authorised officers is detailed in *Section 3*.

Under the Act, local control authorities may delegate their functions to their employees. Any employee (such as the General Manager) who appoints authorised officers on behalf of a local control authority must have delegation from the local control authority. There must be a record (captured in writing) of delegating to this person before they can appoint authorised officers. The record can take the form of council meeting minutes or an official document. Alternatively, NSW DPI have developed a delegation template for local control authorities to use.



The Instruments of Appointment and Delegation templates to be used by local control authorities to appoint authorised officers are available on the Weeds Extranet at:

<https://extranet.dpi.nsw.gov.au>

The Weeds Extranet facilitates information and resource sharing for weeds professionals. It is managed by the NSW Department of Primary Industries.

2.2.3 Local control authority weeds management programs

Local control authority weeds management programs should:

- have documented policies and procedures in place for inspections, surveillance and enforcement
- inspect and monitor public and private lands strategically and proactively to manage weed risk
- consult and develop partnerships with communities, industries and land managers so that all stakeholders engage in best practice weeds management

- support all staff that influence weed management to acquire and develop skills that they are suitably trained and authorised to deliver their tasks and statutory functions effectively
- apply the Act systematically in an objective, repeatable manner using a risk-based methodology
- use enforcement fairly, equitably and in a manner appropriate to any identified risks
- collect, evaluate and record information about weeds management in a consistent and repeatable manner
- regularly report weeds management activity at organisational, regional and state scales to the required standard and format
- allocate resources according to risk.

These and other service delivery requirements are identified in the *Standard for Weed Management Capacity in NSW*. The Standard outlines the corporate, policy, procedural and managerial components that local control authorities should have in place to deliver their weed management functions.

The Standard for Weed Management Capacity in NSW is available online at:
<https://www.dpi.nsw.gov.au/biosecurity/weeds/local-government-responsibility-for-weeds>

The NSW Department of Primary Industries will audit local control authorities against the Standard. If the Department finds that there are gaps in a local control authority program, Department staff will provide support and guidance for the local control authority to reach the standard over a period of time. If this doesn't happen then the local control authority may be referred to the Secretary of the Department. The Secretary may direct the local control authority to exercise their statutory functions or the matter may be escalated further.

2.2.4 Funding for local control authorities

The NSW Weeds Action Program is a NSW Government initiative to purchase strategic and coordinated action for weeds biosecurity. The Government invests in activities such as regulatory inspections of high risk sites and pathways, compliance and enforcement action, and the delivery of training and extension to land managers. The procurement of these services from local control authorities enables the prevention, early detection, rapid eradication and containment of incursions of state and regional priority weeds.

Local control authorities are encouraged to participate in a regional Weeds Action Program because it strengthens weed biosecurity at the regional and cross-regional scale. Local control authorities must resource delivery of their statutory weed control functions regardless of whether they receive funding through their regional Weeds Action Program.

2.3 Councils as public land managers

Councils are responsible for knowing whether they have weeds on their lands that create a biosecurity risk. They must take action to prevent, eliminate or minimise those risks.

Councils may implement additional ratepayer-funded programs that target common and widespread weeds (e.g. in public reserves and waterways and on roadsides and playing fields). Management of these weeds may not be regulated under the Act if the weeds do not create a biosecurity risk but necessary to meet community needs and expectations or to meet the requirements of other legislation.

As both public land managers and as the local control authority for weeds in their areas of operation, councils have significant statutory responsibilities under the NSW *Biosecurity Act 2015*. "Failure to comply with State and Commonwealth Law and regulations" is capable of having a major impact on councils (NSW Audit Office Risk Management Framework).

Council responsibilities under the NSW *Biosecurity Act 2015* should be addressed in each council's risk register.



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3 - The role of authorised officers

Staff appointed by their local control authority as authorised officers under the Act must be able to:

- interpret and administer legislation, standards, policies and procedures
- schedule and conduct routine property and site inspections strategically according to risk
- correctly identify weeds
- assess weed risk by applying the NSW Weed Risk Management system
- plan and undertake investigations
- gather, manage and give evidence
- apply statutory tools and take appropriate regulatory enforcement action for breaches of the Biosecurity Act and Regulation
- seek co-operation of landowners in the control of weeds
- manage conflict to achieve successful outcomes
- communicate effectively to ensure people understand their legal responsibilities, the risk posed by weeds and effective methods to mitigate the risk posed by weeds
- plan, implement and monitor weed control activities
- maintain accurate qualitative and quantitative records
- record and submit weeds management data to the NSW Biosecurity Information System each month as per the NSW Weeds Metadata Standard.

Authorised officers may also be responsible for:

- participating in rapid response cross-regional and cross-border exercises to effectively manage weed risk
- conducting weed control activities including chemical application
- participating and representing their organisation in regional weed committees
- contributing to the development of local and regional strategic weed management plans and strategies
- developing policies and procedures to manage weed risk
- developing weed education resources
- planning and delivering weeds awareness and community education events
- coordinating and delivering training
- organising and reviewing the performance of vegetation control contractors
- planning and monitoring the weeds management budget and external grant budgets
- preparing and submitting grant applications
- managing projects.



Due to the nature of the skills that authorised officers require, local control authorities typically appoint staff employed in the following roles as authorised officers:

- Biosecurity/pest officers.
- Natural resource/environmental officers.
- Compliance officers.

Other weeds professionals within council may perform some of the weeds management tasks listed above without being appointed as authorised officers appointed under the Act. They may not exercise the powers in Part 8 of the Act if they are not appointed as authorised officers under the Act.





4 – Training

Authorised officers are the face of the council in a range of public and professional forums. They have diverse and often difficult roles (see Section 3) and should be suitably trained to deliver their tasks effectively and meet any associated challenges. Training improves the capability of the local government workforce to meet the changing demands of the modern biosecurity environment.

Accredited and non-accredited training courses are available for weeds biosecurity officers. Accredited training is linked to nationally recognised qualifications under the Australian Qualifications Framework (AQF). These courses are associated with a competency unit and code. Non-accredited training can provide specialised content that does not lead to a formal qualification. Both modes of training are needed to develop skills and awareness that assist weeds biosecurity officers to implement effective weed management programs.

NSW Department of Primary Industries staff facilitate the development and delivery of this training through the Weeds Training Program. The NSW DPI Weeds Training Program has dedicated staff available to assist local control authorities achieve their staff training needs.

4.1 The NSW DPI Weeds Training Program

The Program provides three areas of training:

4.1a Weeds Biosecurity Officer Induction

To help recently employed weeds biosecurity officers settle into their new role, a one day face-to-face workshop introduces key documents, systems and processes to assist officers to undertake their functions and to develop relevant training pathways. In addition to this, support networks are developed among peers, DPI and LLS to strengthen understanding of how their work at the local council level contributes to the wider management of weeds in NSW.

4.1b NSW Biosecurity Legislation training for authorised officers

Before weeds biosecurity officers in local control authorities can be appointed as authorised officers under the Act, they must complete the 11 introductory biosecurity legislation modules available through the online Emergency Management learning and development program known as EMtrain.

All local council staff are welcome to complete introductory biosecurity legislation modules available online through EMtrain at:

www.dpi.nsw.gov.au/emergencies/emergency/management/training

Modules 1-10 summarise the key elements of the Act and Module 11 is specific about application of the Act to weed management scenarios.

After the 11 modules are completed, authorised officers can participate in whole day workshops that take a more in depth look at some of the module content. The Phase 1 Introduction Workshop consolidates the learning of the on-line course and provides an opportunity to work through practical applications of the Act. The Phase 2 Management Tools Workshop teaches participants when and how to apply biosecurity undertakings, biosecurity directions and biosecurity permits in compliance, investigation, and enforcement scenarios. Information and registration details for these courses can also be accessed through EMtrain.

4.1c Skills Training for Weeds Biosecurity Officers

The NSW DPI Weeds Training Program and Tocal College provide additional short courses, often tailored for weeds professionals to support, develop and reinforce skills such as weed identification, weed control, machinery hygiene and working with people. The range of short courses delivered regionally throughout NSW can be found on the NSW Department of Primary Industries Weeds Extranet.

4.2 Further training to assist application of regulatory powers

It is recommended that authorised officers also complete:

- Compliance and Regulatory training for Biosecurity Officers authorised under the Biosecurity Act 2015 including units that form part of the Certificate IV in Government Investigations. (3 and 5-day courses are available. Contact invasives.training@dpi.nsw.gov.au).
- Training on how to correctly issue Penalty Infringement Notices under the Self Enforcement Infringement Notice Scheme. No fee applies. Contact: BusinessPartners@revenue.nsw.gov.au

4.3 Qualifications for Weeds Biosecurity Officers

4.3a Weed Biosecurity Essentials Industry Certificate

Officers that complete the eleven EMtrain modules along with several short courses can earn the Weed Biosecurity Essentials Industry Certificate. This is a part qualification that connects accredited and non-accredited training to promote an industry benchmark of core skills for Weeds Biosecurity Officers in NSW. From here, a pathway to formal qualification may be the next step.

4.3b Nationally recognised qualifications

Experienced officers can pursue formal accreditation by consolidating their training and existing skills through Recognition of Prior learning (RPL).

National qualifications that can be achieved through RPL pathways relevant to the weed management industry include:

- Certificate III in Conservation and Ecosystem Management (weed management specialisation).
- Certificate IV in Conservation and Ecosystem Management.
- Diploma of Conservation and Ecosystem Management.



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5 - Other stakeholders in NSW weeds management

A number of key stakeholders support local government efforts to manage weeds. The relationship between them is shown in Figure 2.

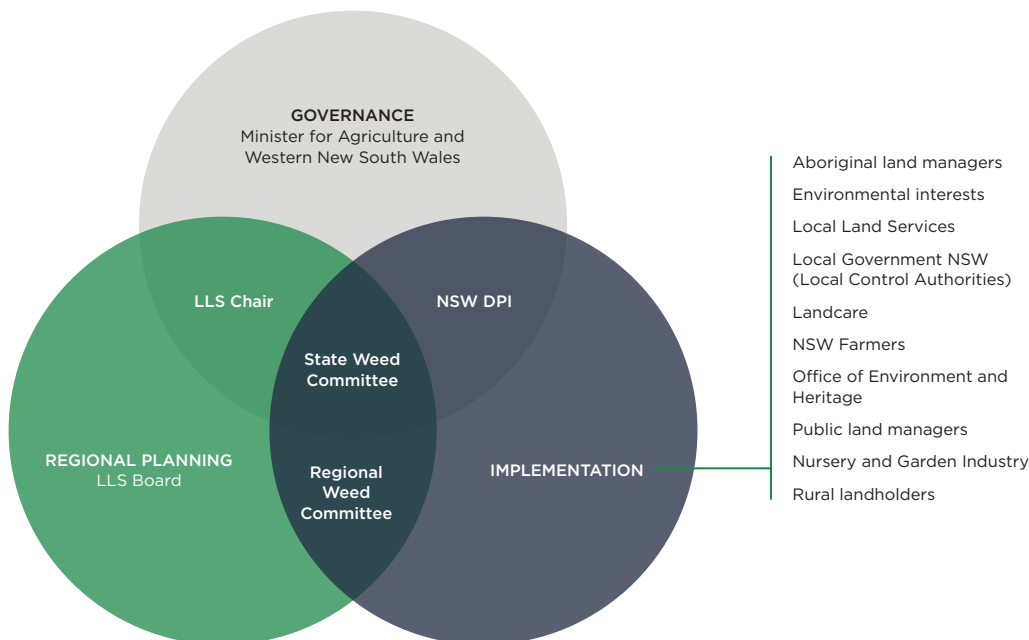


Figure 2: The relationship between weed management stakeholders in NSW

5.1 The Minister

The Minister for Agriculture and Western NSW is responsible for:

- administration of the *Biosecurity Act 2015*
- determinations of state priority weeds
- annual allocation of NSW Weeds Action Program funding.

5.2 State Weed Committee

The State Weed Committee is accountable for:

- advising on regional and state weed management policy and strategy
- overseeing the implementation of the weeds component of the NSW Invasive Species Plan
- overseeing the implementation of, and reporting on, the NSW Government endorsed recommendations from the NSW Weed Review
- undertaking transparent, evidence-based evaluations of weed declarations
- developing and communicating service delivery standards for NSW weeds management
- establishing priorities and evaluating performance of the Weed Action Program
- commissioning audits of DPI, LLS and local control authorities weed functions where appropriate
- commissioning audits of Weed Action Program lead organisations where appropriate
- providing a forum for information from Regional Weeds Committees
- evaluating the performance of Regional Weeds Committees

- promoting best practice in strategy development and planning for weeds
- undertaking timely communication with member organisations, and
- developing a 3 year action plan to guide the Committee.

The organisations that are invited to nominate representatives on the Committee include:

- NSW Department of Primary Industries
- National Parks and Wildlife Service
- Nursery and Garden Industry NSW & ACT
- Local Government NSW
- NSW Weeds Officers Association
- NSW Farmers Association
- Local Land Services
- Nature Conservation Council of NSW
- NSW Crown Lands

The Minister may appoint representatives from other organisations from time to time. Committee members are expected to inform their organisations about developments and issues concerning weeds and to publicise weed issues.

5.3 NSW Department of Primary Industries

NSW Department of Primary Industries supports weeds management in NSW by:

- managing updates and amendments to the *Biosecurity Act 2015*
- leading the response to new incursions of state priority weeds and nationally significant weeds
- leading and administering the NSW Weeds Action Program
- managing the NSW Weeds Information Database, which provides information about over 300 weeds for the NSW WeedWise website and app
- managing the Weeds Extranet, which facilitates information and resource sharing for weeds professionals in NSW and interstate
- providing extension, education and training services
- developing non-regulatory approaches and incentives
- conducting weeds research and collaborating with other researchers
- providing biological control services
- capturing state-wide weeds data through the Biosecurity Information System - Weeds
- resourcing the NSW DPI Biosecurity Helpline
- developing policies and guidelines to support the work of the State Weed Committee.

5.4 Local Land Services

Each of the 11 Local Land Services:

- has established and administers a Regional Weed Committee
- employ or contract a Regional Weeds Coordinator to assist with regional planning, facilitation and coordinating obligations - see *Section 6* for contact details
- facilitates the management of NSW Weeds Action Program regional sub-programs
- monitors responses to new incursions of regional priority weeds
- coordinates local council input into Regional Strategic Weed Management Plans to ensure they are engaged and represented in weeds management planning.



5.5 Regional Weed Committees

Each of the 11 Local Land Services regions has a Regional Weed Committee. The Regional Weed Committees are local community advisory groups under *Section 33* of the *Local Land Services Act 2013*. They are made up of community, industry and government stakeholders that contribute to regional weeds management decision making. There are local government representatives on each committee - typically local control authority authorised officers.

The purpose of each Regional Weed Committee is to:

- develop, review and update Regional Strategic Weed Management Plans
- monitor and evaluate implementation of Regional Strategic Weed Management Plans
- make recommendations to Local Land Service boards on weeds management
- support local land services with the allocation of regional Weeds Action Program funds
- provide regional oversight and peer review of regional Weeds Action Program progress
- seek and support partnerships and investments to enhance regional weeds management
- provide tenure-neutral strategic planning and coordination of weeds management activities at the regional level
- refer weeds policy issues to the State Weed Committee
- support the State Weed Committee in the implementation of performance standards.



Regional Strategic Weed Management Plans provide the basis for a cooperative and coordinated approach to weed management in the regions. Regional Weed Committees undertake a collaborative assessment process before including a weed as a 'regional priority weed'.

Each Regional Weed Committee has produced a regional:

- Monitoring, Evaluation, Reporting and Improvement Plan
- Weed Communications Strategy
- Regional Inspection Plan (identifying high-risk pathways and sites, and rapid response procedures)

Local councils can use these documents to guide local weeds programs. They are available from each region's Regional Weed Coordinator - see *Section 6*

5.6 Land managers

The Biosecurity Act applies equally to all land whether publicly or privately owned. All occupiers of land are required to manage weeds according to their General Biosecurity Duty and any legislated requirements identified in the Act or the Regulation - see *Section 2.1*.

DPI has developed a policy that clarifies the roles and responsibilities of agencies that enforce, administer or execute the *Biosecurity Act 2015*

https://www.dpi.nsw.gov.au/__data/assets/pdf_file/0005/722840/Weed-Management-in-NSW.pdf

6 - Additional information

The following is a list of contacts for further information on weed management.

Plant identification

Botanical Information Service
National Herbarium of NSW

T: (02) 9231 8111
E: botanical.is@rbgsyd.nsw.gov.au
A: Royal Botanic Gardens and Domain Trust,
Mrs Macquaries Road Sydney NSW 2000

Weed enquiries and reporting prohibited matter

Weed enquiries

T: 1800 680 244
E: weeds@dpi.nsw.gov.au

Weeds training

Weeds Training Coordinator

E: invasives.training@dpi.nsw.gov.au

Total Skills Training

T: 1800 025 520
E: total.college@dpi.nsw.gov.au
W: www.tocalskillstraining.com.au

TAFE NSW

T: 131 601 (within NSW)
W: www.tafensw.edu.au/

Local Government NSW
Learning Solutions

T: (02) 9242 4081
E: learning@lgnsw.org.au
W: www.lgnsw.org.au

Weeds information

Weeds extranet

W: <https://extranet.dpi.nsw.gov.au/weeds>

NSW WeedWise

T: 02 6626 1268
E: weed.resource@dpi.nsw.gov.au
W: weeds.dpi.nsw.gov.au/ or download the NSW WeedWise app

Industry associations

NSW Weeds Officers
Association Inc.

President - Doug Campbell
T: 0408 683 490
E: admin@uhwa.org.au

The Weed Society of NSW

E: secretary@nswweedsoc.org.au
W: <http://www.nswweedsoc.org.au>

NSW Weeds Action Program and Biosecurity Information System

Weeds Biosecurity Programs

T: 02 6391 3100
E: weeds@dpi.nsw.gov.au
A: NSW DPI Head Office 105 Prince St ORANGE NSW 2800

Regional Weed Coordinators

T
 A
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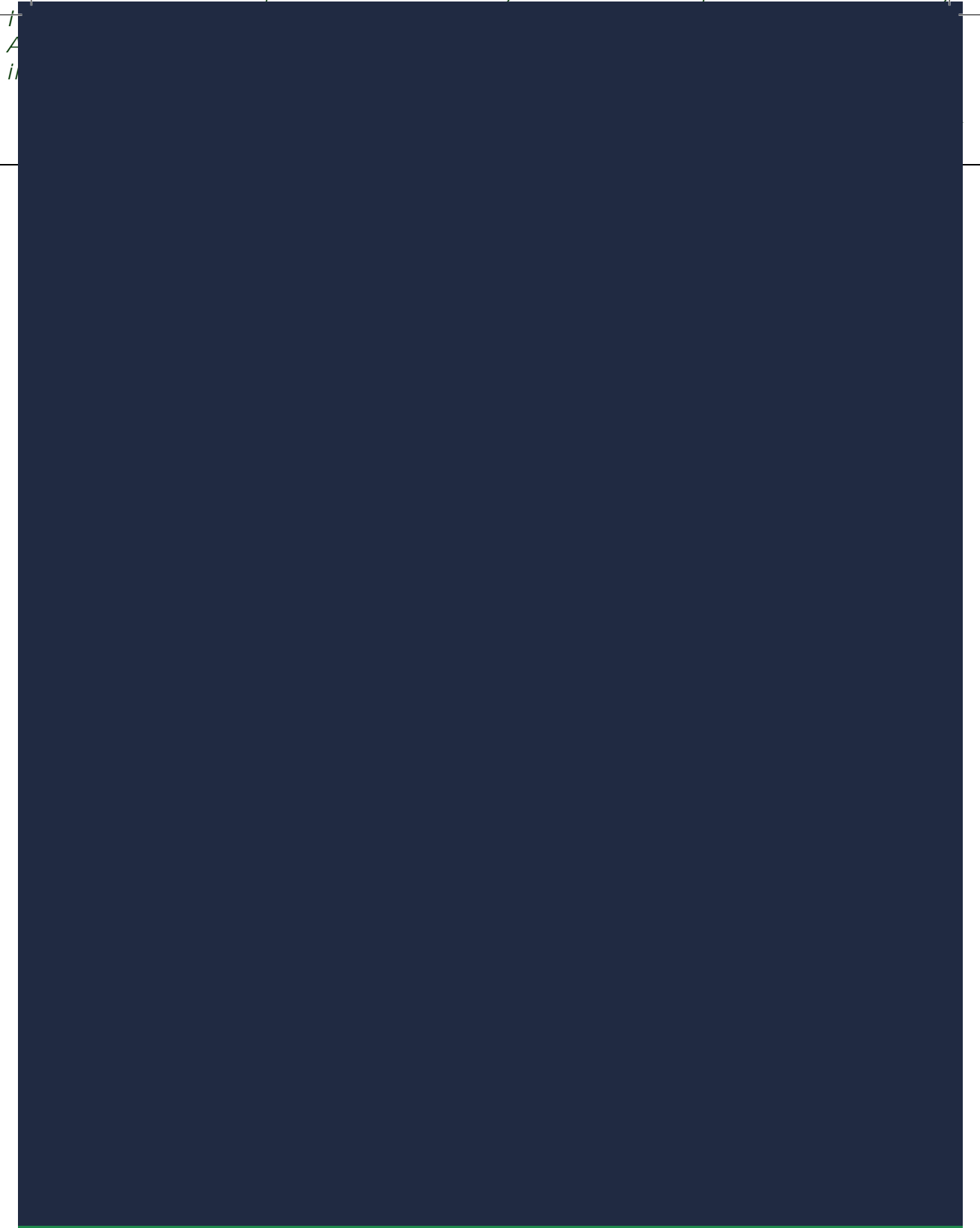
Region	Regional Weed Coordinator	
Central Tablelands	T: 1300 795 299	E: admin.ct@lls.nsw.gov.au
Central West	T: 1300 795 299	E: admin.centralwest@lls.nsw.gov.au
Greater Sydney	T: 1300 795 299	E: gs.service@lls.nsw.gov.au
Hunter	T: 1300 795 299	E: admin.hunter@lls.nsw.gov.au
Murray	T: 1300 795 299	E: land.murray@lls.nsw.gov.au
North Coast	T: 1300 795 299	E: land.northcoast@lls.nsw.gov.au
North West	T: 1300 795 299	E: admin.northwest@lls.nsw.gov.au
Northern Tablelands	T: 1300 795 299	E: enquiry.northerntablelands@lls.nsw.gov.au
Riverina	T: 1300 795 299	E: admin.riverina@lls.nsw.gov.au
South East	T: 1300 795 299	E: enquiry.southeast@lls.nsw.gov.au
Western	T: 1300 795 299	E: admin.western@lls.nsw.gov.au

Or visit <https://www.lls.nsw.gov.au/i-want-to/contact-my-local-office> to find out how to contact your local office.

Useful websites

Biosecurity - Department of Agriculture (Commonwealth)	www.agriculture.gov.au/biosecurity
Biosecurity - NSW Department of Primary Industries	dpi.nsw.gov.au/biosecurity
Council of Australasian Weed Science Societies	caws.org.nz
Weeds Australia	www.weeds.ala.org.au
Australasian Legal Information Institute	www.austlii.edu.au
Australian Centre for Environmental and Financial Compliance	www.acfec.edu.au
Australian Pesticides and Veterinary Medicines Authority	www.apvma.gov.au
Community Justice Centres	www.cjc.justice.nsw.gov.au

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in



dpi.nsw.gov.au/biosecurity/weeds

Department:	Office of the Director Corporate Services
Submitted by:	Roy Jones, Manager Finance & Technology
Reference:	ITEM GOV94/24
Subject:	REPORT ON LOAN BALANCES 30 SEPTEMBER 2024

LINKAGE TO INTEGRATED PLANNING AND REPORTING FRAMEWORK	
CSP Goal:	Leadership - Council is a transparent, financially-sustainable and high-performing organisation, delivering valued services to the Community.
CSP Strategy:	Ensure Council operates in an effective and financially sustainable manner to deliver affordable services.
CSP Delivery Program	Ensure that financial sustainability and the community's capacity to pay inform adopted community service levels.

SUMMARY

The purpose of this Report is to inform Council of its loan balances as at 30 September 2024.

OFFICER'S RECOMMENDATION:

That Council notes the loan balance as at 30 September 2024 was \$19,721,148.40 (\$20,127,922.63 as at 30 June 2024).

BACKGROUND

Council resolved at its meeting on 24 August 2011 (Resolution 380/11) that a report be **provided every three (3) months summarising Council's debt levels and that** the report should include the date the loan is taken out, the amount of the original loan, the current balance owing, the term of the loan, the interest rate and the payment details.

REPORT:

Loan payments are being made in accordance with the particular loan agreements. **Council's loan balance as at 30 September 2024 was \$19,721,148.40 (\$20,127,922.63 as at 30 June 2024).**

New Loans Taken Out between reporting periods 1 July 2024 to 30 September 2024.

No New Loans were taken out during the reporting period.

Bridging Finance

At the Council Meeting held on 12 January 2022, Council approved the establishment of a Corporate Markets Loan with the National Australia Bank, with a drawdown facility limit of \$5,000,000 for a rollover period of 90 days, to function as a cash reserve to fund external restrictions when required.

Our Governance No. 94 Cont...

On 24 July 2024 Council resolved (124/24) to continue the Corporate Market Loan with the National Australia Bank with a revised drawdown facility limit of \$2,670,000 to function as a cash reserve for emergency needs only. On 2 August 2024, the new limit came into place.

As at 30 September 2024, Council did not use any amount from this facility to transfer into its General Fund for business operations.

Debt Service Cover Ratio: The 'debt service cover ratio' measures the operating cash available to service debt including interest, principal and lease payments. The benchmark set by OLG for the ratio is greater than two times.

Council's Audited Debt Service Cover Ratio as at 30 June 2024 is 10.44x (benchmark is >2.00x). Compared to previous financial year the ratio was 8.34x.

The ratio has improved primarily due to no new loans being taken out in the past financial year. Additionally, Council increased its revenue base by generating an additional \$1.8 Million in rate revenue post Special Rate Variation and receiving 85% advanced Financial Assistance Grant.

COUNCIL IMPLICATIONS:

1. Community Engagement / Communication (per engagement strategy)
For the 2024/2025 Operational Plan and Budget Council had indicated a Nil Borrowing. The NSW Office of Local Government (OLG) was notified of this. For the 2023/2024 financial year Council did not borrow any money.
2. Policy and Regulation
 - Section 621 of the *Local Government Act 1993* allows a Council to borrow at any time for any purpose allowed under the Act subject to any restrictions imposed by the Minister in accordance with Section 624 of the Act.
 - Borrowing Policy.
3. Financial (Annual Budget & LTFP)
Nil.
4. Asset Management (AMS)
Nil.
5. Workforce (WMS)
Nil.
6. Legal and Risk Management
Nil.
7. Performance Measures
Nil.
8. Project Management
Nil.

Elizabeth Alley

Our Governance No. 94 Cont...

Director Corporate Services

Prepared by staff member: Roy Jones, Manager Finance & Technology
Approved/Reviewed by Manager: Elizabeth Alley, Director Corporate Services
Department: Office of the Director Corporate Services
Attachments: 1 Loan Register 30 September 2024

**Tenterfield Shire Council
 Loans Schedule
 As at 30 September 2024**

Loan Details								Principal \$
FUND	PURPOSE	AMOUNT \$	OBTAINED FROM	DATE OBTAINED	DUE DATE	RATE OF INTEREST	INTERVALS AT WHICH PAYABLE	Principal Balance Remaining
General Fund	Transport Infrastructure (and supportive plant items)	3,100,000	Commonwealth Bank of Australia	29/03/2023	31/03/2043	5.57%	Half Yearly	2,968,320.11
General Fund	Transport Infrastructure (and supportive plant items)	2,604,612	Commonwealth Bank of Australia	31/03/2022	31/03/2042	4.40%	Half Yearly	2,389,206.77
General Fund	Infrastructure 2020/21	4,048,952	Commonwealth Bank of Australia	31/03/2021	29/03/2041	2.69%	Half Yearly	3,487,319.01
General Fund	Infrastructure 2019/20	1,000,000	Commonwealth Bank of Australia	15/06/2020	15/06/2040	2.90%	Half Yearly	843,390.90
General Fund	Main Street Upgrade	1,200,000	National Australia Bank	25/02/2015	25/02/2025	3.70%	Half Yearly	71,020.91
Sewer Fund	Tenterfield Sewerage Treatment Plant	2,500,000	National Australia Bank	30/05/2008	30/05/2033	7.81%	Half Yearly	1,460,915.25
Water Fund	Dam Wall Construction (1)	3,087,672	CBA (Refinanced from ANZ)	29/09/2021	30/09/2041	2.59%	Half Yearly	2,721,145.42
Water Fund	Dam Wall Construction (2)	2,684,880	CBA (Refinanced from CBA)	6/07/2022	7/07/2042	5.73%	Half Yearly	2,532,657.70
Water Fund	Urbenville Water Treatment Plant	375,000	National Australia Bank	5/02/2009	5/02/2033	6.47%	Half Yearly	220,087.17
Waste Fund	Waste Management - Boonoo Boonoo Landfill (Develop Stage 5)	3,300,000	Commonwealth Bank of Australia	31/03/2022	31/03/2042	4.40%	Half Yearly	3,027,085.16
TOTAL Principal Balance as at 30 September 2024								19,721,148.40

Department:	Office of the Director Corporate Services
Submitted by:	Roy Jones, Manager Finance & Technology
Reference:	ITEM GOV90/24
Subject:	CAPITAL EXPENDITURE REPORT AS AT 30 SEPTEMBER 2024

LINKAGE TO INTEGRATED PLANNING AND REPORTING FRAMEWORK	
CSP Goal:	Leadership - Council is a transparent, financially-sustainable and high-performing organisation, delivering valued services to the Community.
CSP Strategy:	Ensure the performance of Council as an organisation complies with all statutory Guidelines, supported by effective corporate management, sound integrated planning and open, transparent and informed decision making.
CSP Delivery Program	Collaborate and deliver resources with other organisations to ensure a variety of cost effective services across the service area.

SUMMARY

The purpose of this Report is to show the Year-to-date (YTD) financial progress of Capital Works projects against the budget.

OFFICER'S RECOMMENDATION:

That Council receives and notes the Capital Expenditure Report for the period ended 30 September 2024.

BACKGROUND

The Capital Expenditure Report indicates to Council the financial progress of each project against the forecast expenditure for that project. The information has also been set out to show which Council service the expenditure relates to.

REPORT:

The carry-forward budgets for capital projects that are ongoing from the 2023/24 year, in particular grant-funded works, will be presented for Council adoption in the first Quarterly Budget Review for September 2024. These projects account for the most significant capital expenditure variances at this stage of the financial year, which is to be expected.

Staff are reminded to proceed with their capital projects as early as possible in the year, so that the funds can be spent within the financial year as per the operational plan and budget. The purpose of this is to avoid excessive carry forward projects across future financial years and to achieve the projects that Council presented in the Operational Plan for the current year.

COUNCIL IMPLICATIONS:

1. Community Engagement / Communication (per engagement strategy)
Nil.
2. Policy and Regulation

Our Governance No. 90 Cont...

- *Local Government Act 1993*
- *Local Government (General) Regulation 2021*
- Local Government Code of Accounting Practice and Financial Reporting
- Australian Accounting Standards
- Office of Local Government Circulars

3. Financial (Annual Budget & LTFFP)

Nil.

4. Asset Management (AMS)

Nil.

5. Workforce (WMS)

Nil.

6. Legal and Risk Management

Nil.

7. Performance Measures

Nil.

8. Project Management

Nil.

Elizabeth Alley

Director Corporate Services

Prepared by staff member:

Roy Jones, Manager Finance & Technology

Approved/Reviewed by Manager:

Elizabeth Alley, Director Corporate Services

Department:

Office of the Director Corporate Services

Attachments:

There are no attachments for this report.

Department:	Office of the Director Corporate Services
Submitted by:	Roy Jones, Manager Finance & Technology
Reference:	ITEM GOV91/24
Subject:	FINANCE & ACCOUNTS - PERIOD ENDED 31 OCTOBER 2024

LINKAGE TO INTEGRATED PLANNING AND REPORTING FRAMEWORK	
CSP Goal:	Leadership - Council is a transparent, financially-sustainable and high-performing organisation, delivering valued services to the Community.
CSP Strategy:	Ensure Council operates in an effective and financially sustainable manner to deliver affordable services.
CSP Delivery Program	Ensure that financial sustainability and the community's capacity to pay inform adopted community service levels.

SUMMARY

The purpose of this Report is for the Responsible Accounting Officer to provide, in accordance with Clause 212 of the *Local Government (General) Regulation 2021* a written report setting out details of all money that the Council has invested under Section 625 of the *Local Government Act 1993*. The Report must be made up to the last day of the month immediately preceding the meeting.

Addition financial information on Water Leakage, 603 Certificates, and financial business units is presented for Councillor and community information.

OFFICER'S RECOMMENDATION:

That Council notes the Finance and Accounts Report for the period ended 31 October 2024.

BACKGROUND

In accordance with Clause 212 of the *Local Government (General) Regulation 2021* the Responsible Accounting Officer must provide a written report setting out details of all money that the Council has invested under Section 625 of the *Local Government Act 1993*. The Report must be made up to the last day of the month immediately preceding the meeting.

Addition financial information on Water Leakage, 603 Certificates, and financial business units is presented for Councillor and community information.

REPORT:

A reconciliation of cash books of all funds has been carried out with the appropriate **bank statements. A certified schedule of all Council's investments showing the various amounts invested** is shown as an attachment to this report.

(a) Reconciliation of Accounts

A reconciliation of the cash books of all funds have been carried out with the appropriate bank statements as of 31 October 2024.

Cash Book Balances on this date were as follows: -

Our Governance No. 91 Cont...

General (Consolidated)	\$ 49,889,868.00	Credit
General Trust	\$69,074.00	Credit

Council's General consolidated account earns a high interest rate of 4.35% on a variable basis resulting in a high interest return. This is reviewed on a regular basis as part of cash flow monitoring.

(b) Summary of Investments

Council investments as at 31 October 2024 was \$17,500,000.00

The attachment to this report is a certified schedule of all Council's investments as of 31 October 2024 showing the various invested amounts and applicable interest rates.

Concealed Water Leakage Concession Policy Update

For the month of October, no concession were granted under Council's Concealed Water Leakage Concession Policy.

603 Certificates

During the sale of a property a 603 Certificate is usually requested to identify if there are any outstanding or payable fees to Council by way of rates, charges or otherwise in respect of a parcel of land. There were 35 applications for 603 Certificates in October 2024.

In the calendar year to date, there have been 263 applications compared to 200 applications for the same period last year.

Cash and Investments – Detailed Analysis of External Restrictions

RESTRICTED CASH ANALYSIS	AS AT 31 OCTOBER 2024	AS AT 30 JUNE 2024
TOTAL CASH & INVESTMENTS	\$67,458,942	\$68,483,919
EXTERNALLY RESTRICTED CASH	\$50,223,090	\$52,187,482
<i>INCLUDED IN GRANT RELATED (EXCL DEVELOPER CONTRIBUTIONS)</i>	\$26,503,965	\$29,702,893
GRANT-RELATED - GENERAL (EXCL DEVELOPER CONTRIBUTIONS AND RFS RESERVES)	\$25,046,101	\$29,477,868
GRANT-RELATED - WATER (EXCL DEVELOPER CONTRIBUTIONS)	\$1,457,864	\$225,025
GRANT-RELATED - SEWER (EXCL DEVELOPER CONTRIBUTIONS)	-	-
GRANT-RELATED - WASTE (EXCL DEVELOPER CONTRIBUTIONS)		
GRANT-RELATED - STORMWATER (EXCL DEVELOPER CONTRIBUTIONS)	-	-
BRUXNER WAY WIDENING	-	-
<i>INCLUDED IN DEVELOPER CONTRIBUTIONS</i>	\$1,558,883	\$1,427,923
DEVELOPER CONTRIBUTIONS - GENERAL	\$1,209,519	\$1,090,779

Our Governance No. 91 Cont...

DEVELOPER CONTRIBUTIONS - WATER	\$130,027	\$130,027
DEVELOPER CONTRIBUTIONS - SEWER	\$84,578	\$84,578
DEVELOPER CONTRIBUTIONS - WASTE	\$125,690	\$113,882
DEVELOPER CONTRIBUTIONS - STORMWATER	\$9,069	\$8,657
<i>INCLUDED IN RFS RESERVES</i>	\$61,065	\$107,261
RFS RESERVES	\$61,065	\$107,261
<i>INCLUDED IN CASH AT BANK AND INVESTMENT LEFTOVERS (AFTER EXCL GRANT RELATED, DC AND RFS ABOVE)</i>	\$22,099,176	\$20,949,405
WATER	\$2,875,796	\$2,347,754
SEWER	\$8,546,888	\$7,723,951
WASTE*	\$9,529,079	\$9,771,060
STORMWATER	\$1,078,339	\$1,037,566
TRUST FUND	\$69,074	\$69,074
INTERNAL RESTRICTIONS	\$7,015,062	\$7,595,000
PLANT AND VEHICLE REPLACEMENT	\$850,000	\$850,000
EMPLOYEES LEAVE ENTITLEMENTS	\$805,000	\$805,000
FAG (ROAD COMPONENT ADVANCED)	\$1,272,062	\$1,852,000
SPECIAL PROJECTS – INFRASTRUCTURE FLOOD DAMAGE	\$2,500,000	\$2,500,000
SRV MONEY UNSPENT 2014	\$1,048,000	\$1,048,000
SRV MONEY UNSPENT 2023	\$439,000	\$439,000
SALEYARD SPECIFIC PURPOSE	\$101,000	\$101,000
UNRESTRICTED FUNDS	\$10,220,790	\$8,701,437

*Waste Fund – The above reserve for the waste fund includes the \$3.3 Million loan approved for Waste Management – Boonoo Boonoo Landfill (Develop Stage 5). Of this \$3.3 Million as at October \$975K has been spent, leaving a balance of \$2.33 in the waste reserve.

Summary of net loss on disposal of assets as at 30 June 2024

In the Council meeting of 23 October 2024, a question was taken on notice regarding **the breakdown of the Department of Infrastructure Services' net loss of disposal of assets of \$5.001 Million.**

Below is a summary of the asset category and disposal value attributed to the loss on disposal of assets, of \$5.001 Million.

Our Governance No. 91 Cont...

Infrastructure Class	Category	Disposal Value
Bridges	Regional Roads	\$ 1,294,555.00
Bridges	Rural Road	\$ 441,754.93
Buildings	Buildings	\$ 82,500.01
Footpaths	Footpaths	\$ 16,459.13
Open Space & Recreation - Sporting Grounds	Parks	\$ 25,893.86
Other Structures	Other Structures (Fencing and Driveway)	\$ 65,487.97
Roads	Culverts	\$ 16,102.31
Roads	Regional Roads	\$ 444,270.19
Roads	Rural Roads	\$ 1,584,171.39
Roads	Urban roads - Tenterfield	\$ 432,185.80
Sewerage	Mains	\$ 73,442.12
Sewerage	Primary Treatment	\$ 4,995.75
Water	Mains	\$ 228,395.92
Water	Pump Stations	\$ 288,153.31
Water	Treatment	\$ 3,543.82
Total		\$ 5,001,911.51

Please note, the net loss on disposal of asset is a non-cash accounting entry required to treat renewal and replacement of assets, where the book value of the asset being replaced or renewed is disposed of in the asset register initially and then the value of the new asset is capitalised.

COUNCIL IMPLICATIONS:

1. Community Engagement / Communication (per engagement strategy)
Nil.
2. Policy and Regulation
 - Investment Policy (Policy Statement 1.091)
 - *Local Government Act 1993*
 - *Local Government (General) Regulation 2021*
 - Ministerial Investment Order
 - Local Government Code of Accounting Practice and Financial Reporting
 - Australian Accounting Standards
 - Office of Local Government Circulars
3. Financial (Annual Budget & LTFP)
Nil.
4. Asset Management (AMS)
Nil.
5. Workforce (WMS)
Nil.
6. Legal and Risk Management

Our Governance No. 91 Cont...

Nil.

7. Performance Measures

Nil.

8. Project Management

Nil.

Elizabeth Alley

Director Corporate Services

Prepared by staff member:

Roy Jones, Manager Finance & Technology

Approved/Reviewed by
Manager:

Elizabeth Alley, Director Corporate Services

Department:

Office of the Director Corporate Services

Attachments:

1 Investment Report as at 31 October 2024

TENTERFIELD SHIRE COUNCIL - SUMMARY OF INVESTMENTS 31 OCTOBER 2024

Financial Institution	Issuer Rating	Investment Term	Maturity Date	Interest Rate	Amount	Percentage Exposure
NAB	AA-	91 Days	20/Jan/25	4.95%	1,500,000.00	8.57%
NAB	AA-	181 Days	25/Nov/24	5.10%	1,000,000.00	5.71%
NAB	AA-	91 Days	09/Dec/24	4.95%	2,000,000.00	11.43%
NAB	AA-	90 Days	27/Nov/24	4.95%	3,000,000.00	17.14%
<u>TOTAL NAB INVESTMENTS</u>					<u>7,500,000.00</u>	<u>42.86%</u>
Commonwealth Bank	AA-	3 Months	16/Dec/24	4.82%	3,000,000.00	17.14%
<u>TOTAL CBA INVESTMENTS</u>					<u>3,000,000.00</u>	<u>17.14%</u>
Westpac	AA-	3 Months	30/Jan/25	4.89%	1,500,000.00	8.57%
Westpac	AA-	3 Months	29/Nov/24	4.89%	2,000,000.00	11.43%
Westpac	AA-	3 Months	12/Dec/24	4.92%	2,000,000.00	11.43%
Westpac	AA-	3 Months	29/Nov/24	4.89%	1,500,000.00	8.57%
<u>TOTAL WESTPAC INVESTMENTS</u>					<u>7,000,000.00</u>	<u>40.00%</u>
INVESTMENTS TOTAL					17,500,000.00	100.00%

Summary

I hereby certify that the investments as shown herein, have been invested in accordance with Section 625 of the Local Government Act 1993, and associated Regulations, and in accordance with Council policy and procedures.

 Responsible Accounting Officer

By:

 R.Jones

Department:	Office of the Director Corporate Services
Submitted by:	Manager Finance & Technology
Reference:	ITEM GOV92/24
Subject:	PRESENTATION OF THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2024

LINKAGE TO INTEGRATED PLANNING AND REPORTING FRAMEWORK	
CSP Goal:	Leadership - Council is a transparent, financially-sustainable and high-performing organisation, delivering valued services to the Community.
CSP Strategy:	Ensure Council operates in an effective and financially sustainable manner to deliver affordable services.
CSP Delivery Program	Ensure that financial sustainability and the community's capacity to pay inform adopted community service levels.

SUMMARY

The purpose of this Report is to present to Council the Audited Financial Statements for the year ended 30 June 2024, in accordance with the provisions of Section 418 of the *Local Government Act 1993*.

OFFICER'S RECOMMENDATION:

That Council notes the Audited Annual Financial Statements for the year ended 30 June 2024.

BACKGROUND

The *Local Government Act 1993* contains specific requirements to be followed in relation to the presentation of Council's statutory Financial Statements. In summary the procedures are listed below:

1. The prepared Financial Statements are required to contain Certificates to be signed in accordance with a Resolution of Council. Council authorised the signing of the Certificates by Resolution at the Ordinary Meeting held on 23 October 2024.
2. The Financial Statements and Certificates referred to in item one (1) are then referred to Council's Auditor.
3. **As soon as practical after receiving the Auditor's Report, Council must forward a copy of the Audited Financial Statements to the Office of Local Government (OLG).** These documents were forwarded to the OLG on Friday 25 October 2024.
4. **A Public Notice must be provided of Council's intention to present its Audited Financial Statements.** Council provided a Public Notice which was published in the **Town and Country Journal on 21 November 2024.** Council's Financial Statements have been on Council website since 12 November 2024.
5. Anyone can make written submissions to Council regarding its Audited Financial Statements or Auditor's Reports for a period of seven (7) days after the reports have been presented to Council.

Our Governance No. 92 Cont...

It should be noted that Council's Audit, Risk and Improvement Committee was provided with the draft set of Financial Statements at the Audit, Risk and Improvement Committee meeting held on Tuesday 22 October 2024. The Committee recommended that Council should refer the draft Statements for Audit, which Council did at the 23 October 2024 Ordinary Council Meeting.

Request for Extension to Lodge Financial Statements to Office of Local Government

For the Financial Statements as at 30 June 2024 Council did not seek extension to lodge the financial statements to the Office of Local Government.

REPORT:

The Auditor's Report states that Council's accounting records have been kept in accordance with relevant Legislation and Accounting Policies.

Council received an unmodified opinion in the Report on the General-Purpose Financial Statements.

Council's Financial Statements and Key Performance Indicators for the year ended 30 June 2024 reveal that Council is highly dependent on operating grants and has limited avenues to increase its Own Source Revenue as depicted with a below benchmark ratio of 39.23% (benchmark >60%). Compared to the prior year, the Own Source Operating revenue was 24.08%.

Overall Result:

The Income Statement identifies a Net Operating Result for the year of \$18.920M (\$37.206M in 2022/2023) including capital income.

Council's operating result excluding capital income and capital contributions is showing a surplus of \$6.404M compared with a \$3.535M surplus in 2022/2023.

The Annual Financial Statements are prepared on an accrual basis.

Key Factors to which have contributed to the net result during the Financial Year 2023-24 are:

- Rates Income – Council was granted 43% (including rate peg) as part of its Special Rate Variation application. This resulted in a Council rate revenue increase by \$1.82 Million compared to the prior year.
- Operating Grants - 85% of Financial Assistance Grant for 2024/2025 received in the 2023/2024 financial year totaling \$5.72M. Council received approximately \$6.65 Million as advance payments for disaster recovery as part of a signed Tripartite Agreement with Transport NSW and the NSW Reconstruction Authority. Council received \$4.30M in November 2023 as part of Regional Emergency Road Repair Fund Program.
- Interest Income – Council received approximately \$1.85 Million in Interest Revenue compared to \$1.06 Million for FY 2022/2023. This was due to the financial market reaction to a rise in interest rates by the Reserve Bank and Council in receipt of grant monies.
- Depreciation Expense – Decrease in depreciation from \$8.73 Million in FY 2023 to \$8.2 Million in FY 2024 was mostly due to a reduction of building depreciation by

Our Governance No. 92 Cont...

approximately \$429K because of a detailed componentisation of assets implemented as part of 2023 revaluation.

- Employee benefits and on-costs – Council reduced its employee expense by approximately \$950K. This was primarily due to a moratorium on recruitment and finalisation of a revised organisation structure.

Water and Sewer Fund Results

As per the Audited Special Purpose Financial Statements, the Water Fund has made a deficit of \$248K (\$367K in 2022/2023) before capital income, and the Sewer Fund has made a surplus of \$1.31M (\$668K in 2022/2023) before capital income.

The surplus will be reinvested into their respective funds to be used for asset renewal and upgrade required as per Council Asset Management Strategy.

Financial Graphs and Ratios

Council’s financial performance can be seen in the following graphs of the operating financial ratios:

1. Operating performance ratio



Purpose of operating performance ratio

This ratio measures Council’s achievement of containing operating expenditure within operating revenue.

Commentary on 2023/24 result

2023/24 ratio 30.27%

The ratio of 30.27% is higher than the benchmark of >0.00% and higher than last year ratio FY 2022-23 of 16.55%. This is mainly due to increase in revenue by rates of \$1.8 Million due to Special Rate Variation, Advance payment of FAG of approximately \$5.8Million. Council also reduced its Employee cost by \$1.1 Million. Councils received less Capital Grants and Contributions compared to previous year, which impacts the ratio.

Benchmark: — > 0.00%

Source of benchmark: Code of Accounting Practice and Financial Reporting

Ratio achieves benchmark

Ratio is outside benchmark

2. Own source operating revenue ratio



Purpose of own source operating revenue ratio

This ratio measures fiscal flexibility. It is the degree of reliance on external funding sources such as operating grants and contributions.

Commentary on 2023/24 result

2023/24 ratio 39.23%

Council ratio of 39.23% is below the benchmark ratio (>60.00%) in the FY 2023-24. However it improved significantly compared to previous year which had a ratio of 24.08%. This was due to an increased rates revenue as a result of a successful IPART application for Special Rate Variation which approved 43% rates increase (including rate peg) for 2023-24.

Benchmark: — > 60.00%

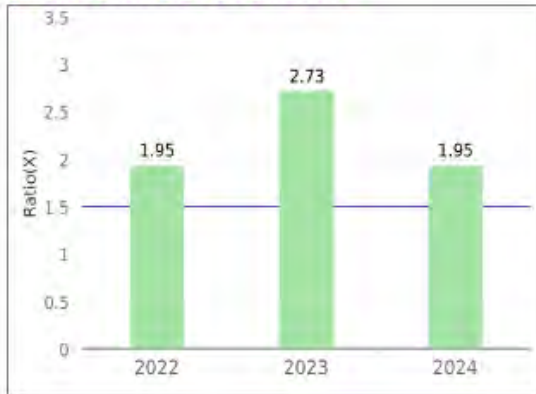
Source of benchmark: Code of Accounting Practice and Financial Reporting

Ratio achieves benchmark

Ratio is outside benchmark

Our Governance No. 92 Cont...

3. Unrestricted current ratio



Purpose of unrestricted current ratio

To assess the adequacy of working capital and its ability to satisfy obligations in the short term for the unrestricted activities of Council.

Commentary on 2023/24 result

2023/24 ratio 1.95x

Council ratio of 1.95x is above the benchmark of (1.50x) and slightly lower than previous year ratio of 2.73x. Council continues to address its unrestricted funds and maintain good governance over its working capital to ensure the ratio is above the benchmark.

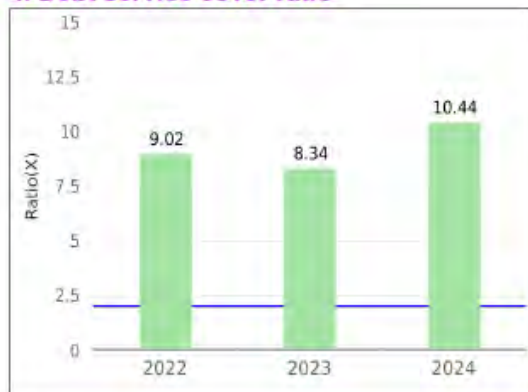
Benchmark: — > 1.50x

Source of benchmark: Code of Accounting Practice and Financial Reporting

Ratio achieves benchmark

Ratio is outside benchmark

4. Debt service cover ratio



Purpose of debt service cover ratio

This ratio measures the availability of operating cash to service debt including interest, principal and lease payments

Commentary on 2023/24 result

2023/24 ratio 10.44x

Council continues to maintain its ratio above the benchmark of (>2.00x). Council ratio has improved over last FY ratio of 8.34x. This is mainly due to no new loans were taken out in the Financial Year. Council increased its revenue based by generation an additional \$1.8 Million in rate revenue post Special Rate Variation.

Benchmark: — > 2.00x

Source of benchmark: Code of Accounting Practice and Financial Reporting

Ratio achieves benchmark

Ratio is outside benchmark

5. Rates and annual charges outstanding percentage



Purpose of rates and annual charges outstanding percentage

To assess the impact of uncollected rates and annual charges on Council's liquidity and the adequacy of recovery efforts.

Commentary on 2023/24 result

2023/24 ratio 5.63%

Council ratio of 5.63% is well within the benchmark of (<10%). This is slightly higher than LY ratio of 3.86%. Council continues to monitor this ratio and has policies in place to assist ratepayers.

Benchmark: — < 10.00%

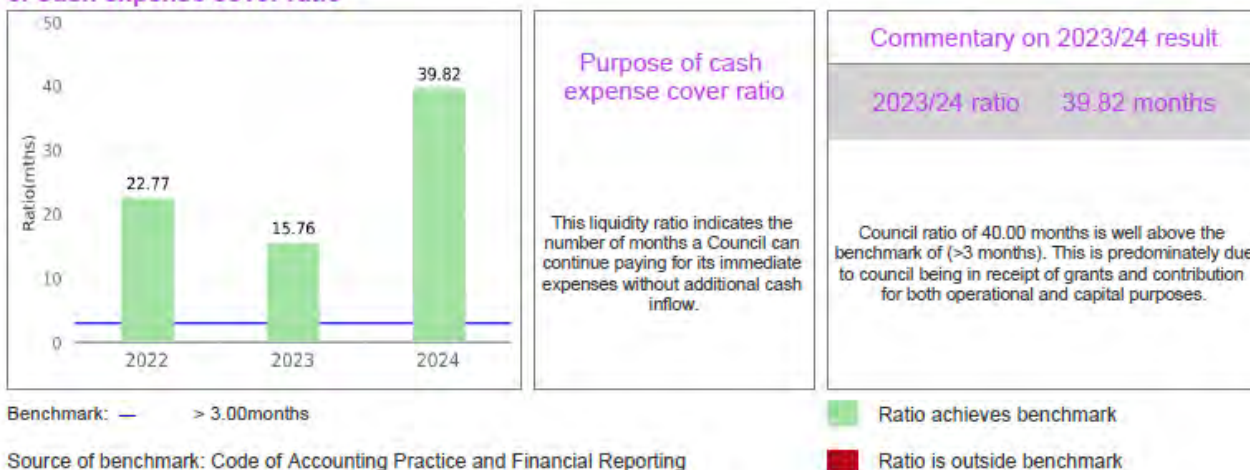
Source of benchmark: Code of Accounting Practice and Financial Reporting

Ratio achieves benchmark

Ratio is outside benchmark

Our Governance No. 92 Cont...

6. Cash expense cover ratio



Audit representatives have confirmed their presence at the November 2024 Ordinary Council Meeting via video conference to provide an overview of Council's financial position and to answer any questions that Councillors may have regarding the Audited Financial Statements.

Annual Financial Statements – Please refer to Council's Audited Annual Financial Statements as part of the Annual Report also included with this Business Paper.

COUNCIL IMPLICATIONS:

1. Community Engagement / Communication (per engagement strategy)
The Audited Financial Statements form part of Council's Annual Report and therefore represents an integral part of the Integrated Planning and Reporting Framework. The Audited Financial Statements provide an important avenue for the review of **Council's progress by any interested stakeholders including the Community**, and Council is required to exhibit the Audited Financial Statements.

It is a requirement that as soon as practicable after receiving a copy of the **Auditor's report, that the Statements must be placed on public exhibition** and notice given of a meeting at which Council proposes to present its Audited **Financial Statements, together with the Auditor's Report.**

2. Policy and Regulation
 - Local Government Act 1993
 - Local Government (General) Regulation 2005
 - Local Government Code of Accounting Practice and Financial Reporting
 - Australian Accounting Standards
 - Office of Local Government Circulars
3. Financial (Annual Budget & LTFP)
The Financial Statements are Council's primary form of review on Council's sustainability and the financial performance of Council throughout the reporting period. For this reason, they remain a crucial part of the performance measurement framework. The financial performance, as disclosed, should be a serious consideration in any future decision making.

Our Governance No. 92 Cont...

4. Asset Management (AMS)

Council, as part of its Financial Statements 30 June 2024, was required to undertake revaluation of roads and bridges. Council engaged a contractor to conduct a financial onsite comprehensive revaluation of its roads, bridges and other transport assets to ascertain the true value of these assets and their respective conditions. This will lead into future maintenance and capital works required across the shire.

Subsequently, a more detailed engineering revaluation is currently underway of key infrastructure assets to provide condition assessment of assets which may impact future Asset Management strategies.

5. Workforce (WMS)

There are no workforce issues arising out of this report.

6. Legal and Risk Management

The preparation, audit and review of Council's **Financial Statements** ensure compliance with:

- The *Local Government Act 1993*, (as amended) and the Regulations made there under;
- The Australian Accounting Standards and other pronouncements of the Australian Accounting Standards Board;
- The Local Government Code of Accounting Practice and Financial Reporting.

7. Performance Measures

There are no performance measure issues arising out of this report.

8. Project Management

There are no project management issues arising out of this report.

Elizabeth Alley
Director Corporate Services

Prepared by staff member:	Roy Jones
Approved/Reviewed by Manager:	Elizabeth Alley, Director Corporate Services
Department:	Office of the Director Corporate Services
Attachments:	There are no attachments for this report.

Department:	Office of the Director Corporate Services
Submitted by:	Lee Sisson, Governance Officer
Reference:	ITEM GOV96/24
Subject:	ANNUAL REPORT 2023/2024

LINKAGE TO INTEGRATED PLANNING AND REPORTING FRAMEWORK	
CSP Goal:	Leadership - Council is a transparent, financially-sustainable and high-performing organisation, delivering valued services to the Community.
CSP Strategy:	Ensure the performance of Council as an organisation complies with all statutory Guidelines, supported by effective corporate management, sound integrated planning and open, transparent and informed decision making.

SUMMARY

The purpose of this Report is for Council to receive the Annual Report, inclusive of the Annual Financial Statements, for the financial year ending 30 June 2024.

OFFICER'S RECOMMENDATION:

That Council:

Adopts the Annual Report for 2023/2024.

REPORT

The Annual Report is one of the key points of accountability between a Council and its community.

Following is a summary of the requirements of Section 428 of the *Local Government Act 1993*:

- *The council must prepare an Annual Report within 5 months of the end of the financial year.*
- ***The report will outline the council's achievements in implementing its Delivery Program through that year's Operational Plan, and report on the effectiveness of the principal activities undertaken to achieve the objectives in that year (Appendix 1).***
- ***The Annual Report in the year in which an ordinary election of councillors is to be held must also contain a report as to the council's achievements in implementing the community strategic plan over the previous 4 years. Tenterfield Shire Council has included the State of Our Shire Report, endorsed at the October 2024 Council meeting (Appendix 2).***
- ***The report must contain the council's audited financial statements prepared in accordance with the Code of Accounting Practice and Financial Reporting (Appendix 3).***
- *Clause 217 of the Local Government (General) Regulation 2021 details the statutory reporting which is required to be included in the Annual Report via The Annual Report Checklist issued by the Office of Local Government. Statutory reporting is included in the body of the report.*

Our Governance No. 96 Cont...

- *A copy of the report must be posted on the council's website and provided to the Minister and any other persons or bodies as required by legislation.*

The Annual Report is provided to Council under separate cover.

COUNCIL IMPLICATIONS:**1. Community Engagement / Communication (per engagement strategy)**

Council meets its commitment made in its adopted Community Engagement Strategy to inform, consult and involve by annually reporting on its Annual Report and Audited Financial Statements via its open Ordinary Meeting.

2. Policy and Regulation

- *NSW Local Government Act 1993*
- *NSW Local Government (General) Regulation 2021*

3. Financial (Annual Budget & LTFFP)

Nil.

4. Asset Management (AMS)

Nil.

5. Workforce (WMS)

Nil.

6. Legal and Risk Management

The Annual Report is a statutory requirement. Failure to lodge the Report would result in a significant risk to Council of being non-compliant under the *Local Government Act 1993*.

7. Performance Measures

Nil.

8. Project Management

Nil.

Elizabeth Alley
Director Corporate Services

Prepared by staff member: Lee Sisson, Governance Officer
Approved/Reviewed by Manager: Elizabeth Alley, Director Corporate Services

Our Governance No. 96 Cont...

Department: Office of the Director Corporate Services
Attachments: There are no attachments for this report.

Department:	Office of the General Manager
Submitted by:	Hein Basson, General Manager
Reference:	ITEM GOV99/24
Subject:	Identification of Core Functions for a Financially Sustainable, Core-Functions Local Government Model

LINKAGE TO INTEGRATED PLANNING AND REPORTING FRAMEWORK	
CSP Goal:	Leadership - Resources and advocacy of Council are aligned to support the delivery of the community vision outlined in the Community Strategic Plan.
CSP Strategy:	Lobby and support government and local service providers to enhance communications infrastructure across the Tenterfield Shire.

SUMMARY

The purpose of this report is for Council to, given its particular financial position and partial implementation of its Fiscal Repair Strategy, consider what its core functions should be going forward as a preliminary step before the community consultation sessions for the development of a new suite of Integrated Planning and Reporting documents are embarked upon – in order for these identified functions to provide structure to discussions.

OFFICER'S RECOMMENDATION:

That Council adopts the following list of core functions for purposes of informing the community consultation sessions associated with the development of a new suite of Integrated Planning and Reporting documents, which suite of documents will direct Council's **objectives**, strategies and actions over the next four (4) years:

Core Functions (Everyday Doing):

- Infrastructure
 - Transport
 - Roads
 - Bridges
 - Culverts
 - Causeways
 - Stormwater
 - Water
 - Sewerage
 - Waste
 - Plant & Fleet
 - Buildings – including Public Halls & Leases
 - Swimming Pool
 - Sporting Fields
 - Parks & Gardens – including Public Toilets
- Attractive Visitor Economy Environment
 - Parks & Gardens
 - Public Toilets

Our Governance No. 99 Cont...

- Tourism Signage
- Parking
- Traffic Control Assistance & Garbage Removal with Events (captured as donations)
- Regulation
- Governance
- Strategic Planning (IP&R)
- Budgets & Financial Administration
 - Revenue Raising
 - Rates
 - Fees & Charges
 - Non-competitive Grants
 - Competitive Grants (Application & Administration)
 - Expenditure
- Compliance
- Customer Service
- Information Technology
- Library
- Planning & Building
- Crown Lands Management
- School of Arts – Joint Management Committee (Overarching Strategic Management)
- Communications
- Workforce Planning
- Work Health & Safety
- Other Legislative Obligations not mentioned

Non-Core Functions:

Advocacy

- Health
- Connectivity
- Community Safety
- Aerodrome

Facilitation

- School of Arts – School of Arts Tenterfield Inc. (day to day management)

BACKGROUND

The Fiscal Repair Strategy that Council has been following, states that all services that **are not Council's core primary business need to be ceased.**

Council's core primary business had been defined as:

Roads (transport network)
 Waste
 Water
 Sewerage
 Legal/legislative obligations not mentioned

Our Governance No. 99 Cont...**REPORT:**

In order to develop a better understanding of what exactly the above may mean, an information session was conducted with Councillors on 13 November 2024.

It is important to consider the "why" in this regard. Why does Council want or need to have a list of core functions identified?

The short answer to this question is that Council wants and needs to be financial sustainable.

The next question that needs to be entertained is the "how". How is Council going to achieve financial sustainability?

Again, the short answer to partially answer this question is by identifying a list of core functions that it will deliver into the future – and sticking to it – not allowing **administrative "creep"** or emotive considerations to erode this strategy and render it useless over a period of time.

To quote Liz Ellis AO, famous past Captain of the Australian Netball Team and current Chair of the Australian Netball Board: **"Success doesn't come by accident, it comes as a result of really good planning and making hard decisions."**

The following list of functions have now been developed in this regard; further fleshing out the legislative and support function obligations:

Core Functions:Everyday Doing

Infrastructure

- Transport
 - Roads
 - Bridges
 - Culverts
 - Causeways

- Stormwater

- Water

- Sewerage

- Waste

- Plant & Fleet

- Buildings – including Public Halls and Leases

- Swimming Pool

- Sporting Fields

- Parks & Gardens – including Public Toilets

Our Governance No. 99 Cont...

Attractive Visitor Economy Environment

 Parks & Gardens

 Public Toilets

 Tourism Signage

 Parking

 Traffic Control Assistance & Garbage Removal with Events (captured as donations)

Regulation

Governance

Strategic Planning (IP&R)

Budgets & Financial Administration

 Revenue Raising

 Rates

 Fees & charges

 Non-competitive grants

 Competitive grants (application & administration)

 Expenditure

Compliance

Customer Service

Information Technology

Library

Planning & Building

Crown Lands Management

School of Arts – Joint Management Committee (overarching strategic management)

Communications

Workforce Planning

Work Health and Safety

Other Legislative Obligations

Non-Core Functions:

Advocacy

 Health

 Connectivity

 Community Safety

 Aerodrome

Facilitation

Our Governance No. 99 Cont...

Arts

Culture

Community Services

School of Arts – School of Arts Tenterfield Inc. (day to day management)

Economic Development

The opinion is held that the sub-**heading of “facilitation” above poses a problem, in the sense that any facilitation function still requires resources in order to achieve it. To achieve financial sustainability, the principle should be adhered to that all functions that are not core functions, should be ceased (excluding the School of Arts where the day-to-day management is envisaged to be achieved through Council’s facilitation of an Agreement with the School of Arts Tenterfield Inc.).**

COUNCIL IMPLICATIONS:**1. Community Engagement / Communication (per engagement strategy)**

The identified list of core functions will inform extensive community consultation around the development of a new suite of Integrated Planning and reporting documents.

2. Policy and Regulation

- *Local Government Act 1993*
- Fiscal Repair Strategy

3. Financial (Annual Budget & LTFP)

Council needs to be in a position to budget for ongoing operating surpluses in **order to be financial sustainable. Unfortunately, Council’s current 2024/25 Budget still make provision for an operating deficit of around \$2million. This position will deteriorate with some projects that have not been executed in previous years and have been “carried forward”, but for which the associated revenue has already been recognised in the previous financial year.**

4. Asset Management (AMS)

Proper asset management is key to Council developing a better understanding of the physically inspected condition of its assets (and not only desktop exercises) – which robust data will inform its Long-Term Financial Plan over the next 10 years.

5. Workforce (WMS)

Standards of services and performance form one side of the coin; the other side of this same coin is the availability of adequate resources – both financial and human – to deliver services and fulfil functions. That is the reason why the development of a Workforce Plan forms an integral part of the suite of Integrated Planning and Reporting documents.

Our Governance No. 99 Cont...

6. Legal and Risk Management

Reputational damage and the possibility of an improvement order from the NSW Office of Local Government are potential risks if Council is unable to achieve ongoing financial sustainability.

7. Performance Measures

Council's annual Financial Statements provide key performance indicators of Council's financial health. Unfortunately, these criteria are skewed by a number of factors – as is discussed regularly in financial reports being brought to Council on a regular basis. Further, the information in the set of Financial Reports is fairly dated.

8. Project Management

Implementing and adhering to the Council's identified set of core functions will have to become a particular focus of all Councillors and staff in order to succeed in this project of Council becoming financially sustainable.

Hein Basson
General Manager

Prepared by staff member: Hein Basson, General Manager
Approved/Reviewed by Manager: Hein Basson, General Manager
Department: Office of the General Manager
Attachments: There are no attachments for this report.

Department:	Office of the Director Corporate Services
Submitted by:	Lee Sisson, Governance Officer
Reference:	ITEM GOV95/24
Subject:	MONTHLY OPERATIONAL REPORT FOR OCTOBER 2024

LINKAGE TO INTEGRATED PLANNING AND REPORTING FRAMEWORK	
CSP Goal:	Leadership - Council is a transparent, financially-sustainable and high-performing organisation, delivering valued services to the Community.
CSP Strategy:	Ensure the performance of Council as an organisation complies with all statutory Guidelines, supported by effective corporate management, sound integrated planning and open, transparent and informed decision making.

SUMMARY

The purpose of this Report is to provide a report to the Ordinary Meeting of Council that **demonstrates staff accountabilities and actions taken against Council's 2023/2024 Operational Plan.**

OFFICER'S RECOMMENDATION:

That Council:

Notes the status of the Monthly Operational Report for October 2024.

Elizabeth Alley
Director Corporate Services

Prepared by staff member:	Lee Sisson, Governance Officer	
Approved/Reviewed by Manager:	Elizabeth Alley, Director Corporate Services	
Department:	Office of the Director Corporate Services	
Attachments:	1 Monthly Operational Report October 2024	46 Pages

Monthly Operational Report

Tenterfield Shire Council October 2024

Council Meeting 27 November 2024



TENTERFIELD

Monthly Operational Report – October 2024

1. CIVIC OFFICE

Delivery Program: 1.1.1 The individual unique qualities and strong sense of local identity of Tenterfield Shires towns, villages and community groups is respected, recognised and promoted.		
Action	Responsibility	Progress Comment
1.1.1.1 Improve and maintain communication methods in accordance with the Community Engagement Strategy.	General Manager	Bi-monthly Your Local News has been reinstated, with work being done this month for release the week of 25-29 November. This Your Local News will be focused on the upcoming Community Engagement Forums set down for the first week in December.
1.1.1.2 Provide opportunities for the community to participate in decision making.	General Manager	Pre council presentations were delivered by: Mr Richard Hicks, President of the Ratepayers Association spoke to Council before the October Council meeting in support of Item COM10/24 – Use of the RSL Pavilion for meetings of the Ratepayers Association of Tenterfield Shire Inc: Request for a Special Hire Rate. Staff in conjunction with Centium have been planning and preparing for the community engagement which will take place starting with Your Local News newsletter and website and Facebook posts from 18 November through December.
Delivery Program: 1.1.2 Continue to support and partner with the local Aboriginal communities for improved and inclusive outcomes.		
Action	Responsibility	Progress Comment
1.1.2.1 Support and contribute to NAIDOC week.	General Manager	Council provided in-kind support to Reconstruction NSW officer with promotional materials for the NAIDOC Ball 2023. Staff are currently considering having a NAIDOC week theme in the library in the future.

Monthly Operational Report – October 2024

Delivery Program: 1.1.4 Promote and recognise the work of volunteers in the community.		
Action	Responsibility	Progress Comment
1.2.4.1 Promote and recognise the work of volunteers in the community.	General Manager	Possible establishment of an Incorporated not-for-profit association for the Sir Henry Parkes School of Arts – promoting and recognising the role of volunteers.
Delivery Program: 2.1.3 Improve heavy vehicle access across the shire and improve links to regional transport infrastructure to facilitate and support regional development opportunities.		
Action	Responsibility	Progress Comment
2.1.3.1 Investigate, advocate for, and source funding to improve transport infrastructure access across the shire.	General Manager	The Director of Infrastructure is currently evaluating several grant funding opportunities while also seeking resources to assist with producing the grant applications.
Delivery Program: 5.1.1 Ensure the performance of Council as an organisation complies with all statutory guidelines, supported by effective corporate management, sound integrated planning and open, transparent and informed decision making.		
Action	Responsibility	Progress Comment

Monthly Operational Report – October 2024

<p>5.1.1.9 Influence and advocate support from Federal and State government in relation to promotion of Tenterfield community objectives.</p>	<p>General Manager</p>	<p>October saw a new and re-elected Councillor cohort with the re-election of Mayor Petrie and election of Councillor Sauer as Deputy Mayor.</p> <p>The Mayor and Deputy Mayor will continue to use every opportunity to promote and further Tenterfield community objectives, and advocate for support from Federal and State government.</p>
<p>5.1.1.10 Advocate to hand back Bruxner Way and Mt Lindesay Road to State Government.</p>	<p>General Manager</p>	<p>Lobbying of State Government regarding the handing back of the Bruxner Way and Mt Lindesay Road is ongoing.</p>
<p>5.1.1.11 Develop and maintain communications, media and information channels and ensure that all channels are fit for purpose with as broad reach as is sustainably possible.</p>	<p>Executive Assistant (Economic Development Officer)</p>	<p>There are current resourcing difficulties achieving this action, however staff continue to deliver information through our social media platform and website.</p>
<p>5.1.1.12 Deliver councillor services and provide support to all councillors in a transparent and non-discriminatory manner including training, research, legislative and evidence-based advice.</p>	<p>General Manager</p>	<p>Councillors took part in post-election inductions, refresher and professional development opportunities in October including. Councillor Induction Training – Tenterfield Shire Council Specific – Hein Basson, Professional Development Training – Human Behaviour from a Systems Perspective for Local Government Leaders – Hein Basson and Roles and Responsibilities of Councillors and Working Together with Council Staff to deliver outcomes for the community – Emma Broomfield, Locale Learning.</p>

Monthly Operational Report – October 2024

Delivery Program: 5.2.2 Work with key stakeholders and the community to lobby for adequate health services in our region.		
Action	Responsibility	Progress Comment
5.2.2.1 Advocate for health services throughout the Region and ensure future government planning aligns with community needs.	General Manager	Ongoing – Council representation on the local Health Advisory Committee.

Monthly Operational Report – October 2024

2. ORGANISATION LEADERSHIP

Delivery Program:		
1.2.3		
Recognise and plan for the accessibility needs of our community.		
Action	Responsibility	Progress Comment
1.2.3.1 Deliver and report to the OLG on the Council's Disability Inclusion Action Plan.	General Manager	Council's Disability Inclusion Action Plan (DIAP) 2022/2023 was submitted to NSW Department of Communities and Justice in November 2023. Completed.
Delivery Program:		
5.1.2		
Ensure Council operates in an effective and financially sustainable manner to deliver affordable services.		
Action	Responsibility	Progress Comment
5.1.2.4 Implement the long-term financial strategy, aligning the Long-Term Financial Plan with the Asset Management Plan and importantly councils sustainable, financial and resource capability.	General Manager	Ongoing – Asset management plans are currently under increased focus, which will flow on to the Long-Term Financial Plan and eventually to Council making informed decisions about its long-term financial sustainability.
5.1.2.5 Ensure the continued review of council's operations to ensure financial sustainability.	General Manager	A revised Organisation Structure has been developed and largely implemented. Ongoing focus on possible internal savings and efficiencies will be pursued.

Monthly Operational Report – October 2024

<p>5.1.2.6 Council will divest itself of underperforming assets.</p>	<p>Director Corporate Services in consultation with Director Infrastructure</p>	<p>One Council owned property at Clarence Street, Tenterfield (2.19ha block opposite TAFE) remains on the market.</p> <p>Council will have to develop a particular focus on potentially divesting itself from other properties which add to Council's annual depreciation cost, and maintenance and renewal burden.</p>
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Monthly Operational Report – October 2024

3. ECONOMIC GROWTH

Delivery Program:		
2.1.1		
Develop and facilitate a diversified and growing economy that is a balance of all economic contributors.		
Action	Responsibility	Progress Comment
2.1.1.1 Seek opportunities that aligns with the Regional Economic Development Strategy (REDS).	General Manager	The Senior Advisor Economic Development and Communications has since left Council's service.
Actively encourage and support increased activation of the Memorandum of Understanding between Tenterfield Shire Council and Southern Downs Regional Council (Queensland).	(Economic Development Officer)	The Regional Drought Resilience Plan is now complete. Council does not have the resources to allocate for the implementation thereof.
Continue to lobby for major public investment for the shire/region including New England Highway upgrades, and the planned Tenterfield Heavy Vehicle Bypass.		
Delivery Program:		
5.2.3		
Lobby and support government and local service providers to enhance communications infrastructure across the Tenterfield Shire.		
Action	Responsibility	Progress Comment
5.2.3.1 Engage with Federal government representatives, and elected local member, on telecommunications issues in Tenterfield Shire and lobby for upgrades.	General Manager	Council has advocated on the behalf of Tenterfield Shire for enhanced communications infrastructure, stakeholder nbn has developed a Regional Upgrade Program which will benefit the Tenterfield Local Government Area.
Engage with representatives of telecommunications service providers on Tenterfield Shire transmission and reception issues, including planned upgrades to improve services.	(Economic Development Officer)	Many residents in Tenterfield serviced by the nbn network via a Fibre to the Curb (FTTC) can now upgrade to Fibre to the Premises (FTTP), nbn has also started work on upgrading the

Monthly Operational Report – October 2024

		nbn Fixed Wireless network in the Shire to help those customers access faster speeds and once complete will also allow some customers within the nbn Sky Muster footprint to access the nbn Fixed Wireless network.
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Monthly Operational Report – October 2024

4. ARTS, CULTURE & LIBRARY SERVICES

Delivery Program: 1.1.3 Provide opportunities for residents to enjoy access to arts, festivals, sporting activities, recreation, community and cultural activities.		
Action	Responsibility	Progress Comment
1.1.3.1 Provide and support access to arts and culture activities and opportunities that are inclusive and for all age groups such as National Youth Week activities, Arts North West opportunities and the Museums & Galleries NSW Museum Advisor Program.	Director Corporate Services	The Museum Advisor is due to visit Tenterfield from Tuesday 12 to 15 November. The visit provides professional advisory services and support to the Tenterfield Shire. Itinerary provides for professional advisory services and support including: <ul style="list-style-type: none"> • Reporting of the Museum Advisor Program and potential projects for the 2024/2025 Program (Tenterfield Shire Council) • Meeting with Centenary Cottage • Tenterfield Railway Museum Exhibition Committee Meeting – Review draft text for Interpretative Panels – Station Entrance Upgrade – Working bee • Conservation and cleaning discussion of ‘Anniversary Quilt’ (Tenterfield Shire Council)
1.1.3.2 Provide inclusive library services and programs that reflect contemporary needs for all age groups.	Manager Workforce, Safety, Risk & Records (Director Corporate Services)	<p>During the October reporting period the library recorded 1301 visitors through the doors.</p> <p>During this period the library services provided included 1466 physical loans and 234 digital items borrowed with 217 individuals spending 232.25 hours using the public computers. The home Library service delivered 67 items to 22 home Library members. Storytime was attended by 20 children and 19 parents across 3 sessions and continues to be presented in partnership with Make-It Tenterfield who develop exciting new creative activities for each session.</p> <p>The Manager Workforce, Safety, Risk & Records in conjunction with IT, have undertaken an audit of the internet provisions to enhance the customer service and working environment within the library. Following research, a quote has been obtained to provide an internet VPN - NBN connection to council network to resolve the reoccurring network issues.</p>

Monthly Operational Report – October 2024

<p>1.1.3.4 Undertake a service review of arts, culture and library services in alignment with Councils Workforce Management Strategy and Long-Term Financial Plan.</p>	<p>Director Corporate Services</p>	<p>Service Review of the Arts, Culture & Library Services has been completed.</p> <p>The Librarian position is expected to be finalised in mid November 2024.</p>
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Monthly Operational Report – October 2024

5. WORKFORCE DEVELOPMENT

Delivery Program:		
5.1.1		
Ensure the performance of Council as an organisation complies with all statutory guidelines, supported by effective corporate management, sound integrated planning and open, transparent and informed decision making.		
Action	Responsibility	Progress Comment
5.1.1.4 Develop, manage and deliver the Workforce Management Strategy.	Manager Human Resources, Workforce Development & Safety	<p>Recruitment underway for the following positions in Council:</p> <ul style="list-style-type: none"> • Plant Operator (Water Cart) x2 (Tenterfield & Liston) • Team Leader (Grader) Tenterfield • Executive Assistant & Media • Plant Mechanic • Fleet Coordinator • Librarian – Final stages of recruitment • Manager Asset & Program Planning – To be re-advertised in November <p>Statistics for Council’s organisational structure following recent workforce change. Full Time Equivalent (FTE) 82.</p> <p>The Office of Local Government is providing \$252.2 million over 6 years to directly support and assist local Councils to develop sustainable workforces through their ‘Apprentice and Traineeship Program’. The release of the NSW Government’s Guidelines was released on the 24 October 2024. Two grant submissions have been placed for round one (1) of the funding, where positions had already been identified in the organisation as critical essential roles, meeting the specific guideline criteria. Implementation of some specific Workforce Management Strategies are being impeded by current financial constraints.</p>
5.1.1.5 Facilitate worker health and wellbeing consultation,	Manager Human Resources, Workforce	Management and supervisors are providing regular onsite workplace health and safety discussions/meetings with staff/crews adhering to their responsibilities under the Workplace Health & Safety legislation and Council Policy.

Monthly Operational Report – October 2024

<p>communication, and participation processes.</p>	<p>Development & Safety</p>	<p>Meetings held with StateCover relating to workers compensation and insurance and will continue into November. Meetings held with StateWide Mutual relating to Public Liability and Business Continuity Planning. Council's employee assistance program (EAP) continues with ongoing onsite counselling sessions being provided monthly, provided to all employees and is available to Councillors. Health and Wellbeing initiatives continue to be sought for 2024/2025.</p>
<p>5.1.1.6 Develop, manage and deliver skills targeted training plans.</p>	<p>Manager Human Resources, Workforce Development & Safety</p>	<p>Certificate III in Civil Construction Plant Operations ongoing. Diploma in Facilities Management ongoing. Traineeship – Certificate IV in Library & Information Services ongoing. Bushfire Awareness Training scheduled for November Readytech Innovate Conference (technology) attended in October 2024. Regulatory training is being reviewed with various training being organized in 2024/2025. Government incentives and initiatives are being investigated for future learning and development programs which include traineeship and apprenticeships and is ongoing. Meeting scheduled for November with regional manager of State Training Services NSW to discuss training programs for 2025.</p>
<p>5.1.1.7 Develop, manage and deliver Employer of choice recruitment and retention services.</p>	<p>Manager Human Resources, Workforce Development & Safety</p>	<p>Recruitment for the following positions has occurred in October:</p> <ul style="list-style-type: none"> • Plant Operator (Water Cart) x2 (Tenterfield & Liston) • Team Leader (Grader) Tenterfield • Executive Assistant & Media • Plant Mechanic • Fleet Coordinator • Librarian – Final stages of recruitment • Manager Asset & Program Planning – To be re-advertised in November <p>Workforce, Safety, Risk & Records Manager has been working with staff on phased retirement plans, ensuring the 'Award' instrument and areas of the workforce, incumbent needs/requirements are being met. The phased retirement option not only assists the incumbent, but also assists the organisation in retention strategies and retaining the incumbent's knowledge, skills and expertise until their retirement, without the risk of losing a significant amount of knowledge and expertise. Implementation of some specific Workforce Management Strategies are being impeded by budgetary and organisational financial constraints.</p>

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<p>5.1.1.8 Manage and report on Council's Enterprise Risk Management Framework and Risk Register.</p>	<p>Manager Human Resources, Workforce Development & Safety</p>	<p>Council's risk register continues to be monitored, reviewed and updated. Audit and Risk Committee meeting is scheduled to be held in December 2024. Council's Risk Management Framework is underway. Conversations held with Statewide Mutual regarding the updating of Council's Business Continuity Plan, with plans underway for a workshop to be held in May 2025. Public Liability Claims continue to be managed in conjunction with Statewide Mutual. Northern Inland Risk Management Group meeting scheduled for December 2024.</p>
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Monthly Operational Report – October 2024

6. EMERGENCY SERVICES

Delivery Program:		
3.1.6		
We are prepared, resourced and educated as a community to deal with natural disasters such as bushfires, storm and flood events.		
Action	Responsibility	Progress Comment
3.1.6.1 Develop, manage and deliver Emergency Management functions and facilities.	Manager Workforce, Safety, Risk & Records	Local Emergency Management Committee (LEMC) meeting is scheduled to be held in December 2024. RFS Service Level Agreement (SLA) meeting was held in October 2024. Scheduled work is being undertaken to maintain emergency services assets/buildings. Northern Inland Bush Fire Management Committee Meeting is scheduled for October 2024.

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7. FINANCE & TECHNOLOGY

Delivery Program: 5.1.2 Ensure Council operates in an effective and financially sustainable manner to deliver affordable services.		
Action	Responsibility	Progress Comment
5.1.2.1 Manage and deliver finance services.	Manager Finance & Technology	<p>Council continues to seek to provide affordable services and delivery whilst ensuring finances are operated effectively.</p> <p>Financial Management</p> <p>The Budget for Financial Year 2024/2025 has been adopted by Council in June 2024. The additional \$1.8 Million in ordinary rates revenue forms part of Council revenue into the future. Council continues to work on the recommendations set out by IPART as part of its SRV determination for Councils earlier SRV application.</p> <p>Council has received a higher interest on investment income compared to previous years which is attributed to increase in interest rates by the Reserve Bank. This is assisting Council finances and cash flow.</p> <p>On 28 June 2024, Council received 85% of Financial Assistance Grants (FAG) for 2024/2025 as an advance payment. This equated to \$5,724,438 deposited in Council Bank account on 28 June. The remaining 15% of Financial Assistance Grant is to distributed quarterly through the Financial Year 2024-2025 commencing mid – August 2024, November 2024, February 2025, and May 2025.</p> <p>Special Rate Variation FY 2025/2026</p> <p>On 24 July 2024 Council altered and rescinded parts of motion 96/24 which was adopted on 26 June 2024. In moving the rescission and alternation motion, Council agreed to not proceed with a Special Rate Variation application for FY 2025/2026.</p> <p>Corporate Market Loan</p> <p>Councils Corporate Market Loan facility remains in place to assist in working capital. During the month of August and September 2024, the Corporate Market Loan was not drawn down.</p>

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		<p>Effective August, the Corporate Market Loan facility has been reduced from \$5,000,000 to \$2,670,000 as per resolution 124/24.</p> <p>Unrestricted Cash Position Council was positive unrestricted cash as at end October 2024.</p> <p>Financial Statements Update Council has completed the audit of the financial statements by external auditors. Council was not required to seek an extension for submission of its statements. Council received an unmodified opinion by auditors.</p> <p>A representative from New South Wales Audit Office will be presenting the Financial Statement to Council on 27 November 2024.</p>
<p>5.1.2.2 Manage and report on Council's Long-Term Financial Plan and facilitate and support internal and external audits.</p>	<p>Manager Finance & Technology</p>	<p>Council Long Term Financial Plan has been updated and presented to Council as part of the Integrated Planning and Reporting documents. The recommendation of IPART has resulted in Council executive presenting a new service level framework to Council with specific reduction in service level across Council.</p> <p>As Council continuously works toward a Fiscal Repair Strategy and an updated Asset Management Plan the decisions Council makes will be reflected in the LTFP.</p> <p>As part of the preparation of the Budget 2024/2025 and Long Term Financial Plan several cost reductions have been presented. The LTFP also incorporates realistic inflation figures and the impact of inflation to council budget. The preliminary finding of the revaluation of infrastructure assets has been considered with realistic depreciation rates and asset useful life.</p> <p>The Final Long Term Financial Plan has been adopted as part of the adopted Budget 2024/2025.</p>
<p>5.1.2.3 Manage investments – Plan develop and manage Council's investment portfolio.</p>	<p>Manager Finance & Technology</p>	<p>Investments are managed within Council's Investment Policy guidelines. Investments are reported to Council every month as part of the Finance and Accounts report, with the latest update being provided for August and September 2024.</p>

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		<p>Council staff aim to invest more liquid funds for short time periods to gain maximum investment return without compromising working capital.</p> <p>Total Investment Balance as at 31 October 2024 was \$17.5 Million.</p>
<p>Delivery Program: 5.1.4 Deliver continuous improvements in Council’s business, processes and systems.</p>		
Action	Responsibility	Progress Comment
5.1.4.1 Develop, manage and deliver Council’s Technology Strategic Plan.	Manager Finance & Technology	<p>Council’s Technology Strategic Plan is a work in progress, documents are being updated on a regular basis in conjunction with requirements associated with hardware and cyber security. The focus is Cybersecurity and threats originating from external sources. Council IT staff are in continuous training and development with NSW Cybersecurity.</p> <p>Council IT staff are currently at planning stage with its ERP System provider – IT Vision to move towards a cloud-based solution. The purpose of this transition is to release pressure from Council’s server which are approaching its useful life and present a high risk to Council IT infrastructure and business continuance if encountered by hardware issues.</p> <p>No IT related issues or breach were reported in October 2024</p>

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8. CORPORATE & GOVERNANCE

Delivery Program: 1.1.3 Provide opportunities for residents to enjoy access to arts, festivals, sporting activities, recreation, community and cultural activities.		
Action	Responsibility	Progress Comment
1.1.3.3 Manage all corporate art, artefacts, honour boards and memorabilia (including audit and security).	Manager Workforce, Safety, Risk & Records	Civic artefacts continue to be stored in Council's main administration building and Records House in Manners Street. Council does not have a designated budget for management and protection of civic artefacts and memorabilia. Further investigation in this area will be factored for 2025. A meeting is scheduled in November with the Records Coordinator and Museum Advisor to further discuss the conservation and cleaning of the 'Anniversary Quilt'.
Delivery Program: 5.1.1 Ensure the performance of Council as an organisation complies with all statutory guidelines, supported by effective corporate management, sound integrated planning and open, transparent and informed decision making.		
Action	Responsibility	Progress Comment
5.1.1.1 Develop, manage and deliver Customer Services, in accordance with the Customer Service Charter.	Manager Finance	Compliments for October 2024 - 3 Complaints for October 2024 - 0
5.1.1.2 Develop, manage and deliver Governance Services, in accordance with OLG Compliance Guide, IP&R Framework and Reporting including	Director Corporate Services	No Public Interest Disclosures were made during October 2024.

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<p>the Monthly Operational Report, GIPA and PIDS and facilitate and support the ARIC.</p>		
<p>5.1.1.3 Develop, manage and deliver Records Management Services, in accordance with legislation.</p>	<p>Manager Workforce, Safety, Risk & Records</p>	<p>Records staff continue to deliver compliant records management in line with legislative requirements. Council’s digitization program continues for the accurate storage and compliance of Council records.</p> <p>Other areas of records compliance are:</p> <ul style="list-style-type: none"> • Destruction of annual records program • Registration of Council emails and distribution to Council officer’s • Records compliance reporting • Records security profiling • Museums of History – Transfer of Records planning <p>Over recent months, Council’s Inbox has seen an increase in email traffic, reporting high levels in the beginning of a week. Monday’s activities seem to be the highest due to the weekend’s worth of traffic to be processed, which also includes the processing of Monday’s records.</p>
<p>Delivery Program: 5.2.1 Services to our community are provided in an equitable, safe, professional, friendly and timely manner consistent with our corporate values.</p>		
<p>Action</p>	<p>Responsibility</p>	<p>Progress Comment</p>
<p>5.2.1.1 Deliver independent bi-annual Customer Satisfaction Survey.</p>	<p>Director Corporate Services</p>	<p>Customer Satisfaction Survey is undertaken every two years as required by the NSW Office of Local Government Integrated Planning and Reporting Guidelines. The next survey will be undertaken as part of Council’s Community Engagement beginning in November 2024.</p>

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9. ENVIRONMENTAL MANAGEMENT

Delivery Program: 3.1.2 Our community is educated, encouraged and supported to implement sustainable strategies for the management and protection of our natural resources.		
Action	Responsibility	Progress Comment
3.1.2.1 Enforce Companion Animals, Illegal Dumping and Parking Control regulations.	Manager Parks, Gardens & Open Spaces	4 x stray roaming dogs seized and impounded 2 x dogs released to rescue organization 1 x dog rehomed 1 x dog euthanized (unsuitable for release) 4 x Dog attack incidents (nil to minor injury) 6 x feral cats euthanized 4 x Barking dog complaints 4 x Barking dog warning letters sent 1 x Noise complaint (music) 3 x Roaming dog complaints in Urbenville and Tenterfield
3.1.2.2 Manage and deliver the Weeds Management Program, Council's Weeds Action Plan and regional weeds management plans.	Manager Parks, Gardens & Open Spaces	Weed officer Report for October 2024 <ul style="list-style-type: none"> • <u>Black Knapweed</u> – Inspections and control works on Private properties and along Bellevue and Aldershot Rds. Sniffer dogs are being trained to assist with detection • <u>Tropical Soda Apple</u> – Tabulam and Urbenville. 4 new properties were found to have Tropical Soda Apple along the Clarence River in Tabulam. • <u>Serrated Tussock Grant Funding</u> – assisted 7 Landholders with control of Serrated Tussock in the Deepwater and Bolivia areas. • <u>Property inspections and High-Risk site Inspections</u> – 16 inspections done; 4 new properties were found to have Tropical Soda Apple along the Clarence River in Tabulam. • <u>High Risk Pathway inspections</u> - completed along the New England Highway, Mt Lindesay Road, Tooloom Rd., Bruxner Way, Bruxner Highway. 1 Tropical Soda Apple Plant found on the Mt Lindesay Road in Bald knob state forest.

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		<ul style="list-style-type: none"> • <u>High Risk Waterway inspections</u> – Tropical Soda Apple found along the Clarence River.
3.1.2.3 Notices and Orders to be issued or served where necessary as per the Local Government Act, EPA Act and POEO Act and Associated Regulations.	Manager Parks, Gardens & Open Spaces	3 x clean up orders- unsightly premises. 2 x over grown letters sent 2 x roaming dog letters sent 3 x barking dog letters sent 1 x barking dog diary sent

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10. LIVESTOCK SALEYARD

Delivery Program:		
2.1.2		
Manage Council's Livestock Saleyards in a commercial manner.		
Action	Responsibility	Progress Comment
2.1.2.1 Manage and deliver commercial Saleyard Services, including improving hard standing surface at double height ramp.	Manager Parks, Gardens & Open Spaces	Sale Totals October 2024 Prime Sales 526 Head \$597,423.64 Replaced boundary fence Major repairs to the internal laneways. Continuing to look into implement the locking of the yards as lots of the public are using them as they like to avoid paying fees.

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11. PLANNING & REGULATION

Delivery Program:		
3.1.1		
Town and Village planning supports and enhances local place making principles to deliver sustainable land use management practices for our natural environment.		
Action	Responsibility	Progress Comment
3.1.1.1 Monitor and deliver the Tenterfield Local Environmental Plan 2013 and Development Control Plan 2014 (as amended).	Manager Planning & Regulation	All applications assessed in accordance with Tenterfield LEP and DCP. Fourteen (14) Development Applications lodged, eight (8) approved. Thirty six (36) 10.7 certificates, seven (7) 735A certificates issued. Guidelines updated for Tiny Homes, Subdivision and placed on website.
3.1.1.2 Manage and deliver heritage advisory services.	Manager Planning & Regulation	Local Heritage Fund applications considered by Council at October ordinary meeting and offers forwarded to applicants- all applications accepted. Meetings scheduled for November with owners to discuss colour schemes prior to works commencing.
3.1.1.3 Manage and deliver development, building and construction regulatory services.	Manager Planning & Regulation	Construction certificates, S68 on site sewage management approvals and inspections, mandatory inspections for construction work. Complaints being dealt with on basis of potential impact - priority given to any public health or environmental matters.

Applications Lodged October 2024

DA Number	Applicant	Address	Description of Work
2024.098	J Donnelly	9 Mount McKenzie Lookout Road Tenterfield	Dwelling
2024.099	T Cunningham	504 Bryans Gap Road Tenterfield	Tourist & Visitor Accommodation
2024.100	Tenterfield Surveys (Reid)	47 Bryans Gap Road, Tenterfield	4 Lot Subdivision
2024.101	G & K Snow	145 Wood Street Tenterfield	Dwelling
2024.102	Tenterfield Surveys (Scott & Staal)	163 Geyers Road Tenterfield	3 Lot Subdivision
2024.103	C Campbell	5403 Mt Lindesay Rd Liston	Shed
2024.104	Casson Planning & Development Services	44 Francis Street Tenterfield	Caravan Park
2024.105	Tenterfield Surveys (Campbell)	66 Sunnyside Platform Road, Tenterfield	4 Lot Subdivision
2024.106	H Houlden	Geyers Road Tenterfield	Dwelling
2024.107	S Osborne	369 Rouse Street Tenterfield	Change of Use
2024.108	J Thorburn-Simpson	46 Catarrh Creek Road Torrington	Shed
2024.109	Tenterfield Surveys (Lister)	395 Bruxner Road Drake	5 Lot Subdivision
2024.110	C Thomas	Smiths Lane, Tenterfield	Shed & Carport
2024.111	Tenterfield Surveys (Watling)	7266 Mt Lindesay Road Cullendore	3 Lot Subdivision

Applications Determined October 2024

DA Number	Applicant	Address	Description of Work
2024.077	Tenterfield Surveys	564B Bryans Gap road Tenterfield	Five (5) lot subdivision
2024.081	Tenterfield Surveys	Bruxner Highway Tenterfield	Two (2) Lot Subdivision
2024.090	A. Light	54 Bald Rock Road Sandy Flat	Dwelling
2024.092	T. Eggleston	112 Black Swamp Road Tenterfield	Relocatable Dwelling
2024.093	Manfate Pty Ltd	153 Petre St Tenterfield	Shed & Carport
2024.095	J. Coram	359 Rouse Street Tenterfield	Carport
2024.097	M. Davidson	152 Cowper Street Tenterfield	Shed
2024.098	J Donnelly	9 Mount McKenzie Lookout Road Tenterfield	Dwelling
2024.103	C Campbell	5403 Mt Lindesay Rd Liston	Shed

Applications Outstanding – October 2024

DA Number	Applicant	Property Address	Description of Work	Status of Application/Comment
2019.104	Wilshire & Co Superannuation Fund	1-9 Manners Street, Tenterfield	New Shed & Extension to Existing Shed (Awning)	Insufficient Information provided to complete assessment Sep 24 -Applicant & new owner have indicated they wish to pursue DA.
2021.012	Corbett	Bluff River Road, Tenterfield	Primitive Camp Ground	Insufficient Information provided to complete assessment Sep 24 -Awaiting response from applicant to determine if they wish to proceed
2022.043	Tenterfield Surveys	60 Derby Street, Tenterfield	Five (5) Lot Staged Urban Subdivision	Information required from applicant

				Sep 24 -Application negotiating with adjoining owner for easement
2022.068	Tenterfield Surveys	531A Long Gully Road, Drake	Two (2) Lot Subdivision	Information required from applicant Sep 24 -Applicant addressing RFS requirements for compliance
2024.057	Ford	Fairfield Street Drake	Dwelling	Awaiting additional information from applicant
2024.067	C. Groszek	35 Snake Creek Road, Sandy Hill	Dwelling	RFS request additional information
2024.080	M. Barry	Bruxner Highway Drake	Camping ground	RFS request additional information, applicant provided amended plans
2024.088	Tenterfield Surveys	1225 Kildare Road Tenterfield	Subdivision (6 lot rural residential)	Awaiting information from applicant
2024.091	J. Bolger	102 Rouse Street Tenterfield	Redevelopment of Caravan Park	Under Assessment/information requested from applicant
2024.094	S. & C. Crawford	Mole River Road Mole River	Temporary Use - Events & Camping Ground	Under Assessment/RFS request for additional information/To be advertised & notified
2024.096	B. Knusten	7063 New England Highway	Relocatable Dwelling	Under Assessment/RFS
2024.099	T Cunningham	504 Bryans Gap Road Tenterfield	Tourist & Visitor Accommodation	Under Assessment/RFS
2024.100	Tenterfield Surveys (Reid)	47 Bryans Gap Road, Tenterfield	4 Lot Subdivision	Under Assessment/RFS
2024.101	G & K Snow	145 Wood Street Tenterfield	Dwelling	Under Assessment
2024.102	Tenterfield Surveys (Scott & Staal)	163 Geyers Road Tenterfield	3 Lot Subdivision	Under Assessment/RFS

2024.104	Casson Planning & Development Services	44 Francis Street Tenterfield	Caravan Park	Under Assessment/RFS/Advertising
2024.105	Tenterfield Surveys (Campbell)	66 Sunnyside Platform Road, Tenterfield	4 Lot Subdivision	Under Assessment/RFS
2024.106	H Houlden	Geyers Road Tenterfield	Dwelling	Under Assessment
2024.107	S Osborne	369 Rouse Street Tenterfield	Change of Use	Under Assessment
2024.108	J Thorburn-Simpson	46 Catarrh Creek Road Torrington	Shed	Under Assessment
2024.109	Tenterfield Surveys (Lister)	395 Bruxner Road Drake	5 Lot Subdivision	Under Assessment/RFS
2024.110	C Thomas	Smiths Lane, Tenterfield	Shed & Carport	Under Assessment
2024.111	Tenterfield Surveys (Watling)	7266 Mt Lindesay Road Cullendore	3 Lot Subdivision	Under Assessment/RFS

FY 24/25 Development Statistics									
		Dwellings	Additions/ Renovations to Existing Dwellings	Garages, Carports & Sheds	Commercial or Industrial Works	Subdivision	Recreation/ Tourism	FY 24/25 Monthly Total	FY 23/24 Monthly Total
Jul-23	No.	3	0	2	1	1	0	7	7
	Value	\$1,023,429.00	\$0.00	\$60,036.00	\$150,000.00	\$0.00	\$0.00	\$1,233,465.00	\$482,000.00
Aug-23	No.	3	1	4	1	3	1	13	11
	Value	\$1,083,500.00	\$10,000.00	\$161,457.00	\$25,000.00	\$0.00	\$35,000.00	\$1,314,957.00	\$1,597,830.00
Sep-23	No.	3	0	9	0	1	2	15	11
	Value	\$850,000.00	\$0.00	\$379,755.00	\$0.00	\$0.00	\$1,634,320.00	\$2,864,075.00	\$2,131,381.37
Oct-23	No.	3	1	3	0	5	2	14	7
	Value	\$1,468,694.00	\$10,000.00	\$51,500.00	\$0.00	\$0.00	\$325,091.00	\$1,855,285.00	\$1,394,000.00
Nov-23	No.								6
	Value								\$285,070.00
Dec-23	No.								7
	Value								\$2,845,023.00
Jan-24	No.								13
	Value								\$677,000.00
Feb-24	No.								9
	Value								\$533,115.00
Mar-24	No.								13
	Value								\$628,290.00
Apr-24	No.								10
	Value								\$2,196,670.00
May-24	No.								11
	Value								\$610,971.00
Jun-24	No.								8
	Value								\$863,000.00
No. (Year to Date)		12	2	18	2	10	5	49	113
FY 24/25 Total Value (Year to Date)		\$4,425,623.00	\$20,000.00	\$652,748.00	\$175,000.00	\$0.00	\$1,994,411.00	\$7,267,782.00	
FY 23/24 Total Value		\$10,640,140.00	\$329,930.00	\$1,179,810.37	\$1,227,790.00	\$0.00	\$866,680.00		\$14,244,350.37

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12. BUILDINGS & AMENITIES

Delivery Program:		
1.2.1		
Provide safe and accessible public spaces and places that are well maintained, clean and fun.		
Action	Responsibility	Progress Comment
1.2.1.4 Develop and deliver the Property Management Strategy.	Manager Planning & Development	<p>Property Strategy - Under review – review will be finalised following appointment of the Asset Manager.</p> <p><u>Council Buildings</u></p> <ul style="list-style-type: none"> Repairs are currently being carried out on a number of Council properties to ensure maintenance schedules of Council buildings are kept up to date. Visitor information centre building - 157 Rouse Street, is now being leased with a few minor issues still outstanding. RFS Shed in Liston repairs to roof and water damage – was completed in October. Draft scope of work is being completed to replace Federation Park building’s roof to be sent out towards the end of the year – Currently looking for options for tiles disposal - ongoing. Urbenville SES Shed inspection of building with contractor to complete insurance work in December. Urbenville SES & RFS Sheds have had gutters cleaned out and trees trimmed. Scope of work has been completed and sent to three (3) companies to complete the Building Condition Assessment evaluation to be completed in November. Investigations were conducted into the bat removal at Liston Hall, Council to engage WIRES and seek approval through National Parks and Wildlife prior to any bats being removed. Repairs to building will be completed once the bats have been removed.

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		<ul style="list-style-type: none"> Annual report was completed for Property and Buildings in October. Drake Public Toilets Septic system is starting to fail, and Council has now had new Pitts installed. 29 High Street, Tenterfield still awaiting quotes for temporary fence, permanent fencing will need to be added to the budget. Compliance checks have been completed on all Council buildings from Chubb Fire in the month of October. <p><u>Current Capital Works</u></p> <ul style="list-style-type: none"> Band Hall scope of work is being drafted in line with the Council Resolution - Ongoing.
1.2.1.5 Manage and update Land and Property Register.	Manager Planning & Development	<ul style="list-style-type: none"> Land and Property register is currently being managed as required. Spreadsheets are being updated as needed. Details of all Crown lands that has been managed and devolved to Tenterfield Shire Council has been supplied to the Auditors. Meeting held with Crown Lands - Plans of Management (PoMs) are to be completed, endorsed by Council, exhibited, and approved by the Crown – extension of time granted - ongoing.
1.2.1.6 Develop and deliver the Buildings and Amenities Asset Management Plan.	Manager Planning & Development	<p><u>Licences & Agreements on Council owned/managed Land</u></p> <ul style="list-style-type: none"> Invoicing for Tenterfield Childcare and Ten FM has been sorted and sent out in October. <ul style="list-style-type: none"> Tenterfield Total Care draft lease for 136-138 Manners Street, Tenterfield – is still being reviewed by Tenterfield Total Care Committee will be signed once the plan has been registered – Surveyor is currently working on the survey in October as per DA consent once signed Lease should be finalised - ongoing.

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		<p><u>GRANT FUNDING</u></p> <p><u>Stronger Country Communities Programs</u></p> <ul style="list-style-type: none"> • Memorial Hall floor – small amount of money to be spent before funding can be acquitted. <p><u>Black Summer Funding</u></p> <ul style="list-style-type: none"> • Memorial Hall installation of Emergency lighting and ceiling fans – remainder of lights have been installed in August/September; investigations are being conducted in October/November for possibilities of installation of Solar Panels to the hall.
<p>1.2.1.7 Manage Crown Lands and prepare designated Native Title Advice.</p>	<p>Manager Planning & Development</p>	<p>Aboriginal Land Claims – all requests for response have been completed.</p>

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13. PARKS, GARDENS & OPEN SPACE

Delivery Program:		
1.2.1		
Provide safe and accessible public spaces and places that are well maintained, clean and fun.		
Action	Responsibility	Progress Comment
1.2.1.1 Implement and deliver maintenance programs for Parks, Gardens and Open Spaces.	Manager Parks, Gardens & Open Space	<p>October</p> <p>Daily duties include public toilet cleaning, park/street bins, BBQ cleaning, playground inspecting</p> <p>Mowing</p> <p>Brush cutting</p> <p>Spraying of town streets and footpaths</p> <p>Tree pruning/limb pick up</p> <p>Graffiti removal</p> <p>Cemetery maintenance</p> <p>Garden maintenance, repairs, planting and re-mulching</p> <p>Assist in event coordination setup</p> <p>Cleaning tables and benches in parks</p> <p>Aluminum slats installed on 2 picnic table in Bruxner Park replacing timber.</p> <p>Repairs to the Shirley Park and netball courts lighting, all lights are now working.</p> <p>Shade sail over the playground in Urbenville repaired and reinstalled, only to fail again in the corners, since repaired - awaiting to be installed again.</p> <p>Pruned limbs and cleaned gutters at the RFS shed in Urbenville.</p> <p>Major works to the Jennings and Drake toilet block systems.</p>
1.2.1.2 Work with the Tenterfield Shire Village Progress Associations and the Parks, Gardens and Open Space Committee to support	Manager Parks, Gardens & Open Space	<p>Limited active representatives</p> <p>Any project undertaken within budget</p>

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individual town and village themes.		
1.2.1.3 Implement the tree management plan.	Manager Parks, Gardens & Open Space	Updated plan, and a report being prepared for the November Council meeting.

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14. SWIMMING COMPLEX

Delivery Program: 1.2.2 Provide a choice of sporting facilities that cater for the diverse needs of the community.		
Action	Responsibility	Progress Comment
1.2.2.1 Manage the Tenterfield War Memorial Baths (TWMB) Management Plan and contribute to service delivery.	Manager Planning & Development	<p><u>Management Plan</u></p> <ul style="list-style-type: none"> Updated Management Plan has been completed and implemented in the 2024-25 summer season to reflect Council retaining the entry fees. Will look to review in 25-26 season when the new contract is up for review. Due to the age of the pool and water leaking, investigation has commenced for an engineering report to be completed to determine future actions for the pool - Ongoing. Staff are pursuing opportunities for Grant Funding to upgrade the facility. Toddler pool shade cover has been repaired and installed in October. Pool season commenced in October 2024. <p><u>Month Review</u></p> <p>Tenterfield War Memorial Baths is ready for the new 24/25 season to be opened again in October 2024.</p> <ul style="list-style-type: none"> The Learn to Swim and Squad programs are continuing this year. Several Birthday Parties have been held in October. No major issues through October, and the Auto Vac is working well. Repairs to electrical and plumbing are now completed and are all working well. <p><u>Weekly Programs</u></p> <ul style="list-style-type: none"> Gym sessions, Monday – Friday 6am – 8am, Monday – Sunday 10am - 6pm Swim Club - Thursdays Transitional Squad Lessons (Dolphins, Mantra Rays, Sharks) Marlins and Senior Squads Breakfast Club – Monday – Thursday 7.30am – 8am

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Pool Closures over October

- 26 October between 1.30 pm – 3pm due to storm
- 26 October between 4.40pm – 6 pm Vomit incident

Season Pass Purchases for the 24/25 season

	24/25	23/24	22/23	21/22	20/21	19/20	18/19
Full Season Family	38	30	26	27	26	49	39
Half Season Family	3	15	12	5	9	9	13
Full Season Single	23	29	16	14	17	25	10
Half Season Single	1	29	18	3	9	7	13
Total	63	103	72	49	61	90	75

Total Attendances for the 24/25 season

	October	November	December	January	February	March	YTD
2018/19	1,037	2,372	2,972	4,196	2,904	1,275	14,756
2019/20	732	3,984	1,318	5,006	2,560	930	14,530
2020/21	1,459	4,144	2,568	4,383	2,759	1,064	16,377
2021/22	1,684	1,456	2,673	3,291	2,523	1,779	13,406
2022/23	1,573	2,770	2,693	3,366	3,577	2,171	16,150
2023/24	2,007	2,916	3,916	3,493	3,819	2,248	18,399
2024/25	1,927						

Monthly Operational Report – October 2024

15. ASSET MANAGEMENT & RESOURCING

Delivery Program:		
5.1.3		
Management of Council’s assets will be long term and focused on meeting the needs of the community now, and into the future.		
Action	Responsibility	Progress Comment
5.1.3.1 Develop and implement the Asset Management Strategy and associated systems.	Manager Asset & Program Planning	Transport asset revaluation is completed. Condition rating data is underway. Council officers will analyse and conduct calculations for LTFP in the coming six months.
5.1.3.2 Deliver and manage the Pedestrian Access and Mobility Plan (incorporating the Disability Action Plan) and Bike Plan.	Manager Asset & Program Planning	The PAMP is under review for generic information within the document and a review of action list priorities – awaiting resourcing.
5.1.3.3 Infrastructure and assets inspections.	Manager Asset & Program Planning	Routine asset inspections are impacted by the vacancy of the Asset Inspector (AI) position. The AI position will be advertised following the appointment of an Asset Manager. Council is conducting limited/ reactive inspections as required. Inspections on the sealed road network and some bridges are completed by specialist contractors.
5.1.3.4 Review and update Council’s Risk Register and Intervention programs on an ongoing basis in accordance with inspection schedules.	Manager Asset & Program Planning	Risk Register will be updated to reflect the key risk of limited technical support and supervision of major construction works. It is reduced due to the appointment of a Project Manager, Project Engineer, Project Officer and a Surveillance Officer via Professional Services Contract that reported to Council.

Monthly Operational Report – October 2024

16. COMMERCIAL WORKS

Delivery Program:

5.1.3

Management of Council's assets will be long term and focused on meeting the needs of the community now, and into the future.

Action	Responsibility	Progress Comment
5.1.3.7 Commercial Works undertaken in accordance with demand.	Manager Works	Council continues to undertake commercial works in a financially responsible manner, within the limitations of Council's resource pool. Most private works is sealing driveways while adhering to Council's adopted fees and charges rates.

Monthly Operational Report – October 2024

17. STORMWATER DRAINAGE

Delivery Program:

4.1.2

Deliver an adequate storm water and drainage, infrastructure is provided, maintained and renewed.

Action	Responsibility	Progress Comment
4.1.2.1 Implement the Stormwater Asset Management Plan.	Manager Asset & Program Planning	Further detail and planning required for stormwater infrastructure - awaiting resource allocation. The Asset Manager's position is currently being recruited.

Monthly Operational Report – October 2024

18. TRANSPORT NETWORK

Delivery Program:		
4.1.1		
Deliver a well-designed, safe road network, including carparking, footpaths and cycleways, that is suitable for all users now and take into consideration future network demand.		
Action	Responsibility	Progress Comment
4.1.1.1 Manage and deliver construction services for transport infrastructure, including footpaths, pavements and cycleways.	Manager Asset & Program Planning	<p>Works programmed to include grant funded projects for Transport infrastructure.</p> <p>Dumaresq (Black Creek) Bridge is being delivered by TfNSW, construction is progressing well expecting to be opened to traffic prior to Christmas. Works have commenced on the five small bridges to be delivered by TfNSW.</p> <p>Molesworth Street Bridge is currently being developed with the geotechnical investigation complete. TfNSW are tendering for a designer.</p> <p>Paddy's Flat Rd rehabilitation will commence before the end of November.</p> <p>Works continue for Drake Village revitalization.</p> <p>Mount Lindesay Rd – Faggs Road to Cullendore Road section to have a gravel overlay and sealed prior to Christmas.</p> <p>Tenterfield Creek Bank Stabilization is progressing well and is on target – pending good weather.</p>
4.1.1.2 Manage and deliver maintenance services for transport infrastructure.	Manager Works	<p><u>October Grading & Works Report</u></p> <p>Grading Schedule</p> <p>Northern Area: Grading shoulders on Paddy's Flat Road North for reseal preparation.</p> <p>Central Area: Graded Koch's Road (for rectification of areas disturbed by drainage works), road formation to follow in the coming months and grading Pyes Ck Rd.</p> <p>Western Area: Graded, drainage restoration, pavement repairs for reseal preparation on Bruxner Way, Woodside Rd, Mole Station Rd, Back Creek Rd, Tarban Rd and Tarban Loop Rd, Bolivia Siding Road, Rivertree Road and Black Swamp Road. Reseals to commence November 2024.</p> <p>Eastern Area: Graded Tabulam Loop Rd. Drainage is complete on Koch's Rd.</p>

Monthly Operational Report – October 2024

		<p>Plains Station Rd remains under signage through Fraser's Cutting.</p> <p>Council's 25t excavator: The excavator is doing pipe replacement on Mt MacKenzie Road.</p> <p>Bridges: Dumaresq Bridge on Bruxner Way is almost complete.</p>
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Monthly Operational Report – October 2024

19. PLANT, FLEET & EQUIPMENT

Delivery Program:		
5.1.3		
Management of Council’s assets will be long term and focused on meeting the needs of the community now, and into the future.		
Action	Responsibility	Progress Comment
5.1.3.5 Implementation and delivery of the Fleet Asset Management Plan and the Plant Replacement Program.	Manager Asset & Program Planning	Council is reviewing the plant replacement budget as part of the budget process. Plant replacement will be on a priority basis, according to available funds. The plant replacement budget will be revised following the appointment of the Asset Manager.
5.1.3.6 Develop and implement the Depot Master Plan.	Manager Asset & Program Planning	Draft Depot Master Plan under review, the Asset Manager position is currently vacant. The master plan will be delayed until the Asset Manager is appointed and settled in.

Monthly Operational Report – October 2024

20. WASTE MANAGEMENT

Delivery Program: 3.1.4 Deliver an affordable waste management solution for the community to best manage waste and recycling opportunities.		
Action	Responsibility	Progress Comment
3.1.4.1 Deliver and manage Waste and Recycling services.	Manager Water & Waste	<p>The Torrington Waste Transfer Station - Fence completed in October 2024.</p> <p>Cell 5, RFT and RFQ awarded with weekly progress meetings with Council’s QA consultants Tonkin and Councils construction contractor Towns Contracting Commenced this month. Monthly EPA progress reports continue. Soiltech Testing services have been engaged carry out level 1 GITA requirements during construction of cell 5. Material for lining was delivered in September, the liners are stored on the hardstand. Areas have been identified for use to store machinery and equipment with Townes Contracting utilising Council facilities as a site office. New leachate pond has commenced construction in September 2024 expected completion in November. New stormwater pond and site drainage has commenced in October and is expected to be completed in November 2024.</p> <p>Council to received \$773,692 for improvements, from EPA and Heritage Trust at Boonoo Boonoo and Torrington. Compulsory acquisition progressed with minister approval in and, gazettal notices provided in August, finalization expected to be completed in November 2024. Grant final report underway, with full audit required, expected completion in November 2024.</p> <p>RFT for replacement truck completed expected release November 2024.</p>

Monthly Operational Report –October 2024

21. WATER SUPPLY

Delivery Program: 3.1.3 Deliver total water cycle management approach including water conservation and complying with relevant acts and legislation.		
Action	Responsibility	Progress Comment
3.1.3.1 Implement Water Service Strategic Plan in accordance with NSW Office of Water Guidelines.	Manager Water & Waste	<p>Bore at Shirley Park completed in June 2024, reinstallation of bore and flood tower expected November 2024.</p> <p>Works for the New Water Filtration Plant on Scrub Road are completed.</p> <p>Urbenville -new grid grant lagoon RFT award completed June 2024. New track and pad, to lift structure completed in June 2024. Cage completed in August with installation completed in October 2024. Lagoon construction commenced in August 2024 First lagoon (lagoon 2) completed in October, commissioning expected in November with commencement of lagoon 1.</p> <p>Highway main replacement, (Cowper Street) commenced in February 2024 and continues, potential delays may be encountered, Council wishes to extend our thanks for the continued patience of our Tenterfield residents.</p> <p>Water supply is provided to the community under Australian Drinking Water Guidelines (ADWG), current usage at Tenterfield’s new Water Filtration Plant is 743.4KL/day decreasing by 53.5KL/day. Current usage at Urbenville is 287KL/day providing an increase in consumption of 47.4KL/day for the 3 communities.</p> <p>Tenterfield Dam Level is 96%-new data loggers place level at 100% receiving 53.5mm for the months of October 2024; Urbenville Tooloom Creek Level is 95% receiving 49mm for the month of October 2024.</p> <p>Tenterfield</p> <p>0 major main; 10 main; 2 new meter; 2 new service connections; 0 water limiters installed; 0 water limiters removed/disconnection; 0 disconnection, 4 broken services repaired/replaced; 0 services leaks repaired; 0 valve replacements; mains flushing occurred in 8 location and 0 hydrant replacements. Note. 0 section 67 private works jobs completed. 0 interim meter reads/testing. Operator training continuing at New WTP. Hydrant and service valve raising along Pelham Street. Scour valve operated.</p>

Monthly Operational Report –October 2024

		<p>Dam Safety NSW, legislative requirement with a 5 year live scenario held in Tenterfield in April 2024. Major reservoir new pipe-work extension 1.5m. Note multiple dirty water complaints, East Street reservoir cleaned by divers.</p> <p>Jennings</p> <p>0 including meter; 0 meter replacements; 0 broken services repaired; 2 Major main break. New main installed 120m Carpenter Lane.</p> <p>Urbenville</p> <p>0 major main broken main repairs, mains flushing occurred in 8 location, 0 new meter, 0 meter repair/replacements, 0 water limiters installed and 0 broken service repaired 0, SCADA Requires upgrade-Note Failure of telemetry (radio equipment) requiring replacement in December 2023 and January2024. Hydrants marked and painted. Water quality information is also available in monthly water health cards available at Water Health Cards Tenterfield Shire Council (nsw.gov.au)</p>
<p>3.1.3.2 Deliver and manage the Water and Drought Management Plans and Flood Study.</p>	<p>Manager Water & Waste</p>	<p>Tenterfield update of the flood risk study awarded in March 2024. Initial meetings completed. Consultation undertaken on 20 May 2024, data handover completed. Review and data assessment completed, milestones 1 and 2 completed.</p> <p>Council was awarded \$92,522 DPE-Water Regional Leakage Reduction Program, installation completed final reports completed October 2024.</p> <p>The Integrated water catchment management grant (IWCM) engagement of consultants completed in June 2024, data handover completed including asset inspection component completed in September 2024.</p> <p>The Tenterfield Sustainable and Disaster Resilient Communities program, for the villages of Drake, Liston, Legume, and Torrington, Note approvals received to drill from NRAR (over 22 months) Legume licence obtained. Council’s contractors Slade Drilling have completed drilling for water at Legume, - water has been found at 0.5L/s. Bore fit out expected to be completed in November 2024. Approval has been granted in September 2024 to drill Council’s primary site at Liston, drillers commenced in October 2024, casing and proofing bore will commence in November.</p>

Monthly Operational Report – October 2024

22. SEWERAGE SERVICES

Delivery Program: 3.1.5 Deliver affordable and effective wastewater management solution for the community.		
Action	Responsibility	Progress Comment
3.1.5.1 Maintain and operate the sewerage network, in line with the Asset Management Strategy.	Manager Water & Waste	<p>Molesworth/Miles Street pumping station review and design amendment under development, engaged consultants - Tonkin to develop designs including initial site visit completed in October 2024.</p> <p>RFQ's for sewer relining under development.</p> <p>Refurbishment program for the Tenterfield STP, handrails (measured and orders pending) and cable trays scheduled.</p> <p>PS2 at Urbenville - Refurbishment specifications and contract docs being prepared expected to be released to market in November 2024.</p> <p>Urbenville and Tenterfield, SCADA development planning for upgrades quotations and assessments received under review November 2024.</p> <p>IWCM (Part 2) underway, asset inspections completed September 2024.</p> <p>Tenterfield</p> <p>Sewer connections 2; Major pump station clearing 0; Blockages were reported and cleared at 3 locations; 1 broken main repair; with 0 mains visually checked with new CCTV, 0 major manhole repair, 0 broken main repairs 0 manholes raised, and 0 section 67 private works jobs completed in this reporting period. Pump refurbishment/repair 0 at STP, Major pumpstation maintenance 5. Surcharge event 0. STP Repairs 2.</p> <p>Urbenville</p> <p>Sewer connections 0; Major pump station clearing 0; Major pump station repair/maintenance 0; Blockages were reported and cleared at 0 locations; 0 broken main repair; with 0 mains visually, 0 major manhole repair, 0 broken main repairs, 0 effluent line repair, 1 effluent pump repair and 0 section 67 private works jobs completed, in this reporting period. Storm flow at STP 0 hrs. Installed padlocks on Historical Park toilets due to vandalism ongoing, open at 07:30 close toilets at 15:30. Average time for response to sewer chokes remained at 30 minutes while the median response time is at 25 minutes.</p>

Department:	Office of the Director Corporate Services
Submitted by:	Manager Finance & IT
Reference:	ITEM GOV93/24
Subject:	COUNCILLORS - PROVISION OF SUPERANNUATION 2024-2025

LINKAGE TO INTEGRATED PLANNING AND REPORTING FRAMEWORK	
CSP Goal:	Leadership - Council is a transparent, financially-sustainable and high-performing organisation, delivering valued services to the Community.
CSP Strategy:	Ensure the performance of Council as an organisation complies with all statutory Guidelines, supported by effective corporate management, sound integrated planning and open, transparent and informed decision making.
Delivery Plan Action:	Deliver continuous improvements in Council's business, processes and systems.
Operational Plan Action:	Ensure adequate and effective internal controls are in place for all financial management and purchasing functions.

SUMMARY

On 23 February 2022 Council resolved through resolution 30/22 that Council:

- 1) *Notes the Report and Determination of the NSW Parliament; and*
- 2) *Forgo the payment of superannuation for all current term Councillors until the next election of Council – September 2024.*

On 24 February 2024 Council resolved through resolution 21/24 that Council:

- 1) *Forgo the payment of superannuation for all current term Councillors until the next Quarterly Budget Review due in October 2024 and subsequently assess Councillor Superannuation on an annual basis.*

The purpose of this report is to seek Council's direction on Councillor Superannuation payments effective for the Financial Year 2024-2025.

A Council may make a payment (a superannuation contribution payment) as a contribution to a superannuation account nominated by a Councillor, starting from the financial year commencing 1 July 2022.

Any superannuation contribution paid is of course a deduction from the existing Councillor allowance and not an amount in addition to the allowance (please refer to the attachment).

OFFICER'S RECOMMENDATION:

That Council:

1. Implements superannuation payments for all Councillors post the September 2024 general local government election, under the Commonwealth Superannuation legislation – as if an individual Councillor were an employee of Council; or
2. Forgoes the payment of superannuation for all current term Councillors.

Our Governance No. 93 Cont...**BACKGROUND**

There have been some recent legislative changes which affect Councillor payments. The NSW Government, in order to strengthen the performance and sustainability of local government, has introduced a reform to enable Councillors to be paid superannuation contributions. That Bill, now called the *Local Government Amendment Act 2021*, was passed by the NSW Parliament on 13 May 2021 and assented to on 24 May 2021.

A copy of that law as passed by the Parliament reads as follows: -

*1.3 Amendments concerning superannuation payments for councillors**Section 254B*

Insert after section 254A—

254B Payment for superannuation contributions for councillors

- (1) A council may make a payment (a superannuation contribution payment) as a contribution to a superannuation account nominated by a councillor, starting from the financial year commencing 1 July 2022.*
- (2) The amount of a superannuation contribution payment is the amount the council would have been required to contribute under the Commonwealth superannuation legislation as superannuation if the councillor were an employee of the council.*
- (3) A superannuation contribution payment is payable with, and at the same intervals as, the annual fee is payable to the councillor.*
- (4) A council is not permitted to make a superannuation contribution payment—
(a) unless the council has previously passed a resolution at an open meeting to make superannuation contribution payments to its councillors, or
(b) if the councillor does not nominate a superannuation account for the payment before the end of the month to which the payment relates, or
(c) to the extent the councillor has agreed in writing to forgo or reduce the payment.*
- (5) The Remuneration Tribunal may not take superannuation contribution payments into account in determining annual fees or other remuneration payable to a mayor or other councillor.*
- (6) A person is not, for the purposes of an Act, taken to be an employee of a council and is not disqualified from holding civic office merely because the person is paid a superannuation contribution payment.*
- (7) A superannuation contribution payment does not constitute salary for the purposes of any Act.*

Our Governance No. 93 Cont...

(8) *Sections 248A and 254A apply in relation to a superannuation contribution payment in the same way as they apply in relation to an annual fee.*

(9) *In this section—*

Commonwealth superannuation legislation means the Superannuation Guarantee (Administration) Act 1992 of the Commonwealth.

Superannuation account means an account for superannuation or retirement benefits from a scheme or fund to which the Commonwealth superannuation legislation applies.

REPORT:

There have been some recent legislative changes which affect Councillor payments. The NSW Government, in order to strengthen the performance and sustainability of local government, have introduced a reform to enable Councillors to be paid superannuation contributions.

Any superannuation contribution paid is a deduction from the existing allowance and not an amount in addition to the existing allowance.

There is nothing in the legislation to indicate that superannuation is paid in addition to the annual fee, but rather something the Council elects to do through a resolution, which is then deducted from the annual fee and put directly into a nominated super account.

Sacrifice Super from Councillor sitting fee

Legal advice was sought from LGNSW if Councillors can sacrifice any or all their fees in superannuation. Council has received confirmation that this last-mentioned option is possible. Therefore, a Councillor can sacrifice all of their Councillor allowance into a complying superannuation fund as a pre-tax superannuation contribution.

COUNCIL IMPLICATIONS:

1. Community Engagement / Communication (per engagement strategy)
Nil required.
2. Policy and Regulation
 - Local Government Amendment Act 2021 No 11 – Payment of the *provision of Superannuation to Councillors*.
3. Financial (Annual Budget & LTFP)
Nil.
4. Asset Management (AMS)
Nil.
5. Workforce (WMS)
Nil.
6. Legal and Risk Management
Nil.
7. Performance Measures

Our Governance No. 93 Cont...

Nil.

8. Project Management

Nil.

Elizabeth Alley
Director Corporate Services

Prepared by staff member:

Roy Jones, Manager Finance & IT

Approved/Reviewed by
Manager:

Elizabeth Alley, Director Corporate Services

Department:

Office of the Chief Corporate Officer

Attachments:

1 LGNSW Councillor Superannuation
February 2024



Dear Mr Wilcox,

LGNSW is currently engaged in dialogue with the Local Government Remuneration Tribunal about the councillor fee increases for the next financial year. As part of those discussions, we have raised a number of factors that we believe are both relevant to the amount of any future increase but also to the overall discussion on how councillors are remunerated - one such factor is superannuation.

As of 1 July 2022, section 254B of the *Local Government Act 1993* (NSW) ("LG Act") provided that a council may make superannuation contribution payments to a superannuation account nominated by a councillor. The legislative provision is only enlivened if a council passes a resolution to make superannuation contributions to its councillors. In this regard there is no explicit or ongoing obligation for a council to make superannuation contributions to its councillors.

Any superannuation contribution paid is of course a deduction from the existing allowance and not an amount in addition to the existing allowance.

As part of our continuing discussions with the Tribunal on councillors' fees, the Tribunal has queried whether the option of superannuation payment to councillors is being exercised by councils in NSW. As such, LGNSW seeks advice on whether your council makes voluntary superannuation contributions to the councillors.

We would appreciate being advised of your council's position and ask that you respond by email to [REDACTED] by no later than close of business **Friday 23 February 2024**. If you have any questions, please contact [REDACTED].

Yours sincerely,

David Reynolds
Chief Executive

Department:	Office of the Director Corporate Services
Submitted by:	Elizabeth Alley, Director Corporate Services
Reference:	ITEM GOV97/24
Subject:	FLYING OF FLAGS POLICY

LINKAGE TO INTEGRATED PLANNING AND REPORTING FRAMEWORK	
CSP Goal:	Leadership - Council is a transparent, financially-sustainable and high-performing organisation, delivering valued services to the Community.
CSP Strategy:	Ensure the performance of Council as an organisation complies with all statutory Guidelines, supported by effective corporate management, sound integrated planning and open, transparent and informed decision making.

SUMMARY

The purpose of this report is to update the Flying of Flags Policy to align with correct position descriptions.

OFFICER'S RECOMMENDATION:

That Council:

Adopts the revised Flying of Flags Policy.

BACKGROUND

Council policies are instruments that communicate decisions and directions for pursuing **Council's specific goals**. **Regular reviews of Council policies are required, to maintain** currency of these decisions and directions, and to ensure policies are delivering the outcomes desired from such policies.

REPORT:

This Policy has been reviewed and amended for accuracy, where required.

This policy was previously amended and adopted by Council on 16th October 2022. The policy has been updated to align with current position descriptions.

COUNCIL IMPLICATIONS:

1. Community Engagement / Communication (per engagement strategy)
 - Not necessary in this instance.
2. Policy and Regulation
 - Local Government Act 1993
3. Financial (Annual Budget & LTFP)

Our Governance No. 97 Cont...

Nil.

4. Asset Management (AMS)

Nil.

5. Workforce (WMS)

Nil.

6. Legal and Risk Management

Nil.

7. Performance Measures

Nil.

8. Project Management

Nil.

Hein Basson
General Manager

Prepared by staff member: Elizabeth Alley, Director Corporate Services
Approved/Reviewed by Manager: Hein Basson, General Manager
Department: Office of the Chief Corporate Officer
Attachments: 1 Flying of Flags Policy V6.0



FLYING OF FLAGS POLICY

Summary:

The purpose of this policy is to provide clear direction for the flying of flags on three (3) flagpoles located outside the Tenterfield Shire Council Administration Building at 247 Rouse Street, Tenterfield.

Policy Number	1.063
File Number	CM/163
Document version	V6.0
Adoption Date	27 November 2024
Endorsed By	Director of Corporate Services
Minute Number	??/24
Consultation Period	Nil
Review Due Date	November 2026
Department	Office of Corporate Services
Policy Custodian	Director of Corporate Services
Superseded Documents	1.063 – Flying of Flags Policy (V5)
Related Legislation	Nil
Delegations of Authority	General Manager, Director Corporate Services, Director Infrastructure Services

1. Overview

This policy has been formulated using information obtained from the booklet entitled *Australian Flags* published by the Department of the Prime Minister and Cabinet and provides guidelines for flying of flags on the three (3) flagpoles located outside the Tenterfield Shire Council Administration Building at 247 Rouse Street, Tenterfield.

<https://www.pmc.gov.au/resource-centre/government/australian-flags-booklet-0>

2. Policy Statement

Flags will be flown from the flagpoles located outside the Tenterfield Shire Council Administration Building at 247 Rouse Street, Tenterfield as follows:

- The Australian National Flag, the New South Wales State Flag and the Aboriginal Flag to be flown every working day throughout the year.
- That requests for variations to the flying of flags by community members will be considered.
- The Mayor and/or General Manager and/or meeting of the full Council will have delegated authority to determine if other flags may be flown and the occasions on which this may be done.

The flags will be flown subject to the dignity and care as required under the rules of precedence, protocol and procedures as may be published from time to time by the Commonwealth or State Governments.

Order of Precedence

The Australian National Flag will take precedence over all other flags when it is flown in company with other flags. It will be raised first and lowered last on the flagpole to the far left of a person facing the building.

For the purposes of this policy, the New South Wales State flag will be flown on the middle flagpole and the Aboriginal flag will be flown on the flagpole to the far right of a person facing the building.

Half-mast

The three (3) flags will be flown at half-mast on the following occasions:

- a) On days of mourning
- b) On Remembrance Day
- c) At other times when direction has been received by the Australian Government for all flags to be flown at half-mast
- d) If requested on the day, or part of the day, of the funeral of a Tenterfield Shire community member/citizen

Disposal of Flags

In accordance with Government guidelines, flags which have become dilapidated or unsuitable for use will be destroyed privately and in a dignified way.

3. Accountability, Roles & Responsibility

Elected Council

- Council Endorsement

General Manager, Executive and Management Teams

- Management of policies

Management Oversight Group

- Monitoring

Individual Managers

- Implementation of policy requirements

4. Definitions

Nil

5. Related Documents, Standards & Guidelines

Department of Prime Minister and Cabinet – Australian National Flag Protocols – *Australian Flags* booklet.

6. Version Control & Change History

Version	Date	Modified by	Details
V1.0	27/07/2011	Council	Adoption of Original Policy (Res No. 350/11)
V2.0	25/05/2011	Council	Review/Amended (Res No. 255/11)
V3.0	23/07/2014	Council	Review/Amended (Res No. 252/14)
V4.0	23/08/2017	Council	Review/Amended (Res No. 168/17)
V5.0	26/10/2022	Council	Review/Amended (Res No. 222/22)
V6.0	27/11/2024	Council	???

Department:	Office of the General Manager
Submitted by:	Hein Basson, General Manager
Reference:	ITEM GOV98/24
Subject:	Updating of Social Media Policy

LINKAGE TO INTEGRATED PLANNING AND REPORTING FRAMEWORK	
CSP Goal:	Community - Tenterfield Shire is a vibrant, inclusive, and safe community where diverse backgrounds and cultures are respected and celebrated.
CSP Strategy:	The individual unique qualities and strong sense of local identity of Tenterfield Shires towns, villages and community groups is respected, recognised and promoted.

SUMMARY

<Type summary in box - it should be no longer than 6 lines>

OFFICER'S RECOMMENDATION:

That Council:

1. Notes the information contained in the report.
2. Adopts the revised Social Media Policy as attached as an Annexure to the report.
3. **Requests the General Manager to update Council's website and records management system with this updated Policy.**

BACKGROUND

Council has in the past adopted the Model Social Media Policy – which is deemed to be best-practice.

REPORT:

The Social Media Policy, like all other policies of Council, needs to be reviewed on a regular basis to ensure it remains current. It is an important Policy for all Councillors and Council officials – especially in this day and age. Therefore, all Councillors and Council officials are urged to ensure that they are aware of the provisions of this Policy.

The Policy has been reviewed and the following changes effected:

Terminology has been updated to reflect current position titles and reporting lines.

Information has been updated to reflect Council's current structure and function delivery (e.g. the removal of tourism-related websites which Council no longer have responsibility for).

COUNCIL IMPLICATIONS:

1. Community Engagement / Communication (per engagement strategy)

Our Governance No. 98 Cont...

Not necessary in this instance. Social media could be an effective communication medium to disseminate information to the community.

2. Policy and Regulation

- Code of Conduct 2020
- Community Engagement Policy 1.036
- Media and communication Policy 2024

3. Financial (Annual Budget & LTFFP)

Nil.

4. Asset Management (AMS)

Nil.

5. Workforce (WMS)

The Executive Assistant's position has been vacant for a period of time; impacting on Council's ability to meet administrative requirements and to engage pro-actively with the community.

6. Legal and Risk Management

Social media poses a potential risk to all users; especially Council officials acting outside of the boundaries discussed in this Policy. It is important to keep in mind that something posted on the Internet or social media is deemed to be **"published" and could have potential ramifications** for the publisher. Also, although a user might think that particular content has been deleted, it remains to be accessible. Caution therefore needs to be exercised.

7. Performance Measures

Councillors and Council officials adhering to the provisions contained in the Social Media Policy will ensure coordinated performance outcomes.

8. Project Management

Nil.

Hein Basson
General Manager

Prepared by staff member:	Hein Basson, General Manager
Approved/Reviewed by Manager:	Hein Basson, General Manager
Department:	Office of the General Manager
Attachments:	1 Social Media Policy 2024 14 Pages

Our Governance No. 98 Cont...



SOCIAL MEDIA POLICY

2024

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Social Media Policy

Part 1 – Principles

1.1 We, the Councillors, staff and other officials of Tenterfield Shire Council, are committed to upholding and promoting the following principles of social media engagement:

Relevance We will ensure our social media platforms are kept up to date with informative content about our Council and community.

Accuracy The content we upload onto our social media platforms and any other social media platform will be a source of truth for our Council and community and we will prioritise the need to correct inaccuracies when they occur.

Respect Our social media platforms are safe spaces. We will uphold and promote the behavioural standards contained in this policy and our Council's code of conduct when using our social media platforms and any other social media platform.

Part 2 – Administrative framework for Council's social media platforms

Platforms

2.1 Council will maintain a presence on the following social media platforms:

- Tenterfield Shire Council website
- Tenterfield Shire Council Facebook account

2.2 Council will ensure that use of other social media platforms for delivery of Council services and reporting will be in line with this policy. Council's social media platforms must specify or provide a clearly accessible link to the 'House Rules' for engaging on the platform.

Establishment and deletion of Council social media platforms

2.3 A new Council social media platform, or a social media platform proposed by a Council related entity (for example, a Council committee), can only be established or deleted with the written approval of the General Manager or their delegate.

2.4 Where a Council social media platform is established or deleted in accordance with clause 2.3, the General Manager or their delegate may amend clause 2.1 of this policy without the need for endorsement by the Council's governing body.

The role of the General Manager

2.5 The role of the General Manager is to:

- a) approve and revoke a staff member's status as an authorised user.
- b) develop and/or approve the training and/or induction to be provided to authorised users.
- c) maintain a register of authorised users
- d) maintain effective oversight of authorised users.
- e) ensure the Council adheres to the rules of the social media platform(s).
- f) coordinate with the Executive Assistant & Media and Information Technology & Geographic Information Systems officers (as well as any other staff who may be involved) to ensure the Council's social media platforms are set up and maintained in a way that maximises user friendliness and any technical problems are resolved promptly.

2.6 The General Manager is an authorised user for the purposes of this policy.

Authorised users

2.7 Authorised users are members of Council staff who are authorised by the General Manager to upload content and engage on social media on the Council's behalf.

2.8 Authorised users should be members of Council staff that are responsible for managing, or have expertise in, the events, initiatives, programs or policies that are the subject of the social media content.

2.9 The General Manager will appoint authorised users when required.

2.10 An authorised user must receive a copy of this policy and induction training on social media use and Council's obligations before uploading content on Council's behalf.

2.11 The role of an authorised user is to:

- a) ensure, to the best of their ability, that the content they upload onto social media platforms is accurate.
- b) correct inaccuracies in Council generated content.
- c) engage in discussions and answer questions on Council's behalf on social media platforms.
- d) keep the Council's social media platforms up to date.
- e) moderate the Council's social media platforms in accordance with Part 5 of this policy.
- f) ensure the Council complies with its record keeping obligations under the *State Records Act 1998* in relation to social media (see clauses 7.1 to 7.4 of this policy).

2.12 When engaging on social media on Council's behalf (such as, but not limited to, on a community social media page), an authorised user must identify themselves as a member of Council staff but they are not obliged to disclose their name or position within the Council.

2.13 Authorised users must not use Council's social media platforms for personal reasons.

Administrative tone

2.14 Authorised users upload content and engage on social media on the Council's behalf. Authorised users must use language consistent with that function and avoid expressing or appearing to express their personal views when undertaking their role.

2.15 Authorised users may use more personal, informal language when engaging on Council's social media platforms, for example when replying to comments.

Register of authorised users

2.16 The General Manager will maintain a register of authorised users. This register

is to be reviewed annually to ensure it is fit-for-purpose.

Ceasing to be an authorised user

2.17 The General Manager may revoke a staff member's status as an authorised user, if:

- a) the staff member makes such a request.
- b) the staff member no longer has a role requirement to upload content onto social media platforms.
- c) the staff member has not uploaded content onto any of the Council's social media platforms in the last twelve months.
- d) the staff member has failed to comply with this policy.
- e) the General Manager is of the reasonable opinion that the staff member is no longer suitable to be an authorised user.

Part 3 – Administrative framework for councillors' social media platforms

3.1 For the purposes of this policy, Councillor social media platforms are not Council social media platforms. Part 2 of this policy does not apply to Councillors' social media platforms.

3.2 Councillors are responsible for the administration and moderation of their own social media platforms (in accordance with Parts 3 and 5 of this policy), and ensuring they comply with the record keeping obligations under the *State Records Act 1998* (see clauses 7.1 to 7.4 of this policy) and Council's records management policy in relation to social media.

3.3 Clause 3.2 also applies to Councillors in circumstances where another person administers, moderates, or uploads content onto their social media platform.

3.4 Councillors must comply with the rules of the platform when engaging on social media.

Induction and training

3.5 Councillors who engage, or intend to engage, on social media must receive induction training on social media use. Induction training can be undertaken either as part of the Councillor's induction program or as part of their ongoing professional development program.

Identifying as a councillor

3.6 Councillors must identify themselves on their social media platforms in the following format:

Councillor "First Name and Last Name".

3.7 A Councillor's social media platform must include a profile photo which is a clearly identifiable image of the Councillor.

3.8 If a Councillor becomes or ceases to be the Mayor, Deputy Mayor, or the holder of another position (for example, chairperson of a committee), this must be clearly stated on the Councillor's social media platforms and updated within twenty-one business days of a change in circumstances.

Other general requirements for councillors' social media platforms

3.9 Councillor social media platforms must specify or provide a clearly accessible link to the 'House Rules' for engaging on the platform.

3.10 A Councillor's social media platform must include a disclaimer to the following effect:

"The views expressed and comments made on this social media platform are my own and not that of the Council".

3.11 Despite clause 3.10, Mayoral or Councillor media releases and other content that has been authorised according to the Council's media and communications protocols may be uploaded onto a Councillor's social media platform.

3.12 Councillors may upload publicly available Council information onto their social media platforms.

3.13 Councillors may use more personal, informal language when engaging on their social media platforms.

Councillor queries relating to social media platforms

3.14 Questions from Councillors relating to their obligations under this policy, technical queries relating to the operation of their social media platforms, or managing records on social media may be directed to the General Manager in the first instance, in accordance with Council's Councillor requests protocols.

Other social media platforms administered by councillors

3.15 A Councillor must advise the General Manager of any social media platforms they administer on which content relating to the Council or Council officials is, or is expected to be, uploaded. The Councillor must do so within:

- a) Twenty-one business days of becoming a Councillor, or
- b) Twenty-one business days of becoming the administrator.

Part 4 – Standards of conduct on social media

- 4.1 This policy only applies to Council officials' use of social media in an official capacity or in connection with their role as a Council official. The policy does not apply to personal use of social media that is not connected with a person's role as a Council official.
- 4.2 Council officials must comply with the Council's code of conduct when using social media in an official capacity or in connection with their role as a Council official.
- 4.3 Council officials must not use social media to post or share comments, photos, videos, electronic recordings or other information that:
- a) is defamatory, offensive, humiliating, threatening or intimidating to other Council officials or members of the public.
 - b) contains profane language or is sexual in nature.
 - c) constitutes harassment and/or bullying within the meaning of the *Model Code of Conduct for Local Councils in NSW*, or is unlawfully discriminatory.
 - d) is contrary to their duties under the *Work Health and Safety Act 2011* and their responsibilities under any policies or procedures adopted by the Council to ensure workplace health and safety.
 - e) contains content about the Council, Council officials or members of the public that is misleading or deceptive.
 - f) divulges confidential Council information.
- g) breaches the privacy of other Council officials or members of the public.
 - h) contains allegations of suspected breaches of the Council's code of conduct or information about the consideration of a matter under the *Procedures for the Administration of the Model Code of Conduct for Local Councils in NSW*.
 - i) could be perceived to be an official comment on behalf of the Council where they have not been authorised to make such comment.
 - j) commits the Council to any action.
 - k) violates an order made by a court.
 - l) breaches copyright.
 - m) advertises, endorses or solicits commercial products or business.
 - n) constitutes spam.
 - o) is in breach of the rules of the social media platform.
- 4.4 Council officials must:
- a) attribute work to the original author, creator or source when uploading or linking to content produced by a third party.
 - b) obtain written permission from a minor's parent or legal guardian before uploading content in which the minor can be identified.
- 4.5 Council officials must exercise caution when sharing, liking, retweeting content as this can be regarded as an endorsement and/or publication of the content.
- 4.6 Council officials must not incite or encourage other persons to act in a way that is contrary to the requirements of this Part.

4.7 Councillors must uphold and accurately represent the policies and decisions of the Council's governing body but may explain why they voted on a matter in the way that they did. (see section 232(1)(f) of the *Local Government Act 1993*).

Part 5 – Moderation of social media platforms

Note: Councils and Council officials should be aware that they may be considered a 'publisher' of any content uploaded onto a social media platform they administer, including content that:

- is uploaded by a third party; and/or
- appears on their social media platform because they have 'liked', 'shared', or 'retweeted' the content, or similar.

5.1 Council officials who are responsible for the moderation of the Council's or Councillors' social media platforms may remove content and 'block' or ban a person from those platforms. Such actions must be undertaken in accordance with this Part.

5.2 For the purposes of this Part, 'social media platform' and 'platform' means both the Council's and councillors' social media platforms.

House Rules

5.3 Social media platforms must state or provide an accessible link to the 'House Rules' for engaging on the platform.

5.4 At a minimum, the House Rules should specify:

- a) the principles of social media engagement referred to in clause 1.1 of this policy.
- b) the type of behaviour or content that will result in that content being removed or 'hidden', or a person being blocked or banned from the platform.
- c) the process by which a person can be blocked or banned from the platform and rights of review.

- d) a statement relating to privacy and personal information (see clause 7.4 of this policy).
 - e) when the platform will be monitored (for example weekdays 9am – 5pm, during the Council’s business hours).
 - f) that the social media platform is not to be used for making complaints about the Council or Council officials.
- 5.5 For the purposes of clause 5.4(b), third parties engaging on social media platforms must not post or share comments, photos, videos, electronic recordings or other information that:
- a) is defamatory, offensive, humiliating, threatening or intimidating to Council officials or members of the public.
 - b) contains profane language or is sexual in nature.
 - c) constitutes harassment and/or bullying within the meaning of the *Model Code of Conduct for Local Councils in NSW*, or is unlawfully discriminatory.
 - d) contains content about the Council, Council officials or members of the public that is misleading or deceptive.
 - e) breaches the privacy of Council officials or members of the public.
 - f) contains allegations of suspected breaches of the Council’s code of conduct or information about the consideration of a matter under the *Procedures for the Administration of the Model Code of Conduct for Local Councils in NSW*.
 - g) violates an order made by a court.
 - h) breaches copyright.
 - i) advertises, endorses or solicits commercial products or business.
 - j) constitutes spam.

- k) would be in breach of the rules of the social media platform.

Removal or ‘hiding’ of content

- 5.6 Where a person uploads content onto a social media platform that, in the reasonable opinion of the moderator, is of a kind specified under clause 5.5, the moderator may remove or ‘hide’ that content.
- 5.7 Prior to removing or ‘hiding’ the content, the moderator must make a record of it (for example, a screenshot).
- 5.8 If the moderator removes or ‘hides’ the content under clause 5.6, they must, where practicable, notify the person who uploaded the content that it has been removed and the reason(s) for its removal and their rights of review.
- 5.9 A person may request a review of a decision by a moderator to remove or ‘hide’ content under clause 5.6. The request must be made in writing to the General Manager and state the grounds on which the request is being made.
- 5.10 Where a review request is made under clause 5.9, the review is to be undertaken by the General Manager or a member of staff nominated by the General Manager who is suitably qualified and who was not involved in the decision to remove or ‘hide’ the content.

Blocking or banning

- 5.11 If a person uploads content that is removed or ‘hidden’ under clause 5.6 of this policy on two occasions, that person may be blocked or banned from the social media platform / all social media platforms.
- 5.12 A person may only be blocked or banned from a Council social media platform with the approval of the General Manager. This clause does not apply to blocking or

- banning a person from a Councillor's social media platform.
- 5.13 Prior to blocking or banning a person from a social media platform, the person must, where practicable, be advised of the intention to block or ban them from the platform/all platforms and be given a chance to respond. Any submission made by the person must be considered prior to a determination being made to block or ban them.
- 5.14 The duration of the block or ban is to be determined by the General Manager, or in the case of a Councillor's social media platform, the Councillors.
- 5.15 Where a determination is made to block or ban a person from a social media platform/all social media platforms, the person must, where practicable, be notified in writing of the decision and the reasons for it. The written notice must also advise the person which social media platforms they are blocked or banned from and the duration of the block or ban and inform them of their rights of review.
- 5.16 Despite clauses 5.11 to 5.15, where a person uploads content of a kind referred to under clause 5.5, and the moderator is reasonably satisfied that the person's further engagement on the social media platform poses a risk to health and safety or another substantive risk (such as the uploading of defamatory content), an interim block or ban from the platform/all platforms may be imposed on the person immediately for a period no longer than six months.
- 5.17 A person who is blocked or banned from the platform/all platforms under clause 5.16 must, where practicable, be given a chance to respond to the interim block or ban being imposed. Any submission made by the person must be considered when determining whether the interim block or ban is to be removed or retained under clauses 5.11 to 5.15.
- 5.18 A person may request a review of a decision to block or ban then from a social media platform. The request must be made in writing to the General Manager and state the grounds on which the request is being made.
- 5.19 Where a review request is made under clause 5.18, the review is to be undertaken by the General Manager or a member of staff nominated by the General Manager who is suitably qualified and who was not involved in the decision to block or ban the person. Where the decision to block or ban the person was made by the General Manager, the review must be undertaken by another senior and suitably qualified member of staff who was not involved in the decision.
- 5.20 Where a person that is the subject of a block or ban continues to engage on a social media platform(s) using an alternative social media account, profile, avatar, etc., a moderator may block or ban the person from the platform(s) immediately. In these circumstances, clauses 5.11 to 5.19 do not apply.

Part 6 – Use of social media during emergencies

- 6.1 During emergencies, such as natural disasters or public health incidents, the General Manager will be responsible for the management of content on the Council's social media platforms.
- 6.2 To ensure consistent messaging both during and after an emergency, authorised users and council officials must not upload content onto the Council's or their own social media platforms which contradicts advice issued by the agency coordinating the emergency response, or agencies supporting recovery efforts.
- 6.3 Training on social media use during emergencies should be included in training and/or induction provided to authorised users and Councillors.

Part 7 – Records management and privacy requirements

Records management

- 7.1 Social media content created, sent and received by Council officials (including Councillors) acting in their official capacity is a Council record and may constitute open access information or be subject to an information access application made under the *Government Information (Public Access) Act 2009*. These records must be managed in accordance with the requirements of the *State Records Act 1998* and the Council's approved records management policies and practices.
- 7.2 You must not destroy, alter, or remove social media content unless authorised to do so. If you need to alter or remove social media content, you must do so in accordance with this policy, and consult with the Council's records manager and comply with the requirements of the *State Records Act 1998*.
- 7.3 When a Councillor's term of office concludes, the Councillor must contact the Council's records manager and General Manager to manage/transfer records of social media content created during their term of office and comply with the requirements of the *State Records Act 1998*.
- 7.4 In fulfilling their obligations under clauses 7.1 to 7.3, Council officials should refer to any guidance issued by the State Records NSW relating to retention requirements for Councils' and Councillors' social media content¹.

¹ See State Records NSW 'Government Recordkeeping / Advice and Resources / Local Government' and 'Social media recordkeeping for councillors'

Privacy considerations and requirements

7.5 Social media communications are in the public domain. Council officials should exercise caution about what personal information, if any, they upload onto social media.

7.6 The *Privacy and Personal Information Protection Act 1998* applies to the use of social media platforms by the Council and Councillors. To mitigate potential privacy risks, Council officials will:

- a) advise people not to provide personal information on social media platforms.
- b) inform people if any personal information they may provide on social media platforms is to be used for official purposes.
- c) moderate comments to ensure they do not contain any personal information.
- d) advise people to contact the Council or Councillors through alternative channels if they have personal information they do not want to disclose in a public forum.

7.7 Council officials must ensure they comply with the *Health Records and Information Privacy Act 2002* when engaging on and/or moderating social media platforms. In fulfilling their obligations, Council officials should refer to any guidance issued by the Information and Privacy Commission of NSW, such as, but not limited to, the Health Privacy Principles.

Part 8 – Private use of social media

Note: Activities on social media websites are public activities. Even though privacy settings are available, content can still be shared and accessed beyond the intended recipients.

The terms and conditions of most social media sites state that all content becomes the property of the site on which it is posted².

What constitutes 'private' use?

8.1 For the purposes of this policy, a Council official's social media engagement will be considered 'private use' when the content they upload:

- a) is not associated with, or does not refer to, the Council, any other Council officials, contractors, related entities or any other person or organisation providing services to or on behalf of the Council in their official or professional capacities, and
- b) is not related to or does not contain information acquired by virtue of their employment or role as a Council official.

8.2 If a Council official chooses to identify themselves as a Council official, either directly or indirectly (such as in their user profile), then they will not be deemed to be acting in their private capacity for the purposes of this policy.

Use of social media during work hours

8.3 Council staff may only access and engage on social media in their private capacity while at work during breaks.

² Social Media: Guidance for Agencies and Staff (Government of South Australia) – page 9

Part 9 – Concerns or complaints

- 9.1 Concerns or complaints about the administration of Council's social media platforms should be made to the General Manager in the first instance.
- 9.2 Complaints about the conduct of Council officials (including Councillors) on social media platforms may be directed to the General Manager.
- 9.3 Complaints about a General Manager's conduct on social media platforms may be directed to the Mayor.

Part 10 - Definitions

In this Social Media Policy, the following terms have the following meanings:

authorised user	members of Council staff who are authorised by the General Manager to upload content and engage on the Council's social media platforms on the Council's behalf.
council official	in the case of a Council - Councillors, members of staff and delegates of the council (including members of committees that are delegates of the Council).
minor	for the purposes of clause 4.4(b) of this policy, is a person under the age of 18 years.
personal information	information or an opinion (including information or an opinion forming part of a database and whether or not recorded in a material form) about an individual whose identity is apparent or can reasonably be ascertained from the information or opinion.
social media	online platforms and applications - such as but not limited to social networking sites, wikis, blogs, microblogs, video and audio sharing sites, and message boards - that allow people to easily publish, share and discuss content. Examples of social media platforms include, but are not limited to Facebook, Twitter, Snapchat, LinkedIn, Yammer, YouTube, Instagram, Flickr and Wikipedia.

Department:	Office of the General Manager
Submitted by:	Hein Basson, General Manager
Reference:	ITEM GOV100/24
Subject:	Updating of Media and Communication Policy

LINKAGE TO INTEGRATED PLANNING AND REPORTING FRAMEWORK	
CSP Goal:	Leadership - Council is a transparent, financially-sustainable and high-performing organisation, delivering valued services to the Community.
CSP Strategy:	Ensure the performance of Council as an organisation complies with all statutory Guidelines, supported by effective corporate management, sound integrated planning and open, transparent and informed decision making.

SUMMARY

The purpose of this report is for Council to review and update its Media and Communications Policy.

OFFICER'S RECOMMENDATION:

That Council:

1. Notes the information contained in the report.
2. Adopts the revised Media and Communications Policy as attached as an Annexure to the report.
3. **Requests the General Manager to update Council's website and records management system with this updated Policy.**

BACKGROUND

Council's policies need to be reviewed and updated on a regular basis. Especially after a general local government election, it is prudent for Council to revisit its Media Policy.

REPORT:

The Media Policy has been updated to reflect the following amendments – which are all relatively minor in nature:

- The title has been changed to Media and Communications Policy
- The term Chief Executive has been changed to General Manager
- The terms Director Corporate Services and Director Infrastructure Services have been added into the Policy
- Slight changes **have been made to reflect Council's desire to ensure that factually correct information is communicated to the community through different avenues, including the printed media.**
- **The Media and Communications Policy has been linked to Council's Social Media Policy.**

In other respects, the Policy has been left unchanged.

Our Governance No. 100 Cont...

COUNCIL IMPLICATIONS:

1. Community Engagement / Communication (per engagement strategy)

The Policy is providing for structure and parameters within which information is to be communicated to the community by Council to ensure a coordinated, accurate, reliable and consistent presentation.

2. Policy and Regulation

- Code of Conduct 2020
- Community Engagement Policy 1.036
- Social Media Policy 2024

3. Financial (Annual Budget & LTFP)

Council's annual budget makes provision for the printing and distribution of its own "Your Local News" newsletter. However, this provision has been reduced significantly because of Council's financial position of late and will have to be re-assessed during the preparation of the 2025/26 Budget and Operational Plan. Currently, a bi-monthly newsletter is being produced.

4. Asset Management (AMS)

Nil.

5. Workforce (WMS)

The Executive Assistant's position has been vacant for a period of time; impacting on Council's ability to meet administrative requirements and to engage pro-actively with the community.

6. Legal and Risk Management

The distribution of factual and correct information in a coordinated manner to the community has been identified as a risk to Council.

7. Performance Measures

Councillors and Council officials adhering to the provisions contained in the Media and Communications Policy will ensure coordinated performance outcomes.

8. Project Management

Nil.

Hein Basson
General Manager

Prepared by staff member: Hein Basson, General Manager
Approved/Reviewed by Manager: Hein Basson, General Manager

Our Governance No. 100 Cont...

Department:

Office of the General Manager

Attachments:

1	Media and Communications Policy 2024	5 Pages
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MEDIA AND COMMUNICATION POLICY

Summary:

The purpose of this policy is to provide clear direction for the release and communication of Council information between Council and the community, including through the media.

Policy Number	1.130
File Number	CM/163
Document version	V8.0
Adoption Date	7 November 2024
Approved By	Council
Endorsed By	Council
Minute Number	??/24
Consultation Period	N/A
Review Due Date	November 2027 – 3 years
Department	Office of General Manager
Policy Custodian	General Manager
Superseded Documents	V7.0
Related Legislation	N/A
Delegations of Authority	General Manager Director Corporate Services Director Infrastructure Services

1. Overview

This Media and Communications Policy serves to establish central points of contact, protocols and a consistent method for managing communication between Council and print, broadcast and social media, to ensure coordinated, accurate and reliable presentation.

2. Policy Principles

Council is accountable to the community for its performance and recognises the key role effective communication plays between the Council and the community. Council encourages open communication with the community with an emphasis on promoting a positive, progressive and professional image of Council and staff.

3. Policy Objectives

The objectives of this Policy are to:

- Provide clear guidelines for Councillors and staff when communicating and dealing with the media.
- Encourage a positive relationship between Council and the community, and various media outlets.
- Ensure a responsible and consistent approach to all communications and media relations.
- Protect the integrity of Council, its officers, and its image.

4. Policy Statement

All communications and information provided to the print, broadcast and web-based media by Council is to be sourced from one (1) central point within Council. The General Manager is that central point.

All communications and information are to be cleared by the General Manager. The General Manager is the point of contact between Council and the community, and Council and the media for media releases, statements, announcements and advertising and will clear all communications, media releases and advertising. (Advertisements of a technical nature, or tenders and notices seeking quotations are excluded and should be cleared by the relevant Director.)

Announcements concerning new policies or major decisions taken by Council go out under the name of the Mayor e.g. "The Mayor announced today...".

Staff approached by the media to provide an article or segment of a technical and/or specialist nature and in relation to their position at Council, must advise the General Manager that they have been approached and will be participating in an interview.

Urgent or immediate announcements occurring out of hours are to be issued by the General Manager but if unavailable, can be issued by the Director Corporate Services or Director Infrastructure Services. The Mayor is to be advised of any issue or announcement.

All procedural releases go out under the signature of the General Manager. A copy of all proposed procedural releases and advertisements should be approved and signed by the General Manager.

Media Releases and News Items

Provision to the local media of all media releases and news items prepared by the Mayor will be used to advise the community of factual issues including procedural matters, new laws or regulations, reminders and local government items of specific interest not normally covered by reporters attending Council meetings.

Generally, media releases and news items will also appear in Council's *Your Local News* (if not out of date at the time of printing), in addition to provision to other print, broadcast, web-based, and social media where appropriate. (In the last-mentioned regard, Councils' Social Media Policy 2024 also applies.)

Public Comment

Public comment can include public speaking engagements (including comments on radio and television) expressing views in letters to the press, via social media, or in books or notices where it is reasonably foreseeable that publication or circulation will enter the public domain.

Staff

While it is recognised that Council employees, as members of the community, have the right to have an opinion – staff cannot make public comment or enter into public debate on political and social issues related to Council business in the media or at public forums. The General Manager, Director Corporate Services and Director Infrastructure Services need to be sensitive to the fact that because of their responsibility and status, there could tend to be the implication that the public comment is in some way an official comment of the Council. Reference is made to Council's Code of Conduct 2020 (Part 3 – General Conduct Obligations - 3.1, 3.2, 3.3) below.

Councillors

Councillors are not permitted to comment to the print or electronic media on Council's behalf unless authorised to do so by the Mayor. Council acknowledges that as elected representatives, the media will, from time to time, call on Councillors for personal comment. In this instance, a Councillor wishing to make statements to the media must inform the journalist:

- (1) That comments are made as an individual.
- (2) That comments made do not necessarily represent the views or beliefs of Council or other Councillors.
- (3) That the matter has or has not been determined by Council.

Reference is made to Council's Code of Conduct 2020 (Part 3 – General Conduct Obligations - 3.1, 3.2, 3.3) below.

Tenterfield Shire Council - Code of Conduct 2018

Part 3 General Conduct Obligations

General Conduct

- 3.1 *You must not conduct yourself in a manner that:*
- a) *is likely to bring the council or other council officials into disrepute*
 - b) *is contrary to statutory requirements or the council's administrative requirements or policies*
 - c) *is improper or unethical*
 - d) *is an abuse of power*
 - e) *causes, comprises or involves intimidation or verbal abuse*
 - f) *involves the misuse of your position to obtain a private benefit*
 - g) *constitutes harassment or bullying behaviour under this code, or is unlawfully discriminatory.*
- 3.2 *You must act lawfully and honestly, and exercise a reasonable degree of care and diligence in carrying out your functions under the LGA or any other Act.*

Fairness and Equity

3.3 You must consider issues consistently, promptly and fairly. You must deal with matters in accordance with established procedures, in a non-discriminatory manner.

5. Scope

The Mayor is designated as the official spokesperson for matters determined by the full Council, external matters affecting the Council, or issues which may have a significant impact on one or more communities across the Shire.

The General Manager is the designated spokesperson for all operational and administrative matters.

6. Accountability, Roles & Responsibility

Elected Council

- As per the Code of Conduct 2020 (Part 3 – General Conduct Obligations - 3.1, 3.2, 3.3) as above.

General Manager and Directors Corporate and Infrastructure Services

- As per the Code of Conduct 2018 (Part 3 – General Conduct Obligations - 3.1, 3.2, 3.3) as above.
- In the event of an urgent media release in the absence of the General Manager, the Director Corporate Services or Director Infrastructure Services have the authority to issue such releases.

Individual Managers

- No delegation.

7. Definitions

- For the purpose of this policy, media releases are defined to include the following:
 - A written statement with or without a direct quote from an elected member or General Manager forwarded to a media outlet or published in *Your Local News*, on Council's website or Facebook Page or other official social media platform, with the intent of promotion to the general community.
 - Letters or emails forwarded to a media outlet or published on Council's website or Facebook Page or other official social media platform with the intent of publication (verbal or print) to the general community.
 - An interview with a media representative where that interview has been instigated by the Mayor or General Manager.

8. Related Documents, Standards & Guidelines

- Code of Conduct 2020
- Community Engagement Policy 1.036
- Social Media Policy 2024

9. Version Control & Change History

Version	Date	Modified by	Details
V1.0	23/10/13	Council	Adoption of Original Policy (Res No. 386/13)
V2.0	19/12/12	Council	Review/Amended (Res No. 528/12)
V3.0	26/11/08	Council	Review/Amended (Res No. 672/08)
V4.0	23/03/16	Council	Review/Amended (Res No. 51/16)
V5.0	23/08/17	Council	Review/Amended (Res No. 168/17)
V6.0	23/09/20	Council	Review/Amended (Res No. 196/20)
V7.0	21/12/22	Council	Review/Amended (Res No. 248/22)
V8.0	27/11/24	Council	Review/Amended (Res No. ???/24)

(ITEM RC11/24) TENTERFIELD SHIRE COUNCIL LOCAL TRAFFIC COMMITTEE MEETING DRAFT MINUTES - THURSDAY 7 NOVEMBER 2024

REPORT BY: James Paynter

RECOMMENDATION

That Council:

1. Receives the report and recommendations from the Tenterfield Shire Local Traffic Committee Meeting of 7 November 2024.
2. Adopts the following recommendations from the Local Traffic Committee:
 - a. MANNERS STREET BUS STOP
TfNSW representatives to discuss the new location of the Manners Street **Bus Stop with Council's Director Infrastructure** Services and Manager Works.
 - b. NEW ENGLAND HIGHWAY – INTERSECTION OF OLD BALLANDEAN ROAD AND BRUXNER WAY
Committee provided no objection to the Director Infrastructure Services seeking further funding which may be available for redesign through Transport for NSW.
 - c. REQUEST FOR STOP SIGN OR GIVE WAY SIGN FOR INTERSECTION OF MILES AND SCOTT STREET
TfNSW and Council will assess the intersection with Council staff on their visit to Tenterfield in early December.
 - d. MOUNT LINDESAY ROAD AND OLD BALLANDEAN ROAD, BOUNDARY ROAD INTERSECTION
The Director Infrastructure Services, Works Manager and TfNSW to meet onsite and discuss in further detail the options for traffic calming considerations for this intersection and the intersection of Mount Lindesay and Leeches Gully Road, and for Council to pursue funding opportunities with TfNSW.
 - e. HYNES BRIDGE AND BRUXNER WAY INTERSECTION
Council accepts recommendations by TfNSW on a safe alternative to convex mirrors, accept the modified signage by TfNSW and explore future funding for an intersection redesign.

ATTACHMENTS

- | | | |
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MINUTES OF
TENTERFIELD SHIRE LOCAL TRAFFIC COMMITTEE
MEETING

THURSDAY, 7 NOVEMBER 2024

MINUTES OF THE Tenterfield Shire Local Traffic Committee Meeting OF TENTERFIELD SHIRE held at the Koreelah Room, on Thursday, 7 November 2024 commencing at 10.00 am.

ATTENDANCE

Mayor Bronwyn Petrie
James Paynter (TSC)
Matthew Francisco (TSC)
Councillor Tim Bonner
Glen Lamb (via Teams Link)
Bel Hanson -Janelle Saffin MP rep (via Teams Link)
Laine Muller – TfNSW (via Teams Link)

ALSO IN ATTENDANCE

Shayle Graham (Taking Minutes)

DISCLOSURE OF INTERESTS

Nil

APOLOGIES:

Councillor Tom Peters

CONFIRMATION OF MINUTES

Recommendation that the Minutes of the Tenterfield Shire Local Traffic Committee held on 13th June 2024, as circulated, be confirmed and signed as a true record of the proceedings of the meeting.

Taken as read and correct. – Councillor Tim Bonner

BUSINESS ARISING FROM PREVIOUS MINUTES

1. MANNERS STREET BUS STOP

In 2023, a suggestion was received for the Manners Street bus stop (with shelter) to be relocated into Rouse Street. The operators suggested adjacent to Bruxner Park, Transport NSW had indicated that the parking lane in Rouse Street adjacent to Bruxner Park would be an acceptable site for the bus bay near the redundant taxi stand area. While the Committee had recommended no objection be raised to the proposal to relocate the Manners Street Bay stop into Rouse Street adjacent to Bruxner Park, it was identified in December that the taxi operator has made the decision to re-establish the service and would now be using the taxi bay once again.

Council has adopted the Committee's minutes with the amendment to refer the relocation of the Manners Street bus bay back to the Local Traffic Committee. In 2023 it was suggested by Councillors that the parking area adjacent to the site of the Visitor Information Centre may be a suitable location. This location is now to be leased to the Salvation Army store.

RECOMMENDATION: *TfNSW to discuss the new location with Council's Director of Infrastructure and Works Manager on TfNSW's visit to Tenterfield in early December.*

2. NEW ENGLAND HIGHWAY – INTERSECTION OF OLD BALLANDEAN ROAD AND BRUXNER WAY

The matter of the New England Highway and Old Ballandean Road Intersection following a fatal incident was addressed by TfNSW. Information was provided to all committee members and the work has been completed of installing stop signs at Bruxner Way and Old Ballandean intersections, reduction of speed limit to 80km/hr and new line marking. Extensive public advertising on the radio of the new reduced speed limits is still being broadcast.

RECOMMENDATION: *Committee provided no objection to Director of Infrastructure Services seeking further funding which may be available for redesign through Transport for NSW.*

3. HERDING YARD CREEK BRIDGE - VISIBILITY

RECOMMENDATION: *Council staff have completed maintenance vegetation clearing on approaches to Herding Yard Creek bridge. Councillor Bonner reported local transport companies were extremely happy with the work completed.*

4. REQUEST FOR STOP SIGN OR GIVE WAY SIGN FOR INTERSECTION OF MILES AND SCOTT STREET nearby St Joseph's Primary School. Public concerns over safety at the intersection.

RECOMMENDATION: *TfNSW and Council will assess the intersection with Council staff on their visit to Tenterfield in early December.*

This is page 2 of the Minutes of the Tenterfield Shire Local Traffic Committee Meeting held on Thursday, 7 November 2024

5. MOUNT LINDESAY ROAD AND OLD BALLANDEAN ROAD AND BOUNDARY ROAD
INTERSECTION

Community concerns have been raised about this intersection of Old Ballandean Road and Boundary Road onto Mount Lindesay Road where a fatality occurred a few years ago. With increased development and the high volume of heavy traffic due to the saleyards and the Dowe Quarry nearby the safety may need to be assessed. Due to staff resources and changes in staff no funding has been applied for. It is likely that there will be funding opportunities be available again in the future.

RECOMMENDATION: *Director of Infrastructure, Works Manager and TfNSW to meet onsite and discuss in further detail the options for traffic calming considerations for this intersection and the intersection of Mount Lindesay Road and Leeches Gully Road, Council to pursue funding opportunities with TfNSW.*

Matters arising in interim between committee meetings:

6. HYNES BRIDGE AND BRUXNER WAY INTERSECTION – TfNSW have been consulted.

Transport for NSW are not in support of installing a convex safety mirror, reasons for Council to consider below:

- The roads authority may be legally liable for a negligence claim where a person has been injured through reliance on a convex safety mirror installed on a public road.
- Given the seated height of a truck driver sight lines is taken at approximately 2.4 m above ground level the operation of a mirror, if installed may not support a car drivers view of traffic. That is the car drivers sight line is lower taken at 1.1 m high.
- Convex mirrors are really only suitable in low speed areas such as parking centers, laneways, and passageways.

Our suggestion to assist with this matter would be installing what is called "Modified" intersection warning signage' on Bruxer Way both sides of Hynes Bridge Rd, such as a this example:



I can provide you with a design if Council are in support of this, this sign can be supported with another sign 'Caution Trucks Turning Ahead'.

RECOMMENDATION: *Council accepts recommendations by TfNSW on a safe alternative to convex mirrors, accept the modified signage by TfNSW and explore future funding for an intersection redesign.*

GENERAL BUSINESS

1. SIGN FOR DRAKE PUBLIC SCHOOL

Request from Drake Public School for a sign to be installed to notify drivers where the school is on Allison Street. Location on corner of Fairfield Street/Bruce Highway and Allison Street. Non-locals have trouble finding the school.

RECOMMENDATION: *TfNSW to review and follow up.*

2. REQUEST FOR PEDESTRIAN CROSSING IN URBENVILLE FROM PROGRESS ASSOCIATION

Progress Association request for a pedestrian crossing in Urbenville from the vicinity of the Crown Hotel to the public toilets/playground on Clarence Way.

RECOMMENDATION: *Accept recommendation from TfNSW - it would be possible if the request can be supported with reasons and complies with TfNSW standards. TfNSW to provide Council with information on applications for pedestrian crossings.*

3. REQUEST FOR SPEED CAMERA TO BE INSTALLED IN ROUSE ST/NEH

Request via Mayor Petrie, for speed cameras to slow trucks down between High Street and Manners Street. There are two pedestrian crossings in this section.

RECOMMENDATION: *TfNSW to provide information on applying for a fixed speed camera.*

4. REQUEST FOR LARGE MIRROR - URBENVILLE

Request from resident in Urbenville to install large convex safety mirror on corner of Urban Street and Mt Lindesay Rod/Tooloom Street to show oncoming traffic. Property is on the edge of Urbenville village. The resident enters property via "Lindsay Street".

RECOMMENDATION: *TfNSW generally not in support of convex mirrors. See point 6 on Traffic in Urbenville. TfNSW have Urbenville on the list to receive town entry gateway treatment funding.*

5. REQUEST FOR SPEED LIMITS ON GRAVEL ROADS AROUND LISTON AND UNDERCLIFFE, RIVERTREE AREA

TfNSW has had customer enquiry come through regarding concerns of the speed limit on Rivertree Road, Undercliffe - the request is that the speed zone be reduced to 80 km/h.

TfNSW would like to seek any input from Council on Rivertree Road and surrounding roads prior to completing a review. Council provided details on the status of the local roads, (sealed, unsealed).

Rivertree Road – is sealed for some km's and then becomes gravel- currently has a default 100km/h speed limit, along with the surrounding roads:

- Undercliffe Rd – Now sealed (Through road from Mt Lindesay to Rivertree Road)
- Mt Lindesay Rd - Sealed
- Amosfield Rd - Sealed
- Liston Rd - Sealed
- Bondi Rd – Gravel – No through Road low traffic

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- Razorback Creek Rd – Gravel – No through Road low traffic/Grids

RECOMMENDATION: ~~TfNSW to carry out a speed zone review on River tree Road and surrounding roads.~~

6. REQUEST FOR TRAFFIC CALMING ON ALL THREE ENTRIES TO URBENVILLE VILLAGE TO SLOW TRAFFIC DOWN

Janelle Saffin's office has received letters requesting Urbenville have traffic calming solutions implemented on the approaches to the village – 50KM/H Speed zone. Letters attached.

RECOMMENDATION: *TfNSW have Urbenville on the list to receive town entry gateway treatment funding.*

7. GRAVEL N GRANITE CYCLING EVENT APPLICATION

The Saddlers Mountain Bike Club have applied for the 3rd Gravel n Granite to be held on March 1-2nd 2025. Details of routes and Event Management Plan attached. 2025 event will be held on a different course to previous years. The main two differences being crossing the New England Highway at the start of the event at Cowper/Pelham Streets and using Mt Lindesay Road. All events have been held successfully.

Attached: Event Management Plan, Proposed Traffic Management Plan

RECOMMENDATION: *Accept the committee's approval of the event with the usual event conditions applied, The Event organiser to ensure all bikes travel in the same direction. TfNSW to provide further comment once further information received.*

8. KILLARNEY TRAIL BIKE RIDE EVENT APPLICATION– MARCH 2025

Long standing event held by the Killarney High School P & C Committee. The event takes place in QLD and NSW, using the crossings in culverts underneath roads and Low use roads. All events have been held successfully.

Attachment with details of crossings.

RECOMMENDATION: *Accept the committee's recommendation to approve the event with the standard event conditions.*

9. REQUEST FOR A REDUCE NOISE AND LIMIT COMPRESSION BRAKING SIGNS IN LEGUME VILLAGE APPROACHES

Request from local resident for heavy vehicle traffic approaching the village.

RECOMMENDATION: *TfNSW support the replacement of signs that were in place previously in the Legume Village area. Council will install the appropriate signage.*

10. LINEMARKING BETWEEN OLD KOREELAH AND WOODENBONG – MT LINDESAY ROAD

RECOMMENDATION: *Council is currently preparing a tender. The works are planned to occur between January and April 2025. Work is funded by TfNSW.*

11. DRAKE REVITALISATION PROJECT – REPORT AND REQUEST FROM PROJECT MANAGERS MATT LANDERS AND BEN MEARS

Attachment with details, presentation to be provided.

RECOMMENDATION: *Accept committee's agreement on design treatment to create one way access on Tabulam Street and School Street.*

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MINUTES OF THE TENTERFIELD SHIRE LOCAL TRAFFIC COMMITTEE MEETING THURSDAY 7 NOVEMBER 2024

Agree to carparking area adjacent to Drake Community Hall with Tea at 10.30am
Remediating bus bay and creating extra carparking.
Discuss further with TfNSW the pedestrian crossing point on Bruxner Highway.

12. ROYAL HOTEL TENTERFIELD – REQUEST FOR ‘NO STANDING’ SIGN NEXT TO ENTRANCE OF MOTEL CARPARK
Request from Royal Hotel owners for a ‘no standing’ sign to be placed on the western side of their carpark entrance to allow for better visibility on exiting the carpark.

RECOMMENDATION: *Agree with committee’s recommendation to install a ‘No Stopping’ Sign at the location, as per standards and enforce with ranger.*

13. LINK STREET/MANNERS STREET INTERSECTION PARKING AND VISIBILITY.
Caravans parking in Manners Street causing visibility issues turning into Manners Street.

RECOMMENDATION: *Council to monitor the activity for any further issues.*

14. TENTERFIELD CHAMBER OF TOURISM INDUSTRY AND BUSINESS
Letter from TCTCIB regarding Disability parking access in Tenterfield and in particular Rouse Street. Concerns about the existing accessible parking spaces and the safety of those spaces.

Attachment: Letter attached.

RECOMMENDATION: *Council will assess the Disability Inclusion Plan and the available accessible parking in the CBD when an Asset Manager has been appointed. Committee agreed to provide a reply letter to the Chamber with an update.*

15. LOCAL TRAFFIC COMMITTEE MEETING DATES FOR 2025

RECOMMENDATION: Committee prefer to hold the bi-monthly meetings on Wednesdays. Distribute proposed dates to committee to be accepted.

Proposed dates emailed to committee:

- 5th February 2025
- 2nd April 2025
- 4th June 2025
- 6th August 2025
- 1st October 2025
- 3rd December 2025

NEXT MEETING

Next meeting to be held at Wednesday 5th February 2025 at 10.00am.

There being no further business the Chairperson declared the meeting closed at 11.35 am.

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James Paynter – Works Manager TSC
Chairperson

This is page 6 of the Minutes of the Tenterfield Shire Local Traffic Committee Meeting held on Thursday, 7 November 2024