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Sir Henry Parkes School of Arts - Tenterfield

ACKNOWLEDGEMENT OF COUNTRY

"We acknowledge the Ngarabal, Jukembal, Bundjalung, Kamilaroi, Githabul and Wahlubul people as the traditional custodians of various parts of the Tenterfield Shire."

EXECUTIVE SUMMARY

The Community Strategic Plan document is Tenterfield Shire Council's highest-level plan. The Community Strategic Plan outlines the aspirations of our community for the future. The Council election held in September 2024 has delivered an enthusiastic new team of ten elected Councillors, so now is the perfect time to review our Community Strategic Plan to ensure it still meets with our communities' expectations.

Council's role is to facilitate the development of the Community Strategic Plan by listening to the community's views, values and future aspirations and representing these in an inspiring yet achievable and affordable plan that can be delivered in partnership with other stakeholders, including the community itself.

Our new council has undertaken to listen to your views throughout the extensive consultation process.

We have heard you speak with passion about our community. We have heard of your desire to improve our infrastructure, be diligent in protecting our environment, and support our local economy while also living within our means.

The community were also supportive of Council partnering with a wide variety of organisations to deliver positive outcomes for our community.

We are committed to working closely with the State and Federal Governments and thank them for their investment in partnering with us to renew ageing infrastructure and maintain our facilities for future generations.

We were delighted with the breadth and quality of views from people passionate about championing the best possible future. People representing our towns and villages from across the Shire helped to establish this shared vision for our future.



Community Engagement Tenterfield 2024

OUR VISION

To nurture 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 maintain and renew our Infrastructure assets.

To enhance a prosperous
Shire through balanced,
sustainable economic growth
which is managed in a way to
create quality lifestyles and
satisfy the employment,
environmental and social
aims of the community.

To encourages a quality community lifestyle which supports health and social well-being, promotes family life and lifestyle choices.

To promote opportunities to participate in sport and recreation and equal access to all services and facilities.

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 Shire resources.



Boonoo Boonoo National Park

SHIRE PROFILE

Tenterfield is on the northern end of the picturesque New England and Northern Rivers Regions – the Shire of Tenterfield is a large area of 7,134 km² with an overall population of 6,973 residents – and growing.

The Shire of Tenterfield spans the Great Dividing Range at the northern end of the New England Region of NSW amid a contrast of granite boulder outcrops, rugged mountain beauty, pockets of rainforest, crystal clear rivers and the serenity of rural landscapes.

Tenterfield town itself is surrounded by over 10 National Parks. There are great schools, a wide variety of employment and business opportunities, historic buildings, large blocks of land and a warm sense of community.

The region is also home to seven (7) villages – Urbenville, Liston, Legume, Drake, Torrington, Jennings, and Mingoola.

The shire offers a diverse range of agricultural and economic opportunities:

- Tourism
- Museums
- Restaurants/Cafés
- Boutiques
- Wineries
- Beef /sheep grazing
- Mining
- Horticulture

The Shire has:

- A population of 6,973
- A population growth of 3.5% over the past five years
- A median age of 55 years
- A median household income of \$46,020
- A socio-economic index of 12*
- 1,007 active businesses
- 3,449 residential rate assessments
- 1,471 farmland rate assessments
- 233 business rating assessments
- 10 mining rate assessments
- 1,688 km of roads
- 10 elected local Councillors

*NSW LGAs ranked from 1-128 with 1 being lowest.

The Tenterfield Township was gazetted on 7 October 1851, with the Municipality of Tenterfield being incorporated on 22 November 1871.

A significant and far-reaching event in the history of Tenterfield was the 'Federation speech' in 1889 by then NSW Premier, Sir Henry Parkes, which led to Federation of the Australian States on 1 January 1901 and gave Tenterfield the name of 'Birthplace of the Nation'.

OUR LOCATION

Tenterfield Shire is adjacent to the Queensland border, an easy 3.5-hour drive from Brisbane, the Gold Coast and Byron Bay. It can be reached via the New England Highway to the north and the south, and the Bruxner Highway to the east and west.



WHAT IS A COMMUNITY STRATEGIC PLAN?

All councils in NSW are required to develop an Integrated Planning and Reporting Framework under legislative requirements prescribed in the NSW *Local Government Act 1993.*

This framework has been put in place to encourage councils, communities and other organisations to work together to plan for the future in an efficient and collaborative manner.

The Community Strategic Plan is the most important of those strategic documents. It identifies the community's future goals, and strategies to achieve those goals by posing four key questions:

- Where are we now?
- Where do we want to be in 10 yearstime?
- How will we get there?
- How will we know when we've arrived?

Our **Community Strategic Plan 2036** is based on the social justice principals determined by the NSW Government:

Equity – there is fairness in decision-making and prioritising and allocation of resources.

Access – all people have fair access to services, resources and opportunities to meet their basic needs and improve their quality of life.

Participation – everyone has the maximum opportunity to genuinely participate in decisions which affect their lives.

Rights – equal rights and opportunities for everyone to participate in community life. **Our Community Strategic Plan 2036** – is supported by other plans in the planning framework which reflect the priorities and aspirations identified in the Community Strategic Plan.

The Community Strategic Plan is the visionary long-term document within the Integrated Planning and Reporting Framework. It provides the broader strategic direction for a council and outlines the key outcomes that the council, other agencies and the community will be working to achieve such as improved services for transport, accessibility, communication, modern community infrastructure, viable businesses and health support.

It translates the community's key priorities and aspirations into long-term strategic goals that guide the future direction of Tenterfield Shire. Informed, inclusive, connected communities and protection of the environment were key concerns identified during the community engagement undertaken to develop this plan.

Whilst the Community Strategic Plan is the outcome of extensive collaboration between Council and the community, its success inevitably depends upon collaboration and partnership with the community and State and Federal Governments.

OUR PLANNING FRAMEWORK – ENGAGE, PLAN, RESOURCE, DELIVER

Community Engagement Strategy

The Community Engagement Strategy details how Council engages with our community and other stakeholders to develop, deliver and measure the success of all plans including the Community Strategic Plan.

Delivery Program and Operational Plan

The Delivery Program and Operational Plan 2026-2030 outlines Council's role in the delivery of projects and services during the four-year term of the elected Council to meet our long-term strategic goals. These plans detail the delivery of planned projects, services and budgets for each year. Our progress in delivering each planned project and service is monitored by budget reviews

and key performance indicators which are reported back to the community.

An **Annual Report** provides a 12-month review on Council's overall progress and a **State of Our Shire Report** is released at the end of the four-year term of each Council.

Resourcing Strategy

The Resourcing Strategy outlines Council's capacity to manage assets and deliver services over the next 10 years. It includes a Long-Term Financial Plan, a Workforce Management Plan and Asset Management Plans. Council must demonstrate effective financial and workforce management and the continued provision and maintenance of community assets and services.

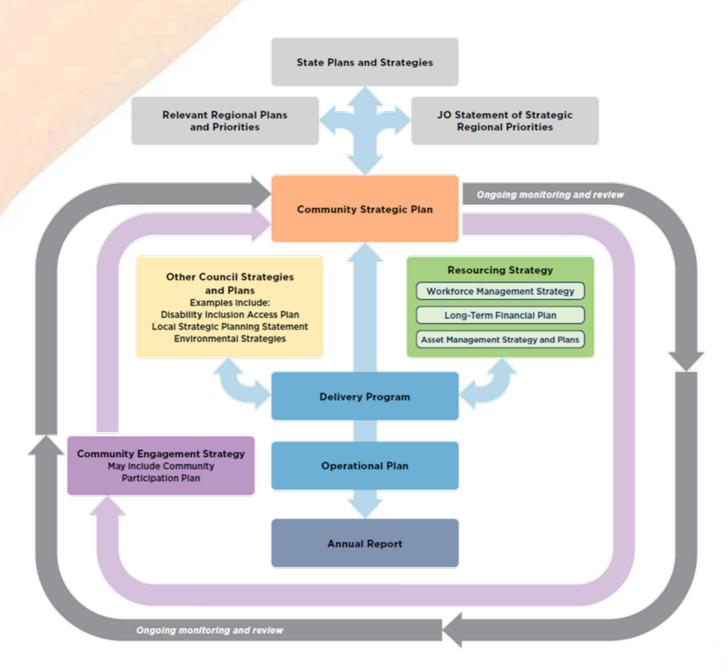


Pioneer Cottage - Urbenville

INTEGRATED PLANNING AND REPORTING FRAMEWORK

The Community Strategic Plan forms part of the NSW Office of Local Government's Integrated Planning and Reporting (IPR) Framework.

There is a number of key elements in the framework including reporting requirements. The diagram below illustrates where the Community Strategic Plan fits in the overall framework and how our plans interrelate.



Office of Local Government NSW

ENGAGING WITH OUR COMMUNITY

In order to prepare this plan, Council engaged with the community in a range of different ways:



Newsletter

A newsletter was posted to every household about the Community Strategic Plan review



Website

Council invited participation on the front page of our website, and posted the 'State of Our Shire' report for an update of progress made on the previous Community Strategic Plan "Tenterfield 2032"



Information Sessions

Council hosted 11 information sessions in 10 locations across the Shire, with 125 people from the community attended

Surveys and Submissions

Council distributed both hard copy and electronic surveys canvassing peoples' views on the issues relevant to the Community Strategic Plan, and received a total of 80 returned surveys

The graphic below summarises the feedback from people who live in Tenterfield Shire regarding what they like about living in the area:

WHAT YOU SAID ABOUT LIVING IN TENTERFIELD SHIRE

Great sense of community – village feel and friendships

Space and freedom

The quiet

Great climate

Valuable farming land

Progress associations and the halls

Beautiful gardens in town

We can live off the grid and be independent

Natural beauty, scenic rural setting

Close to Stanthorpe, Warwick, Gold Coast, Brisbane and the coast



Community Engagement – Tenterfield RSL evening session 2024

WORKING TOGETHER

Delivering this Plan is a collective process between the Tenterfield Shire community, which includes Council, other levels of government, businesses, other organisations, as well as local residents. We look forward to working together to achieve great things for Tenterfield Shire over the coming decade.

Council's goal is to work towards delivering the community's aspirations where it can influence these, acknowledging that it must be tempered with the community's and Council's ability to afford the actions required.

Our recent community engagement process allowed people to express their priorities for the future, including where they would like additional action from Council. However, for a rural councils like Tenterfield Council, a key challenge is the breadth of services that it is expected to provide in the context of a relatively small rate-base across a large geographic area, with an extensive local roads network.

This plan defines the following roles for Council in delivering on the aspirations outlined in this plan:

Service Delivery

Council recognises the importance of essential service provision, adhering to legislative requirements and compliance obligations, and fulfilling its community service obligations. We provide a range of infrastructure, facilities and programs within available resources.

Facilitation

Council has a role in bringing together all stakeholders for the benefit of our community to undertake research, provide information and collaborate with relevant individuals and organisations to resolve issues and design solutions.

Advocacy

We act as an advocate on behalf of the communities needs and aspirations. We call on other levels of government and businesses for policy and regulatory reform as well as changes to service provision for the benefit of our shire and its communities.



Community Engagement – Mingoola 2024

THEMES	ISSUES		OUTCOMES
1. COMMUNITY	Health Services Cross border	1.1	We can access the medical care we need State and local borders do not prevent us
Accessible, caring and inclusive	coordination		from accessing support and services
TAN	Recreation and cultural facilities	1.3	Our pool, library, parks and sporting facilities are available to everyone
111111	Older and Younger people	1.4	Younger and older people are valued and supported
2. ECONOMY Good opportunities	Tourism Promotion	2.1	We actively promote all the tourism assets throughout our shire
\$	Local Business	2.2	We promote and support progress in our Shire
Ψ	Agriculture	2.3	We support our viable and productive agricultural sector
	Nature and Heritage	2.4	We are nurturing our environment, both built and natural attractions for residents and visitors
3. ENVIRONMENT Well looked after	Biosecurity	3.1	We are proactive in preventing the spread of weeds and advocate for the proactive prevention of the spread of feral animals
	Waste	3.2	Our waste collection services are managed well
	Attractive local environments	3.3	Our towns and villages are tidy and welcoming
	Preparing for disasters	3.4	Local volunteers, Council and Emergency Service agencies work together to prepare for natural disasters such as fire and floods
4. INFRASTRUCTURE Well maintained and	Roads	4.1	Our roads are safe and sustainably maintained
reliable	Drainage	4.2	Water flows away through our drains after rain
PO	Communications	4.3	We have reliable mobile and internet access
	Water and Sewer	4.4	Our water and sewer services are managed well
5. LEADERSHIP A sustainable future	Community support	5.1	People are supported to work as volunteers in our community
•4•	Sustainable finances	5.2	We understand and agree with how public money is spent sustainably
	Good governance	5.3	Our local leaders are respected and trusted to make our Shire a better place

1. CommunityAccessible, Caring and Inclusive



WHAT PEOPLE SAID

"People are ageing and shouldn't have to move away because of a lack of services and support."

"I love the climate, and the feeling of belonging to this community that I have."

"We definitely need better access to medical services at a local level"

"We need more help with keeping the village tidy. We have an ageing population and need council help."

"Wheelchair accessibility into shops and around town. Parking isn't adequate especially for back opening wheelchair accessible cars"

Outcome	Strategies	Measure	Source	Target
1.1 We can access the medical care we need	1.1.1 Work with relevant stakeholders to increase numbers of local doctors 1.1.2 Advocate for better access to hospitals in QLD for local NSW people	Advocacy meetings with Hunter & New England Health and Cross Boarder Commissioner	Reports to Council	Improvement from current levels
1.2 State and local borders do not prevent us from accessing support and services	1.2.1 Work with progress associations, cross border commissioner, neighbouring councils and local members to improve access to services across borders	Advocacy meetings attended	Reports to Council	Decrease in community complaints
1.3 Our pool, library, parks and sporting facilities are available to everyone	1.3.1 Update masterplans for sport and recreation facilities 1.3.2 Support local volunteers to maintain village parks and facilities	Community Satisfaction with public facilities: Pool Library Sporting facilities Parks	Community Satisfaction Survey	Improved score from last survey

1.4 Younger and older people are valued	1.4.1 Provide children, youth and aged programs in the library	Consultation and engagement with older and younger	Council Operations	Increase in formal and informal
and supported	1.4.2 Support community events for younger and older people	people		consultation processes each year
	1.4.3 Advocate for better community services and facilities within the Shire including aged care	% of public buildings that meet accessibility requirements	Building inspections	95%
	1.4.4 Advocate with Police on improving community safety and installing CCTV	Advocacy meetings attended with Police	Reports to Council	Increase from last term

WORKING WITH STAKEHOLDERS

Council will deliver these services:

Cemetery
Community buildings
Crown lands management
Library
Parks & Gardens
Public toilets
Rangers
Sporting fields
Swimming pool

Council will support others to provide:

School of Arts Community Events

Mayor and Councillors will advocate for:

Access to health services Community safety Access to support and services



Youth Precinct - Tenterfield

2. EconomyGood opportunities



WHAT PEOPLE SAID

"We must find our unique selling points and focus on them. History is the key and could be emphasised more"

"Simplify the approval process for modular/container homes"

"Shops do not open of an afternoon"

"Support small or rural businesses by responsible and moderate planning rules and permits"

"Tenterfield could attract significant tourism and economic advantage by implementing a clean green future"



Tenterfield Saleyards

Outcomes	Strategies	Measure	Source	Target
2.1 We actively promote all the tourism assets throughout our shire	2.1.1 Continue to financially support the Tenterfield Chamber Tourism Group (TCTG) to deliver Tourism services	Social Media analytics and other available data	TCTG reporting	Improvement in Social Media analytics and face to face statistics
2.2 We promote and support progress in our Shire	2.2.1 Work in collaboration to implement the Regional Economic Development Strategy (REDS)	Reporting on REDS Strategies	Links to this document	As set for each linked strategy
2.3 We support our viable and productive agricultural sector	2.3.1 We support a viable agricultural sector through sustainable road infrastructure	Greater expenditure on local roads	TSC Operational Plan	Increase in availability of funding

	2.3.2 Operate the local saleyards safely and efficiently	Number of livestock sold	TSC Income statements	No deficit – consistent numbers
2.4 We are nurturing our environment both built and natural attractions for residents and visitors	2.4.1 Improve interpretive signage at key sites	TSC in conjunction with Tenterfield Chamber Tourism Group (TCTG) and local heritage groups	TCTG quarterly report	Number of signs improved or replaced each year
VISICOLD	2.4.2 Improve Mt Mackenzie lookout for visitors with grant funding	TSC in conjunction with Tenterfield Chamber Tourism Group (TCTG)	TCTG quarterly report	Improved statistics from the face to face visitors tourism hub in the School of Arts

WORKING WITH STAKEHOLDERS

Council is currently providing the following in this area:

Council will deliver these services:	Council will support others to provide:	Mayor and Councillors will advocate for:
Saleyards	Tourism promotion (TCTG) (SoATI)	Regional development through
Tourism Signage	Friends of Tenterfield Aerodrome	the Regional Economic
	(FOTA)	Development Strategy (REDS)



Mystery Face Rock – Torrington State Conservation area

3. EnvironmentWell looked after



WHAT PEOPLE SAID

"Beautiful landscapes"

"There are invasive, environment-destroying weeds all up and down the creek, to say nothing of local property owners adjacent to the creek filling the gullies with their household rubbish"

"Nature's environment is a resource that must be efficiently monitored and not overregulated."

"Extending the opening hours of the local waste depot would be amazing."

"The environment is our best asset"

Outcomes	Strategies	Measure	Source	Target
3.1 We are proactive in preventing the spread of weeds and advocate for	3.1.1 Collaborate to achieve early reporting and management of weed infestations	Align with funding goals and achievements	Northern Tablelands Regional Strategic Weed Management	Align with NTRSWMP
the prevention of the spread of feral animals	3.1.2 Participate in the Northern Tablelands weeds management program		Plan	
3.2 Our waste collection services are managed well	3.2.1 Operate waste management services that are efficient and appropriate for user needs	Cost per ratepayer	TSC data	Reduction from current levels
3.3 Our towns and villages are tidy and welcoming	3.3.1 Maintain and renew infrastructure on village public spaces	Maintenance renewal budget	Operational Plan	As per Operational Plan
	3.3.2 Continue to implement village concept plans as far as is	-	Village Concept Plans	No Capital spend

	possible within budget restrictions			
3.4 Local volunteers, Council and Emergency Service agencies work together to prepare for natural	3.4.1 Review and update natural disaster plans including drought, fire and flood management	Review and update Plans as required	Business Continuity Plan Regional Drought Resilience Plan (NNEHC)	Updated and ready to be implemented when required
disasters such as fire and floods	3.4.2 Support local volunteers conducting emergency management	Attendance at Local Emergency Management Meetings (LEMC)	LEMC	100% attendance at Emergency Operations Centre as required

WORKING WITH STAKEHOLDERS

Council is currently providing the following in this area:

Council will deliver these services:	Council will support others to provide:	Mayor and Councillors will advocate for:
Emergency management Waste collections Weeds Management	Weed control	Disaster recovery funding



Mingoola Hall - Mingoola

4. InfrastructureWell maintained and reliable



WHAT PEOPLE SAID

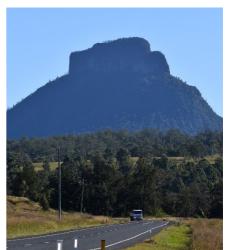
"Can feel unsafe when have no phone/text coverage, it's so patchy."

"Maintenance of drainage on all roads, repairing potholes and white lines on sealed roads, and re-sheeting gravel roads."

"Maintenance of roads especially after floods or fires is key for safety."

"Build roads and bridges for Tomorrow, not Yesterday"

"Lack of maintenance of drainage means both sealed and gravel roads become water tables when it rains. This leads to stripping and structural damage to sealed and unsealed roads."



Mount Lindesay

Outcomes	Strategies	Measure	Source	Target
4.1 Our roads are safe and sustainably maintained	4.1.1 Update and implement the Road Asset Management Plan 4.1.2 Maintain the local and	Asset Management Plans (AMPs)	Infrastructure Services	AMPs for all asset classes in place and up to date
	regional road network 4.1.3 Maintain and renew footpaths and cycleways as per adopted Asset Management Plans	Capital Works Programs	Operational Plan	Pavement condition indices same or better than 2024
4.2 Water flows away through our drains after rain	4.2.1 Update the Stormwater Quality Management Plan focusing on priority problem areas	Capital Works Program	Updated Stormwater Quality Management Plan	Spend levy income to develop a priority strategy year on year
4.3 We have reliable mobile and internet access	4.3.1 Advocate to State and Federal Governments for	Upgrades to mobile and internet coverage	Technology and communication stakeholders	5G network as effective as 3G network

	improvements to mobile and	/	presentation to	
	internet network coverage		Council annually	
4.4	4.4.1	Integrated	NSW	Delivered as
Our water and sewer	Deliver integrated and	Water Cycle	Government	per IWCM
services are managed	sustainable urban water and	Management	Water and TSC	timeframes
well	sewer services	(IWCM)		

WORKING WITH STAKEHOLDERS

Council is currently providing the following in this area:

Council will deliver these services:	Council will support others to provide:	Mayor and Councillors will advocate for:
Parking		Transport infrastructure funding
Signage		Improvements to telecommunications
Stormwater		connectivity
Roads		
Bridges		
Culverts		
Causeways		
Water		
Sewer		



Autumn Leaves - Tenterfield

5. LeadershipA sustainable future



WHAT PEOPLE SAID

"Support the same volunteers that run everything, and upcoming volunteers with some funding"

"Ensure Councillors and Mayor remain visible and active to the public."

"I ask that Council be bold in their thinking and planning. Include the community's enthusiasm and commitments but don't become hamstrung due to negativity."

"The community needs more information on how Council is progressing the town."



Community Noticeboard - Urbenville

Outcomes	Strategies	Measure	Source	Target
5.1 People are supported to work as volunteers in our community	5.1.1 Annual Mayoral luncheon for volunteers	Luncheon provided annually	Mayoral report	Annually
5.2 We understand and agree with how public money is spent	5.2.1 Regular budgeting and reporting giving people an opportunity to understand Council finances	Long term financial sustainability	Financial data monthly, quarterly and annually	OLG Benchmarks achieved, other than own source income
5.3 Our local leaders are respected and trusted to make our Shire a better place	5.3.1 Provide opportunities to enable exchange of information between Council and the community	Community Satisfaction Survey	TSC website Your Local News	Increase in community satisfaction
·	5.3.2 Advocate community issues to state and federal government	Mayoral report	Mayor Letters to politicians	6 monthly delivery program report

5.3.3

Adopt a networked and collaborative approach to regional challenges

Mayor and Deputy Mayor Border Regional Organisation of Councils (BROC) report to Council Post BROC meetings -Quarterly

WORKING WITH STAKEHOLDERS

Council is currently providing the following in this area:

Council will deliver these services:

Council will support others to provide:

Mayor and Councillors will advocate for:

Audit, Risk & Improvement Committee
Budgets & Financial Management
Administration
Communications
Customer Service
Governance
Strategic Planning & Reporting (IP&R)
Information Technology
Plant & Fleet
Work Health & Safety

Committee issues Cross border issues



WW11 Tank Traps Paddy's Flat

OTHER DOCUMENTS

Northern New England High Country Regional Economic Development Strategy

REDS Strategies		Link to TSC CSP Outcomes
Improve digital and physical connectivity as	4.1	Our roads are safe and sustainably maintained
a foundation for growth	4.3	We have reliable mobile and internet access
Support and grow key sectors through	2.1	We actively promote all the tourism assets throughout
collaboration and investment in industry		our shire
enabling infrastructure	2.2	We promote and support progress in our Shire
	2.3	We support our viable and productive agricultural sector
Attract new businesses and residents to	1.3	Our pool, library, parks and sporting facilities are
the region through enhancing liveability		available to everyone
and investing in essential infrastructure	3.3	Our towns and villages are tidy and welcoming
and services		



Community Engagement Liston Hall 2025

Regional Development Priorities 2023-2025

RDP Priority		Link to TSC CSP Themes
Economy	2.	Economy – good opportunities
Community and Health	1.	Community – accessible, caring and inclusive
Environment	3.	Environment – well looked after
Transport	4.	Infrastructure – well maintained and reliable

New England North West Regional Plan 2041

NENW RP Objective	Link to TSC CSP Outcomes
Objective 1: Coordinate land use planning for future growth, community need and regional economic development	2.2 We promote and support progress in our Shire
Objective 2: Protect the viability and integrity of rural land	2.3 We support our viable and productive agricultural sector
Objective 5: Enhance the diversity and strength of Central Business Districts and town centres	3.3 Our towns and villages are tidy and welcoming
Objective 7: Support a diverse visitor economy	2.1 We actively promote all the tourism assets throughout our shire
Objective 8: Adapt to climate change and natural hazards and increase climate resilience	3.4 Local volunteers, Council and Emergency Service Agencies work together to prepare for natural disasters such as fire and floods
Objective 12: Protect regional biodiversity and areas of High Environmental Value	3.1 We are proactive in preventing the spread of weeds and advocate for the proactive prevention of the spread of feral animals
Objective 18: Public spaces and green infrastructure support connected, inclusive and healthy communities	2.4 We are nurturing our environment, both built and natural attractions for residents and visitors
Objective 19: Leverage new and upgraded infrastructure	4.3 We have reliable mobile and internet access

OUR THANKS AND FEEDBACK

Tenterfield Shire Council would like to thank the many community members and stakeholders who have provided valuable input into the development of this Community Strategic Plan.

Council will continue to monitor and evaluate the progress of the Plan to ensure it continues to reflect our community's priorities and aspirations.

Council encourages and welcomes feedback regarding this Community Strategic Plan. All correspondence is to be addressed to:

General Manager Tenterfield Shire Council PO Box 214 Tenterfield NSW 2372

or feedback:
www.tenterfield.nsw.gov.au
council@tenterfield.nsw.gov.au

Phone: 02 6736 6000

