

Richmond
Valley
Council



ATTACHMENTS

Tuesday, 21 August 2018

UNDER SEPARATE COVER

Ordinary Council Meeting

Table of Contents

14.2	Delivery Program Progress Report (January 2018 to June 2018)	
	Attachment 1 Delivery Program Progress Report (1 July 2017 - 30 June 2018)	4
14.4	Richmond Upper-Clarence Regional Library - Annual Report 2017/2018	
	Attachment 1 Richmond Upper Clarence Regional Library Annual Report 2018.....	69



DRAFT

Delivery Program Progress Report

Quarter 4
30 June 2018



Richmond
Valley
Council



Connecting People and Places





PP1: Fresh and Vibrant Community



Corporate Performance Measure	Target	Year	Responsible Officer	Notes
<p>Increase the community satisfaction with RV events and festivals</p> <ul style="list-style-type: none"> Undertake annual surveys at signature events, using four variables: event organisation; promotion; facilities; and friendly locals. 	Two completed surveys per year.	2017/2018	Sharon Davidson	<p>Latest estimated number of visitors to Beef Week was based on ticket sales at ticketed events and headcounts at key points during the day at open-air and free events. The headcount figure was multiplied by the size of the event area. Please note, density was taken into account, which varied at certain points throughout the duration of the events. Data determining the length of stay and visitors' origin was collected via an electronic survey, which was distributed via e-mail and direct marketing at Beef Week events. There was also collaboration with a research provider from Destination NSW, TAFE NSW and Richmond Valley Council to develop and distribute the questionnaire. Surveys are now being distributed to accommodation providers.</p>
<p>Increase community satisfaction of the availability of recreational spaces and facilities</p> <ul style="list-style-type: none"> Continue to liaise with committees of management, user groups and general public regarding facility use, levels of service, maintenance costs and responsibilities. Annual assessment of individual use agreements matching level of service to ensure expectations are met. 	Annual Assessment of Level of Service.	2017/2018	Andrew Leach	<p>Regular meetings held with facility lease holders and community groups who are using recreational reserves. This includes four per year for the showground and airport and at least one a year for other committees or as required for the project.</p>

Corporate Performance Measure	Target	Year	Responsible Officer	Notes
<p>Maintain community satisfaction with swimming pools</p> <ul style="list-style-type: none"> Swimming Pool Contract is monitored through regular meetings and inspections with operating contractor ensuring appropriate service delivery. Maintenance plans developed through this consultation. 	No. Contractor Meetings per year.	2017/2018	Andrew Leach	Council officer in regular contact with swimming pool contractor re operational matters as well as long term planning for asset replacement.
<p>Increase community satisfaction with the maintenance of cemeteries</p> <ul style="list-style-type: none"> Number of complaints concerning the appearance of cemeteries and maintenance of cemeteries is decreasing. 	Annual decrease in no. of complaints about presentation of cemeteries.	2017/2018	David Timms	<p>Analysis of complaints received has not yet been performed, however anecdotally the number of complaints is very low and from an operational point of view the presentation and standard of cemeteries is being kept at a very high level.</p> <p>Complaints - 2016/17 – 8 (Lawn Cemetery Casino x 4, West Street x 3, Coraki x 1)</p> <p>Complaints - 2017/18 - 5 (Lawn Cemetery Casino x 3, Evans Head x 2)</p>
<p>Maintain community satisfaction with emergency management services</p> <ul style="list-style-type: none"> Participate in the Northern Rivers Local Emergency Management Committee (LEMC) and ensure the EMPLAN is up to date in accordance with state government requirement. 	Attend all Emergency Management Committee meetings and exercises.	2017/2018	Angela Jones	Northern Rivers LEMC meetings held every four months with both the March and July meeting having already been held for the 2018 period. Two REMC Chair reports have been completed for the Northern Rivers (NR) LEMC and supplied to the LEOCON for discussion at REMC Meetings. The NRLEMC is the pilot for a recovery plan project (OEM), with the first meeting proposed for 10 August 2018. Still awaiting endorsed CMGs. Next Meeting for NR LEMC scheduled for November 2018.

Corporate Performance Measure	Target	Year	Responsible Officer	Notes
Maintain community satisfaction with Libraries <ul style="list-style-type: none">Increase in library visitation rates.	Increased % in library membership, visits to libraries, circulation and programs.	2017/2018	Gary Ellem	308 new members joined the library, 35,874 members and visitors used the library, 41,485 loans and 3,468 people attended 242 programs
Maintain community satisfaction with community centres and halls <ul style="list-style-type: none">Ensure that community centres and halls remain safe and efficient to use and are fit for purpose.	Annual inspection and maintenance program.	2017/2018	Andrew Leach	Maintenance carried out on request and inspections undertaken during the year to allow for future maintenance program. This occurs on an annual basis or as reported to council by the hall committee.



PP1.1: Support local Event Organisers and enhance marketing and promotion of events**Delivery Program Progress**

Action Code	Action Name	Timeframe	Responsible Officer	Comments	Status	Traffic Lights
PP1.1.1	Draft and implement a marketing plan	2020/2021	Sharon Davidson	Networking opportunities are being developed for event organisers.	Ongoing	
PP1.1.2	Review Richmond Valley Events Strategy	2020/2021	Sharon Davidson	Review is progressing.	On Schedule	
PP1.1.3	Conduct workshops with Community event organisers to improve their marketing and promotion of events	Annual	Sharon Davidson	Workshops held in 2017: Workshop 1: Event Funding Scheme Applications/Grant Writing Workshop 2: Volunteers Management/Retaining Volunteers/Working Safe/Succession Planning.	Ongoing	
PP1.1.4	Increase the promotion through Organisers to promote Richmond Valley events across the region and as far and wide as possible	2018/2019	Sharon Davidson	Cross promotion now occurring with event organisers tagging RVC as a sponsor on their listings.	On Schedule	
PP1.1.5	Maintain the RVC website as a focused information resource for events	2018/2019	Sharon Davidson	Event information regularly updated.	Ongoing	








Action Code	Action Name	Timeframe	Responsible Officer	Comments	Status	Traffic Lights
PP1.1.6	Assist suitable events to gain additional support and funding where appropriate	Annual	Sharon Davidson	Ongoing support offered via face-to-face meeting, assistance when writing grant applications and grant writing workshops	On Schedule	
PP1.1.7	Ensure that Richmond Valley event practices are as accessible as possible	Annual	Sharon Davidson	Ongoing distribution of event practices updates, events newsletters, e-mail outs, documents and information available via website, personal meetings and workshops.	On Schedule	



PP1.2: Increase Brand Recognition

Delivery Program Progress

Action Code	Action Name	Timeframe	Responsible Officer	Comments	Status	Traffic Lights
PP1.2.1	Include branding as compulsory criteria to receive council support	2017/2018	Sharon Davidson	Event organisers are supplied with marketing materials to promote RVC's support.	Ongoing	
PP1.2.2	Maintain a collection of current and appropriate footage and photographs from the Richmond Valley, which is available to Event Organisers and media	2017/2018	Sharon Davidson	New camera equipment purchased to provide better quality images and videos.	Ongoing	




PP1.3: Provide clean, safe and accessible open spaces and recreational services to the community and visitors**Delivery Program Progress**


Action Code	Action Name	Timeframe	Responsible Officer	Comments	Status	Traffic Lights
PP1.3.1	Development of Masterplans at Woodburn Riverside, Casino Drill Hall, Casino Showgrounds	2017/2018	Andrew Leach	Masterplans and Plan of Management developed.	Completed	
PP1.3.2	Development of Masterplans at Razorback Lookout at Evans Head	2018/2019	Andrew Leach	Consultation commenced.	On Schedule	
PP1.3.3	Complete service standards and levels for all open spaces	2017/2018	Andrew Leach	Accessible recreational services provided, and maintenance is ongoing.	Ongoing	
PP1.3.4	Undertake a program of playground inspections to ensure that all playgrounds remain compliant and meet appropriate standards	Annual	Andrew Leach	Inspections ongoing to meet standards.	Ongoing	
PP1.3.5	Explore any available funding to improve or create safe and active play spaces within the community	Annual	Andrew Leach	Asset team making applications for Building Better Regions - grant update to be provided.	Ongoing	
PP1.3.6	Completion of capital works program	Annual	David Timms	On track for completion.	Ongoing	
PP1.3.7	Develop a strategy for sports field irrigation	2018/2019	Andrew Leach	Inclusive in parks and maintenance schedule.	Completed	

Action Code	Action Name	Timeframe	Responsible Officer	Comments	Status	Traffic Lights
PP1.3.8	Develop a strategy for upgrade of town garden beds	2019/2020	David Timms	Strategy in development.	On Schedule	
PP1.3.9	Develop a strategy for suggested "All Age Recreation Spaces" where appropriate within Richmond Valley	Annual	Andrew Leach	Suitable parks have been identified in Casino and Evans Head for the development of outdoor gym areas to allow adult exercise programs. The effectiveness of these areas will be monitored, and the outcomes used to further program works across the shire. It is proposed that equipment be installed at Crawford Square and Evans Riverside reserve this year.	Completed	

PP1.4: Provide safe and well-maintained Swimming Pools



Delivery Program Progress

Action Code	Action Name	Timeframe	Responsible Officer	Comments	Status	Traffic Lights
PP1.4.1	Develop and implement a swimming pools strategic plan	2017/2018	Andrew Leach	Operational review of swimming pools currently being undertaken.	On Schedule	
PP1.4.2	Manage current pool contracts	2019/2020	Andrew Leach	Audit on pools to be completed by Council.	Ongoing	
PP1.4.3	Respond to Infrastructure reporting to ensure maintenance and operation of Swimming Pools.	Annual	Andrew Leach	On schedule.	Ongoing	


Action Code	Action Name	Timeframe	Responsible Officer	Comments	Status	Traffic Lights
PP1.4.4	Develop a Draft Masterplan for future development of Casino Swimming Pool Site	2018/2019	Andrew Leach	Draft prepared for Council.	On Schedule	

PP1.5: Increase customer satisfaction with Cemeteries in the Richmond Valley


Delivery Program Progress

Action Code	Action Name	Timeframe	Responsible Officer	Comments	Status	Traffic Lights
PP1.5.1	Cemetery works as per capital works plan	Annual	David Timms	Works on track for completion.	Ongoing	
PP1.5.2	Develop service standards for cemeteries	2017/2018	David Timms	Standards currently under development.	On Schedule	
PP1.5.3	Review Cemetery Strategy and deliver project plans accordingly	Annual	David Timms	Strategy under review.	On Schedule	
PP1.5.4	Preparation for Casino Cemetery expansion	2020/2021	David Timms	Plans under development and some clearing has taken place.	On Schedule	



PP1.6: Provide library programs across all ages and diverse interests**Delivery Program Progress**

Action Code	Action Name	Timeframe	Responsible Officer	Comments	Status	Traffic Lights
PP1.6.1	Development of new and/or enhance existing programs to meet community needs	Annually	Gary Ellem	Programming continues to be popular. 187 programs conducted consisting of 48 adult programs and 139 children's programs in this quarter. Total for the year was 855 programs.	Ongoing	


PP1.7: Library be innovative and provide equitable community access to all library resources**Delivery Program Progress**

Action Code	Action Name	Timeframe	Responsible Officer	Comments	Status	Traffic Lights
PP1.7.1	Implement and utilise Library Management System (LMS) through upgrades	2017/2018	Gary Ellem	Library Management System is being used to a higher capacity. Library signed up with Collection HQ	On Schedule	

PP1.8: Undertake the repair and maintenance of council buildings**Delivery Program Progress**

Action Code	Action Name	Timeframe	Responsible Officer	Comments	Status	Traffic Lights
PP1.8.1	Maintain current levels of availability and condition	Annual	Andrew Leach	Councils Asset Maintenance Schedule on track.	Ongoing	
PP1.8.2	Development of Masterplan at Casino Civic Hall	2018/2019	Andrew Leach	Brief to be prepared. Funding to be sought for works.	Not Due to Commence	

PP1.9: Planning, preparedness, response and recovery to Emergency Services**Delivery Program Progress**



Action Code	Action Name	Timeframe	Responsible Officer	Comments	Status	Traffic Lights
PP1.9.1	Coordinate Councils resources and commitment to Council and regional emergency response planning and resourcing	Annual	Angela Jones	Handover of Northern Rivers LEMC from LCC to RVC completed in January 2018. Council now chairing the meetings and providing administration support. Three meetings are scheduled for the year with two having already been carried out and attended. Exercise "Boston" and "Stay Put" were held in the months of May and June which tested the EOC.	Ongoing	

PP2: Getting Around

Corporate Performance Measure	Target	Year	Responsible Officer	Notes
<p>Maintain community satisfaction with maintaining footpaths and car parking</p> <ul style="list-style-type: none"> Undertake annual inspections to assess condition, and report on and prioritise any maintenance works which need to be undertaken and use compiled information for long term asset renewal programs. 	Annual inspection of Footpaths and Carparks.	2017/2018	Andrew Leach	Footpath Inspection program completed, and conditions logged in asset management system to allow for maintenance and capital programming on going. The program took was completed June 2018 and took 6-8 weeks to complete.
<p>Improve overall community satisfaction with maintaining local roads</p> <ul style="list-style-type: none"> Establish a community satisfaction survey for sealed and unsealed road networks to respond to community expectations. 	<ul style="list-style-type: none"> -Annual community satisfaction survey of level of service with sealed/unsealed roads network Annual review of level of service based on survey results Implement a Roads Strategy to identify long-term objectives and targets for improving level of service with the sealed/unsealed roads network" 	2017/2018	Andrew Leach	<p>Road Condition visual survey completed as part of internal revaluation process. Information to be compiled to use in the drafting of Road Strategy to be completed prior to December 2018 (Andrew). Results of breakdown of road conditions have been recorded by Engineering Assistant – Asset systems.</p> <p>Survey will be coordinated by Manager Infrastructure Services over the coming months and rolled out to the community via Survey Monkey. Results will be reported on once the survey has been completed.</p>



PP2.1: Improve Road Management practices at Richmond Valley Council




Delivery Program Progress

Action Code	Action Name	Timeframe	Responsible Officer	Comments	Status	Traffic Lights
PP2.1.1	Develop a Road Management Strategy which provides long term direction and information on sustainability of road network and including assessment of bridges affected by load limits.	2018/2019	Andrew Leach	Condition assessment of bridges and roads currently being undertaken. Completion by December 2018.	On Schedule	
PP2.1.2	Review Pedestrian Access Mobility Plan (PAMP) and cycleway plan	2017/2018	Andrew Leach	Program reviewed as part of budget process. Looking at funding for a third party review in 2018/19.	Behind Schedule	

PP2.2: Striving for consistent improvement




Delivery Program Progress


Action Code	Action Name	Timeframe	Responsible Officer	Comments	Status	Traffic Lights
PP2.2.1	Create a strategic Plan for the rehabilitation of the Woodburn Coraki Road	2017/2018	Andrew Leach	Planning for rehabilitation works currently in progress.	Completed	
PP2.2.2	Introduce and Implement a road network condition survey	2017/2018	Andrew Leach	Completed.	Completed	

Action Code	Action Name	Timeframe	Responsible Officer	Comments	Status	Traffic Lights
PP2.2.3	Deliver a targeted maintenance regime developed from the road survey	Annual	Andrew Leach	Maintenance program developed and on schedule.	Completed	
PP2.2.4	Develop an education and awareness program including information sheets explaining road management practices	2018/2019	Andrew Leach		Not Due to Commence	
PP2.2.5	Completion of capital works program	Annual	David Timms	Completed.	Ongoing	

PP2.3: Create a sense of Civic Pride in the Community

Delivery Program Progress



Action Code	Action Name	Timeframe	Responsible Officer	Comments	Status	Traffic Lights
PP2.3.1	Plan and implement public space safety and cleaning programs (street cleaning and street lighting)	Annual	Andrew Leach	Maintenance schedule in place for consistent delivery of civic pride.	Ongoing	
PP2.3.2	Plan and implement maintenance programs (bus shelters, carparks, cycle ways and aerodromes)	Annual	Andrew Leach	Maintenance on schedule as per delivery agreement.	Ongoing	
PP2.3.3	Advocate for expansion of public & community transport	2018/2019	Andrew Leach		Not Due to Commence	

Action Code	Action Name	Timeframe	Responsible Officer	Comments	Status	Traffic Lights
PP2.3.4	Create attractive town entrances	Annual	Andrew Leach	Assets have worked closely with Operations Parks and Gardens in the development of appropriate signage and avenues at entrances throughout the Richmond Valley. Work is ongoing and maintained in accordance with the Parks and Gardens Service Levels Agreement.	Ongoing	


PP3: Working Together

Corporate Performance Measure	Target	Year	Responsible Officer	Notes
<p>Improve the level of community satisfaction with the provision of information and level of engagement and consultation with the community</p> <ul style="list-style-type: none"> Prepare summary evaluations on the community engagement undertaken to ensure we are selecting the appropriate methods and tools. 	Hold debrief sessions with community stakeholders following engagement activities throughout the year.	2017/2018	Kate Olivieri	<p>200 residents engaged through Stronger Country Community Fund community consultation online survey</p> <p>Results were great feedback on seven proposed projects for the Richmond Valley, with more suggested for the future.</p>
<p>Increase the community's opportunity to participate in Council's decision-making processes</p> <ul style="list-style-type: none"> Review and refine Council's 'Your Say' section in the website to improve feedback of engagement activities. 	Five percent increase in online traffic.	2017/2018	Sharon Davidson	<p>We have now incorporated video messages to attract more online users. The Mayor's monthly Council meeting wrap up is well received, as are roadworks updates. Viewers are allowed to pass along links and embed them on their own sites.</p>



PP3.1: Improve our Engagement/Consultation with the Community**Delivery Program Progress**

Action Code	Action Name	Timeframe	Responsible Officer	Comments	Status	Traffic Lights
PP3.1.1	Rolling Program of listening tours	Annual	Sharon Davidson	Events and Community teams worked together to deliver a number of well attended community meetings.	Ongoing	
PP3.1.2	Conduct community surveys for relevant projects	Annual	Sharon Davidson	Survey forms handed out at listening tours to gauge feedback. Will be an ongoing exercise.	Ongoing	



PP3.2: Encourage and support volunteerism to contribute to the Richmond Valley Community**Delivery Program Progress**

Action Code	Action Name	Timeframe	Responsible Officer	Comments	Status	Traffic Lights
PP3.2.1	Sponsor and support national volunteer's week celebration and deliver training/ workshops to upskill volunteers	Annual	Andrew Leach	Council contributes to these community events on a regular basis.	Ongoing	

PP3.3: Ensure that Council is reaching all target groups for relevant community issues**Delivery Program Progress**



Action Code	Action Name	Timeframe	Responsible Officer	Comments	Status	Traffic Lights
PP3.3.1	Developing contact lists for interest groups and towns	2017/2018	Andrew Leach	Ongoing.	Ongoing	
PP3.3.2	Hosting and or supporting community events	Annual	Sharon Davidson	Extensive in-kind as well as cash support provided through Event Funding Scheme as well as sponsorships.	Ongoing	

PP3.4: Partnering with and supporting community organisations to achieve their aims**Delivery Program Progress**

Action Code	Action Name	Timeframe	Responsible Officer	Comments	Status	Traffic Lights
PP3.4.1	Strengthening our relationships with Aboriginal communities	Annual	Andrew Leach	Ongoing.	Ongoing	
PP3.4.2	Develop and build on partnership Activities with community organisations e.g. health initiatives, employment initiatives, social service initiatives, youth, education and others as identified by the community	Annual	Andrew Leach	Seniors week and youth week supported by Council.	Ongoing	

PP3.5: Develop partnership activities that promote and improve social services and inclusion and accessibility for people with disabilities, aged, early childhood and youth, disadvantaged and multicultural sectors.


Delivery Program Progress

Action Code	Action Name	Timeframe	Responsible Officer	Comments	Status	Traffic Lights
PP3.5.1	Develop partnership activities which promote inclusion and accessibility	2017/2018	Andrew Leach	On schedule.	Ongoing	
PP3.5.2	Facilitate Accessibility, Liveability and Aged Advisory Committee	Annual	Andrew Leach	Three meetings held per year.	Ongoing	

PP3.6: Improve our communication with the community


Delivery Program Progress

Action Code	Action Name	Timeframe	Responsible Officer	Comments	Status	Traffic Lights
PP3.6.1	Publication of new fortnightly Council newsletter	Annual	Sharon Davidson	New monthly community newsletter distributed to all households via Australia Post.	Ongoing	
PP3.6.2	Production and distribution of online content including interactive website, video content, podcasts etc.	Annual	Sharon Davidson	Short videos featuring key roadworks, as well as the Mayor's Council meeting wrap up, have been posted to Facebook.	Ongoing	

Action Code	Action Name	Timeframe	Responsible Officer	Comments	Status	Traffic Lights
PP3.6.3	Grow our online community and engage through social media	Annual	Sharon Davidson	We are very active on Facebook and are members of a number of local Facebook groups which have a combined membership of around 55,000. A reinvigorated Instagram account also helps drive traffic to our sites.	Ongoing	
PP3.6.4	Implement the "Richmond Valley Made" branding campaign	2017/2018	Sharon Davidson	Further promotion of the Richmond Valley Made brand involved a Prime7 television campaign during the Commonwealth Games.	Completed	


PP3.7: Educate and support community groups to obtain grant funding




Delivery Program Progress

Action Code	Action Name	Timeframe	Responsible Officer	Comments	Status	Traffic Lights
PP3.7.1	Schedule Grant writing workshops - two levels, introductory and intermediate	Annual	Andrew Leach	Scheduled and delivered to the community.	Completed	

PP3.8: Maximise opportunities for community and Council to apply for grant opportunities

Delivery Program Progress

Action Code	Action Name	Timeframe	Responsible Officer	Comments	Status	Traffic Lights
PP3.8.1	Continue to disseminate Community grant information to community groups and relevant stakeholders	Annual	Andrew Leach	Providing regularly to community.	Ongoing	

Action Code	Action Name	Timeframe	Responsible Officer	Comments	Status	Traffic Lights
PP3.8.2	Provide administration and promotion of ClubGRANTS	Annual	Andrew Leach	Two meetings per year scheduled.	Ongoing	
PP3.8.3	Fund a Section 356 Community Financial Assistance Program	Annual	Andrew Leach	Grant writing classes held to assist community.	Ongoing	
PP3.8.4	Facilitate a proactive Council Grant Funding application process	Annual	Andrew Leach	Community Projects Officer maximising communities' benefits on grants.	Ongoing	



Growing our Economy

EC1: Driving Economic Growth


Corporate Performance Measure	Target	Year	Responsible Officer	Notes
<p>Expansion of local economy/increase in gross industry sector output</p> <ul style="list-style-type: none"> Increase in gross industry sector output. 	<p>Annual Gross Regional Product (GRP) for Richmond Valley LGA as published quarterly by Remplan.</p>	2017/2018	Michael Perkins	GRP increased by 10.6% for 2017/2018
<p>Increase visitors to the Richmond Valley/Increase visitors who stay overnight in the Richmond Valley</p> <ul style="list-style-type: none"> Implement strategies identified in the Richmond Valley Tourism Development Plan. 	<ul style="list-style-type: none"> Establish working groups to assist with industry development and engagement, accommodation development, and development of a new agri-based tourism strategy. Development of strategies for product development, the Pacific Highway bypass, visitor road signage, Richmond Valley events, Richmond Valley Visitor Information Services, as well as annual marketing plans. Continuing to work with Richmond Valley Council's assets team to determine the feasibility of new infrastructure. 	2017/2018	Sharon Davidson	<p>Advertising for a Destination Officer will soon begin. Key responsibility will be to develop and promote tourism and events in order to attract visitors to the Richmond Valley. The role will be varied and may include many different types of work. Key areas include marketing, events and visitor management, and the development of tourism products, services and facilities.</p>



Corporate Performance Measure	Target	Year	Responsible Officer	Notes
	<ul style="list-style-type: none"> Supporting operators to develop new products which focus on distinctive experiences related to leisure, nature-based, regional food and arts and culture. Establishing a RV Destination Research Program to regularly monitor visitor markets, profiles and satisfaction. 			
<p>Facilitate the development of the Nammoona industrial precinct</p> <ul style="list-style-type: none"> Work with proponents and State Government to activate the development of the Nammoona Industrial precinct. 	Ongoing liaison with proponents and State Government. Opportunities identified and communicated with proponents and Government.	2017/2018	Michael Perkins	We have continued to support proponents through introductions to prospective occupiers of the site

EC1.1: Review Council's existing businesses and investigate further business opportunities**Delivery Program Progress**

Action Code	Action Name	Timeframe	Responsible Officer	Comments	Status	Traffic Lights
EC1.1.1	Provide advice to Council business operations as required.	Annual	Michael Perkins	Advice is given across all areas of economic development that are 'live' at any given time.	On Schedule	
EC1.1.2	New technology opportunities in waste fully explored for RVC specific outcomes in either a LGA or regional context	Annual	Michael Perkins	The Bio Hub is continuing to progress and is now in the capital raising phase. EPA have been consulted for advice as this is new technology. Utilitas are working on electricity models. We continue to talk with Renewed Carbon regarding a possible Waste to Energy and bio char plant on our industrial land at Reynolds Road.	On Schedule	


EC1.2: Actively lobby and provide assistance for the establishment of new businesses and the expansion and/or continuing operation of existing businesses.**Delivery Program Progress**

Action Code	Action Name	Timeframe	Responsible Officer	Comments	Status	Traffic Lights
EC1.2.1	Actively lobby and provide assistance for the establishment of new businesses and the expansion and/or continuing operation of existing businesses.	Annual	Michael Perkins	We are doing this all the time. The recent MOU with Solaris Nutraceuticals is a good example.	Ongoing	


Action Code	Action Name	Timeframe	Responsible Officer	Comments	Status	Traffic Lights
EC1.2.2	Collaborate across Federal, State and Local Governments and all stakeholder groups to ensure relationships are built, maintained and effective so as to ensure we rapidly respond to both economic and job opportunities.	Annual	Michael Perkins	This is core business and our approach has us recognised as the best Council to do business on the North Coast.	Ongoing	
EC1.2.3	Continue to work closely with prospective investors to capitalise on new technologies in the renewable energy and waste to energy sectors	Annual	Michael Perkins	The Bio Hub is continuing to progress and is now in the capital raising phase. EPA have been consulted for advice as this is new technology. Utilitas are working on electricity models. We continue to talk with Renewed Carbon regarding a possible Waste to Energy and bio char plant on our industrial land at Reynolds Road.	Ongoing	

EC1.3: Align tourism, economic development and events to deliver economic outcomes for the Region

Delivery Program Progress

Action Code	Action Name	Timeframe	Responsible Officer	Comments	Status	Traffic Lights
EC1.3.1	Develop synergistic outcomes from the "Richmond Valley Tourism Plan" and "A Guide to Economic Development in the Richmond Valley".	Annual	Michael Perkins	We have not started to look at this yet but are delivering on both the Plan and the Guide.	Not Due to Commence	





EC1.4: Provide support to prospective developers regarding Council processes and requirements**Delivery Program Progress**

Action Code	Action Name	Timeframe	Responsible Officer	Comments	Status	Traffic Lights
EC1.4.1	Assist applicants of major developments to navigate Council processes via a case management approach to the lodgement and assessment of significant development applications	Annual	Michael Perkins	Continue to assist proponents of developments, including Utilitas, Solaris Nutraceuticals, super forest plantations, NSW Health.	Ongoing	




EC1.5: Increase visitors and overnight stayers in the Richmond Valley**Delivery Program Progress**



Action Code	Action Name	Timeframe	Responsible Officer	Comments	Status	Traffic Lights
EC1.5.1	Implement the Richmond Valley Tourism Development Plan	Annual	Sharon Davidson	Almost all of the actions identified in the Tourism Development Plan have been implemented.	Ongoing	

EC1.6: Improved customer satisfaction with the DA process**Delivery Program Progress**

Action Code	Action Name	Timeframe	Responsible Officer	Comments	Status	Traffic Lights
EC1.6.1	Collaborate with the State Government to introduce E-Planning	2017/2018	Andrew Hanna	The State Government has put this on hold. E-Planning still on hold from DPE.	Not Progressing	
EC1.6.2	Develop a Development Information Package.	2017/2018	Andrew Hanna	DA Concierge well received by community and working towards fact sheets and information packages. Drafts prepared, including new DA Form.	Ongoing	
EC1.6.3	Opening doors development project	2018/2019	Andrew Hanna	DA concierge improving customer satisfaction with improved processes	Completed	
EC1.6.4	Ensure efficient DA processing of Local Developments.	Annual	Andrew Hanna	On target within specified processing time	Ongoing	



EC1.7: Provide flexible and innovative planning controls**Delivery Program Progress**

Action Code	Action Name	Timeframe	Responsible Officer	Comments	Status	Traffic Lights
EC1.7.1	Development Control Policy review	2018/2019	Andrew Hanna	Scheduled to be carried out in the 2018/19 period.	Not Due to Commence	
EC1.7.2	Local Environmental Plan review	2020/2021	Andrew Hanna	Scheduled to be carried out in the 2018/19 period.	Not Due to Commence	
EC1.7.3	Certificates	Annual	Andrew Hanna	Certificates issued within timeframe.	Ongoing	

Action Code	Action Name	Timeframe	Responsible Officer	Comments	Status	Traffic Lights
EC1.7.4	Heritage management	Annual	Andrew Hanna	Heritage Advisory Service provided to relevant stakeholders in relation to DA's lodged. Grant scheme operated during the period.	Ongoing	
EC1.7.5	Contributions Plan Review	2017/2018	Andrew Hanna	Constant review of procedures and monitoring of processes.	Ongoing	

EC1.8: Provide sustainable Urban Development Opportunities



Delivery Program Progress

Action Code	Action Name	Timeframe	Responsible Officer	Comments	Status	Traffic Lights
EC1.8.1	Implement the Local Growth Management Plan to provide for an adequate supply of residential land.	2018/2019	Andrew Hanna	Scheduled to be carried out in 2018/19.	Not Due to Commence	
EC1.8.2	Develop growth management strategies as an input into the LEP for zoning land for the required residential, rural residential, commercial and industrial land uses whilst maintaining environmental sustainability.	2017/2018	Andrew Hanna	Scheduled to be carried out in 2018/19 in conjunction with completion of the Growth Management Plan and LEP Review.	Not Due to Commence	




EC2: Building on our Strengths

Corporate Performance Measure	Target	Year	Responsible Officer	Notes
Secure the budgeted income from our quarries <ul style="list-style-type: none"> The quarry business returns the projected budgeted revenues. 	Operating revenues from quarries.	2017/2018	Ryan Gaiter	As at 31 March 2018 Actual Quarry Income was \$2,162,749 against a projected budget of \$2,558,913, which equates to 84.5%
The NRLX is financially sustainable <ul style="list-style-type: none"> The NRLX business returns an operating surplus each year and an overall program cash result of zero. 	Operating Result > 0, Program cash result 0.	2017/2018	Bradley Willis	Operating Result cannot be finalised until Financial Statements are prepared however the present operating result is a deficit of \$47,925 and the overall program result is a deficit of \$794,210. These figures may change as end of year processes are being finalised.
Financially sustainable land development and real estate activities <ul style="list-style-type: none"> Land development being undertaken and generating a financial profit. 	Real Estate reserve incorporated and balanced within Councils long term financial plan. Real Estate projects within Council long term financial plan delivered as per budget.	2017/2018	Michael Perkins	Review of Settler's costings showed reasonable returns were achieved from the development
Procure property for residential and industrial development <ul style="list-style-type: none"> Council has suitable land available for development. 	Residential and industrial development incorporated and balanced within Councils long term financial plan. Land development projects within Council long term financial plan delivered as per budget.	2017/2018	Michael Perkins	Canning Drive property purchased, and design work commenced


EC2.1: Operate a financially sustainable business**Delivery Program Progress**

Action Code	Action Name	Timeframe	Responsible Officer	Comments	Status	Traffic Lights
EC2.1.1	Provide materials for Council works that are not available elsewhere.	Annual	David Timms	Flood blend products currently provided as required.	Completed	
EC2.1.2	Continue with leasing of Peterson's Quarry as per agreement.	2019/2020	David Timms	On schedule	On Schedule	



EC2.2: The Northern Rivers Livestock Exchange returns a profit to the community**Delivery Program Progress**

Action Code	Action Name	Timeframe	Responsible Officer	Comments	Status	Traffic Lights
EC2.2.1	Stage 1 upgrade of the NRLX (upgrade of receivables and sale areas)	2017/2018	Ben Zeller	Completed March 2018	Completed	
EC2.2.2	Stage 2 upgrade of the NRLX (upgrade of post-sale area)	2018/2019	Ben Zeller	Tender has been advertised and DA lodgement made	On Schedule	
EC2.2.3	Prepare a Business Plan	2017/2018	Bradley Willis	Operational Review not appropriate as discussed with Council at Information Session in May. Saleyards Manager recruited - business plan to be considered.	Behind Schedule	






EC2.3: Provide a service where appropriate to support niche community and business needs**Delivery Program Progress**

Action Code	Action Name	Timeframe	Responsible Officer	Comments	Status	Traffic Lights
EC2.3.1	Provide Private Works as required	Annual	David Timms	Multiple projects have been completed in 2017/18.	Ongoing	





EC2.4: Acquisition, management and disposal of Council land to realise commercial opportunities**Delivery Program Progress**

Action Code	Action Name	Timeframe	Responsible Officer	Comments	Status	Traffic Lights
EC2.4.1	Acquisition, management and disposal of Council Land to realise commercial opportunities	Annual	Michael Perkins	Canning Drive residential development property was purchased, site found and negotiated for establishment of medicinal cannabis facility, Assistance provided to NSW Health to procure site in Evans Head for Health One facility.	Ongoing	
EC2.4.2	Undertake review of Councils existing land holdings and develop a strategy for the acquisition and disposal of Council land for economic benefit	2018/2019	Michael Perkins		Not Due to Commence	

EC2.5: Develop Council business activities around commercial, industrial and residential land development**Delivery Program Progress**

Action Code	Action Name	Timeframe	Responsible Officer	Comments	Status	Traffic Lights
EC2.5.1	Implement Strategy for the acquisition and disposal of Council land to meet market demand.	2017/2018	Michael Perkins	Sales of land at Currajong St Evans Head finalised, Canning Drive property purchased, negotiations for sale of site to NSW Health for establishment of HealthOne facility in Evans Head	Completed	
EC2.5.2	Develop and market residential land estate	Annual	Michael Perkins	Settlers subdivision sold, and Canning Drive property purchased for development.	Ongoing	
EC2.5.3	Develop and market industrial land estate	Annual	Michael Perkins	Industrial blocks at Cassino Drive being marketed. There has been recent interest from three separate parties however none of these have resulted in sales. Land is still available.	Ongoing	
EC2.5.4	Acquisition of development site for industrial subdivision	2020/2021	Michael Perkins		Not Due to Commence	
EC2.5.5	Acquisition of development site for residential subdivision	2019/2020	Michael Perkins	Land at Canning Drive purchased for residential subdivision development	Completed	

EC2.6: Build and nurture relationships with Business Chambers and the business community at large**Delivery Program Progress**

Action Code	Action Name	Timeframe	Responsible Officer	Comments	Status	Traffic Lights
EC2.6.1	Business engagement	Annual	Michael Perkins	This is core business. Regular round table discussions and meetings held with relevant stakeholders throughout the year.	Ongoing	
EC2.6.2	Interact with local Business Chambers and work regionally with the NSW Business Chamber	Annual	Michael Perkins	We are doing this regularly through round table discussions and Chamber meetings.	Ongoing	
EC2.6.3	Develop and implement an action plan for the reduction of vacant retail spaces.	2019/2020	Michael Perkins	This has been progressed considerably under the Future Towns programme with the Office of the Small Business Commissioner. Good feedback from new shops on our business-friendly approach	On Schedule	
EC2.6.4	Maintain the database of businesses operating in the LGA and utilise this data to open communication directly with businesses.	Annual	Michael Perkins	Work has commenced on this.	On Schedule	


Looking after our Environment

EH1: Managing our Waste and Water


Corporate Performance Measure	Target	Year	Responsible Officer	Notes
Increase landfill diversion rate <ul style="list-style-type: none"> Reduction of the kerbside waste to landfill tonnage per service. 	Annual reduction.	2017/2018	David Timms	Data analysis has been completed and an increase of 1% in the diversion rate was achieved based on the 2016/2017 figures.
The waste business operating to full potential <ul style="list-style-type: none"> Operational budget expenditure. 	Annual budget allocation and quarterly report of expenditure against allocated budget.	2017/2018	David Timms	Waste & Resource Recovery Budget was underspent for the 2017/2018 financial year.
Continuous improvement of our stormwater networks and infrastructure <ul style="list-style-type: none"> Capital Projects completed. 	100% capital works budget expended.	2017/2018	David Timms	Capital works projects were completed as per the Program.
Active maintenance programs for stormwater infrastructure <ul style="list-style-type: none"> Funds allocated as required to maintain infrastructure. 	Annual budget allocation and quarterly report of expenditure against allocated budget.	2017/2018	David Timms	Operational and maintenance funds were expended as required to maintain the network in a serviceable condition.

Corporate Performance Measure	Target	Year	Responsible Officer	Notes
Maintain current level of service provision for water supply - <ul style="list-style-type: none"> Completion of capital projects. Per unit construction rates. Operational budget expenditure. 	<ul style="list-style-type: none"> % capital works program completed over the financial year. per unit construction rates in \$/unit. % Operational budget expenditure over the financial year. 	2017/2018	David Timms	Water/Sewer – Operational Team – 92% expenditure Capital Team – 63% (Including carryovers) 95% (excluding uncontrolled carryovers.) Upper and Lower river water mains replacement programs Customer Requests/RAM's maintenance requests for all facilities
Services delivered via methods which are safe to the community <ul style="list-style-type: none"> Compliance of water and sewer services provided by Council with EPA and Department of Health. WHS compliance of Council staff. 	<ul style="list-style-type: none"> % of compliant results. No. Safety incidents. 	2017/2018	David Timms	Water Sewer achieved 100% EPA Compliance across all treatment plants in 2017/2018. WHS Incidents 17/18: Down to total of 26 from 72 in 16/17


EH1.1: Waste and resource recovery future options**Delivery Program Progress**

Action Code	Action Name	Timeframe	Responsible Officer	Comments	Status	Traffic Lights
EH1.1.1	Develop and implement a waste strategy including long term waste and resource recovery options which are sustainable and affordable	2017/2018	David Timms	On track for completion in December 2018.	On Schedule	


EH1.2: Operate waste and resource recovery as a business, including kerbside collection options for businesses**Delivery Program Progress**

Action Code	Action Name	Timeframe	Responsible Officer	Comments	Status	Traffic Lights
EH1.2.1	Review costs, resources and options for businesses and set a new fee structure	2017/2018	David Timms	Completed as part of the budget process.	Ongoing	


EH1.3: Waste Management domestic kerbside collections**Delivery Program Progress**

Action Code	Action Name	Timeframe	Responsible Officer	Comments	Status	Traffic Lights
EH1.3.1	Review collection run frequencies and efficiencies including investigating GPS tracking systems and options	2018/2019	David Timms	Revised surveillance Procedure presented to the Consultative Committee in June.	On Schedule	



EH1.4: Close and cap completed waste facility cells**Delivery Program Progress**

Action Code	Action Name	Timeframe	Responsible Officer	Comments	Status	Traffic Lights
EH1.4.1	Develop and implement capping plans	Annual	David Timms	On schedule.	On Schedule	


EH1.5: Seek and utilise grant funding to support waste infrastructure needs and new projects in line with the NSW WARR Act and Strategy**Delivery Program Progress**

Action Code	Action Name	Timeframe	Responsible Officer	Comments	Status	Traffic Lights
EH1.5.1	Research and secure Waste Less Recycle More EPA and Environmental Trust funding	Annual	David Timms	Waste Education Officer working towards securing more funding	Completed	





EH1.6: Waste and resource recovery education**Delivery Program Progress**


Action Code	Action Name	Timeframe	Responsible Officer	Comments	Status	Traffic Lights
EH1.6.1	Education delivered to the community through various activities	Annual	David Timms	Waste Education Officer providing various education resources to community.	Ongoing	
EH1.6.2	Delivery of capital works projects	Annual	David Timms	On track.	Ongoing	

EH1.7: Provide services which protect and enhance our natural and built environment**Delivery Program Progress**

Action Code	Action Name	Timeframe	Responsible Officer	Comments	Status	Traffic Lights
EH1.7.1	Implement the revised stormwater management plan	2018/2019	David Timms	Implementation Plan completed.	Completed	

EH1.8: Provide compliant, continuous and cost-effective water supplies and sewerage services**Delivery Program Progress**


Action Code	Action Name	Timeframe	Responsible Officer	Comments	Status	Traffic Lights
EH1.8.1	Continue to provide safe and secure water and sewerage networks through the implementation of Integrated Water Management Plans	Annual	David Timms	Services provided on an ongoing basis in accordance with all requirements.	Ongoing	
EH1.8.2	Work through network and camera surveys to develop a long term strategic works program for water and sewer assets.	2018/2019	Andrew Leach	Strategy on "in-house" vs "contract" delivery currently being developed by W&S planning.	Not Due to Commence	
EH1.8.3	Implement an energy and carbon emission reduction program	2017/2018	David Timms	Solar System for Casino WTP to be constructed in 2018.	On Schedule	
EH1.8.4	Review current water sewer infrastructure and develop improvement plan	2018/2019	Andrew Leach	Ongoing with Capital Works Program	Ongoing	

Action Code	Action Name	Timeframe	Responsible Officer	Comments	Status	Traffic Lights
EH1.8.5	Investigate an alternative water source for water supply security to Casino in emergencies	2018/2019	Andrew Leach		Not Due to Commence	


EH2: Promoting the Protection of the Environment

Corporate Performance Measure	Target	Year	Responsible Officer	Notes
<p>Maintain community satisfaction with the natural environment</p> <ul style="list-style-type: none"> Continue to participate and work with community groups, environment sectors (wetlands group etc.) and government agencies to ensure environmental initiatives are identified and implemented as outlined in the 2016 State of the Environment Report (SoE report). 	<p>Report annually on Biodiversity and Vegetation management against indicators outlined in the 2016 SoE report for the following resource categories: - Ecologically functional landscapes and Native vegetation restoration.</p>	2017/2018	Andrew Hanna	<p>Tree plantings carried out over 17/18 – 734 including riverbank (Webb and QE park) and town entries (Casino/Coraki/Woodburn) – over 6000 (grasses, shrubs & ornamentals).</p> <p>Environmental groups supported in any works or with equipment– Landcare, Wetlands etc – Landcare Evans Heads (equipment) / New Landcare group support for Woodburn (early stages of support from Council) / Casino Wetland group (weed removal/ plantings / extra maintenance to assist improvements)</p>
<p>Maintain community satisfaction with beaches and riverbanks</p> <ul style="list-style-type: none"> Continue to participate and work with community groups, environment sectors (wetlands group etc.) and government agencies to ensure environmental initiatives are identified and implemented as outlined in the 2016 State of the Environment Report (SoE report). 	<p>Report annually on Water management against indicators which data is available to measure against the 2016 SoE report for the following resource categories: - Estuarine & freshwater rivers, Groundwater and Near-shore marine.</p>	2017/2018	Andrew Hanna	<p>Approx. and up to 3 ha Riverbanks (Casino/Coraki/Woodburn/Evans Heads) – dune and razorback spraying bitou and other notifiables) – 403kms of roadside spraying.</p>


EH2.1: Provide services and programs which protect and enhance our natural and built environment**Delivery Program Progress**

Action Code	Action Name	Timeframe	Responsible Officer	Comments	Status	Traffic Lights
EH2.1.1	Budgets allocated to support services and programs	Annual	Andrew Hanna	Services and projects currently within budget.	Ongoing	


EH2.2: Upgrade to the Jabiru Geneebeinga Wetlands**Delivery Program Progress**

Action Code	Action Name	Timeframe	Responsible Officer	Comments	Status	Traffic Lights
EH2.2.1	Develop Jabiru Geneebeinga Wetlands Masterplan	2020/2021	Andrew Hanna	Liaised with Southern Cross University students and group regarding water quality sampling for baseline data. Data yet to be fully reviewed and ongoing studies determined. Working with Casino Environment Centre Wetlands Group.	Ongoing	





EH2.3: Develop and use regulatory instruments to protect and manage the environment**Delivery Program Progress**




Action Code	Action Name	Timeframe	Responsible Officer	Comments	Status	Traffic Lights
EH2.3.1	Respond to Environmental Incidents	Annual	Andrew Hanna	Incidents currently being responded to within specified timeframes and responded to accurately.	Ongoing	

EH2.4: Lead and engage the community to increase environmentally sustainable practices**Delivery Program Progress**

Action Code	Action Name	Timeframe	Responsible Officer	Comments	Status	Traffic Lights
EH2.4.1	Conduct OSMS audits	Annual	Andrew Hanna	Audits completed in accordance with requirements.	Ongoing	


EH2.5: Develop programs which minimise environmental harm through Council's own environmental practices**Delivery Program Progress**

Action Code	Action Name	Timeframe	Responsible Officer	Comments	Status	Traffic Lights
EH2.5.1	Flying Fox Management	Annual	Andrew Hanna	Consistent review of Flying Fox Camp and management strategies used. Tree trimming, and work carried out in Council parks and reserves to reduce impacts of Flying Fox.	Ongoing	
EH2.5.2	Conduct Food Shop Inspections	Annual	Andrew Hanna	Inspection program met requirements of NSW Food Authority including number of mandatory inspections carried out.	Ongoing	
EH2.5.3	Skin Penetration inspections	Annual	Andrew Hanna	Inspections carried out and completed.	Ongoing	
EH2.5.4	Maintain Water Quality Inspections Schedule for individual swimming pools	Annual	Andrew Hanna	Inspections completed as per summer swimming program.	Ongoing	






Action Code	Action Name	Timeframe	Responsible Officer	Comments	Status	Traffic Lights
EH2.5.5	Prompt response to general enquires	Annual	Andrew Hanna	CRM timeframes being met.	Ongoing	
EH2.5.6	Liquid Trade Waste Program	Annual	Andrew Hanna	Inspections completed.	Ongoing	
EH2.5.7	Legionnaires Register	Annual	Andrew Hanna	The register is up to date with staff continuing to monitor.	Ongoing	

EH2.6: Develop a long term strategic plan for the Animal Shelter

Delivery Program Progress

Action Code	Action Name	Timeframe	Responsible Officer	Comments	Status	Traffic Lights
EH2.6.1	Draft a long term strategic plan for the Animal Shelter	2018/2019	Andrew Hanna	Ongoing and scheduled to be completed in 2018/19 financial year.	Ongoing	

EH2.7: Implement Council's adopted Companion Animals Management Strategy**Delivery Program Progress**





Action Code	Action Name	Timeframe	Responsible Officer	Comments	Status	Traffic Lights
EH2.7.1	Decrease in the number of dog attacks	Annual	Andrew Hanna	Social media platform used to promote and target worst areas and promote responsible pet ownership.	Ongoing	
EH2.7.2	Increase in the number of de-sex animals from the previous year's statistics	Annual	Andrew Hanna	Desexing grant funding has been used to assist community. Audit completed and 60 companion animals micro-chipped, vaccinated and de-sexed. Staff now investigating NSW Health program which provides funding and resources for de-sexing in Aboriginal communities with Box Ridge and Coraki identified as target communities.	Ongoing	
EH2.7.3	Decrease in the number of roaming animals	Annual	Andrew Hanna	There was a small increase in roaming dogs for the 2017/18 period. Education needs to be increased to reduce numbers. Education Strategy being developed to address ingoing issues such as roaming dogs, dog attached and barking dogs.	Behind Schedule	
EH2.7.4	Increase in the number of follow ups of dangerous dog's audits	Annual	Andrew Hanna	Audits carried out of all known properties with dangerous and menacing dogs. Upgrades required where necessary to ensure compliance.	Ongoing	
EH2.7.5	Rehousing rates	Annual	Andrew Hanna	Commencement of Companion Animal Officer has assisted and will continue to assist rehousing rates.	Ongoing	

Making Council Great

CS1: Leading and Advocating for our Community

Measure	Target	Year	Responsible Officer	Notes
<p>Improvement of the community's satisfaction with their ability to participate in Council's decision-making process</p> <ul style="list-style-type: none"> Meeting processes conducted in accordance with Code of Meeting Practice. 	% compliance.	2017/2018	Deborah McLean	Council's communications team continue to promote council meetings in local newspapers, Facebook, website and community newsletters, in addition to mandatory requirements under the Code of Meeting Practice. Draft Code of Meeting Practice provided by OLG for consultation. To be finalised in 2018/19 following which Council's Code of Meeting Practice will be reviewed.
<p>Improvement of community's satisfaction that Council is operating under ethical, open and transparent processes</p> <ul style="list-style-type: none"> Completion of internal audit plan. 	% internal audit plan completed.	2017/2018	Ben Zeller	Internal audit committee meetings held quarterly. Auditors provide progress report on completion of internal audit plan each quarter. Action plans developed and monitored following reviews and reported to the Internal Audit Committee
<p>Improvement of satisfaction that Council is operating efficiently, effectively and providing value for money</p> <ul style="list-style-type: none"> Surplus exceeds or meets budget. 	Equal to or greater than budget.	2017/2018	Ryan Gaiter	As at 31 March 2018 council's cash surplus was \$309,176, this was up \$195,045 from the original budget.

CS1.1: Improve decision making by engaging stakeholders and taking community input into account**Delivery Program Progress**

Action Code	Action Name	Timeframe	Responsible Officer	Comments	Status	Traffic Lights
CS1.1.1	Encourage participation in council meetings/committee meetings	Annual	Deborah McLean	Ongoing Information sessions held, Councillor correspondence provided by GM's office, record of outstanding council meeting action items maintained and regular updates to Councillors.	Ongoing	
CS1.1.2	Provide business papers in accordance with Code of meeting Practice	Annual	Deborah McLean	All business papers delivered in accordance with Code of Meeting Practice.	Ongoing	
CS1.1.3	Develop and conduct a Councillor training program	Annual	Deborah McLean	Workshop held with Councillors at October 2017 Information Session. Training program to be finalised following implementation of Office Local Government best practice framework. Timeframe for implementation is not known at this time.	On Schedule	
CS1.1.4	Communicate Council's achievements, strategic objectives and actions		Deborah McLean	Progress report prepared for tabling at August 2018 Ordinary Meeting on progress against quarter four of year one of the Delivery Program.	Ongoing	


CS1.2: Facilitate Council's compliance with legal and governance requirements, including risk and insurance

Delivery Program Progress




Action Code	Action Name	Timeframe	Responsible Officer	Comments	Status	Traffic Lights
CS1.2.1	Mitigate our high and medium risk through a review of council's risk register	Annual	Deborah McLean	Risk register tabled at November 2017 Internal Audit meeting. Risk Profiling exercise conducted. New Risk Register database currently being implemented to streamline reporting to Internal Audit. Review of risk register will be undertaken as part of the implementation of the new database in 2018/2019.	On Schedule	
CS1.2.2	Place appropriate insurance in accordance with Council's insurance program	Annual	Deborah McLean	Insurance renewal program placed for 2018/2019 within budget.	Ongoing	
CS1.2.3	Implementation of a corporate compliance program	Annual	Deborah McLean	Delegations register has been finalised. Staff delegations and authority cards currently being reissued.	On Schedule	

CS1.3: Ensure transparency and accountability in council's operations

Delivery Program Progress

Action Code	Action Name	Timeframe	Responsible Officer	Comments	Status	Traffic Lights
CS1.3.1	Internal audit committee meetings	Annual	Ben Zeller	Meetings held quarterly.	On Schedule	

CS1.4: Provide high level financial and business analysis advice to monitor performance**Delivery Program Progress**



Action Code	Action Name	Timeframe	Responsible Officer	Comments	Status	Traffic Lights
CS1.4.1	Monitor capital works performance	Annual	Ben Zeller	2017/2018 report established. Will continue to monitor and deliver quarterly updates to Council.	On Schedule	
CS1.4.2	Coordination and management of major projects	Annual	Ben Zeller	Major Projects are being managed: NRLX Stage 1 – PMO - 100% complete. NRLX Stage 2 – PMO - DA lodged, Tender Underway Drill Hall – Assets and PMO - Tender to be issued. Woodburn - Assets and PMO - Tender being negotiated with prospective contractors. Broadwater Path – PMO – Construction on track for August completion. . Coraki-Woodburn Road – PMO – Project to be managed internally. Both stages on track for September completion.	Ongoing	
CS1.4.3	Performance reports to be developed for each section of Council	Annual	Ben Zeller	Managers have been through a session to identify Corporate KPI's that are linked to CSP actions - the report will be informed by this outcome. Ongoing financial and performance reporting has been delivered by the PMO in 2017/18	Ongoing	


CS2: Great Support

Measure	Target	Year	Responsible Officer	Notes
Improvement in internal customer satisfaction across all internal services <ul style="list-style-type: none"> Increased customer satisfaction with Internal Support services. 	% increase in internal customer satisfaction.	2017/2018	Kelly Moroney	Customer service survey not completed in this financial year. Will be conducted in 2018/19

CS2.1: Provide excellent customer service to all stakeholders


Delivery Program Progress

Action Code	Action Name	Timeframe	Responsible Officer	Comments	Status	Traffic Lights
CS2.1.1	Develop service standards	Annual	Kelly Moroney	Service Level standards have been reviewed and completed, internal service standards were vastly improved	Completed	
CS2.1.2	Completed Service Level Agreements with each department enabling tasks to be completed to assist in providing great customer service.	2017/2018	Kelly Moroney	Service Level agreements completed, to be reviewed within 6 months to ensure correct standards have been set	Completed	

Action Code	Action Name	Timeframe	Responsible Officer	Comments	Status	Traffic Lights
CS2.1.3	Prepare a Mid-Richmond Future Towns Plan to build on the Richmond Valley Made 2030 Community Strategic Plan	2018/2019	Ryan Gaiter	Draft commenced.	On Schedule	


CS2.2: Create organisational knowledge database



Delivery Program Progress

Action Code	Action Name	Timeframe	Responsible Officer	Comments	Status	Traffic Lights
CS2.2.1	Contact centre and customer service reviews	Annual	Kelly Moroney	duplicate point - to be removed	Ongoing	

CS2.3: Staff have the technology and information systems required to deliver the outcomes expected by the community


Delivery Program Progress

Action Code	Action Name	Timeframe	Responsible Officer	Comments	Status	Traffic Lights
CS2.3.1	Implement application upgrades, configuration changes, data entry screens, reports, and workflow within Council's core applications.	Annual	Scott Walters	TechOne program has been completed for FY 17/18. All known TechOne issues are documented and top ranked issues have been prioritised by the TechOne Advisory Group in preparation for FY 18/19 program.	On Schedule	



Action Code	Action Name	Timeframe	Responsible Officer	Comments	Status	Traffic Lights
CS2.3.2	Utilise mobile technologies so staff can access council information and complete tasks while in the field.	2017/2018	Scott Walters	Staff phone was selected and will roll out in FY18/19. 2-in-1 tablet/laptop hybrid has been selected. Mobile device manager Microsoft Intune has been implemented. Microsoft SCCM has been implemented for laptops and 2-in-1 devices.	On Schedule	
CS2.3.3	RVC documents project delivers records and document management and workflow capabilities	2017/2018	Scott Walters	System has been implemented. Minutes Manager has been removed from project scope as TechOne were unable to deliver product. A separate project has commenced to implement Infocouncil for Minutes Management. TechOne were unable to device Workflow. Workflow has been moved to an operational activity once TechOne release the functionality.	Completed	

CS2.4: Technology in the community which promotes economic growth and community safety



Delivery Program Progress

Action Code	Action Name	Timeframe	Responsible Officer	Comments	Status	Traffic Lights
CS2.4.1	Manage and maintain CCTV and public Free Wi-Fi systems	Annual	Scott Walters	CCTV network has been reviewed and refreshed. Free Wi-Fi network has been reviewed and currently averages 43.7 users per day over the last 30 days.	Completed	




CS2.5: Efficiency and value from IT investments**Delivery Program Progress**





Action Code	Action Name	Timeframe	Responsible Officer	Comments	Status	Traffic Lights
CS2.5.1	Systems are maintained within one version of currently released product.	Annual	Scott Walters	Server and application patching program for FY 17/18 is complete.	On Schedule	
CS2.5.2	Management of network performance.	Annual	Scott Walters	Network performance being monitored constantly through PRTG and OpManager. No major issues identified in past 3 months. Work to improve network bandwidth to NRLX is likely to occur as part of the next phase of the NRLX project.	On Schedule	

CS2.6: Efficient records processes**Delivery Program Progress**




Action Code	Action Name	Timeframe	Responsible Officer	Comments	Status	Traffic Lights
CS2.6.1	Efficient processing of incoming correspondence.	Annual	Scott Walters	FY 17/18 program is complete. Report not currently available to show processing times however this is planned for FY 18/19.	Ongoing	
CS2.6.2	Efficient processing of information requests.	Annual	Scott Walters	Slightly behind target performance due to records prior to the 1980's difficult to locate for various reasons including: File Formats, Subdivisions, Property Details Changing, Mapping details not complete and manual Register Searches required to identify file details.	Ongoing	

CS2.7: Place-based employer of choice attracting a diverse workforce**Delivery Program Progress**






Action Code	Action Name	Timeframe	Responsible Officer	Comments	Status	Traffic Lights
CS2.7.1	Review and improve e-recruitment experience	Annual	Caroline Redwood	Content created for website detailing RVC, culture and values, more to be uploaded once site goes live. More interaction with candidates during the recruitment process, including offering feedback - removal of automated emails saying candidate was unsuccessful after being interviewed.	On Schedule	
CS2.7.2	Review and improve e-recruitment process	Annual	Caroline Redwood	Content created for website detailing RVC, culture and values, more to be uploaded once site goes live. More interaction with candidates during the recruitment process, including offering feedback - removal of automated emails saying candidate was unsuccessful after being interviewed. Job ads redesigned.	On Schedule	
CS2.7.3	Review employee value proposition (EVP)	Annual	Caroline Redwood	Implementation of Bullying and Harassment training and posters at team meetings and each site. Implementation of wellbeing policies including: Leave Management, Domestic and Family Violence, Issue Resolution Guidelines and Smoking Policy. Training conducted for: Mental Health First Aid, Wellbeing and You and Handling Situations of Domestic Violence. Leadership strategy developed for Managers, Coordinators, Overseers and Leading Hands. Health & Wellbeing program commenced:	On Schedule	


Action Code	Action Name	Timeframe	Responsible Officer	Comments	Status	Traffic Lights
CS2.7.4	Review recruitment branding on the website	Annual	Caroline Redwood	Skeleton content delivered for website development. Once website is live further content will be developed and uploaded.	On Schedule	
CS2.7.5	Review recruitment advertising strategy	Annual	Caroline Redwood	Job roles are now being advertised to suit desired target audience this includes the use of new print media and social media. Print ads have been redesigned to give more information on the job and the Richmond Valley.	On Schedule	
CS2.7.6	Deliver Youth Employment Strategy (YES)	Annual	Caroline Redwood	YES program is still underway. Our next expo will include local business and industry. Our YES program has had a lot of interest from other councils and state government departments as it has been and is so successful. Our statistics against other councils show that 40% of 'other staff' or staff in the field are Generation Y and younger here at Richmond Valley. Trumping the medium of 30% across other councils by 10%.	On Schedule	
CS2.7.7	Implement EEO Management Plan	Annual	Caroline Redwood	Reviewed as part of the Organisational Development Strategy review.	Ongoing	

CS2.8: Develop and retain an engaged and performing workforce**Delivery Program Progress**

Action Code	Action Name	Timeframe	Responsible Officer	Comments	Status	Traffic Lights
CS2.8.1	Review and implement an Organisational Development Strategy	2017/2018	Caroline Redwood	Strategy reviewed and implemented as part of the review of the Resourcing Strategy 2017-2021	Completed	
CS2.8.2	Train and develop a professional and skilled workforce	Annual	Caroline Redwood	Leadership and culture training approved. Will implemented in the next year. Various internal initiatives have been implemented to promote a workforce of positive psychology and overall engagement.	On Schedule	
CS2.8.3	Implement and administer LIFE App staff survey	Annual	Caroline Redwood	Target areas for this period were: Communication, Recognition and Future. In the last quarter these were the lowest rating areas. Initiatives were put in place to combat that including greater face-to-face communication with staff, re-iterating the importance of feedback to leaders and bringing staff on the RVC journey. All target stats went up this last quarter. Recognition 65% up 67.5%, Communication 60.5% up 67.3%, Future 67.5% up 70.8%. These three areas were a focus for OD over the last 4 months with pleasing results. In addition, Expectations went up 77.8% up 78.5, Safety went up from 81% to 83.3%, team went up from 85.5% to 86.5%.	On Schedule	


CS2.9: Creating a contemporary workplace**Delivery Program Progress**






Action Code	Action Name	Timeframe	Responsible Officer	Comments	Status	Traffic Lights
CS2.9.1	Implement and administer compliance tickets and licences in Tech One	Annual	Caroline Redwood	This is still in progress	Ongoing	
CS2.9.2	Implement and administer Employee self-service (ESS)	Annual	Caroline Redwood	Change Management Strategy complete. Currently liaising with TechOne. ESS scheduled to be in a 'test production' capacity in September. First roll out will be for leave only. Complete roll out will not be done until all staff have the devices required to use the system. This is dependent on IT getting the budget of \$35,000 to purchase appropriate devices to move RVC to a digital organisation.	On Schedule	
CS2.9.3	Implement and administer PULSE Performance Development module to manage online Employee Performance Reviews (EPR)	Annual	Caroline Redwood	All staff trained in PULSE including how to use the system and how to have development and performance conversations with team members. Managers and coordinators were coached in how to create KPIs from the Community Strategic Plan. For FY18-19 all staff will have goals that point to the CSP to deliver the outcomes requested by the community.	On Schedule	
CS2.9.4	Learning Application Management (LAM) developed and implemented	2018/2019	Caroline Redwood	On-hold due to budget allocations.	Not Due to Commence	
CS2.9.5	Process Reviews (LAM)	Annual	Caroline Redwood	Ongoing.	Not Due to Commence	



Action Code	Action Name	Timeframe	Responsible Officer	Comments	Status	Traffic Lights
CS2.9.6	Develop and Implement flexible work practices	Annual	Caroline Redwood	<p>Leave Management Policy developed offering greater work flexibility and work life balance. Additional leave offered by Richmond Valley includes:</p> <p>Compassionate Leave, Cultural Leave, Domestic Violence Leave, Flexible Working Arrangements.</p> <p>This is a sample of flexibility within the workplace. Multiple requests for reduced hours/days have been approved with the management team working with their staff to get the best results for staff and the organisation.</p>	On Schedule	

CS2.10: Proactive management of WHS systems to minimise safety risks

Delivery Program Progress



Action Code	Action Name	Timeframe	Responsible Officer	Comments	Status	Traffic Lights
CS2.10.1	Continue to coordinate Council's Incident Reporting system	Annual	Deborah McLean	<p>Safehold reporting provided to management on a weekly/monthly basis, depending on business needs. Reports provided to Safety Committee on a bi-monthly basis. Current investigating a new incident reporting system which will enable mobile incident reporting.</p>	Ongoing	



Action Code	Action Name	Timeframe	Responsible Officer	Comments	Status	Traffic Lights
CS2.10.2	Annual review of Safety Management Plan	Annual	Deborah McLean	Safety Management system has been reviewed throughout the period: KPI's, procedure reviews, SWMS/SOPs etc. This is an ongoing process and is measured and monitored regularly.	Ongoing	
CS2.10.3	Rolling audit and hazard inspection program and reporting	Annual	Deborah McLean	Audit and inspection program developed, and audit reports prepared and provided to management for implementation of action plans in Council's incident reporting system.	Ongoing	
CS2.10.4	Develop and Implement a Health Monitoring Program	2017/2018	Deborah McLean	Health monitoring procedure has been reviewed and published. A health monitoring program is reviewed annually to ensure adequate budget to ensure compliance with regulatory health monitoring requirements.	Ongoing	
CS2.10.4.7	Annual review of Drug and Alcohol program	2017/2018	Athol Butt	Random and post incident testing being conducted. Procedure was reviewed in April 2017.	Ongoing	
CS2.10.5	Facilitate Health and Safety Committee	Annual	Deborah McLean	Meetings held bi-monthly with alternate months the HSR's participating in a workplace inspection.	Ongoing	

Action Code	Action Name	Timeframe	Responsible Officer	Comments	Status	Traffic Lights
CS2.10.6	Develop and implement a WHS Safety Training program	Annual	Deborah McLean	Supervisor training was held in quarter two. Ongoing weekly supervisor training sessions are being held. Regular toolbox talks, and team meetings are held to discuss amongst other things WHS issues. Safehold training has been conducted for all Supervisors on contractor management.	Ongoing	
CS2.10.7	Ensure Council's WHS practices are compliant with legislative requirements	Annual	Deborah McLean	Annual review of Safety Management System. Ongoing program of WHS procedure reviews to ensure compliance with legislative requirements. Regular review of Incidents and Risk register.	Ongoing	

CS2.11: Prioritise the Health and Wellbeing of Workers




Delivery Program Progress




Action Code	Action Name	Timeframe	Responsible Officer	Comments	Status	Traffic Lights
CS2.11.1	Develop and implement a Return to work program	Annual	Deborah McLean	Recover at work procedure reviewed and new Injury Management Policy implemented. Ongoing claim reviews and review of suitable duties completed. Reports provided to the Executive quarterly and to the Safety Committee at each meeting.	Ongoing	
CS2.11.2	Develop relationships with Stakeholders to assist in managing Workers Compensation claims	Annual	Deborah McLean	Quarterly claims review meetings are being held with State Cover Claims Managers/Officers. Risk Coordinator liaises with Claims Managers on a regular basis to proactively manage claims and risk.	Ongoing	

Action Code	Action Name	Timeframe	Responsible Officer	Comments	Status	Traffic Lights
CS2.11.3	Develop and implement a Health and Wellbeing Strategy	2017/2018	Deborah McLean	The Health and Wellbeing program has been implemented and initiatives are currently scheduled and being rolled out to staff. This program is being managed and overseen by the Organisational Development team.	Completed	
CS2.11.4	Reporting of injury management results to council	Annual	Deborah McLean	Results reported to Council quarterly	Ongoing	

CS2.12: Examine all revenue and expenditure reduction opportunities within legislative powers


Delivery Program Progress

Action Code	Action Name	Timeframe	Responsible Officer	Comments	Status	Traffic Lights
CS2.12.1	Complete review of council revenue	Annual	Ryan Gaiter	Revenue review completed, recommendations being implemented.	Ongoing	
CS2.12.2	Ensure council's procurement practices deliver best value for money	Annual	Ryan Gaiter	Council's Coordinator Purchasing and Stores consistently looking at improvements to Councils procurement practices through Local Government Procurement, procurement Australia, and Regional procurement.	On Schedule	
CS2.12.3	Examine the opportunity to share regional services with other local government agencies.	Annual	Ryan Gaiter	Opportunities examined through various regional working groups. The NOROC procurement group meets every second month.	Ongoing	





Action Code	Action Name	Timeframe	Responsible Officer	Comments	Status	Traffic Lights
CS2.12.4	Debt Recovery review	2017/2018	Ryan Gaiter	Review complete. New practices being implemented.	Completed	
CS2.12.5	Debtors review	2017/2018	Ryan Gaiter	Review completed, outcomes being implemented.	Completed	
CS2.12.6	Review rate structure	Annual	Ryan Gaiter	Review completed	Ongoing	

CS2.13: Ensure compliance with Accounting Standards and Local Government Legislation


Delivery Program Progress

Action Code	Action Name	Timeframe	Responsible Officer	Comments	Status	Traffic Lights
CS2.13.1	Manage Council's finances in accordance with legislative requirements	Annual	Ryan Gaiter	Final unmodified opinion audit received on the general purpose financial statements and special purpose financial statement.	Ongoing	


CS2.14: Provide efficient, effective and highly valued financial services to the organisation**Delivery Program Progress**

Action Code	Action Name	Timeframe	Responsible Officer	Comments	Status	Traffic Lights
CS2.14.1	Preparation and adoption of Council's Financial Statement	Annual	Ryan Gaiter	Financial Statements completed and Audited within legislative time frames for previous period	Ongoing	
CS2.14.2	Review of Internal Reporting	Annual	Ryan Gaiter	Internal cost reports reviewed and added to recipient's desktops. Further improvements added upon request.	Ongoing	
CS2.14.3	Preparation of Operational plan	Annual	Ryan Gaiter	Draft adopted at May Ordinary Council Meeting	Ongoing	
CS2.14.4	Identify opportunities to improve utilisation and develop recommendations for council on how to rationalise and/or obtain the best return on council assets/land	2017/2018	Andrew Leach	Return on Council's assets to be assessed via budget, fee and charges process.	Completed	

CS2.15: To sustainably and strategically manage council's fleet program**Delivery Program Progress**

Action Code	Action Name	Timeframe	Responsible Officer	Comments	Status	Traffic Lights
CS2.15.1	Complete fleet procurement in accordance with the plant replacement program	Annual	Ryan Gaiter	Plant procurement being delivered in accordance with the annual fleet procurement plan.	Ongoing	

CS2.16: Maintain Strategic Asset Management focus, and provide inspection and technical information for the development of design and Capital works programs**Delivery Program Progress**

Action Code	Action Name	Timeframe	Responsible Officer	Comments	Status	Traffic Lights
CS2.16.1	Development of design and Capital works programs Annually.	Annual	Andrew Leach	Capital Works Program is on schedule and monitored regularly.	Ongoing	



Richmond Valley Council

Casino Office:

Cnr Walker Street and Graham Place
(Locked Bag 10)
Casino NSW 2470
Phone: 6660 0300
Fax: 6660 1300

Evans Head Office:

Cnr Woodburn Street and School Lane
Evans Head NSW 2473
Phone: 6660 0365
Fax: 6682 4252

Email: council@richmondvalley.nsw.gov.au

Web: www.richmondvalley.nsw.gov.au



2017/2018 Annual Report



Richmond
Valley
Council



RICHMOND-UPPER CLARENCE REGIONAL LIBRARY

REGIONAL LIBRARY MANAGER'S ANNUAL REPORT FOR 2017/18

I am pleased to present the Annual Report of the Richmond-Upper Clarence Regional Library, providing a summary of activities for the period 1 July 2017 to 30 June 2018.

Regional Administration and Physical Activities

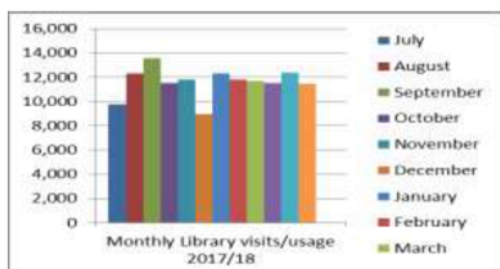
In 2017/18 the library continued to provide a quality library service to its communities. The Regional Library engaged the community with more programs and a diverse collection, served by a friendly and professional staff. The library service is thriving and membership and visitation continue to increase.

The library has become a third space for many community members. A space where people can 'escape' from their own spaces, to meet and talk with others, participate in programs and events, study, read and relax. Our libraries are welcoming, safe and free, and customers can stay all day.

The Library continued to play an essential role in developing an educated community by providing access to materials in many formats to meet the many varied needs of individuals and groups; be that for education, information, or personal development, through learning, recreation and leisure.

The Regional Library had 139,541 **patrons and visitors** walk through the doors to use the library facilities. This comprised of:

Casino – 75,720
Kyogle – 34,982
Evans Head – 23,231
Mobile Library – 4,864
Coraki – 744



By 30 June 2018, the Regional Library had **16,576 members** with **1,160 new members** joining during the year. The Library has over **52% of the population being members of the Library which is higher than the state average**. Our membership also includes 907 non-residents as members. The total weekly opening time of all the libraries was 139.5 hours.



The library made a concerted effort to engage the community by offering a wide variety of programs and events, receiving very positive feedback on the efforts, and a demand for more. The Regional Library ran **855 programs during the year, an increase of 7.5% on the previous year and an increase of 63% over 2 years**. A very pleasing and rewarding outcome of our program and events schedule is the library is easing social exclusion in the community.

The libraries were continually used as a **meeting hub**, providing free public space in comfortable, friendly and safe surroundings. They were also used throughout the year for exams and tutoring, and as a meeting place. The libraries were often the first point of call for families who moved to the area and the free wifi and internet service was also used heavily by visitors passing through the area.

The library continues to experience high demand for access to the computers by the public. Internet usage for the year was 19,427 which was an 11% increase on the previous year.

eResources and online databases were made available to patrons via the library website 24/7. The eService comprising of eBooks, eAudio books and eMagazines had 2,318 loans during

1



the year, which was an increase of 69% on the previous year. **Beamafilm** viewings amounted to 989 during the year. Britannica Online and the State Library online databases was another method of providing the community with a valuable resource which is available from the comfort of their own home. In February 2018 the library also signed up with StoryBox Library with 147 stories downloaded up to the 30 June 2018.

TheComputerSchool, which is an Interactive Online Computer and Technology Training Centre, was used 3,794 times. Microsoft Office and Computer Basics were the most popular training modules. The Library also provided **Good Reading** – an online magazine for book lovers.

2017/18 was the first full year the Library utilised **RFID technology**. The use of self-serve kiosks at Casino, Kyogle and Evans Head Libraries continued to grow in popularity, with 14,499 customers borrowing and/or renewing 43,488 items during the year.

The range of adult programs offered to the community continued to explore a range of interests. While paper craft remained extremely popular, subjects including finger knitting, broomstick lace, macramé and paper marbling were well received.

School holiday activities attracted a record number of participants. Everything from mad science, lava lamps, cupcake decorating, coding and more was on offer.

The pop-up libraries at the Casino Railway Station, Kyogle Swimming Pool and Visitor Information Centre, and the Evans Head Library proved popular with visitors and travellers.

In January 2018 three laptop dispensers were installed at the Casino, Kyogle and Evans Head Libraries. This was **"Project Connect"** with each dispensers housing 6 laptops. A low key launch was conducted by the Member for Clarence, Chris Gulaptis, and the Mayor of Richmond Valley Council, Robert Mustow.



Official opening of the Project Connect

Branches

The **Casino Library** had a busy year with a number of promotions that engaged the community and promoted both library, and community services. The feedback was very positive with requests for more programs.

The Casino Library has 9,005 registered members with 590 new members joining during the year. A large number of our indigenous population used the library every day, in particular the public internet and wifi service.

Staff at Casino Library, headquarters of the Regional Library, were responsible for the purchasing and processing of new items for the region, as well as serving the needs of the customers each day. Library Assistants all had core duties they were responsible for as well as a number of rostered duties.

In January 2018, the Casino Library participated in the wonderful **Licensed to Drive** program, an initiative of the NSW Police Richmond Local Area Command - in conjunction with TURSA Employment, ACE Community Colleges, OTCP (On Track Community Programs), Rotary, PCYC and Southern Cross LADS.

The Casino Library hosted monthly meetings of the Book Discussion Group, and Adult-Colouring-in. There were a number of author visits

2



throughout the year. Authors included: Patsy Kemp, Kim Hodges, and Jenny Old. Customers were also entertained with a bush poetry recital by Don Macqueen during Seniors Week in March 2018 and a talk on the Children of Cambodia by Maggie Coulihan in October 2017.

The Casino CWA also held their Tuesday fortnightly get-togethers at the Casino Library while the Casino Writers Group held monthly meetings.

The **Book Discussion Group**, supervised by **Taryn Kelly**, again enjoyed good numbers at their monthly sessions. The Casino Library also hosted the State Library of NSW travelling display, **May Gibbs: Celebrating 100 years** in January 2018.

The **children's literacy programs**, run by **Sylvia Cooling**, continue to be popular and the outreach services were welcomed by St Mary's Pre-school and Rainbow Station Day Care Centre. With this, the library now provides an early literacy program to all preschool and day care centres in Casino.

Sue Bland continued to supervise the successful **Adult Colouring-in** sessions at the Casino Library.

The **Monthly Lego Club** and the **Family Lego** days at the Casino Library, organised by **Linda Clark**, were also very successful.



Lego Club at Casino Library

Linda also commenced a new initiative with a **Recipe Club** starting at the Casino Library in September 2017. This was held with a monthly theme, and participants creating and sharing some wonderful cooking and recipes.



Recipe Club at Casino Library

The **Kyogle Library** also conducted a number of programs for its 3,971 members including 267 new members. The Kyogle Library was also the venue for a number of meetings for community groups throughout the year. The feedback from the patrons at Kyogle Library was again very positive.

The Kyogle Library hosted regular Adult Colouring-in, Literacy Club, Book Discussion Group, Pizza and Pages, Lego Club, Saturday parents'n'kids and the Mah-jong Club.

The Kyogle Library also hosted some events in partnership with Kyogle Council including a Youth Week foot-print banner for Kyogle Reconciliation/NAIDOC Parade in July 2017, and Share the Dignity in November 2018. In February 2018, Kyogle Library also commenced a partnership with Lismore Family Support Network who delivered weekly storytime sessions at the Kyogle Library.

Kyogle Library also participated in Mental Health Week, Adult Learners Week and the Seniors Festival.

In May 2018, **Corinne Hughes** conducted a **LIAC Roadshow** where Law Week and the LIAC resources were promoted to 511 students at Bonalbo Central School, Kyogle High School and Woodenbong Central School. **Cheryl Thompson** continued to supervise the very popular **Adult Colouring-in** sessions at the Kyogle Library.

The **Evans Head Library** had 181 new members to make a total of 2,119 registered members. **Sylvia Cooling** conducted successful monthly **create, make, share** craft sessions at the Evans Head Library. Customers continued to make great use of the free internet while Wi-Fi also proved to be a very popular service, especially with visitors.

3



In November 2017 the Evans Head Library was used as a location for a **YouTube** short film.

The Coraki Library has 294 members including 27 new customers. Internet usage at Coraki increased slightly during the year and **Aaron Wilkes** made a concerted effort to keep the collection up-to-date and relevant to the customers. Lego Club and a Book Club were also introduced during the year.

CCTV cameras were installed in the Coraki Library in March/April 2018 in an effort to reduce the amount of vandalism (broken windows).

The Mobile Library has 1,187 members with 95 new customers enjoying the unique service. It has been designed to provide high quality, equitable library services to rural and remote patrons. The mobile library operates on a fortnightly schedule with the schedule being reviewed and updated every quarter.

Bill Meuffels retired in December 2017 after 14 years as the Mobile Library Operator. Library staff gave Bill a farewell lunch in December 2017. **Steve Locke** commenced as the new Mobile Library Operator in December 2017. Steve, who previously worked as a casual mobile operator, spent a few weeks with Bill learning the ropes before taking over in January 2018.

Chis White, Kyogle Council's Director Planning and Environmental Services travelled with the mobile library in May 2018 to investigate the potential of using the mobile library resources to inform the small villages of Kyogle Council local government area.

Customers of the mobile library service included community patrons, single teacher schools and central schools.



Mobile Library at the new location in Tabulam

Promotions and Extension Services

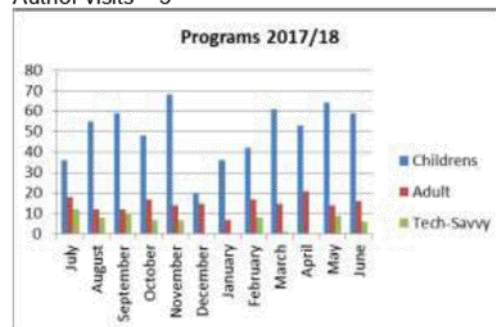
Programming has become a focal point of the library service, and continues to increase each year. The 855 programs conducted at the libraries was a 7.5% increase on the previous year of 795 and consisted of:

Children's -609

Tech Savvy for seniors – 68

Adult education/craft and hobby - 175

Author visits – 3



Library staff made a concentrated effort to increase and improve library programs and engage the community. These programs were promoted through the local media, social media

4



and within the libraries. The **eNewsletter** supervised by Library Technician, **Taryn Kelly** proved to be a very successful and effective means of informing the community of library events and programs.

The Library was also a regular contributor to the Richmond Valley Council staff eNewsletter and the Community Newsletter and featured in stories in the Northern Star and Richmond River Express Examiner. The Kyogle Library was also regularly promoted in the Kyogle Council Newsletter. The Manager Regional Library also spoke about library services on **Cow FM** in September 2017.

The library Facebook page played an important role in the promotion of the library as did traditional media.

The year saw the continuation of the “**Our Digital Perspective**” digital photo competition created and supervised by **Ngarie Macqueen**. Each month had a theme with the photos posted to the Library Facebook page and **the photo with the most likes** was that month’s winner. This year’s annual winner was Cinnamon Clark from Kyogle.



Displays continued to play a large part in promoting the collection and brightening the interior of the libraries. They were also used to promote local, national and global events, as well as local organisations and community groups. These displays were changed on a regular basis.

Adult Colouring-in sessions coordinated by **Cheryl Thompson** at Kyogle Library and **Sue Bland** at Casino Library proved to be very popular creating great opportunities for community engagement and interaction.



Adult Colouring-in at the Kyogle Library

The **Justice of the Peace** service was a well-used resource at the Casino, Kyogle and Evans Head Libraries. The staff JP's consisting of **Sue-Ellen Little, Roxine Gittos, Corinne Hughes, Linda Clark and Sue Bland** between them provided 614 JP services during the year. This was a staggering 78% increase on the previous year and 143% over the past two years.



The **Biggest Morning Tea** coordinated by **Sylvia Cooling** was very successful, raising \$840 for the Cancer Council with the popular “bake-off”, craft and library staff having mufti days.

A library creative event program instigated by **Sylvia Cooling** was the “**Create, Make, Share**” craft sessions. These proved very popular at the Casino, Kyogle and Evans Head Libraries with requests for more.





Create, Make, Share at Casino Library

Tech Savvy for Senior's Program continued to be successful and well attended with 304 people attending 68 sessions. The training conducted at Casino under the supervision of Library Assistant, **Zac Armistead** until his resignation in March 2018, after which the tech savvy sessions were run by **Tamara Patino, Ngarie Macqueen, Taryn Kelly and Mitchell Pitman**. Zac also conducted a tech savvy session at the Casino Men's Shed in August 2017.

Weeded library stock and donations were included in a book sale. Some of this stock also went to the **pop-up library** that was set-up for travellers at the Casino Railway Station, Kyogle Swimming Pool and then the Visitor Information Centre and Evans Head Library.

Children's Services

During the year **9,034 children/youth participated in 609 scheduled events across the region**. This was a 16% increase on both children's youth participation and the number of programs on the previous year. Over the last 2 years attendance has increased by a staggering 85% and programs by 79%. This is a great reflection on the library's aim to both increase programming, as well as encourage children/youth to use the library and increase overall literacy levels.

The Casino Library hosted 430 children's programs/events. There were 6,293 attendees, an increase of 5% on the previous year. This

included regular Bookworms programs, after school activities, visits from local schools, community group visits, Lego clubs, Minecraft and the Baby Bounce program. The School holiday activities broke previous year's records.

The library continued to support visits by Casino Primary School Support Unit for Years One and Two, weekly visits from Kookaburra Day Care Centre and visits from Casino High School Special Education Unit. Weekly reading sessions also continued with the Richmond Employment Access and Learning Service supporting school leavers with intellectual disabilities.

Visits to Baptist Community Preschool continued to provide 4 story time sessions per week, supporting their nominated area of learning. Stratheden Primary School, Bentley Preschool Playgroup, Jumbunna Community Preschool and Jumbunna Mobile Playgroup welcomed the library into their programming with weekly and fortnightly outreach visits.

The **Kyogle Library hosted 167 children's programs** during the year with 2,696 attendees. This is a 64% increase in programs and 82% increase on attendees on the previous year. Programs included Lego Club, school holiday activities, preschool visits, day-care storytime, Pizza and Pages for youth and the Parents 'n' Kids group.

Coraki Library hosted Lego Club with 44 attending 12 sessions.

Monthly visits to the **Bentley Preschool** to present storytimes continued as well as monthly visits from the mobile library.

The quality of children's/youth services continues to be maintained at an exceptionally high standard. Attendance records and the amount of established programs have increased significantly. The high standard of children's services was highlighted by various community-based organisations approaching the library to learn more about these programs.

Information Services

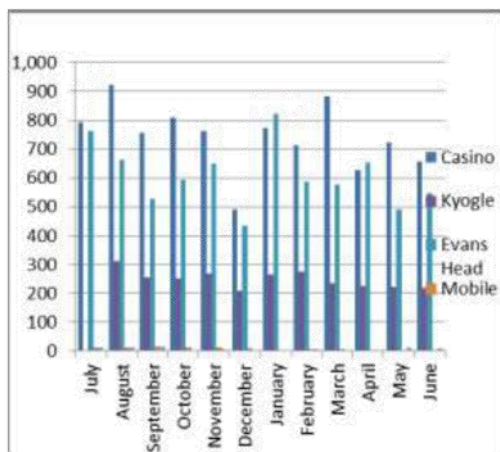
During the year the Regional Library staff successfully supplied **12,805 information requests and 32,604 customer service requests**. This total of 45,409 recorded a completion rate of 99.78%. The ability to provide relevant, timely resources is increasingly supported by the ability to access materials via the Internet.



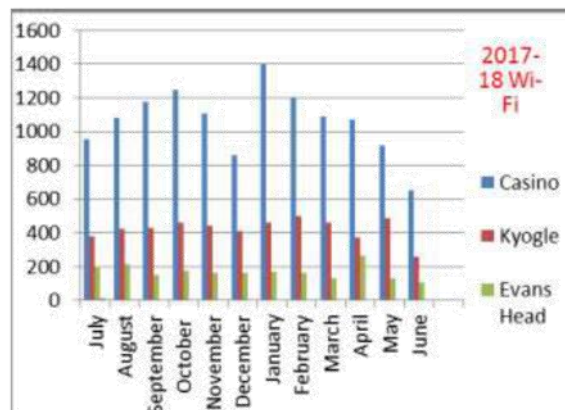
The **Document Delivery Service** (Inter-Library Loans) under the management of **Sue Bland** was a well-used service with **344 requests being satisfied with an 88% success rate**. The 12% unsuccessful included very hard to locate books and customers deciding not to pay the additional costs for the requests from the National, Academic or Specialist Libraries. 246 items were loaned to other libraries from this library service which was a 2% decrease on the previous year.

The **home library service** and deliveries to the **Aged Care facilities** continued to function smoothly thanks to the wonderful efforts of the volunteers at the Casino, Kyogle and Evans Head libraries. Other volunteer duties included book shelving, preparing books for sale, disc cleaning and covering new books.

Free public Internet access continues to be a major draw card for all libraries with **19,427 bookings** made to use the Internet at the four libraries that provide the service. The wifi service was also an extremely popular service with **20,056 Wifi connections**. This service was particularly well-used during school holidays. On average staff provided IT assistance 12 times each day at the Casino, Kyogle and Evans Head Libraries.



Public Internet usage 2017-18



Wi-Fi usage 2017-18

Technical Service Maintenance

Two **Libero** (Library Management System) upgrades took place in August 2017 and February 2018.

Kyogle Library continued to experience regular IT issues with network problems and slow Internet and Wifi speed. All libraries logged regular support calls with public access printing being the major issue.

The **public Internet** was a popular facility with the public continuing to place high demands on staff seeking technical advice in the use of Internet facilities.

The internet and Wi-Fi services were very popular amongst the indigenous community. These services were also heavily used by a large number of children during school hours.

Scanning of documents to customers email addresses was one the biggest and demanding services provided by library staff throughout the year. The processing of passport applications online was a popular request from customers this year.

The Regional Library had a successful year purchasing new library items, which were of high quality. While a large number of items were purchased from visiting book suppliers, more on-line purchasing was conducted throughout the year and a large number of suggestions for purchase from patrons were satisfied. **The Standing Orders** for the more popular authors also continued to be a successful purchasing tool with a 30% discount on titles.



The library collection continued to evolve with **5,440 titles added** and **5,845 items discarded**. Due to time, space and a preference for new books only a few donations were added to the collection during the year.

A large number of books were donated to charities and to the pop-up libraries in Casino, Kyogle and Evans Head. The storage of discarded books and donations was an issue throughout the year.

10,848 reserves were satisfied from within the Regional collection. 350 reserves were not satisfied and 1,731 reserves were cancelled.

The Regional Library continued its involvement in the **Annual Bentley Art Prize** contributing \$350 for an acquisition prize. These paintings are displayed in the libraries within the region. The Regional Library also continued membership with Public Libraries NSW and Libraries Australia.

The rotation of stock between the Regional Library's service points continued with regular exchanges taking place. **Ngarie Macqueen** supervised and liaised with branch staff to ensure an effective exchange of collections between the libraries.

Staffing

The library staff comprised of eight full-time, four permanent part-time staff, three library/customer service, and three casual library assistants, and one casual backup mobile library driver. The staff consisted of:

Gary Ellem	Manager Regional Library
Sylvia Cooling	Deputy Regional Library Manager (Part time)
Corinne Hughes	Kyogle Branch Librarian
Taryn Kelly	Library Technician
Sue Bland	Library Assistant (Casino)
Linda Clark	Library Assistant (Casino)
Ngarie Macqueen	Library Assistant (Casino)
Zac Armistead	Library Assistant (Casino) Resigned in March 2018
Tamara Patino	Library Assistant (Casino) appointed in May 2018
Bill Meuffels	Mobile Library Operator- retired in December 2017
Steve Locke	Mobile Library Operator- appointed in December 2017

Cheryl Thompson	Library Assistant – Part time (Kyogle)
Roxine Gittos	Library assistant/Customer Service – Part time (Evans Head)
Michelle Popp	Library assistant/Customer Service – Part time (Evans Head)
Sue-Ellen Little	Richmond Valley Council Customer Service
Mary Roach	Library Assistant – Part time (Casino) was on Carer's Leave for all of 2017 and resigned in January 2018
Aaron Wilkes	Library Assistant – Part-Time (Coraki)
Nancy Van Iersel	Library Assistant – Part-time – appointed in May 2018
Mitchell Pitman	Trainee (Share with Richmond Valley IT) 2 days a week commenced January 2018
Trenell Williams	School Based Trainee – 1 day a week – Commenced February 2018
Kate Benecke	Casual Library Assistant
Laura Ramstadius	Casual Library Assistant – commenced in March 2018

During the year when the Mobile Library Operator was unavailable, the mobile library was operated by Richmond Valley Council staff member, **Colin Richardson**.

A few staff also worked at other libraries during the year due to staff shortages and assisted with stock rotations and exchanges. **Aaron Wilkes**, **Kate Benecke** and **Laura Ramstadius** worked at the Casino, Evans Head, Kyogle and Coraki Libraries while Nancy Van Iersel worked at the Casino and Kyogle Libraries.

The Casino, Kyogle and Evans Head Libraries are indebted to the fantastic work of the **library volunteers**. These people volunteer to deliver library service to house bound customers, aged home facilities while others arrive at the library each week and shelve returned items. Other volunteers assisted with preparing books for book sales and disc cleaning.

The volunteers were thanked with a Christmas Party which was a small way of acknowledging their wonderful assistance.



Staff Training/Meetings

Staff attended a number of training courses and meetings throughout the year.

Regular **fortnightly staff meetings** were held at the Casino Library where library policies, procedures and promotions were discussed. The Kyogle Branch Librarian was a regular participant at these meetings.

The majority of staff attended the Richmond Valley Council all-staff gatherings and the Christmas party. Staff also attended Pulse training in July 2017 and again in May 2018. A number of staff also underwent First Aid training at Richmond Valley Council in October and November 2017. **Gary, Roxine, Michelle and Sue-Ellen** participated in **ECM** refresher training.

Gary Ellem and **Corinne Hughes** attended the Public Libraries NSW Conference (Switch) at Penrith in November 2017. **Gary** attended North East Zone Library Managers Meeting in Grafton 2017 and Tamworth in March 2018 as well as Full North East Zone meetings in Coffs Harbour in September 2017 and Armidale in May 2018. He also attended a special planning meeting of the 2018 Switch Conference at Coffs Harbour in February 2018 where the Conference will be held in November 2018.

Gary Ellem also attended regular Manager Meetings at Richmond Valley Council as well as numerous other meetings with other council staff.

Gary Ellem and **Corinne Hughes** met with the Kyogle General Manager, Graham Kennett in August 2017 to discuss the Public Library Infrastructure Grant Application for a Kyogle Library redesign and again in June 2018 to discuss the project further. Gary and Corinne also met with **Chris White**, Kyogle Council Director of Planning and Environmental Services in November 2017 and May 2018 to discuss Kyogle Library matters.

In September 2017 **Gary** met with Susan Cartwright from **Google Maps** and shortly after signed up the Casino Library to Google Maps, with 360 degree photos posted to the website.

Gary spoke about library services on **Cow FM Radio** in September 2017 and the library was frequently mentioned in the local print media.

Gary and **Corinne**, along with former Senior Library Assistant, Cheryl Walters, attended a **Byron Writers Festival Road Trip** at the Casino RSM in July 2017.

In August 2017, **Sylvia Cooling** represented the library at a **Homeless Connect Day** where support for the Homeless was promoted.

Taryn Kelly participated in a number of webinars:

July 2017 – RBDigital
October 2017 – Social Media for Booklovers
November 2017 – Australian Digital Inclusion
November 2017 – Reader's Advisory Group
March 2018 – RSIG
May 2018 – eSafety

Taryn, Linda Clark and Zac Armistead received training in James Bennett Online in July 2017.

In November 2017, **Zac Armistead, Sue Bland and Linda Clark** were involved in a teleconference to discuss Libero and the Serials Module.

Gary Ellem and Ngarie Macqueen participated and starred in Richmond Tweed Regional Library's training video in September 2017.

In July 2017 **Gary Ellem** attended a function at the Casino RSM Club to listen and meet the **Premier, Gladys Berejiklian**

Gary also participated in a number of teleconferences with **FE Technologies** to discuss the Laptop Dispensers and RFID.

Sylvia Cooling and Zac Armistead manned the library table at the Richmond Valley **Yes Expo** in August 2017.

In November 2017 **Zac Armistead** attended a **Libero User Group** meeting at Twin Towns. At this meeting **Zac** was elected to the Libero Product Enhancement Committee.

In January 2018 **Gary, Zac and Taryn** were involved in a Collection HQ demonstration.

There was no attendance at the **LIAC Forum** at the State Library in February 2018 while **Corinne Hughes** attended a Children's Librarians meeting in Coffs Harbour in June 2018.

Ngarie Macqueen attended a **local studies working group meeting** at Rockdale Library in March 2018. Prior to this, **Ngarie** participated in an **Instagram Blue Jeans Conference** in November 2017.

In March 2018 **Corinne Hughes and Taryn Kelly** travelled to Grafton to attend **Novelist** (NSW.net Database training) and then provided training to

9



the other staff. **Corinne Hughes** also attended the **North East Zone Children's Librarian's meeting** at Coffs Harbour in June 2018.

In April 2018 **Aaron Wilkes** attended the **St Joseph's Primary School Expo**.

Unfortunately, due to staff absences and workloads the staff training didn't occur as often. However staff did have in-house training in eResources, Libero procedures and dealing with difficult customers.

Corinne Hughes represented the Regional Library on the **Richmond Valley Council WH&S Committee** and regularly attended these meetings. Throughout the year Corinne also met and liaised frequently with a number of Kyogle community groups.

The Manager Regional Library regularly offered and sought advice/suggestions to other libraries in NSW, sharing library procedures, policies or grants as well as answering regular surveys.

The Manager Regional Library was also in frequent contact with Library Managers in the North East Zone as well as Consultants from the State Library of NSW. In December 2017 he submitted the **2016/17 NSW Public Libraries Statistical Return** and in November 2017 both Richmond Valley Council and Kyogle Council submitted their **2017/18 Public Library Funding Strategy**.

The Manager Regional Library gave copies of previous successful grant applications to four other library services prior to the last round of grant applications. The library also gave RFID and laptop dispenser demonstrations and advice to other library services.

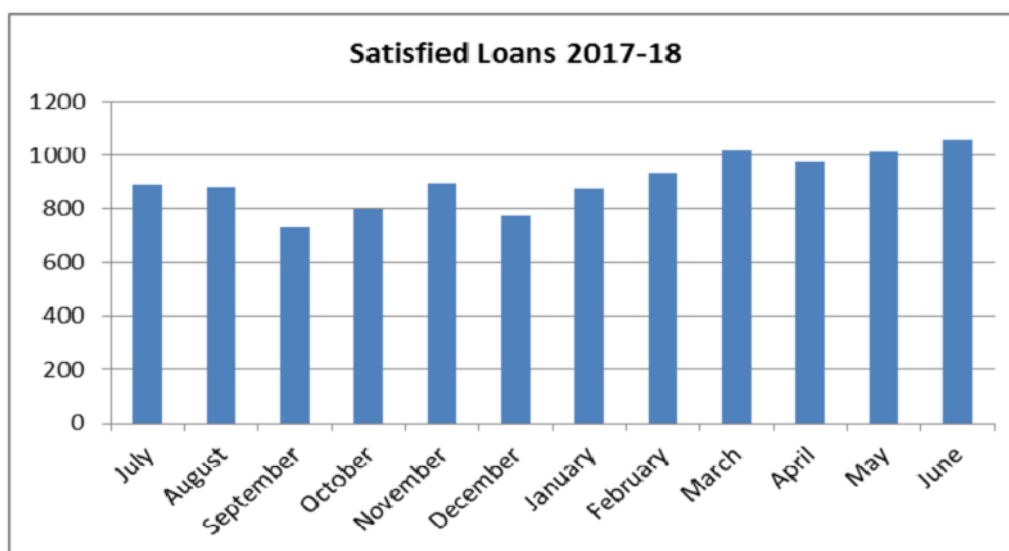
Library staff was also in regular contact with the various suppliers with whom the library was associated.

Conclusion

I would like to sincerely thank the relevant Council staff for their continued support and assistance throughout the year. Special mention must be made of the Richmond Valley Council IT team with the installation of Laptop Dispensers.

I wish to acknowledge the efforts of the Regional Library staff who have conducted themselves with professionalism and enthusiasm. I congratulate them all on their wonderful achievements throughout the year and their high level of customer service and their contribution to the positioning of the Regional Library as central to our communities.

Gary Ellem
Manager Regional Library



10



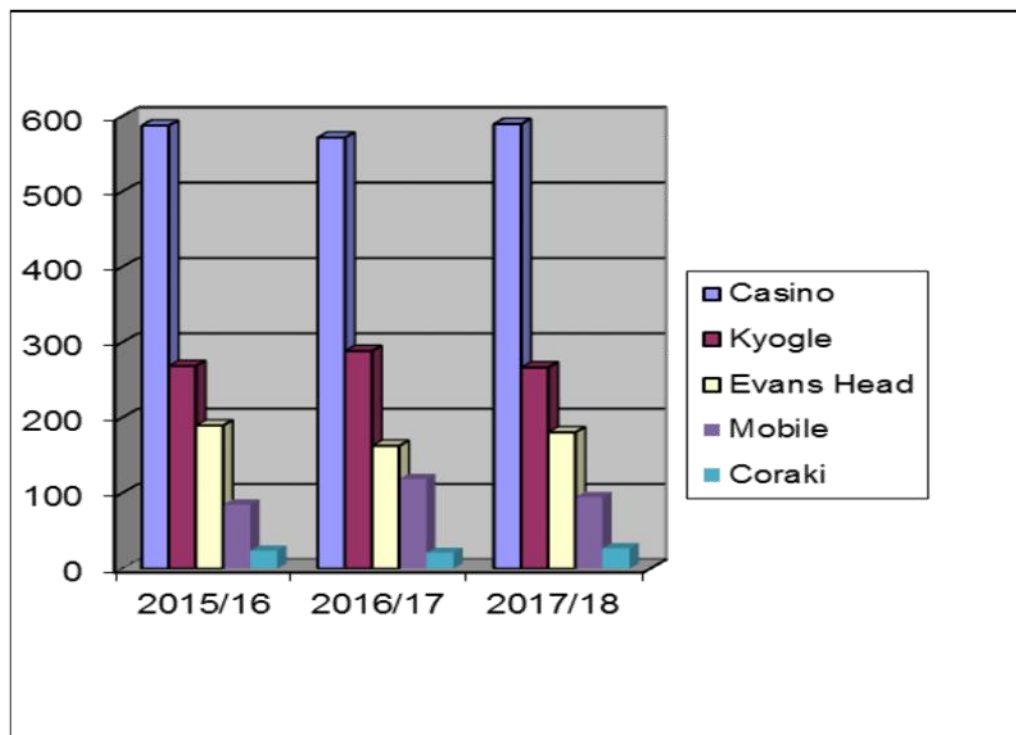
Beef meets Reef display at Evans Head Library



Launch of Project Connect



11



New members by branch



LIBRARY COLLECTION STATISTICS

TABLE 1

	BOOKSTOCK	ADDED	DISCARDED	EXPENDITURE
	AT 30/6/2018	1/7/2017 – 30/6/2018	1/7/2017 – 30/6/2018	1/7/2017 – 30/6/2018
Picture Books	4,673	470	802	6,266
Easy Junior Fiction	2,033	237	369	2,190
Junior Fiction	2,314	301	491	3,314
Teen Fiction	1,761	253	367	3,181
Compact Disc	870	59	50	785
Junior Audio Books	83	7	3	87
Junior CD And Text	52	2	5	0
Junior Non-Fiction	2,544	188	131	2,356
Junior DVD	635	136	102	0
Junior Music	24	4	1	2,795
Teen Magazine*	30	12	44	0
Teen Audio	40	2	1	0
Adult Fiction	14,731	1,302	1,469	0
Large Print	2,983	171	157	24,340
Adult Non Fiction	10,562	829	603	16,561
Reference	447	41	29	123
Periodicals *	1,205	522	800	0
DVD	2,213	393	351	7,668
Audio Books	1,128	146	52	3,881
Software	12	0	0	0
E-books	503	360	18	3,000
E-audio	5	5	0	3,708
TOTALS	48,848	5,440	5,845	80,255

*Not included in Book Vote

55% of the collection is less than 5 years old and approximately 93% is less than 10 years old



Richmond
Valley
Council

13

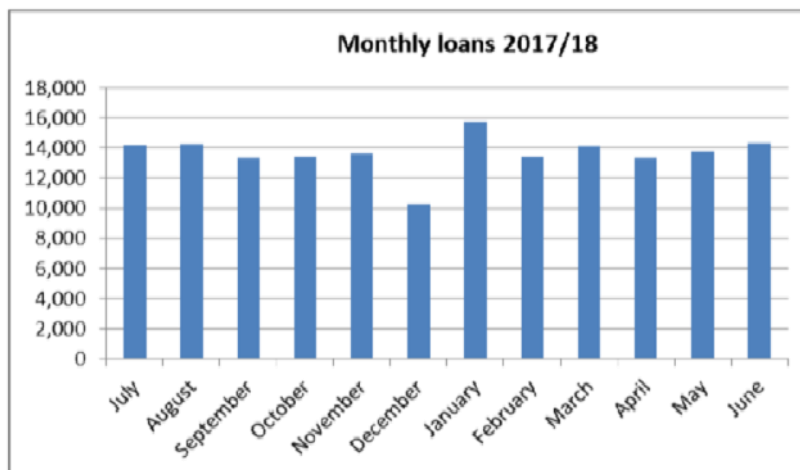
TABLE 2

BORROWERS REGISTRATON STATISTICS AT 30 JUNE 2018

Library	TOTAL	Adult	Young Adult	Junior	Richmond Valley	Kyogle	Lismore	Other
Casino *	9,005	7,909	291	805	8,151	338	172	344
Kyogle *	3,971	3,518	95	358	3,740	20	76	135
Evans Head	2,119	1,935	26	158	1,915	3	19	182
Mobile *	1,187	721	387	79	538	545	47	57
Coraki *	294	226	14	54	284	0	2	8
REGIONAL TOTALS	16,576	14,309	813	1,454	14,628	906	316	726

* Young Adult borrowers are aged between 14 years and 16 years.

10,256 female, 6,255 male and 65 organisations



**Richmond
Valley
Council**

14

TABLE 3

ADULT CIRCULATION STATISTICS - 1 JULY 2017 TO 30 JUNE 2018

Library	Adult Fiction	Large Print	Adult Non Fiction	Periodicals	Audio Books	DVD	Adult Total	Junior Total	Bulk Loans	Grand Total
Casino	28,602	4,942	9,746	3,792	1,668	6,177	54,927	21,849	14,130	90,906
Kyogle	10,077	1,732	3,804	1,255	1,294	3,633	21,795	9,655	4,380	35,830
Evans Head	9,676	1,468	1,970	503	454	1,407	15,478	4,464	6	19,948
Mobile	3,690	641	979	474	137	597	6,518	5,829	8,388	20,735
Coraki	712	98	283	37	93	194	1,417	444	42	1,903
REGIONAL TOTALS	52,757	8,881	16,782	6,061	3,646	12,008	100,135	42,241	26,946	169,322

TABLE 4

JUNIOR CIRCULATION STATISTICS - 1 JULY 2017 TO 30 JUNE 2018

Library	Picture Book	Easy Junior	Junior Fiction	Teen Fiction	Compact Discs	Junior Audio Books	Junior Tape/CD & Text	Junior Music CD	Junior Non Fiction	Junior DVD	Teen Audio	Teen Periodical	Junior Total
Casino	9,575	2,395	3,325	1,390	1,190	117	32	24	1,594	2,181	12	14	21,849
Kyogle	3,243	1,345	1,433	658	493	28	38	6	928	1,481	2	0	9,655
Evans Head	2,189	562	490	164	323	1	75	12	165	478	5	0	4,464
Mobile	2,110	871	716	205	160	36	6	0	782	852	0	91	5,829
Coraki	181	28	67	24	1	0	0	0	94	49	0	0	444
REGIONAL TOTALS	17,298	5,201	6,031	2,441	2,167	182	151	42	3,563	5,041	19	105	42,241



TABLE 5

STOCK/SERVICES ACTIVITIES**(i) Stock Movement within Region**

LOCALITY	DISTRIBUTION OF STOCK AT 30/6/2017
Casino	22,775
Kyogle	12,409
Evans Head	6,214
Coraki	1,787
Mobile Library	3,536

Also:

Processing	180
Stack	985
Long Overdue	28
In-transit	516
Repairs	37
eBook	570

(ii) Inter-Library Loans (Document Delivery)

Specific requests to other Libraries	-389
Successful requests	-344
Unsuccessful requests	-45
Specific requests sent to other libraries	-246

(iii) Satisfied reserves – 10,848

Unsatisfied reserves – (including cancelled reserves) -2,081

(iv) Internet services – 19,427

Casino 8,915; Kyogle 3,007; Evans Head 7,323; Mobile Library 93; Coraki 89

(v) Wi-Fi services – 19,949

Casino – 12,773; Kyogle – 5,088; Evans Head – 2,048; Mobile – 40

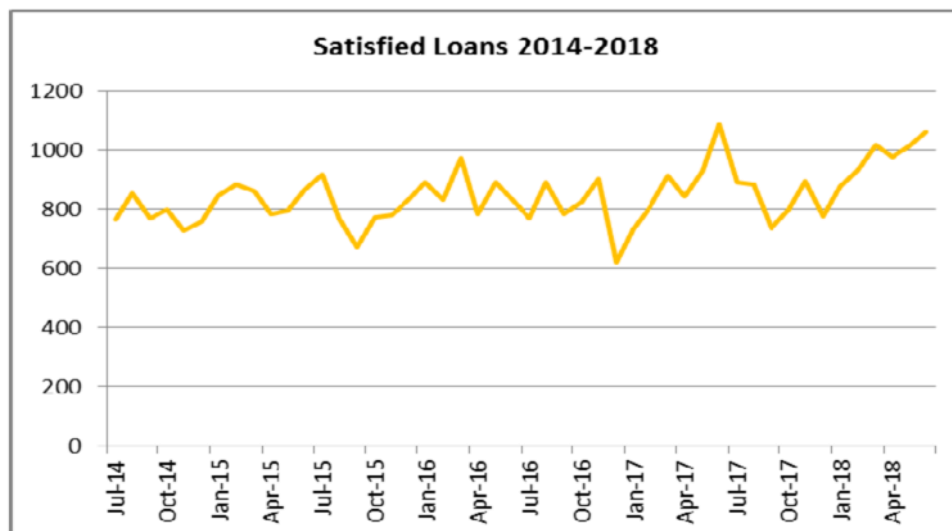
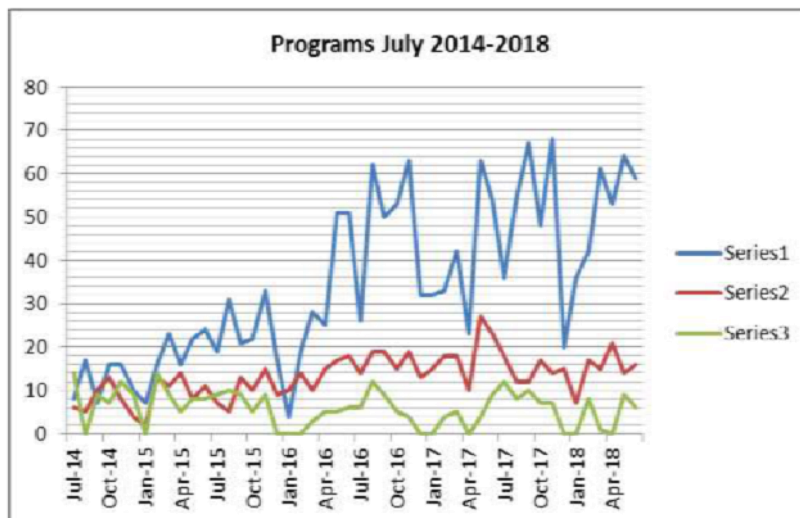
(vi) RFID Self-Serve – 14,499 customers and 43,488 items

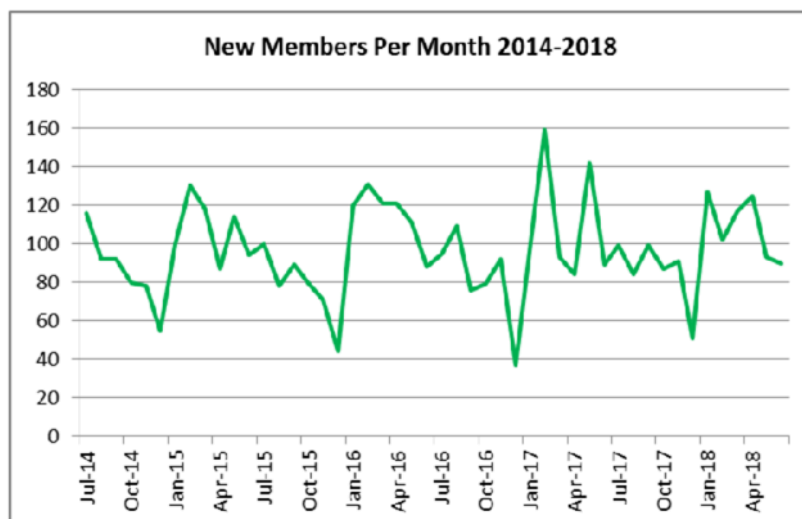
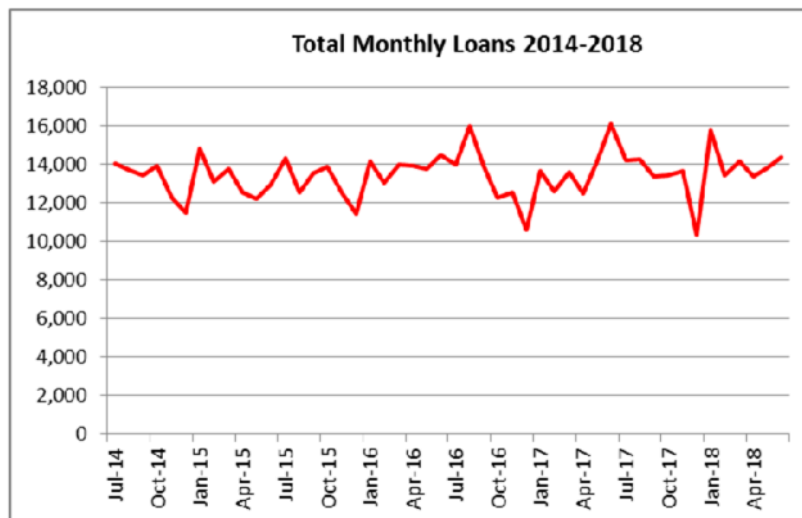
Casino 4,079 and 12,760, Kyogle 8,762 and 25,406, Evans Head 1,658 and 5,322

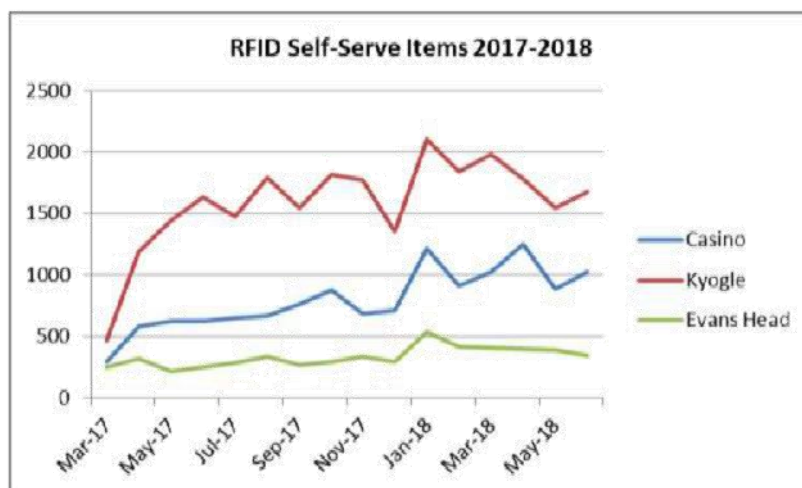
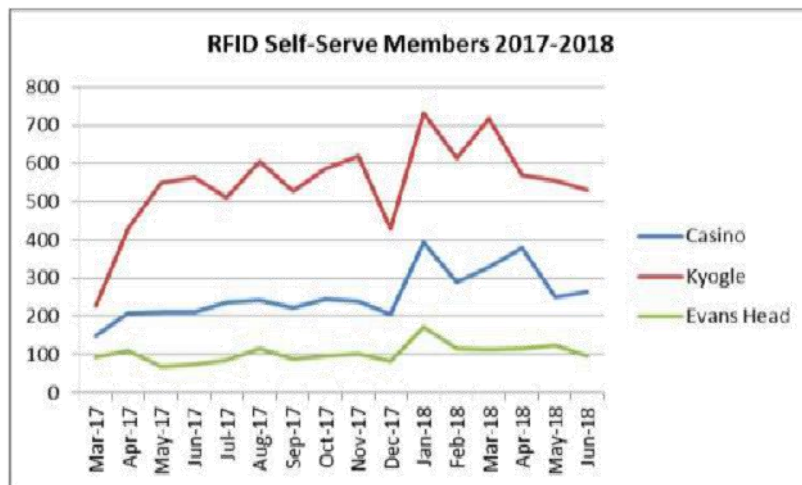
(vii) Laptops – 625

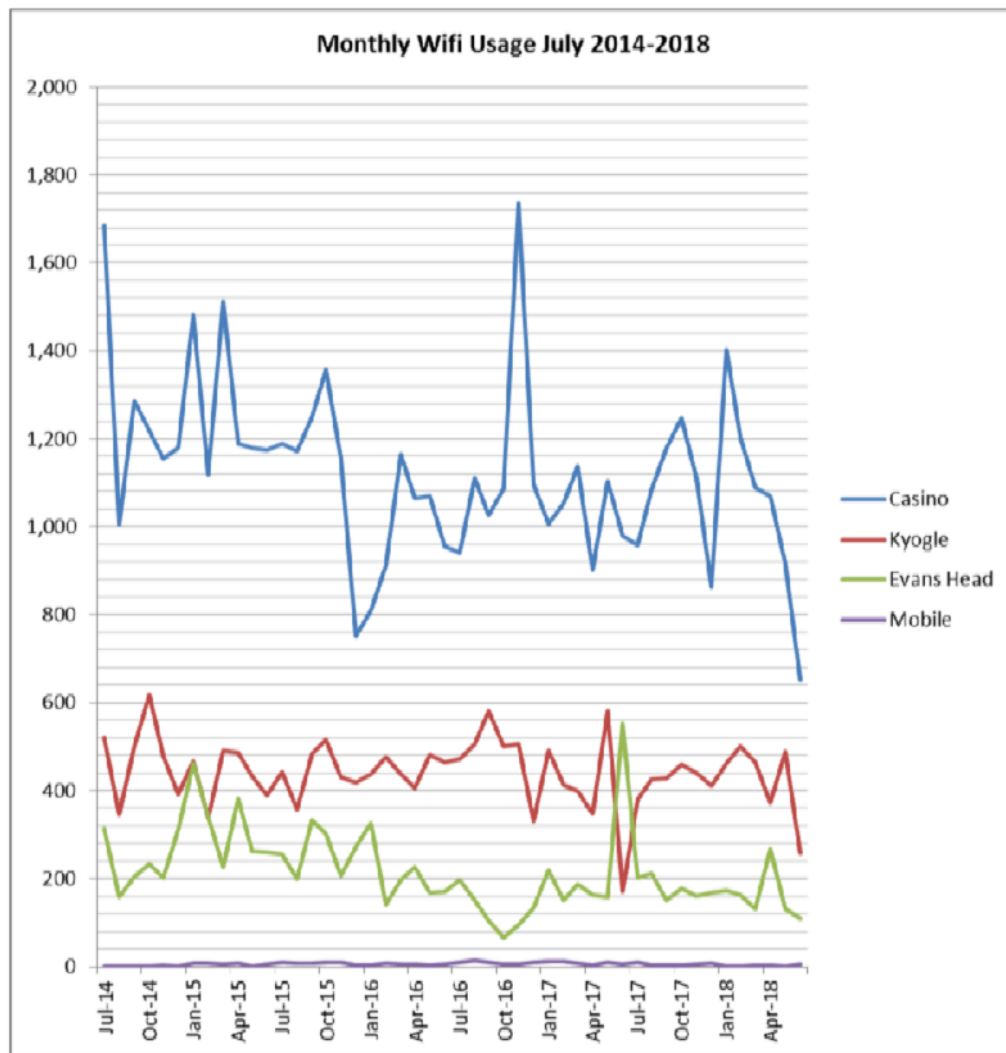
Casino – 309; Kyogle 299, Evans Head 17













Casino Library Volunteer -Kay Podboj



Novelist training at Kyogle Library







Author visit - Kim Hodges



Author visit - Patsy Kemp



23



Bush poetry recital – Don Macqueen



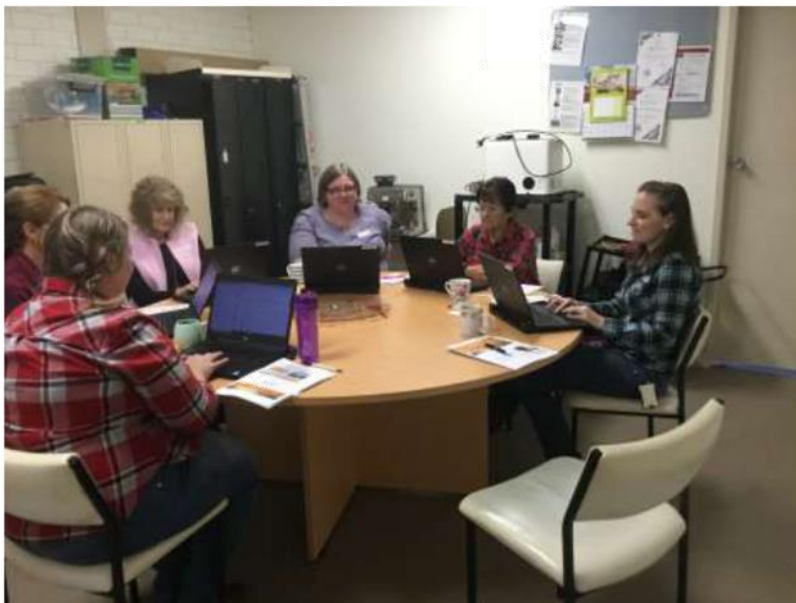
LIAC Roadshow



24



Mary Roach's retirement function



Staff training

