

# **ATTACHMENTS**

Tuesday, 20 August 2019

**UNDER SEPARATE COVER** 

**Ordinary Council Meeting** 

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# **MINUTES**

Ordinary Council Meeting 16 July 2019

16 JULY 2019

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Item 6.1 - Attachment 1

16 JULY 2019

# MINUTES OF RICHMOND VALLEY COUNCIL ORDINARY COUNCIL MEETING HELD AT THE COUNCIL CHAMBERS, 10 GRAHAM PLACE, CASINO ON TUESDAY, 16 JULY 2019 AT 5.00 PM

Please note: these minutes are subject to confirmation at the next Council Meeting. Decisions recorded in the draft minutes are subject to the Council's Code of Meeting Practice in relation to rescinding decisions.

PRESENT: Cr Stephen Morrissey (Deputy Mayor), Cr Sam Cornish, Cr Robert Hayes, Cr

Sandra Humphrys, Cr Daniel Simpson

IN ATTENDANCE: Vaughan Macdonald (General Manager), Angela Jones (Director

Infrastructure & Environment), Ryan Gaiter (Chief Financial Officer/Manager Mid-Richmond), Charlene Reeves (Project Support Officer), Kaela Barber

(Managerial Assistant)

#### 1 ACKNOWLEDGEMENT OF COUNTRY

The Mayor provided an Acknowledgement of Country by reading the following statement on behalf of Council:

"Richmond Valley Council recognises the people of the Bundjalung Nations as Custodians and Traditional Owners of this land and we value and appreciate the continuing cultural connection to lands, their living culture and their unique role in the life of this region in the past, present and future."

#### 2 PRAYER

The meeting opened with a prayer by the General Manager.

#### 3 PUBLIC ACCESS AND QUESTION TIME

#### 3.1 PUBLIC ACCESS - DOCTOR RICHARD GATES

Dr Richard Gates referred to items 15.1 Financial Analysis Report – June 2019 report and item 15.2 Review of Council's Investment Policy report.

Dr Gates spoke regarding the use of fossil fuels and investing with companies who support fossil fuel industries and if this practice continues, the concerns he has for future generations and how climate change will affect them.

Dr Gates provided an oral presentation of how Australia compares to the rest of the world in regards to the use of fossil fuels and green house gas emissions and; discussed Council's Investment Advisor, Imperial Markets and his concerns regarding relying on the company when there is no indication of whether their advice takes into account ethical investments. Dr Gates requested Council to incorporate into the current policy documents a statement about objectives with regards to fossil fuel investment divestment and for this to be an ongoing process for Council.

The Deputy Mayor thanked Dr Gates for his address.

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#### 4 APOLOGIES

#### **RESOLUTION 160719/1**

Moved: Cr Robert Hayes Seconded: Cr Sam Cornish

That the apology received from Cr Lyons be accepted and leave of absence granted.

CARRIED

Cr Robert Mustow was previously granted leave of absence for the July Ordinary meeting.

#### 5 MAYORAL MINUTES

Nil

#### 6 CONFIRMATION OF MINUTES

#### 6.1 MINUTES ORDINARY MEETING HELD ON 25 JUNE 2019

#### RESOLUTION 160719/2

Moved: Cr Sam Cornish Seconded: Cr Sandra Humphrys

That Council confirms the Minutes of the Ordinary meeting held on 25 June 2019.

**CARRIED** 

## 6.2 MINUTES OF LOCAL TRAFFIC COMMITTEE MEETING (HELD ELECTRONICALLY) ON 28 JUNE 2019

#### **RESOLUTION 160719/3**

Moved: Cr Sam Cornish Seconded: Cr Sandra Humphrys

That Council receives and endorses the recommendation contained within the minutes of the Local Traffic Committee meeting held electronically on 28 June 2019.

CARRIED

#### 7 MATTERS ARISING OUT OF THE MINUTES

# 14.1 Draft Revised Delivery Program 2017/2021, Draft Operational Plan 2019/2020 (including Draft Financial Estimates 2019/2023), Draft Revenue Policy 2019/2020 and Draft Long Term Financial Plan 2019/2029)

Cr Hayes referred to the Draft Revenue Policy and asked for clarification whether Council has a Revenue Policy for the weigh bridge at the landfill for uses other than weighing rubbish and whether the landfills are a licenced weigh station and whether there is a charge for using those facilities?

The Chief Financial Officer advised that once the weighbridge is used as a public facility, there will be extra costs in callibrating the equipment. This is an item being looked at however the waste

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team have determined that it will be too expensive at this stage to be able to bring that facility operational.

The General Manager advised that this issue will be looked into to see what is involved and the matter will be brought back to Council for their information.

#### 8 DECLARATION OF INTERESTS

Nil

9 PETITIONS

Nil

10 NOTICE OF MOTION

Nil

#### 11 MAYOR'S REPORT

#### 11.1 MAYOR'S ATTENDANCES 15 JUNE 2019 - 11 JULY 2019

#### **RESOLUTION 160719/4**

Moved: Cr Stephen Morrissey Seconded: Cr Robert Hayes

That Council receive and note the Mayor's attendance report 15 June - 11 July 2019.

CARRIED

#### 12 DELEGATE'S REPORTS

#### 12.1 DELEGATES' REPORT SUBMITTED TO JULY 2019 ORDINARY MEETING.

#### **RESOLUTION 160719/5**

Moved: Cr Sandra Humphrys Seconded: Cr Sam Cornish

That Council receive and note the Delegates' report for the month of June 2019.

CARRIED

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#### 13 MATTERS DETERMINED WITHOUT DEBATE

#### 13.1 MATTERS TO BE DETERMINED WITHOUT DEBATE

#### **RESOLUTION 160719/6**

Moved: Cr Sandra Humphrys Seconded: Cr Sam Cornish

That items 17.1 identified be determined without debate.

**CARRIED** 

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#### 14 GENERAL MANAGER'S REPORTS

#### 14.1 JOINT REGIONAL PLANNING PANEL - NOMINATION OF REPRESENTATIVES

#### **EXECUTIVE SUMMARY**

Council has been contacted by the secretariat of the Northern Joint Regional Planning Panel (JRPP) advising of the need to review and confirm its nominated panel members to the Regional Planning Panel. Regional Planning Panels consist of five members, being: one chair (appointed by the Minister with concurrence of Local Government NSW); two members appointed by the Minister; and two Council appointed members.

Richmond Valley Council's first nominated representative is Cr Robert Hayes, with Cr Daniel Simpson nominated as his alternate. This nomination expires on 25 October 2019.

Council's second nominated Panel member is currently vacant. Richmond Valley Council had a reciprocal arrangement with Kyogle Shire Council whereby the Planning Director from each Council was nominated on the other's Panel. Unfortunately, the new Planning Director at Kyogle Council has declined to be a member of Richmond Valley Council's Panel.

Council needs to reappoint its Panel member(s) for a maximum of three years and advise the secretariat who its representatives will be.

#### RESOLUTION 160719/7

Moved: Cr Daniel Simpson Seconded: Cr Sandra Humphrys

#### Recommended that:

- Councillor Hayes be nominated to the Northern Joint Regional Planning Panel as Richmond Valley Council's first appointed member with Councillor Simpson as the alternative.
- Council's second Regional Planning Panel member position remain vacant while enquiries continue with adjoining councils.
- 3. The following remuneration be offered to Council Panel members:
  - a. Councillor to an amount of \$220 per meeting, plus allowances for travel and meals as per Council's Policy - Payment of Expenses and Provision of Facilities to Councillors;
  - b. Community member to an amount of \$220 per meeting;
  - c. Full-time Richmond Valley Council staff member as per salary conditions;
  - d. Specialist appointment (non-Council employee) as per agreed fee schedule; or
  - e. Reciprocal arrangement with another council as per agreement (historically payment was negated as the representative received their normal salary)

CARRIED

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#### 15 FINANCIAL REPORTS

#### 15.1 FINANCIAL ANALYSIS REPORT - JUNE 2019

#### **EXECUTIVE SUMMARY**

The purpose of this report is to inform Council on the status and performance of its investment portfolio in accordance with the *Local Government Act 1993* (Section 625), *Local Government (General) Regulation 2005* (Clause 212), Australian Accounting Standard (AASB 139) and Council's Investment Policy.

The value of Council's Investment Portfolio as at 30 June 2019 including General Bank Accounts and Trust Funds is shown below.

Investment Portfolio	General Bank Accounts	Trust Funds	Total
\$46,086,113	\$536,073	\$87,050	\$46,709,236

The average rate of return on Council's investments for June 2019 was 3.42% which is above the 90 Day Bank Bill Index for June of 1.20%.

#### **RESOLUTION 160719/8**

Moved: Cr Daniel Simpson Seconded: Cr Sam Cornish

Recommended that Council adopt the Financial Analysis Report detailing investment performance for the month of June 2019 and note the positive returns and outcome for the 2018/19 financial year

**CARRIED** 

#### 15.2 REVIEW OF COUNCIL'S INVESTMENT POLICY

#### **EXECUTIVE SUMMARY**

Council reviews its Investment Policy on an annual basis and as part of the previous review a number of changes were made. These changes included utilising the Imperium Markets platform with the aim of achieving better returns as well as changes to the targeted allocation of funds held with the Commonwealth Bank (CBA), term deposits and NSW Treasury Corporation (TCorp).

An annual review of Council's Investment Policy has been undertaken, resulting in further refinements being recommended of which changes are detailed within this report.

#### **RESOLUTION 160719/9**

Moved: Cr Daniel Simpson Seconded: Cr Sandra Humphrys

That Council note the recommended changes and adopt the revised Investments Policy.

**CARRIED** 

#### 16 TENDER REPORTS

Nil

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16 JULY 2019

#### 17 GENERAL BUSINESS

### 17.1 REGIONAL DROUGHT MANAGEMENT PLAN AND REGIONAL RESTRICTION REGIME

#### **EXECUTIVE SUMMARY**

The primary objective of the Drought Management Plan (DMP) is to provide successful maintenance of a restricted water supply during drought without compromising public health and firefighting needs.

The current Richmond Valley Council (RVC) DMP, drafted in 2006, is outdated and based on the outdated 7-level restriction regime. Therefore, it does not align with the current Rous County Council (RCC) Regional Water Supply Drought Management Plan (RDMP), which is based on the NSW Department of Primary Industries (DPI) 5-level restriction regime.

RCC has formally requested the Constituent Councils to consider applying the RDMP Restriction Regime to local water supply schemes to ensure a standard and consistent approach across the region when water restrictions are implemented.

RVC has two main water supply areas, the Casino water supply area (supplied from Jabour Weir) and the Mid-Richmond (MR) area supplied through the RCC bulk water supply scheme. Amending the RVC DMP in accordance with the RDMP will ensure that the same water restriction levels and rules apply across the LGA.

Water restrictions will be applied within the two water supply areas, as the respective raw water storage levels drop below what is considered normal supply levels, in an effort to reduce both residential and business demand to prolong supply.

#### **RESOLUTION 160719/10**

Moved: Cr Sandra Humphrys Seconded: Cr Sam Cornish

That Council adopt the Rous County Council (RCC) Regional Drought Management Plan and Water Restriction Regime for the Casino water supply system to standardise water restriction levels ensuring a consistent approach across the region.

CARRIED

#### 18 MATTERS FOR INFORMATION

#### **RESOLUTION 160719/11**

Moved: Cr Sandra Humphrys Seconded: Cr Sam Cornish

Recommended that the following reports submitted for information be received and noted.

CARRIED

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# 18.1 DEVELOPMENT APPLICATIONS DETERMINED UNDER THE ENVIRONMENTAL PLANNING AND ASSESSMENT ACT FOR THE PERIOD 1 JUNE 2019 TO 30 JUNE 2019

#### **RESOLUTION 160719/12**

Moved: Cr Sandra Humphrys Seconded: Cr Sam Cornish

That Council receive and note the development application report for the period 1 June 2019 to 30

June 2019.

CARRIED

## 18.2 CUSTOMER SERVICE REPORT - QUARTERLY UPDATE 1 APRIL 2019 TO 30 JUNE 2019

#### **RESOLUTION 160719/13**

Moved: Cr Sandra Humphrys Seconded: Cr Sam Cornish

That Council receive and note the quarterly Customer Service Report for the period 1 April 2019 to

30 June 2019

CARRIED

#### 18.3 GRANT APPLICATION INFORMATION REPORT - JUNE 2019

#### **RESOLUTION 160719/14**

Moved: Cr Sandra Humphrys Seconded: Cr Sam Cornish

That Council receive and note the Grant Application Information Report for the month of June

2019.

**CARRIED** 

#### 18.4 WRITE-OFF OF MONIES UNDER DELEGATION

#### **EXECUTIVE SUMMARY**

At the April 2015 Ordinary Meeting Council resolved to provide a summary report on a bi-annual basis outlining the write-offs made during the period under the General Manager's delegation.

This summary report covers the period commencing 1 April 2019 - 30 June 2019.

#### **RESOLUTION 160719/15**

Moved: Cr Sandra Humphrys Seconded: Cr Sam Cornish

That Council receive and note the information provided in this report.

**CARRIED** 

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ORDIN	NARY COUNCIL MEETING MINUTES	16 JULY 2019
19	QUESTIONS ON NOTICE	
Nil		
20	QUESTIONS FOR NEXT MEETING (IN WRITING)	
Nil		
The M	leeting closed at 5:38 pm.	
	ninutes of this meeting are to be confirmed at the Ordinary Council Me t 2019.	eting held on 20
	<u></u>	
		CHAIRPERSON

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# **MINUTES**

# Internal Audit and Risk Committee Meeting 6 August 2019

#### INTERNAL AUDIT & RISK COMMITTEE MEETING MINUTES

6 AUGUST 2019

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#### INTERNAL AUDIT & RISK COMMITTEE MEETING MINUTES

6 AUGUST 2019

#### MINUTES OF RICHMOND VALLEY COUNCIL INTERNAL AUDIT & RISK COMMITTEE MEETING HELD AT THE COUNCIL CHAMBERS, 10 GRAHAM PLACE, CASINO ON TUESDAY, 6 AUGUST 2019 AT 4.00 PM

PRESENT: Cr Robert Mustow (Mayor), Cr Stephen Morrissey (Deputy Mayor), Cr Robert

Hayes, Cr Daniel Simpson, Cr Jill Lyons, Cr Sandra Humphrys and Cr Sam

Cornish (arrived at 4:26 pm)

IN ATTENDANCE: Vaughan Macdonald (General Manager), Angela Jones (Director

Infrastructure & Environment), Ryan Gaiter (Chief Financial Officer/Manager Mid-Richmond), Ben Zeller (Manager Projects and Performance), Caroline Redwood (Manager People and Culture) and Charlene Reeves (Project

Support Officer),

PRESENT: Geoff Dwyer (Thomas Noble & Russell)

Jarrod Lean and Adam Kim (Grant Thornton) (via telephone)

#### 1 WELCOME

Cr Simpson welcomed everyone to the meeting.

#### 2 APOLOGIES

Nil.

#### 3 DECLARATION OF INTERESTS

Nil.

#### 4 MATTERS FOR CONSIDERATION

4.1 ANNUAL ENGAGEMENT PLAN OF GENERAL PURPOSE FINANCIAL REPORT AND MANAGEMENT LETTER ON THE INTERIM PHASE OF THE AUDIT FOR THE YEAR ENDING 30 JUNE 2019

#### **EXECUTIVE SUMMARY**

The Audit Office of NSW has provided the Annual Engagement Plan and the Management Letter on the Interim Phase of the 2019 External Audit.

#### **COMMITTEE RESOLUTION 1A060819/1**

Moved: Cr Stephen Morrissey

Seconded: Cr Jill Lyons

The Committee considered the information contained in the Annual Engagement Plan of General-Purpose Financial Report and Management Letter on the Interim Phase of the Audit for the year ending 30 June 2019 report.

Amendment Note: Issue 4 - Change Management Response to "the General Managers credit card will be reviewed and signed by the Mayor".

CARRIED

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6 AUGUST 2019

#### 4.2 STATUS OF THE 2018/2019 INTERNAL AUDIT PLAN

#### **EXECUTIVE SUMMARY**

The Internal Audit Committee provides independent assurance and assistance to Richmond Valley Council on risk management, control, governance and external accountability responsibilities.

#### **COMMITTEE RESOLUTION IA060819/2**

Moved: Cr Stephen Morrissey Seconded: Cr Sandra Humphrys

The Committee considered the Status of the 2018/2019 Internal Audit Plan report.

CARRIED

#### 4.3 WORK HEALTH AND SAFETY REVIEW

#### **EXECUTIVE SUMMARY**

The Internal Audit Committee provides independent assurance and assistance to the Richmond Valley Council on risk management, control, governance and external accountability responsibilities. The Committee meets four times a year in line with the schedule of Internal Audit review presented to the Committee at the start of each financial year. The Work Health and Safety Review was agreed to by the Committee and the findings are now provided.

#### **COMMITTEE RESOLUTION IA060819/3**

Moved: Cr Robert Hayes Seconded: Cr Jill Lyons

- The Committee considered the Work Health and Safety Review report.
- Grant Thornton to provide further details to the Committee as to what signage was reviewed at the NRLX.
- A briefing note is to be presented to the October Committee Meeting identifying any action items older than 2017, are required to be clarified, as to why the action is still outstanding.
  - (Cr Simpson noted his concern to see the Contractor Management action item has not been completed from the last WH&S review).

CARRIED

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6 AUGUST 2019

#### 4.4 PROGRESS OF OUTSTANDING INTERNAL AND EXTERNAL AUDIT ITEMS

#### **EXECUTIVE SUMMARY**

The Internal Audit Committee provides independent assurance and assistance to the Richmond Valley Council on risk management, control, governance and external accountability responsibilities. The Committee meets four times a year and a progress report of all outstanding internal and external audit items is provided at each meeting to ensure findings are implemented.

#### **COMMITTEE RESOLUTION IA060819/4**

Moved: Cr Daniel Simpson Seconded: Cr Jill Lyons

The Committee considered the Progress of Outstanding Internal and External Audit Items report.

CARRIED

#### 4.5 2019/2020 INTERNAL AUDIT PLAN AND SCHEDULE OF MEETINGS

#### **EXECUTIVE SUMMARY**

The Internal Audit Committee meets at least four times a year to provide independent assurance and assistance to the Council on risk management, control, governance and external accountability responsibilities.

The Auditors (Grant Thornton) has held discussions with representatives of Council to determine areas of priority to conduct reviews of (included in attachments).

#### **COMMITTEE RESOLUTION IA060819/5**

Moved: Cr Daniel Simpson Seconded: Cr Sam Cornish

That:

- The Committee considered the 2019/2020 Internal Audit Plan and Schedule of Meetings report.
- The next Internal Audit & Risk Committee Meeting be held 22 October 2019 prior to the October Ordinary Meeting.

CARRIED

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The Meeting closed at 5:05 pm.	
	CHAIRPERSON



#### Richmond Valley Council Integrated Planning Reporting Framework

Our Councillors have made a commitment to support our organisation and the community in making Richmond Valley a better place to live, work and visit. This Progress Report reports against the Delivery Program (4 year) within the NSW Government's Integrated Planning and Reporting (IP&R) framework



The IPR framework aims to improve the sustainability of local communities by encouraging councils, residents and state agencies to work together to achieve the objectives set out within these long-term DIMES

To focus Council's attention to achieve this, Councillors have agreed to four Strategic Priorities - Connecting People and Places, Growing our Economy, Looking after our Environment and Making Council Great. The priorities are outlined in the Delivery Program (V3) 2017-2021, adopted by Council 25 June 2019, and in the Richmond Valley Made 2030. Community Strategic Plan, adopted 27 June 2017.

The Delivery Program report is presented in individual tables containing the progress towards completion of all Delivery Program activities and targets. The report also provides a status report on the progress against the Community Indicators outlined in the Community Strategic Plan for each community objective within the four priority areas

The status is defined as:

Green: The action or milestone has been completed.

Amber: The action or milestone is on schedule and is being actively

Blue: The action or target is not due to commence in the reporting period.

Purple: The action is not progressing.

Red: The action or mifestone is behind schedule.

The progress report relates to quarters three and four of the 2018/2019 financial year.

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#### Connecting People and Places

#### **PP1: Fresh and Vibrant Community**

#### PP1.1: Support local Event Organisers and enhance marketing and promotion of events

Action Code	Action Name	Timeframe	Responsible Officer	Comments	Station	Traffic Lights
PP1.1.1	Draft and implement a marketing plan	2020/2021	Sharon Davidson	Following a review of our marketing approach, it was decided to develop key priorities in consultation with tourism and events operators and local businesses. Council's Events, Tourism and Economic Development teams will lead the discussions.	Completed	
PP1.1.2	Review Richmond Valley Events Strategy	2020/2021	Sharon Davidson	The Richmond Valley Events Strategy is still under review; however, an event manual was written to address any issues arising from events, including protection of patron health and safety, and to minimise adverse environmental impacts and to protect Council's assets. The manual also helps identify the people event organisers may need to speak to in Council, as well as the documentation needed to hold an event in the Richmond Valley.	Completed	
PP1.1.3	Conduct workshops with Community event and local organisers to improve their marketing and promotion of events	Annual	Sharon Devidson	No workshops were held in the latter part of the year, however, RVC's Communications, Events and Tourism teams have helped promote local events via the RVC and Discover Richmond Valley websites, as well as media articles and social media posts	Completed	•
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 Devidson	RVC's Communications, Events and Tourism learns help promote local events via the RVC and Discover Richmond Valley websites, as well as media articles, videos and social media posts.	Completed	•

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Action Code	Action Name	Timeframe	Responsible Officer	Comments	Status	Traffic Lights
PP1.15	Maintain the RVC website as a focused information resource for events	2018/2019	Sharon Davidson	Local events are regularly promoted on the RVC and Discover Richmond Valley websites.	Completed	
PP1.16	Assist suitable events to gain additional support and funding where appropriate	Annual	Sharon Davidson	Get That Grantl workshops hosted by Council's Community Programs and Grants learn proved highly popular with local organisations, with a number being successful with their funding applications.	Completed	
PP1 1.7	Ensure that Richmond Valley event practices are as accessible as possible	Annual	Sharon Davidson	To ensure events are as inclusive and accessible as possible, organisets are advised to refer to Richmond Valley Council's Disability Inclusion Action Plan Requests by the community to improve accessibility are actioned.	Completed	•

#### PP1.2: Increase Brand Recognition

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	There has been no opposition from any event organiser in the displaying of RVC branding. This includes prominently displaying our pull up banners.	Completed	•
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	Sheron Davidson	RVC has an extensive range of images and footage which we share on request.	Completed	

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

Action Code	Action Name	Timeframe	Responsible Officer	Comments	Status	Traffic Lights
PP1.3.1	Development of Masterplans at Woodburn Riverside. Cesino Drill Half, Casino Showgrounds	2017/2018	Andrew Leach	Master plans completed and adopted by Council.	Completed	
PP1.3.2	Development of Masterplans at Razorback Lookout at Evans Head	2018/2019	Andrew Leach	Landscape architect has been engaged and a draft plan will be created to enable public consultation with plan to be adopted by Council in the 2019/20 financial year	Behind Schedule	•
PP1.3.3	Complete service standards and levels for all open spaces	2017/2018	Stuart Hall	Service standards have been developed. Implementation has begun.	On Schedule	
PP1.3.4	Ensure the safest possible play spaces within Richmond Valley	Annual	Graeme Robertson	Playground safety inspections programmed completed and on schedule.	Completed	
PP1.3.5	Completion of capital works program	Annual	Graeme Robertson	Ongoing and as per the works program.	Completed	
PP1 3.6	Develop a strategy for sports field irrigation	2018/2019	Stuart Hall	Joint Project with Open Spaces and Asset Area. Strategy will be developed by June 2020	On Schedula	
PP1.3.7	Develop a strategy for upgrade of town garden beds	2019/2020	David Timms	Open Spaces continue to look at options to upgrade town garden beds.	Completed	

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PP1.4: Provide	safe and	well maintained	Swimming Pools
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Action Code	Action Name (	Timetrame	Responsible Officer	Comments	Status	Traffic Lights
PP1.4.1	Develop and implement a swimming pools strategic plan	2017/2018	Andrew Leach	Information Report presented to Council in August which will highlight the proposed forward planning for Casino Swimming Pool Draft contract document being prepared for approval by executive for pool operations post season 2020	Behind Schedule	
PP1.4.2	Manage current pool contracts	2019/2020	Graeme Robertson	Officers in contact on a regular basis with Contractor to ensure appropriate delivery of services.	Completed	•
PP1 4.3	Respond to Infrastructure reporting to ensure maintenance and operation of Swimming Pools.	Annual	Graeme Robertson	This is ongoing - some works have been undertaken, however major decisions regarding future works are to be made tollowing Casino Pool Master Plan Review, and the delivery of the Pools Strategic Plan	Completed	•
PP1.4.4	Develop a Draff Masterplan for future development of Casino Swimming Pool Site	2018/2019	Andrew Leach	Information Report presented to Council in August which will highlight the proposed forward planning for Casino Swimming Pool. Draft contract document being prepared for approval by executive for pool operations post season 2020.	Behind Schedule	

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

Action Code	Action Name	Timetrame	Responsible Officer	Comments	Status	Traffic Lights
PP1.5.1	Cemetery works as per capital works plan	Annual	David Timms	Casino and Evans Head Cometenes Capital Works projects are on track for delivery.	Completed	•
PP1.5.2	Develop service standards for cemeteries	2017/2018	David Timms	Draft standards developed. Strategy will be reviewed by June 2020.	On Schedule	
PP1.53	Review Cemetery Strategy and deliver project plans accordingly	Annual	David Timms	Under further consideration between Manager and Coordinator Open Space, Facilities and Cemeteries.  Cemetery staffing has changed completely in the last 6 months with two new staff members having been employed.	On Schedule	0
PP1.5.4	Preparation for Casino Cemelery expansion	2020/2021	David Timms	The Coordinator Open Space, Facilities and Cemeteries has started the planning for the expansion of the Casino Gemetery towards the south within the confines of the available land.	Completed	•

#### PP1.6: Provide library programs across all ages and diverse interests

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	Programs continue to be popular with 907 programs conducted throughout the year. Staff are encouraged to think outside the box	Completed	•

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#### PP1.7: Library be innovative and provide equitable community access to all library resources

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	LMS continues to function well. In June 2019 the LMS went to a hosted environment.	Completed	•

#### PP1.8: Undertake the repair and maintenance of council buildings

Action Code	Action Name	Timeframe	Responsible Officer	Comments	Status	Traffic Lighta
PP1.8.1	Maintain current levels of availability and condition	Annual	Andrew Leach	Inspections and Customer Relationship Management information used to ensure that maintenance is timety and responsive to ensure ongoing safe use.	Completed	•
PP1 8.2	Development of Masterplan at Casino Civic Hall	2018/2019	Andrew Leach	Draft Master Plan to be provided to Council by October 2019 following community consultation and compilation of feedback.	Behind Schedule	

#### PP1.9: Planning, preparedness, response and recovery to Emergency Services

Action Code	Action Name	Timeframe	Responsible Officer	Comments	Status	Traffic Lights
PP191	Coordinate Councils resources and commitment to Council and regional emergency response planning and resourcing	Annual	Angela Jones	Richmend Valley Council provides assistance to combat agencies and surrounding Councils when and where possible in the event of an emergency.	Completed	•

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#### PP2: Getting Around

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

Action Code	Action Name	Timetrame	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 including assessment of bridges affected by load limits.	2018/2019	Andrew Leach	Project running behind schedule. Draft to be prepared prior to end of 2019.	Behind Schedule	•
PP2.1.2	Review Pedestrian Access Mobility Plan (PAMP) and cycleway plan	2017/2018	Graeme Robertson	Waiting on result of funding application, which is expected to be August/September 2019	On Schedule	

#### PP2.2: Striving for consistent improvement

Action Code	Action Name	Timeframe	Responsible Officer	Comments	Status	Traffic Lightu
PP2.21	Create a strategic Plan for the rehabilitation of the Woodburn Coraki Road	2017/2018	Matthew Kinkead	Design and priority works established following Consultant design and investigation. Works being carried out as funding becomes available.	Completed	•
PP2.2.2	Introduce and Implement a road network condition survey	2017/2018	Andrew Leach	Works undertaken as part of Road Revaluation Process	Completed	
PP2 2 3	Deliver a targeted maintenance regime developed from the road survey	Annual	Andrew Leach	Works undertaken and information compiled as part of Road Revaluation Process	Completed	•
PP2.2.4	Develop an education and awareness program including information sheets explaining road management practices	Annual	Andrew Leach	Project forms part of the Road Management Strategy and will be delivered in the 2019/20 financial year.	On Schedule	9

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Action Code	Action Name	Timeframe	Responsible Officer	Comments	Status	Traffic Lights
PP2 2 5	Completion of capital works program	Annual	David Timms	All Capital Works Projects were started before the end of the financial year; 5 projects were carried over as there were only partially complete  - Terminal Parade (Concrete Laneway funded over 2 years; always planned to be done in June/July/August)  - MR 145 (Lees Lane) - REPAIR Program (Reconstruction funded over 2 years; always planned to be done in June/July/August)  - HW 16 (Piora) - Poor design provided by RMS and wet weather have provided significant obstacles to completing this project  - Naughtons Gap Road - Black Spot Funded Project (wet weather prevented this being completed by June 30)  - Yarran Lane (Drainage Improvements) - highlighted in March that this project would only be partially complete by June 30 due to design and plan preparation	On Schedule	

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

Action Code	Action Name	Timeframe	Responsible Officer	Comments	Status	Traffic Lights
PP2.3.1	Ptan and implement public space safety and cleaning programs (street cleaning and street lighting)	Annual	Andrew Leach	Programs developed as part of the Budget Development process. Maintenance programs monitored through budget reporting quarterly	Completed	
PP2.3.2	Plan and implement maintenance programs (bus shelters, carparks, cycle ways and aerodromes)	Annual	Andrew Leach	Programs developed as part of the Sudget Development process. Maintenance programs monitored through budget reporting quarterly.	Completed	•
PP2 3 3	Advocate for expansion of public & community transport	Annual	Graeme Robertson	Seek support, community input and funding to progress projects whenever possible. Liaising with the Coordinator Community Programs and Grants.	Completed	•
PP2.3.4	Create attractive town entrances that create community pride and increase visitation to the Richmond Valley	Annual	Stuart Hall	Plantings continued and conducted on the Lismore and Tenterfield entries. Trees purchased for the Coraki town entries 2018/19 and will be planted in Spring 2019	Completed	•

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#### PP3: Working Together

#### PP3.1: Improve our Engagement/Consultation with the Community

Action Code	Action Name	Timeframe	Responsible Officer	Comments	Status	Traffic Lights
PP3.1.1	Rolling Program of listering tours	Annual	Sharon Davidson	The CSP and signature projects listening tours proved popular with the community A new schedule will be discussed for 2019-2020.	Completed	•
PP3 1.2	Conduct community surveys for relevant projects	Annual	Sharon Davidson	New surveys to be developed.	Completed	

#### PP3.2: Encourage and support volunteerism to contribute to the Richmond Valley Community

Action Gode	Action Name	Timeframe	Responsible Officer	Comments	Status	Traffic Lights
PP3-21	Sponsor and support national volunteer's week celebration and deliver training/ workshops to upskill volunteers	Annual	Kate Olivien	Organised delivery of free CPR workshops for community groups and individuals - 4 have now been completed and final 2 in next financial year.	Completed	•

#### PP3.3: Ensure that Council is reaching all target groups for relevant community issues

Action Code	Action Name	Timeframe	Responsible Officer	Commenta	Status	Traffic Lights
PP3.3.1	Developing contact lists for interest groups and towns	2017/2018	Kate Olivien	This is an ongoing process with lists being updated regularly	Completed	
PP3 3.2	Hosting and or supporting local community events	Annual	Sharon Davidson	RVC's strong program of events is essential in activating and enlivening our town centres and public spaces. We believe in supporting our community, and believe local events are one of the best ways to do that.	Completed	•

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Item 14.2 - Attachment 1

PP3.4: Partnering with and supporting community organisations to achieve their aims

Action Code	Action Name	Timeframe	Responsible Officer	Comments	Status	Traffic Lights
PP3 4.1	Strengthening our relationships with Aboriginal communities	Annual	Kate Olivieri	This is an ongoing process. An Aboriginal Events Committee has been established and is working well together planning for 2019 events - major events are Reconciliation Week and NAIDOC Week but others may be added as the community wishes	Completed	•
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	Kate Olivieri	This is an ongoing process	Completed	•

## 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

Action Code	Action Name	Timetrame	Responsible Officer	Comments	Status	Traffic Lights
PP3.5.1	Develop partnership activities which promote inclusion and accessibility	2017/2018	Kale Olivien	Where possible there is a focus on applying for accessible public recreation infrastructure.	Completed	•
PP3.5.2	Facilitate Accessibility, Liveability and Aged Advisory Committee	Annual	Kate Olivieri	The committee's role and responsibilities are under review and a number of its members are no longer involved due to changing jobs and/or relocation from the area.	Completed	

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PP3.6: Improve our communication with the community

Action Code	Action Name	Timeframe	Responsible Officer	Comments	Status	Traffic Lights
PP3.6.1	Publication and delivery of Council newsletter	Annual	Sharon Davidson	RVC's community newsletters were distributed to all residents across the local government area via Australia Post. Newsletters are distributed every four-to-five weeks throughout the year in order to keep residents up to date with the services Council provides, as well as upcoming events and key projects updates.	Completed	•
PP3.6.2	Production and distribution of online content including interactive website, video content, podcasts etc.	Annual	Sharon Davidson	A number of new videos featuring staff and highlighting different areas of Council were posted to Facebook and uploaded to the corporate website. Weekly blog for corporate website under review.	Completed	•
PP3.6.3	Grow our online community and engage through social media	Annual	Sharon Davidson	RVC's Facebook page has an impressive 4319 followers, with some posts having a reach of more than 40,000	Completed	•
PP364	Implement the "Richmond Valley Made" branding campaign	2017/2018	Sharon Davidson	Review of Richmond Valley Made marketing plan to include key priorities in consultation with tourism and events operators and local businesses	Completed	•

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

Action Code	Action Name	Timeframe	Responsible Officer	Comments	Status	Traffic Lights
PP3.7 f	Schedule Grant writing workshops - two levels, introductory and intermediate	Annual	Kate Olivien	Two workshops were held - one in Casino on 05/03/19 and one in Evans Head on 12/03/19. Great attendance at both with around 15 attendees each from ten different organisations (30 attendees / 20 organisations in total). Excellent feedback Planning has commenced for 2019/20 grant writing workshops.	Completed	•

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

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	Kate Olivieri	This is an ongoing process. The main form of communication is via the monthly Grants Alert email which is a careful selection of the best community grants available Grants Officer and Coordinator Community Programs and Grants also keep a short list of groups with project ideas looking for funding and contact when appropriate grant rounds become available	Completed	•
PP3.8.2	Provide administration and promotion of ClubGRANTS	Annual	Kate Olivieri	2019 funding round has now closed and meeting date to assess applications has been set for 23 July 2019 (in 2019-20 financial year as appropriate).	Completed	•
PP3.8.3	Fund a Section 356 Community Financial Assistance Program	Annual	Kate Olivieri	Round Two 2018/19 applications have now been assessed and funds transferred to successful applicants. Total of \$85,159.64 allocated to 37 community groups across the two rounds in 2018/2019.	Completed	•
PP3.8.4	Facilitate a proactive Council Grant Funding application process	Annual	Kate Oliviera	Round Two 2018/19 applications have now been assessed and funds transferred to successful applicants. Total of \$85,159.64 allocated to 37 community groups across the two rounds in 2018/2019.	Completed	•

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#### **Growing our Economy**

EC1: Driving Economic Growth

#### EC1.1: Review Council's existing businesses and investigate further business opportunities

Action Code	Action Name	Timeframe	Responsible Officer	Comments	Status	Traffic Lights
EC1 1 1	Provide advice to Council business operations as required.	2018/2019 and 2019/2020	Ben Zelfer	Ongoing support is provided by the PMO to various sections of Council	Completed	•
EC1 1.2	New technology opportunities in waste fully explored for RVC specific outcomes in either a LGA or regional context	Annual	Michael Perkins	Have made substantial progress with NSW Government assistance in continuing to progress work with Pacific Consultants to progress regional Energy from Waste (Efw) project	Completed	•

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

Action Code	Action Name	Timeframe	Responsible Officer	Comments	Status	Traffic Lights
EC1.21	Actively lobby, and provide assistance for the establishment of new businesses and the expansion and/or continuing operation of existing businesses.	Annual	Michael Perkins	Continue to work closely with both private enterprise and government departments including Department of Promier and Cabinet to identify and maximise new business opportunities. These currently include Poultry Processing facility, medicinal cannibes, Pacific Consultants and FEDC.	Completed	•
EC1.22	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	Staff are engaging in regular interaction across all levels of government to continue to maintain and foster relationships.	Completed	•
EC1 23	Continue to work closely with prospective investors to capitalise on new technologies in the renewable energy and waste to energy sectors	Annua)	Michael Perkins	Continuing work with Pacific Consultants and Utilitas to develop waste to energy proposals in the Richmond Valley.	Completed	•

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

Action Code	Action Name	Timetrame	Responsible Officer	Comments	Status	Traffic Lights
EC13.1	Develop synergistic outcomes from the "Richmond Valley Tourism Plan" and "A Guide to Economic Development in the Richmond Valley"	Annual	Sharon Davidson	Following a review of our marketing approach, it was decided to develop key priorities in consultation with tourism and events operators and local businesses. Council's Events, Tourism and Economic Development teams will lead the discussions.	Completed	•

#### EC1.4: Provide support to prospective developers regarding Council processes and requirements

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	Continuing to work with the proponents of significant developments to assist with Council processes for example, Iron Gates residential development in Evans Head	Completed	•

#### EC1.5: Increase visitors and overnight stayers in the Richmond Valley

Action Code	Action Name	Timeframe	Responsible Officer	Comments	Status	Traffic Lights
EC1 5 1	Implement the Richmond Valley Tourism Development Plan	Annual	Sharon Davidson	As part of a review of the Richmond Valley Tourism Development Plan, new set of actions will be drafted. These will include the development of joint regional marketing initiatives.	Completed	•

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EC1.6: Improved customer satisfaction with the DA process

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 Edwards	Continue to liaise with Department of Planning and Environment. The department needs to progress the program further before Council can implement E-Planning to our businesses.	Completed	•
EC1.6.2	Develop a Development Information Package	2017/2018	Andrew Edwards	Factsheets have been written and further ones are being prepared.	Completed	•
EC1 6.3	Opening doors development project	2018/2019	Andrew Edwards	Council participated in the 'Open Doors' project with Service NSW	Completed	•
EC1.6.4	Ensure efficient DA processing	Annual	Andrew Edwards	We are continuously looking at improvements in the efficiency of development assessment. Processing times are down on previous years while application numbers are up.	Completed	•

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EC1.7: Provide flexible and innovative planning controls

Action Code	Action Name	Timeframe	Responsible Officer	Comments	Status	Traffic Lights
EC1.7.1	Development Control Policy review	2018/2019	Andrew Edwards	DCP Review is not required until 2020. LEP review will flow into DCP review.	On Schedule	
EC1.7.2	Local Environmental Plan review	2020/2021	Andrew Edwards	The LEP Review has commenced end a list of items to be amended has been compiled.	On Schedule	
EC1 73	Certificates	Annual	Andrew Edwards	Planning Certificates are continuously being monitored for statutory requirements and data eccuracy	Completed	•
EC1.74	Heritage management	Annual	Andrew Edwards	Council's Hentage Advisor attended Council on 10-Jul, 14-Aug, 25-Sept, 4-Dec 2018, 29-Jan 2019, 2-April 2019 and 14 May 2019 Site visits and prelodgement inspections were conducted and written advice supplied. Council also completed a Hentage Annual Report which was submitted to Office of Environment and Hentage (OEH) in early May 2019 to recoup Local Government Hentage Incentives Grant.	On Schedule	•
EC175	Contributions Plan Review	2017/2018	Andrew Edwards	The Section 94A Contributions Plan has been reviewed. A new schedule of works needs to be compiled. The aim is to have the works schedule completed by the end of 2019 and the plan exhibited early 2020.	Behind Schedule	•

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#### EC1.8: Provide sustainable Urban Development Opportunities

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.	2019/2020	Andrew Edwards	Progressing with the drafting of the Casno Local Growth Management Plan (LGM) plan. Currently preparing the Local Strategic Planning Statement (LSPS) which is the strategic priority due to legislation requirements.	On Schedule	
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.	2018/2019	Andrew Edwards	Progressing with the drafting of the Casino Local Growth Management Plan (LGM) plan.  Currently preparing the Local Strategic Planning Statement (LSPS) which is the strategic priority due to legislation requirements.	On Schedule	•



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#### EC2: Building on our strengths

#### EC2.1: Operate a financially sustainable business

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	Woodview Quarry provided all Flood Blend for maintenance and resheeting this year. Other products supplied included various road bases, gabion and other rock products, overburden and sandstone.	Completed	•
EC2.1.2	Continue with leasing of Peterson's Quarry as per agreement	2019/2020	David Timms	Quarry Solutions has a five-year lease with additional options. Staff will continue to liaise with Quarry Solutions regarding their future intentions.	Completed	•

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EC2.2: The Northern Rivers Livestock Exchange returns a profit to the community

Action Code	Action Name	Timetrame	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	Completed	
EC2.22	Stage 2 upgrade of the NRLX (upgrade of post-sale area)	2018/2019	Ben Zeller	Project is on schedule for a September 2019 completion. Several variation works were commissioned which extended the original completion date.	On Schedule	•
EG2 2 3	Prepare e Business Plan	2017/2018	Brad Willis	Focus has continued on the redevelopment and construction works of NRLX during this period. There has also been a significant focus on improving day to day operations on the ground white also gaining a better understanding of the NRLX business, the operational challenges and complexities. This process is enabling a much more defined and accurate approach when composing the NRLX Strategic Plan. The draft Strategic Business. Plan is underway and taking shape.	Behind Schedule	•

#### EC2.3: Provide a service where appropriate to support niche community and business needs

Action Code	Action Name	Timetrame	Responsible Officer	Comments	Status	Traffic Lights
EG2 3.1	Provide Private Works as required	Amusal	David Timms	Council is providing and quoting on private works as requested. Demand has been higher than usual this financial year due to Pacific Highway works.  Awaiting on final design plans for the Broadwater Quarry Road intersection upgrade from Pacific Complete, have been advised that the works is ours – it is about a \$1.3 million project.	Completed	•

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#### EC2.4: Acquisition, management and disposal of Council land to realise commercial opportunities

Action Code	Action Name	Timetrame	Responsible Officer	Comments	Status	Traffic Lights
EC2 4.1	Acquisition, management and disposal of Council Land to realise commercial opportunities	Annual	Michael Perkins	Sale of the Evans Head Administration Office site to allow for the establishment of a HealthOne in Evans Head completed. Sale of Evans Head Aerodrome being pursued. Development of Canning Drive land and sale of lot in Casino Industrial Estate.	Completed	•
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	This has been put off to next financial year due to work being undertaken on Energy from Waste project.	Not Due To Commence	•

#### EC2.5: Develop Council business activities around commercial, industrial and residential land development

Action Code	Action Name	Timeframe	Responsible Officer	Comments	Status	Traffic Lights
EC2.5.1	Implement strategy for the acquisition and disposal of Council land for economic benefit	Annual	Michael Perkins	Not due to commence until review completed	Not Due To Commence	•
EC2 5.2	Develop and market residential land estate	Annual	Michael Perkins	Design of Canning Drive residential development completed. Construction expected October with release of land targeted for late 2019.	Completed	•
EC2 53	Develop and market industrial land estate	2020/2021 and 2021/2022	Michael Perkins	Not due to commence until 20/21 linencial year	Not Due To Commence	•
EC2.54	Acquisition of development site for industrial subdivision	2020/2021	Michael Perkins	Not due to commence until 20/21 financial year	Not Due To Commence	•
EC2.5.5	Acquisition of development site for residential subdivision	2619/2020	Michael Perkins	This was completed last financial year due to opportunity to purchase Canning Drive	Completed	

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

Action Gode	Action Name	Timetrame	Responsible Officer	Comments	Status	Traffic Lights
EC2 6.1	Business engagement	Annual	Cherie Holdsworth	Business engagement is an ongoing activity for the Economic Development learn who use face to face meetings, events held by Council, and networking opportunities at regional events to facilitate linkages and collaborative opportunities for business and promote the Richmond Valley.	Completed	•
EC2.62	Interact with local Business Chambers and work regionally with the NSW Business Chamber	Annual	Cherie Holdsworth	Engagement with Chambers is an ongoing activity which is being undertaken regularly Strong relationships are in place with both local Chambers and Northern Rivers NSW Business Chamber representatives.	Completed	•
EC2.63	Develop and implement an action plan for the reduction of vacant retail spaces.	2018/19 and 2019/2020	Cherie Holdsworth	Work has been undertaken being shop window wraps which has been successful in reducing vacant shops.	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	Cherie Holdsworth	The database of businesses is an ongoing activity which is being constantly updated and maintained	Completed	•

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#### Looking after our Environment

EH1: Managing our Waste and Water

#### EH1.1: Waste and resource recovery future options

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	The decision was made to change the requirement for a Waste Strategy to a Business Plan. The Business Plan has been drafted and is being reviewed.	On Schedule	•

#### EH1.2: Operate waste and resource recovery as a business, including kerbside collection options for businesses

Action Code	Action Name	Timeframe	Responsible Officer	Comments	Statue	Traffic Lights
EH1:2.1	Review costs, resources and options for businesses and set a new fee structure	2017/2018	David Timms	New fee structure and charges have been developed as part of the Budget for 2019/20. A considerable amount of work has been done behind the scenes to ensure that the fees are based on accurate data and the real costs of managing the community's waste and recyclables.	Completed	•

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#### EH1.3: Waste Management domestic kerbside collections

Action Code	Action Name	Timeframe	Responsible Officer	Comments	Status	Traffic Lights
EH13.1	Review collection run frequencies and efficiencies including investigating GPS fracking systems and options	2018/2019	David Timms	Collection run frequencies have been reviewed and collection runs have been analysed to increase their efficiency with the different drivers. The documentation, in preparation for release of the EOI for the GPS tracking systems/telematics is currently being developed and is on track for release October 2019.	Ori Schedula	•

#### EH1.4: Close and cap completed waste facility cells

Action Code	Action Name	Timeframe	Responsible Officer	Comments	Status	Traffic Lights
EH1,4 1	Develop and implement capping plans	Annual	David Timms	Contractors have been selected for the construction of the Bora Ridge Landfill capping. This project will now extend into the 2019/20 financial year, with construction unlikely to commence until August 2019. This delay is due to a potentially significant cost savings currently being investigated. The revision of the specifications for materials for the Nammoona landfill capping are progressing ensuring that the procurement phase of the project runs smoothly.	On Schedule	•

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EH1.5: Seek and utilise grant funding to support waste infrastructure needs and new projects in line with the NSW Water Avoidance and Resource Recovery Act and Strategy

Action Code	Action Name	Timetrame	Responsible Officer	Comments	Status	Traffic Lights
EH1.5.1	Research and secure Waste Less Recycle More EPA and Environmental Trust funding	Annual	David Timms	The Waste & Resource Recovery Team is continually exploring opportunities for innovative ways to use the funding for beneficial projects and access additional funding for projects that have been identified in master plans.	Completed	•

#### EH1.6: Deliver environmentally sustainable waste collection, disposal and recycling programs and services to the community

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	The Educator Waste Avoidance and Collections continues to focus on presenting information to the community on the changes in recycling, FOGO - Food Organics and Garden Organics (Business) and other waste related matters. The role also works closely with other waste educators in the NEwaste Group (North East Waste) on regional programs and initiatives.	Completed	•
EH1 6 2	Delivery of capital works projects	Annual	David Timms	There continues to be delays with the design of Nammoona Cell 6. Council Officers, after meeting with technical staff from the EPA, are waiting for some modified designs from the consultants which may have significant cost savings and alternative staging for the Cell 6. Evans Head facility weighbridge is complete and fully operational as of 1 July 2019.	Behind Schedule	•

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#### EH1.7: Provide services which protect and enhance our natural and built environment

Action Code	Action Name	Timeframe	Responsible Officer	Commenta	Status	Traffic Lights
EH1.7.1	Implement the revised stormwater management plan	2018/2019	David Timms	Capital and maintenance works delivery are on schedule.	Completed	•

#### EH1.8: Provide compliant, continuous and cost effective water supplies and sewerage services

Action Code	Action Name	Timetrame	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	Water from the Casino Water Treatment Plant is being supplied in accordance with all EPA and Drinking Water Standards requirements. Sewerage networks and treatment facilities are operating in accordance with all EPA requirements and management plans.	Completed	•
EH1.8.2	A review of the CCTV Inspection and Survey Program will be undertaken	Annual	Johan Schoonwinkel	Inspection program has been updated	Completed	•
EH1 8 3	Implement an energy and carbon emission reduction program	2017/2018	David Timms	The 100kW Solar Power Generation system at the Casino Water Treatment Plant has been completed	Completed	•
EH1.8.4	Review current water sewer infrastructure and develop improvement plan	2018/2019	Johan Schoonwinkel	Water & sewer infrastructure replacement program were reviewed and capital works program updated	Completed	•
EH1 8.5	Investigate an alternative water source for water supply security to Casino in emergencies	2018/2019	Johan Schoonwinkel	Funding application submitted to Department of Industry to undertake this work.	Completed	•

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Action Code	Action Name	Timeframe	Responsible Officer	Comments	Status	Traffic Lights
EH1.86	Develop and implement strategies to improve Council's water and sewerage infrastructure as identified in the IWCM Strategy Plan		Johan Schoonwinkel	Strategies and actions from within the W&S Strategic Plan/ Integrated Water Cycle Management (IWCM) Plan being implemented in development and delivery of Maintenance and Capital Works programming.	Completed	•

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#### EH2: Promoting the Protection of the Environment

EH2.1: Provide services and programs which protect and enhance our natural and built environment

Action Code	Action Name	Timeframe	Responsible Officer	Comments	Status	Traffic Lights
EH2 1.1	Budgets allocated to support services and programs	Annual	Andrew Edwards	Ongoing.	Completed	•

#### EH2.2: Upgrade to the Jabiru Geneebeinga Wetlands

Action Code	Action Name	Timeframe	Responsible	Comments	Status	Traffic Lights
EH2.2.1	Develop Jabiru Geneebeinga Wetlands Masterplan	2020/2021	Andrew Edwards	Currently in the hands of the community group developing the plan, a southern cross university student is undertaking an integrated project in the wetland undertaking soil and water sampling.	Not Due To Commence	•

#### EH2.3: Develop and use regulatory instruments to protect and manage the environment

Action Code	Action Name	Timeframe	Responsible Officer	Comments	Status	Traffic Lights
EH2.3.1	Respond to Environmental Incidents	Annual	Andrew Edwards	Ongoing and meeting expectations.	Completed	•

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EH2.4: Develop programs in consultation with the community and stakeholders to minimise environmental harm through Council's own environmental practices

Action Code	Action Name	Timetrame	Responsible Officer	Comments	Status	Traffic Lights
EH2.4.1	Flying Fox Management	Annual	Andrew Edwards	Completed.	Completed	
EH2 4 2	Conduct Food Shop Inspections	Annual	Andrew Edwards	Awaiting final results from customer service, school canteens do not appear to have been inspected.	On Schedule	•
EH2.4.3	Skin Penetration inspections	Annual	Andrew Edwards	Completed and on target	Completed	•
EH2.4.4	Maintain Water Quality Inspections Schedule for public swimming pools	Annual	Andrew Edwards	Completed and on target.	Completed	•
EH2.4.5	Prompt response to general enquires	Annual	Andrew Edwards	Ongoing Team is meeting service level expectations	Completed	•
EH2.4.6	Liquid Trade Waste Program	Annual	Andrew Edwards	2019/2020 will see the renewal of LTW approvals after inspections undertaken	Completed	•
EH2.4.7	Public Health Registers and Response	Annual	Andrew Edwards	Currently up to date	Completed	•
EH248	Conduct OSMS audits	Annual	Andrew Edwards	Completed and on target.	Completed	•
EH2 4 0	Caravan Park approvals		Andrew Edwards	Ongoing program	On Schedule	•

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#### EH2.5: Develop a long term strategic plan for the Animal Shelter

Action Code	Action Name	Timeframe	Responsible Officer	Comments	Status	Traffic Lights
EH2 5.1	Draft a long term strategic plan for the Animal Shelter	2018/2019	Andrew Edwards	Due to other priorities, a draft will be prepared in the 2019/2020 year.	Behind Schedule	

#### EH2.6: Implement Council's adopted Companion Animals Management Strategy

Action Code	Action Name	Timeframe	Responsible Officer	Comments	Status	Traffic Lights
EH2.6 1	Decrease in the number of dog attacks	Annual	Andrew Edwards	Rangers continue to deal with dog attacks, education given during these times.	On Schedule	•
EH2 8.2	Increase in the number of de-sex animals from the previous years statistics.	Annual	Andrew Edwards	Dogs and cats being released from the pound are advised to be desexed. We cannot make them desex the animals but can reduce sustemance fee or release fee. All animals going to rescue are desexed. There is some discount/funding via Northern Rivers Animal Services for desexing - approximately \$2000 which goes straight to the vet.	On Schedule	•
EH2 6.3	Decrease in the number of roaming animals	Annual	Andrew Edwards	Ongoing - certain problem dogs and owners are dealt with regularly. Education and advice provided	Completed	•
EH2.6-4	Increase in the number of follow ups of dangerous dogs audits	Annual	Andrew Edwards	Inspections for the financial year have been completed	Completed	•
EH2.6.5	Rehousing rates	Annual	Andrew Edwards	Rehousing rates are good, compilation of statistics underway- due end of August 2019.	Completed	•

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#### **Making Council Great**

CS1: Leading and Advocating for our Community

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

Action Code	Action Name	Toperame	Responsible Officer	Comments	Status	Traffic Lights
CS1 1 1	Encourage participation in council meetings/committee meetings	Annual	Deborah McLean	Council meetings advertised in accordance with legislative requirements. In addition, regular Facebook posts to encourage community participation.	Completed	•
CS1.1.2	Provide business papers in accordance with Code of meeting Practice	Annual	Deborah McLean	Business paper delivered in accordance with Code of Meeting Practice.	Completed	•
CS1 1.3	Develop and conduct a Councillor training program	Annual	Deborah McLean	Training needs identified for the 2019/2020 year. Training currently being sourced and training plan drafted.	On Schedule	•
CS1.14	Communicate Council's achievements, strategic objectives and actions		Deborah Mct.ean	Quarter 4 2018/2019 Delivery Program Progress report currently being complied and is due to be delivered to the August Gouncil meeting. Quarter 2 Progress Report presented to the February 2019 Council meeting. Mid-term Report completed in September 2019 and delivered to the community.	Completed	•

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

Action Code	Action Name	Timeframe	Responsible Officer	Dommerite.	Status	Traffic Lights
CS1.2.1	Develop a risk management program which identifies and controls Council's Enterprise Risks	Annual	Deborah McLean	Council's risk management program is an origoing process.  2018/19 saw the implementation of the following developments.  Implementation of PULSE Risk Module and integration of Enterprise Risk Register.  Engagement of AON Risk Solution to prepare a review of Council's Business Continuity Plan in 2019/2020.  Insurance program reviewed and insurance's placed.  Review of Council's Risk Management Policy.	Completed	
CS1 2.2	Place appropriate insurance in accordance with Council's insurance program	Annual	Deborah McLean	Insurances placed for the 2019/2020 financial year.	Completed	•
CS1 2 3	Implementation of a corporate compliance program	Annual	Deborah McLean	This is an ongoing process which is being facilitated through annual reviews of Council's Risk Register and Delegations/Policy database.	Completed	•

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

Action Code	Action Name	Timeframe	Responsible Officer	Comments	Status	Traffic Lights
CS1.3.1	Internal audit committee meetings	Annual	Ben Zeller	Completed in accordance with the agreed schedule.	Completed	

#### CS1.4: Provide high level financial and business analysis advice to monitor performance

Action Code	Action Name	Timeframe	Responsible Officer	Comments	Stature	Traffic Lights
CS1.4.1	Monitor capital works performance	Annual	Ben Zeller	Ongoing. Reported when required and monthly adjustments made.	Completed	•
CS1.4.2	Coordination and management of major projects	Annual	Ben Zeller	Ongoing and cover all of Council areas.	Completed	•
CS1.4.3	Identify trends in business performance and report to senior management	Annual	Ben Zeller	Ongoing and as required.	Completed	•

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#### CS2: Great Support

#### CS2.1: Ensure the ongoing delivery of a quality customer service oriented organisation

Action Code	Action Name	Timeframe	Responsible Officer	Comments	Salim	Traffic Lights
CS2.1.1	Ensure that Council continues to meet the expectations of the community in delivering quality customer service	Annual	Kelly Moroney	In accordance with the recently reviewed customer service framework and charter, Council meets the expectation of the community. This can be measured by survey results via phone and mystery shoppers with the customer service and support team exceeding industry set benchmarks.	Completed	•
CS2.1.2	Continually review and monitor the quality of customer service provision across the organisation	Annual	Kelly Moroney	The provision of customer service is monitored on a daily, weekly and monthly basis via quality control processes in place as well as reporting against benchmarks, if any room for improvement or feedback can be provided this occurs to the relevant team area or workgroup as soon as possible.	Completed	•

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CS2.2: Staff have the technology and information systems required to deliver the outcomes expected by the community

Action Code	Action Name	Timeframe	Responsible Officer	Comments	Status	Traffic Lights
CS2.2.1	Implement application upgrades, configuration changes, data entry screens, reports, and workflow within Council's core applications	Annual	Scott Walters	Updates, patching and reports have been completed according to plan.	Completed	•
CS2 2 2	Utilise mobile technologies so staff can access council information and complete lasks while in the field	Annual	Scott Walters	Mobile phone roll-out for field staff leaders and heavy vehicle operators complete. Upgrade of managers mobile phones in progress and will be completed early in 19/20 FY. Set a standard for replacing iPads with a PC 2-in-1 laptop has been deployed successfully this will continue into 19/20 FY. Staff now have access to Employee Self Service through mobile devices. Staff have access to RVC's document management system when on mobile. Some staff have access to RVC's business continuity plan via mobile.	Completed	
CS2 2 3	RVC doucments project delivers records and document management and workflow capabilities	2017/2018	Scott Walters	Document Management system (ECM) has been implemented. Various business processes are now supported through the connected content looks. This enables documents stored within other TechOne products to be held within ECM.	Completed	•

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#### CS2.3: Technology in the community which promotes economic growth and community safety

Action Code	Action flame	Timeframe	Responsible Officer	Comments	Statio	Traffic Lights
CS2.3.1	Manage and maintain CCTV and public Free Wi-Fi systems	Annual	Scott Wallers	Program for the year was completed. Monitoring of equipment in the CCTV network has been improved. Problems this year were around construction work on private premises which we use to house some equipment resulted in CCTV being unavailable at various times in certain locations. RVC will set a plan to move equipment to non-private premises as funds and time permit. Free CBD WiFi was reviewed at end of current agreement and will continue to operate. A hardware refresh is planned for the Free CBD WiFi notwork.	Completed	•

#### CS2.4: Efficiency and value from IT investments

Action Code	Action flame	Timeframe	Responsible Officer	Comments	Status	Truffic Lights
CS2 4 1	Systems are maintained within one version of currently released product	Annual	Scott Walters	Desktop system are now managed by a centralised tool to ensure software is always up to date. Server software remains fully supported by vendors.	Completed	•
CS242	Management of network performance	Annual	Scott Walters	Network is meeting performance expectations	Completed	•
CS243	Security and data protection	Annual	Scott Walters	Security controls are now in place. IT Policy has been approved	Completed	

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#### CS2.5: Efficient records processes

Action Code	Action Name	Timeframe	Responsible Officer	Comments	Status	Tramic Lights
CS2.5.1	Efficient processing of incoming correspondence	Annual	Lisa Caban	Service level agreement is being met	Completed	•
CS2.5.2	Efficient processing of information requests.	Annual	Scott Waiters	Service level agreement is being met.	Completed	

#### CS2.6: Place-based employer of choice attracting a diverse workforce

Action Code	Action Name	Timeframe	Responsible Officer	Comments	Stature	Traffic Lights
CS2 8.1	Streamline recruitment process.	Annual	Caroline Redwood	The recruitment process has had a large overhaul in the past 12 months. The team will continue to improve process as areas of improvement are identified.  Advertising ROI has been completed.  Website has been updated.  Applicant experience has been refined.  Job Advertisements are written in a friendly and inviting manner.  Application questions have been improved and now include EEO questions.  Role and responsibilities checklist has been implemented.	On Schedule	•

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Action Code	Action fiame	Timeframe	Responsible Officer	Comments	Status	Traffic Lights
CS2 6.2	Rebrand recruitment to coincide with EVP strategies	Annual	Caroline Redwood	Recruitment has had a complete overhaut.  Questions have been modernised.  Applicants are now contacted on the phone.  The website details many benefits that one gets whilst working at Richmond Valley.  There has been a big focus on the kind of language that is used to present on organisation consisting of positive psychology and a culture of safety and wellbeing.	Completed	•
CS2 6 3	Implement internal initiatives that boost morale	Annual	Caroline Redwood	Multiple Initiatives have been implemented. Peer-to-peer is conducted in team meetings and adhoc as someone identifies a colleague that deserves recognition. The learn would like to do a greater peer-to-peer campaign embodying the entire organisation. All staff have been encouraged to review their areas of work and millect on projects and put forward ideas to make things more efficient.	On Schedule	•
CS2 6 4	Update on-boarding process	Annual	Caroline Redwood	Purchase of PULSE an online onboarding platform has occurred. Building the content will occur next financial year.	On Schedule	0

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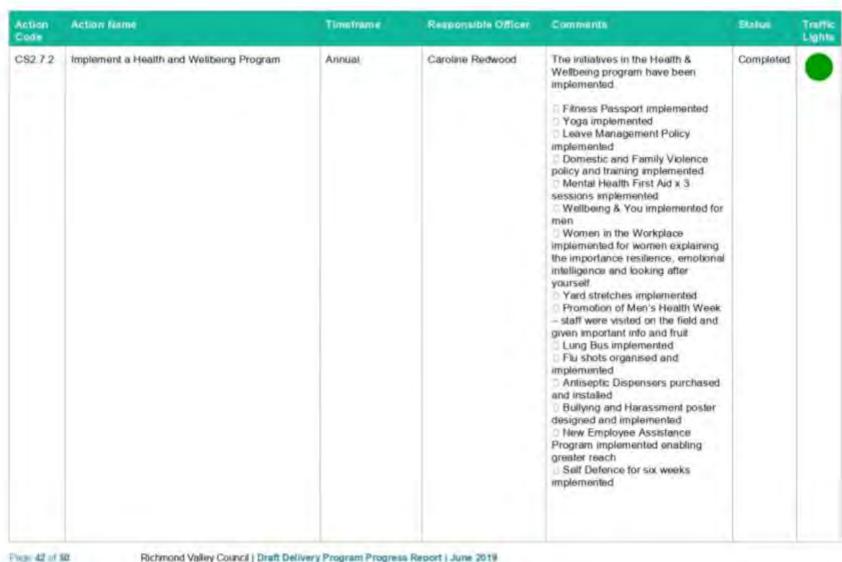
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CS2.7: Develop and retain an engaged and performing workforce

Action Code	Action Name	Timehams	Responsible Officer	Comments	Status	Traffic Lighta
CS2.71	Implement a 12-24 month leadership and culture plan	2018/2019	Caroline Redwood	Izaning was designed has been completed by frontline leaders.  Topics included:  1. Stepping into Supervising  2. Dealing with Conflict and Complaints  3. Greeting Culture  4. Managing Productivity  Management Team: HBDI debriefs conducted, HBDI workshop complete, multiple requests from Managers to have their teams done.	Completed	

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Action Code	Action Name	Timeframe	Responsible Officer	Comments	Status	Traffic Lights
CS273	Manage strategy for YES trainees including those that have graduated by designing an emerging leaders program	Annual	Caroline Redwood	YES staff are developing well in their roles. Career Expo's were conducted and successful. 17 candidates were taken on this financial year.  Next Career Expo is due August 27. Have engaged Premier and Cabinet to widen the opportunities for the young people of Casino.	On Schedule	•
CS2 7.4	Manage staff survey strategy	Annual	Caroline Redwood	Survey is reviewed and improved after each collection of data. Improvements are ongoing.	On Schedule	•

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Action Code	Action Name	Timeframe	Responsible Officer	Comments	Status	Traffic Lights
CS2.8.1	Review current values and behaviours	Annual	Caroline Redwood	Programmed for 2019/2020	Not Progressing	
CS2 8 2	Manage the implementation of digital transformation for HR systems and process	Annual	Caroline Redwood	Systems implemented this financial year:  ESS Single Touch Payroll SCOUT Vault	On Schedule	•
CS2 8 3	Manage training plan	Annual	Caroline Redwood	Ongoing management of the plan and budget.	On Schedule	•
CS2.8.4	Develop OD team to be 'match-fit' that supports a contemporary workforce	2018/2019	Caroline Redwood	P&C is a now high functioning and people- centred team. All roles have been fully recruited.	Completed	•
CS2.8.5	Manage and review policies and procedures	Annual	Caroline Redwood	Ongoing review	On Schedule	•

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CS2.9: Proactive management of WHS systems to minimise safety risks

Action Code	Action Name	Timefrane	Responsible Officer	Comments	Station	Traffic Lights
CS2 9.1	Continue to coordinate Council's Incident Reporting system	Annual	Caroline Redwood	A new system will be completely rolled out in the first half of 2019/2020.	On Schedule	•
CS2 9 2	Annual review of Safety Management Plan	Annual	Caroline Redwood	Completed Plan reviewed	Completed	
CS2.9.3	Rolling audit and hazard inspection program and reporting	Annual	Caroline Redwood	Ongoing audit results received. Action list to be developed as items to be completed FY19-20	On Schedule	•
CS2 9 4	Develop and Implement a Health Monitoring Program	2017/2018	Caroline Redwood	New Program to be designed for 2019-2020	Behind Schedule	•
CS2 9 5	Facilitate Health and Safety Committee	Annual	Caroline Redwood	New committee to be nominated. P&C is facilitating both election, meetings and HSR training.	On Schedule	0
C52 9 6	Develop and implement a WHS Safety Training program	Annual	Caroline Redwood	Officer training organised for Management Team August 2019	On Schedule	
CS2.9.7	Ensure Council's WHS practices are compliant with legislative requirements	Annual	Caroline Redwood	Ongoing	On Schedule	

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CS2.10: Provide an effective injury management program

Action Code	Action Name	Timetrame	Responsible Officer	Comments	Status	Traffic Lights
CS2.10.1	Develop and implement a Return to work program	Annual	Caroline Redwood	Developed and communicated to frontline staff	Completed	
CS2.10.2	Develop relationships with Stakeholders to assist in managing Workers Compensation claims	Annual	Caroline Redwood	Work closely with insurer to ensure we are compliant to both worker, organisational and insurance needs. People & Culture has strong relationships with stakeholders from StateCover.	Completed	•
CS2 10 3	Reporting of injury management results to council	Annual	Caroline Redwood	Reports delivered as required.	Completed	



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CS2.11: Examine all revenue and expenditure reduction opportunities within legislative powers

Action Code	Action Name	Timetrams	Responsible Officer	Comments	Station	Traffic Lights
CS2,11,1	Complete review of council revenue	Annual	Ryan Gaiter	Revenue review completed in 2017/2018	Completed	•
CS2.11.2	Ensure council's procurement practices deliver best value for money	Annual	Ryan Gaiter	Council still remains an active member of the Northern Rivers Joint Organisation (NRJO) Procurement Group. Council has also recently implemented Vendor Panel procurement software, which allows for greater reach in sourcing quotations.	Completed	•
CS2 11 3	Examine the opportunity to share regional services with other local government agencies.	Annual	Ryun Gader	Council is an active member of the Northern River Joint Organisation procurement group.	Completed	•
CS2 11 4	Investigate different investment options to maximise Councils return on investments	2017/2018	Ryan Gaiter	Council staff are continually looking for investment options which maximise Councils return on monies invested. Changes have been made this financial year which has led to Council exceeding its budget for 2018/2019.	Completed	•

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#### CS2.12: Ensure compliance with Accounting Standards and Local Government Legislation

Action Code	Action Name	Timeframe	Responsible Officer	Comments	Status	Traffic Lights
CS2.12.1	Manage Council's finances in accordance with legislative requirements	Annual	Ryan Gaiter	Council's investment Policy is updated annually, monthly reports are presented to Council confirming all investments are made within legislative guidelines.	Completed	

#### CS2.13: To sustainably and strategically manage council's fleet program

Action Code	Action Name	Timelyame	Responsible Officer	Comments	Status	Traffic Lights
CS2 13 1	Complete fleet procurement in accordance with the plant replacement program	Annual	Ryan Gaiter	Fleet procurement completed for 2018/2019.	Completed	•

### CS2.14: Maintain Strategic Asset Management focus, and provide inspection and technical information for the development of design and Capital works programs

Action Code	Action Name	Timeframe	Responsible Officer	Comments	Status	Traffic Lights
CS2.14.1	Development of design and Capital works programs Annually.	Annual	Andrew Leach	Capital Works Program developed as part of the budget formulation stage in March each year.	Completed	•

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#### Richmond Valley Council

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## 2018/2019 Annual Report







# RICHMOND-UPPER CLARENCE REGIONAL LIBRARY REGIONAL LIBRARY MANAGER'S ANNUAL REPORT FOR 2018/19

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 2018 to 30 June 2019

#### Regional Administration and Physical Activities

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 library service is thriving and membership and visitation continue to increase.

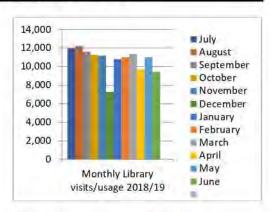
Our libraries are welcoming spaces that remain central to service delivery in their respective communities. Richmond-Upper Clarence Regional Library prides itself on providing an environment in which everyone is comfortable and accepted.

All branches welcome travellers and visitors who regularly visit our libraries to access the internet and Wi-fi facilities to stay in touch with family and friends as well as access online services such as banking while they are away from home.

In 2018/19 we...

had 128,634 people visit lent 174,564 to 16,622 members satisfied 11,092 reserves offered 907events attended by 10,563 people introduced a new seed library hosted 13,170 internet sessions have 1,098 Facebook followers celebrated 40 years as Regional Library

The Regional Library had 128,634 patrons and visitors walk through the doors to use the library facilities. This comprised of:
Casino – 68,442
Kyogle – 33,561
Evans Head -19,972
Mobile Library – 4,650
Coraki – 2,009



The Regional Library had 16,622 members with 976 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 984 non-residents as members. The total weekly opening time of all the libraries was 139.5 hours.



The library facilitated, hosted and conducted an enriching and a diverse range of programs and activities meeting the needs of the community. The Regional Library ran 907 programs during the year, an increase of 6% on the previous year and an increase of 137% over 5 years. A very pleasing and rewarding outcome of our program and events schedule is the library easing social exclusion in the community.

The libraries were continually used as a **meeting hub**, providing a 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 Wi-Fi 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 13,170 while Wi-Fi usage was 12,269.

eResources and online databases were made available to patrons via the library website 24/7. The eService comprising of eBooks, eAudio books, eMagazines and eComics had 5,947 loans during the year, which was a massive increase of 156% on the previous year. Richmond-Upper Clarence Regional Library and Clarence Regional Library formed a Borrowbox consortia which gave library members access to a wider range of eBooks and eAudio Books.

Beamafilm viewings amounted to 1,337 during the year. 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. The StoryBox Library had 718 stories downloaded during the year. The Library also signed up with Haynes Online. This is a subscription to online motor car and motorcycle repair manuals.

TheComputerSchool, which is an Interactive Online Computer and Technology Training Centre, was used 929 times. Microsoft Office and Computer Basics were the most popular training modules. The Library also provided Good Reading – an online magazine for book lovers.

RFID technology continued to be used successfully throughout the region. The use of self-serve kiosks at Casino, Kyogle and Evans Head Libraries continued to grow in popularity, with 11,177 customers borrowing and/or renewing 34,998 items during the year.

There was 1,457 uses of the **laptop dispensers** at Casino, Kyogle and Evans Head Libraries, proving to a popular and valuable library resource.

In November 2018 the Richmond-Upper Clarence Regional Library celebrated 40 years as a regional library. There was an official function with Manager, Public Library Services, State Library of NSW, Cameron Morley, Richmond Valley Council Mayor, Robert Mustow and General Manager, Vaughan Macdonald, former library and council staff and other invited guests. The library also included library members in the celebrations.





40-year celebration of the Regional Library

A new seed library was launched in April 2019 at the Casino Library with Mayor Robert Mustow. The seed library is a partnership with Richmond Valley Council and the seed library became available at all libraries and proved to be very popular with 1,454 seed loans in just 3 months.



Seed Library launch at the Casino Library

School holiday activities attracted a great number of participants. Everything from StoryBox mini cinema, science lab, slime making, scavenger hunts, Lego, giant Jenga, playdough, coding and more was on offer. There were also some money advice sessions.

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



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The library also participated in **Share the Dignity** and **In the bag** charitable programs. Both these were coordinated by **Taryn Kelly**. The Library also participated as a collection location for the **Tabulam bushfire aid program** with the mobile library delivering the items to the **Tabulam School**.

#### **Branches**

The Casino Library had a busy year with many 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 9,065 registered members with 515 new members joining during the year. Many community members from our indigenous population used the library every day, including 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 several rostered duties.

The Casino Library hosted monthly meetings of the Book Discussion Group, and Adult-Colouring-in. There were several author visits throughout the year. Authors included: Jenn J. McLeod, Jeremy Scott, Noel Baum and Victoria Purman. The author talk by Jenn J. McLeod was particularly interesting because Jenn mentioned the Casino Library and staff members Ngarie and Taryn and former staff member Helen Sjostedt in her latest book.



Author visit with Jenn J. McLeod

Customers were entertained with a bush poetry recital by Don Macqueen during Seniors Week in March 2019. While on **Harmony Day** in March





2019 there was a talk on the Children of Cambodia by Maggie Coulihan and Taryn Kelly gave a presentation on the Tanzaroo Library Project.

Casino Library hosted two very successful and well attended book launches. Gwen Gray, a local from Casino selected the library as the venue to launch her children's book "The watery tale of Bucket the naughty duckling" on 21 August 2018 with 90 people attending. Gwen launched her 2nd book "Bucket the naughty duckling's first day of school" with another 51 people in attendance on the 22 January 2019.



Book Launch of "The watery tale of Bucket the naughty duckling"

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 with 87 people attending 10 sessions.

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 Primary School, Kookaburra Early Learning, Bentley Pre-school, Baptist Pre-school, Rainbow Station Day Care Centre, Jumbunna and Stratheden School. With this, the library now provides an early literacy program to all preschool and day care centres in Casino.

Sylvia also conducted 50 Create Make Share programs at the Casino Library with 465 attending.

**Sue Bland** continued to supervise the successful **Adult Colouring-in** sessions at the Casino Library with 280 people attending 23 sessions.

The Monthly Lego Club and the Family Lego days at the Casino Library, organised by Linda Clark in 2018 and by Tamara Patino in 2019 were

Richmond Valley Council

also very successful with 130 kids attending 11 Lego sessions.



Lego Club at Casino Library

Tamara also introduced a new session of Playdough Playtime with 70 kids attending 9 sessions



Playdough Playtime at the Casino Library

**Linda** also continued running the popular **Recipe Club** at the Casino Library with 62 people attending 9 sessions. This was held with a monthly theme, and participants creating and sharing some wonderful cooking and recipes.







Recipe Club at the Casino Library

The Kyogle Library also conducted many programs for its 4,006 members including 229 new members. The Kyogle Library was also the venue for many 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 and the Saturday parents'n'kids. The Kyogle Library was also the place that hosted many community groups and their functions. This included the Mah-Jong Club, Start Storytime, Italian Language Group and Red Inc. A total of 1,137 people attended 279 such meetings.

Cheryl Thompson continued to supervise the very popular Adult Colouring-in at the Kyogle Library with 182 people attending 24 sessions. Sylvia Cooling conducted 13 Create Make Share workshops at Kyogle with 115 in attendance.

Corinne Hughes ran 12 Kyogle Book Club sessions with 54 attending. There were another 10 functions with 207 people participating throughout the year such as Byron Writers Festival Road Show, Patsy Kemp author visit and Zentangle workshops.

The Evans Head Library had 143 new members to make a total of 2,116 registered members. Sylvia Cooling conducted 10 successful monthly Create Make Share craft sessions at the Evans Head Library with 79 in attendance. Customers continued to make great use of the free internet while Wi-Fi also proved to be a very popular service, especially with visitors.

The Coraki Library has 270 members including 15 new customers. There were 91 Internet usages which was consistent with the previous year and

Richmond Valley Council

Aaron Wilkes made a concerted effort to keep the collection up-to-date and relevant to the customers. There were 16 children's programs with 101 attending and 25 attending 8 Book Club meetings.

The Mobile Library has 1,165 members with 72 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. The mobile library did experience some generator issues in the early months of 2019.

Customers of the mobile library service included community patrons, single teacher schools and central schools. It was pleasing when the Bonalbo Multi-Purpose Service was included into the Mobile Schedule in early 2019.



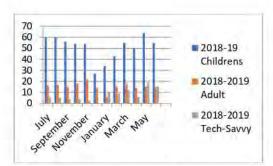
Steve Locke and the mobile library delivering the community aid to Tabulam after bushfires

#### **Promotions and Extension Services**

Programming has become a focal point of the library service, and continues to increase each year. The 907 programs conducted at the libraries was a 6% increase on the previous year of 855 and consisted of:

Children's – 8,382 attending 625 sessions Tech Savvy for seniors – 179 attending 92 sessions

Adult education/craft and hobby – 2,002 attending 190 sessions



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 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, Richmond River Express Examiner, Heartland Magazine and Coraki & District News. 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 October and November 2018 and 2LM Radio in April 2019.

The library **Facebook** page also played an important role in the promotion of the library. The Facebook posts were mostly created by **Taryn Kelly in 2018 and Tamara Patino in 2019.** 

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.

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.

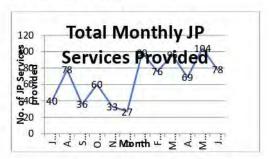
The Justice of the Peace service was a well-used resource at Casino, Kyogle, Evans Head and







Coraki Libraries. The staff JPs consisting of Sue-Ellen Little, Roxine Gittoes, Corinne Hughes, Linda Clark, Sue Bland, Tamara Patino and Aaron Wilkes between them provided 796 JP services during the year. This was a staggering 30% increase on the previous year and 64% over the past two years.



The Biggest Morning Tea held in June 2019 was again very successful, raising \$760 for the Cancer Council with the popular "bake-off", craft and library staff having mufti days.



Biggest Morning Tea at the Casino Library

The library also celebrated National Chocolate Day and besides having some fun with some delicious food there was also \$333 raised to support "buy a bale" drought relief fund. The staff at Evans Head Library got right into the swing of things by dressing up to the Willie Wonka.



National Chocolate Day at Casino Library

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. 659 ladies attended 73 sessions at the 3 libraries.



Create Make Share at Casino Library

In June 2019 the library and the Richmond Valley Council Events team took delivery of **Art Van Go**. This van will be shared between the two with the library using it to conduct the Outreach program. This was funded by **Regional and Cultural Grant funding**.

Tech Savvy for Senior's Program continued to be successful and well attended with 186 people attending 92 sessions. The training conducted at Casino under the supervision of Tamara Patino (July-December 2018) and Taryn Kelly (January -June 2019). The tech savvy sessions were run by Tamara Patino, Taryn Kelly, Ngarie Macqueen, Mitchell Pitman and Trenell Williams. The library







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was also successful in gaining \$5,000 in funding to purchase hardware to help with the tech savvy program.

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 Evans Head Library. Some books were also given to charities.

#### Children's Services

During the year 8,635 children/youth participated in 590 scheduled events across the region. This was a 3% decrease on both children's youth participation and the number of programs on the previous year. But over the last 5 years attendance has increased by a staggering 318% and programs by 215%. 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 464 children's programs/events. There were 7,368 attendees, an increase of 8% in programs and a 17% increase in attendance on the previous year. This included regular Bookworms programs, after school activities, visits from local schools, community group visits, Lego clubs, and the Baby Bounce program. The School holiday activities continued to be very popular with most sessions booked out

The library continued to support weekly visits from Kookaburra Early Learning and visits from Casino High School Special Education Unit. Jumbunna Community Preschool commenced Library visits to participate in the Bookworms program and Playdough Sensory program. Weekly reading sessions ceased with the Richmond Employment Access and Learning Service supporting school leavers with intellectual disabilities as the organising carers pursued roles elsewhere.

Visits to Baptist Community Preschool continued to provide four story time sessions per week, supporting their nominated area of learning. Jumbunna Community Preschool visits expanded to three storytime sessions per week and Jumbunna Mobile Playgroup continued to welcome the library into their programming with fortnightly outreach visits. Fortnightly visits to Bentley Preschool continued, with every second visit being a storytime aboard the Mobile Library.

Visits to Stratheden Primary School expanded to include separate junior and senior room programs. Several visits were made to St Mary's Primary School throughout the year to promote reading and literacy, including The Reading Hour and National Simultaneous Storytime. Visits to Casino West Primary School commenced with two year 3-4 and one year 4-5 class on a weekly basis. This facilitated reading, literacy and STEM activities and a strong rapport with both teachers and students developed in a short time.



The Outreach Program at Stratheden School

The Kyogle Library hosted 110 children's programs during the year with 1,166 attendees. 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 101 children attending 16 children's activities including 9 Lego Club.

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 number 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.







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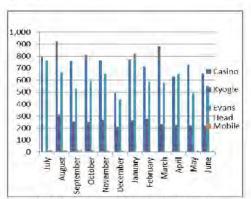
#### Information Service

During the year the Regional Library staff successfully supplied 19,725 information requests and 22,758 customer service requests. This total of 42,483 recorded a completion rate of 95.2%. The ability to provide timely resources is relevant, 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 245 requests being satisfied with an 91% success rate. The 9% 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. 259 items were loaned to other libraries from this library service.

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.

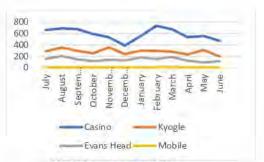
Free public internet access continues to be a major draw card for all libraries with 13,170 bookings made to use the Internet at the four libraries that provide the service. The wifi service was also an extremely popular service with 12,269 wi-fi connections. This service was particularly well-used during school holidays. A large portion of staff time was spent on IT assistance and ranged anywhere from 5 to 30 minutes. This included among other things – passport renewal, registering a business name and ABN, wi-fi issues, email setup on phones, setting up iPads and tablets, installing apps, scanning, printing and email setups.



Public Internet usage 2018-19







Wi-Fi usage 2018-19

#### **Technical Service Maintenance**

Two Libero (Library Management System) upgrades took place in October 2018 and March 2019. On the 26 June 2019 the Libero migrated to a hosted environment. This caused a couple of minor issues involving the RFID Self-serve kiosks and the laptop dispensers.

Kyogle Library continued to experience regular IT issues with network problems and slow Internet and Wi-fi speed. All libraries logged regular support calls.

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 many youths during school hours.

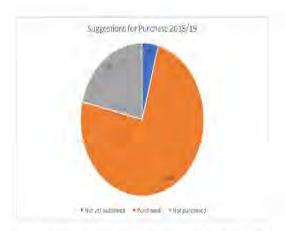
Scanning of documents to customers email addresses was one the biggest and demanding services provided by library staff throughout the year. Staff spent anywhere from 5 minutes to 30 minutes providing IT assistance to patrons. The processing of passport applications online was again a popular request from customers this year. There were also ABN applications and eResource setup and trouble-shooting amongst others.

The Regional Library had a successful year purchasing new library items, which were of high quality. While many items were purchased from visiting book suppliers, more on-line purchasing was conducted throughout the year. The Standing Orders for the more popular authors also continued to be a successful purchasing tool. Suggestions for purchase was managed by Library Technician, Taryn Kelly with a high success rate and resulted in many satisfied patrons.



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The library collection continued to evolve with 5,155 titles added and 5,910 items discarded. Due to time, space and a preference for new books only a few donations were added to the collection during the year.

Many 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.

11,092 reserves were satisfied from within the Regional collection. 410 reserves were not satisfied and 1,296 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, Libraries Australia and Libero User Group.

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. **Collection HQ** also played a significant role in the rotation of stock between branches as well as assisting keeping the collection modern and relevant.

#### Staffing

The library staff comprised of eight full-time, four permanent part-time staff, three library/customer service, a shared trainee, a school based trainee, three casual library assistants, and two casual backup mobile library drivers. The Library underwent a staff restructure with Ngarie Macqueen appointed to the new position of Casino Library Coordinator in August 2018. Sylvia

Coordinator Programs and Events in January 2019. The staff consisted of:

Cooling was appointed to the new position of

Gary Ellem Manager Regional Library

Ngarie Macqueen Library Assistant (Casino) July

2018

Casino Library Coordinator

August 2018 -

Sylvia Cooling Deputy Regional Library

Manager (Part time) July-

December 2018

Coordinator Programs and Events January 2019 -

Corinne Hughes Kyogle Branch Librarian

Taryn Kelly Library Technician

Sue Bland Library Assistant (Casino)
Linda Clark Library Assistant (Casino)

Tamara Patino Library Assistant (Casino)
Steve Locke Mobile Library Operator

Cheryl Thompson Library Assistant – Part time

(Kyogle)

Roxine Gittoes Library Assistant/Customer

Service – Part time (Evans Head) – retired August 2018

Michelle Popp Library Assistant/Customer

Service and Support Officer – Job Share (Evans Head)

Terrie Costello Library Assistant/Customer

Service and Support Officer – Job Share (Evans Head)

Sue-Ellen Little Richmond Valley Council

Customer Service Officer -

(Evans Head)

Aaron Wilkes Library Assistant – Part-Time

(Coraki)

Nancy Van Iersel Library Assistant - Part-time

Mitchell Pitman Trainee (Share with Richmond

Valley IT) 2 days a week

Trenell Williams School Based Trainee - 1 day

a week

Kate Benecke Casual Library Assistant

Laura Ramstadius Casual Library Assistant

Amy Boyd Casual Library Assistant
Sophie Drew Casual Mobile Library

Casual Mobile Library Operator and Library

Assistant







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**Bill Meuffels** 

Casual Mobile Library Operator to October 2018

During the year when the Mobile Library Operator was unavailable, the mobile library was operated by Richmond Valley Council staff member, Colin Richardson and casual staff members, Bill Meuffels and Sophie Drew. Matt Smedley from Richmond Valley Council also gained some minor experience in the operation of the Mobile Library.

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 and Sophie Drew worked at the Casino and Kyogle Libraries.

Roxine Gittoes retired in August 2018 after 20 great years working at the Evans Head Library. There was a small farewell function for Roxine.



Roxine Gittoes retired after 20 years' service

Casino Library staff had a farewell for Trainee Mitchell Pitman on the 26 June 2019. Mitch had been working 2 days a week at the Library since January 2018 and his traineeship had concluded.

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 attended many training courses and meetings throughout the year. Fifteen staff attended **Dealing with Difficult Customers** training in September 2018 while Gary attended **Mental Health First Aid** training in the same month. All staff had an information session on **ESS** in April 2019.

Regular fortnightly team 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.

Most staff attended the Richmond Valley Council all-staff gatherings and the Christmas party.

Gary Ellem and Ngarie Macqueen attended the Public Libraries NSW Conference (Switch) at Coffs Harbour in November 2018. At this conference Ngarie spoke at the Librarians Breakfast about the Instagram Project. Sylvia Cooling, Corinne Hughes and Steve Locke attended the inaugural Outreach Symposium at Coffs Harbour in November 2018. Gary attended a North-East Zone Library Managers Meeting in Uralla in March 2019 as well as Full North-East Zone meetings in Coffs Harbour in September 2018 and Armidale in May 2019. Ngarie presented a paper at the ALIA Online Conference in February 2019.

Gary Ellem also attended regular Manager Meetings at Richmond Valley Council as well as numerous other meetings with other council staff including the HBDI program. Corinne participated in fortnightly Kyogle Council Corporate Service Department meetings

Gary Ellem and Corinne Hughes met with Kyogle Council staff on many occasions to discuss the Kyogle Library redesign. In September 2018 Gary and Corinne met with the Labor Minister Peter Primrose and Labor Candidate Janelle Saffin to discuss library funding.

In September 2018 Corinne Hughes and Tamara Patino attended a Storytelling workshop in Grafton

Ngarie Macqueen, Sylvia Cooling, Taryn Kelly and Sue-Ellen Little attended Women in the Workforce sessions in July 2018 with Ngarie, Taryn and Sue-Ellen attending a follow-up session in August 2018. Ngarie and Taryn also attended a Reference and Information meeting in Grafton in February 2019.







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Taryn Kelly was also a guest speaker at an International Women's Day – High Tea at Windara in March 2019 where Taryn spoke about the Tanzaroo Library Project. In June 2019 Ngarie Macqueen addressed a Mothers Union meeting while Gary Ellem spoke at a Casino Vision Impaired meeting in September 2018.

In September 2018, Sylvia and Gary represented the Library at the YES Career Expo. Gary, Ngarie, Linda and Sue participated in regular training sessions in Collection HQ. Several staff were involved in webinars throughout the year.

Taryn Kelly attended a Libero User Group meeting at Twin Towns in October 2018 as well as conducting in-house eSafety training for library staff. Gary also participated in two Regional Cultural Grants teleconferences in August 2018.

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 several Kyogle community groups. She also attended fortnightly Kyogle Council Corporate Services meetings.

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

Because of attending the Switch Conference, Ngarie Macqueen made some very useful contacts in the library industry resulting in the purchase of new equipment and collection development.

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 October 2018 he submitted the 2017/18 NSW Public Libraries Statistical Return and in November 2018 both Richmond Valley Council and Kyogle Council submitted their 2018/19 Public Library Funding Strategy.

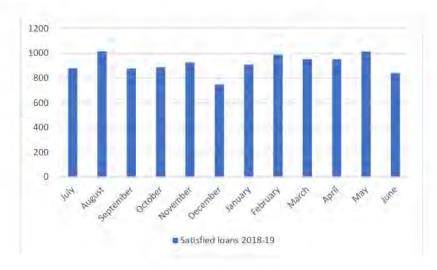
The Casino Library also hosted many visits throughout the year from Richmond Tweed Regional Library who were interested in the Casino Library fit out and RFID implementation. The library also gave RFID and laptop dispenser demonstrations and advice to other library services.

#### Conclusion

I would like to sincerely thank the relevant Council staff for their continued support and assistance throughout the year.

I wish to acknowledge and congratulate all library staff on their dedication, commitment and enthusiasm in providing personal service to library patrons of all ages. They have all contributed in a positive manner to ensure the library service's continuing success.

Gary Ellem Manager Regional Library



September 1





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Beef Week 2019 - Casino Library staff - Aussie Rock



Ngarie Macqueen speaking at the Librarians Breakfast at the Switch Conference







TABLE 1. LIBRARY COLLECTION STATISTICS
\*Not included in Book Vote

Collection	As at	Added	Discarded	Expenditure	
	30/6/19	1/7/18- 30/6/19	1/7/18- 30/6/19	1/7/18 - 30/6/19	
Picture Books	4,588	476	577	5,715.40	
Easy Junior Fiction	2,021	267	259	2,049.92	
Junior Fiction	2,384	315	295	4,542.81	
Teen Fiction	3,943	244	396	3,459.12	
Music CDs	644	45	205	439.50	
Junior Audio Books	81	4	4	45.56	
Junior CD and Text	45	0	6	0.00	
Junior Non-Fiction	2,670	233	116	3,098.20	
Junior DVD	714	209	150	3,072.55	
Junior Music	22	3	5	0.00	
Teen Magazines*	36	24	18	0.00	
Teen Audio	26	2	17	0.00	
Adult Fiction	14,395	1,327	1,669	24,064.71	
Large Print	2,623	173	462	5,665.15	
Adult Non- Fiction	10,780	799	587	15,045.85	
Reference	458	73	69	89.63	
Magazines *	970	424	664	0.00	
DVD	2,299	447	323	7,324.53	
Audio Books	1,108	90	88	5,182.08	
Software	12	0	0	0.00	
Total	48,819	5,155	5,910	79,795.01	
E-Books	8,425	71	47	3,752.43	
E-Audio Books	621	33	0	2,934.59	
E-Comics	46	46	0	1,638.00	
E-Magazines*	385	385	0	3,342.00	
Total	59,296	5,690	5,957	91,462.03	





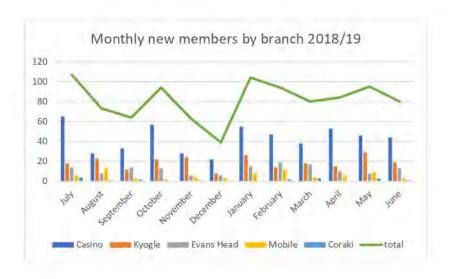


TABLE 2. BORROWERS REGISTRATON STATISTICS AT 30 JUNE 2019

Library	TOTAL	Adult	Young Adult	Junior	Richmond Valley	Kyogle	Lismore	Other
Casino	9,065	8,040	265	760	8,229	339	174	323
Kyogle	4,006	3,581	103	322	3	3,782	76	145
Evans Head	2,116	1,936	37	143	1,947	1	13	155
Mobile	1,165	715	75	375	533	540	40	52
Coraki	270	205	12	53	264	0	0	6
REGIONAL TOTALS	16,622	14,477	492	1,653	10,976	4,662	303	681

<sup>\*</sup> Young Adult borrowers are aged between 14 years and 16 years.

10,289 females, 6,267 males and 66 organizations











Sylvia Cooling and Gary Ellem with author Victoria Purman

# TABLE 3.

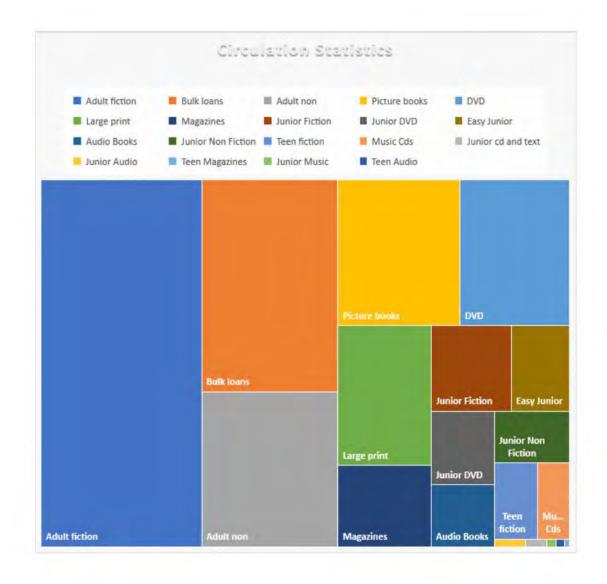
# CIRCULATION STATISTICS

Library	Casino	Kyogle	Evans Head	Mobile	Coraki	REGIONAL TOTALS
Adult Fiction	26,645	12,882	11,134	3,764	687	55,112
Bulk Loans	13,056	3,054	66	12,708	600	29,484
Picture Book	8,052	3,668	2,551	1,985	448	16,704
Adult Non- Fiction	9,522	3,735	1,541	1,065	275	16,138
DVDs	7,226	4,269	1,735	917	342	14,489
Large Print	5,892	1,165	1,024	1,028	47	9,156
Magazines & Newspapers	3,428	1,128	543	514	47	5,660
Junior Fiction	3,100	1,245	459	674	53	5,531
Junior DVD	2,097	1,728	461	940	48	5,274
Easy Junior	2,257	1,008	670	578	63	4,576
Audiobooks	1,764	1,422	587	76	39	3,888
Junior Non- Fiction	1,755	751	96	588	98	3,288
Teen Fiction	1,483	682	288	163	30	2,646
Music CD	1,096	290	279	49	0	1,714
Junior CD & Text	73	34	88	2	0	197
Junior Audiobooks	109	49	3	27	0	188
Teen Magazines	20	0	0	123	0	143
Junior Music CD	33	11	10	0	0	54
Teen Audiobooks	27	4	6	2	0	39
TOTAL	87,635	37,125	21,541	25,203	2,777	174,281















# TABLE 4. STOCK/SERVICES ACTIVITIES

#### (i) Stock Movement within Region

LOCALITY	DISTRIBUTION OF STOCK AT 30/6/2019
Casino	22,163
Kyogle	12,413
Evans Head	6,071
Coraki	1,806
Mobile Library	3,475

Also:

Processing - 100

Stack - 1,108

In-transit - 398

Repairs - 42

eResources - 9,477

#### (ii) Inter-Library Loans (Document Delivery)

Specific requests to other Libraries -272

Successful requests -245

Unsuccessful requests -27

Specific requests sent to other libraries -259

#### (iii) Satisfied reserves - 11,092

Unsatisfied reserves - (including cancelled reserves) - 1,706

# (iv) Internet services - 13,170

Casino- 6,343; Kyogle-2,712; Evans Head-3,973; Mobile Library-51; Coraki-91

#### (v) Wi-Fi services - 12,269

Casino -7,076; Kyogle -3,407; Evans Head -1,734; Mobile -48

# vi) RFID Self-Serve -customers and items

Casino 3,101 and 10,463, Kyogle 6,659 and 19,951, Evans Head 1,417 and 4,584

# (vii) Laptops - 1,457

Casino - 706; Kyogle- 668, Evans Head 83

#### (viii) Seed Library - 1,454

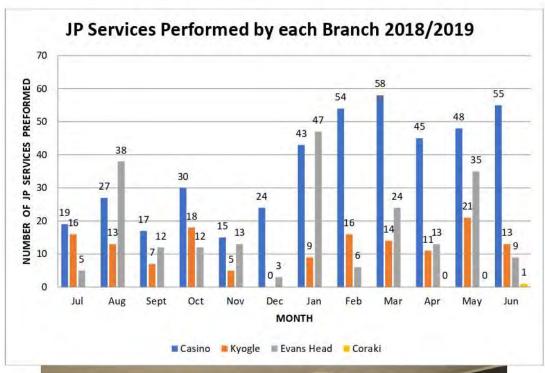
Casino- 976; Kyogle -319, Evans Head - 49, Mobile Library - 43, Coraki- 67







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Sue-Ellen Little and Terrie Costello - International Have Fun at Work Day









Casino Library staff participating in the Shelfie Promotion organised by the State Library









Taryn Kelly - Harmony Day



Library staff at the 2019 planning day









Tamara Patino and Kookaburras and the Poppies - 100-year celebration of Remembrance Day



Michelle Popp and Sue-Ellen Little - National Chocolate Day







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Current and former Regional Library Staff celebrate 40 years



Byron Writers Festival Road Trip at the Kyogle Library









Blind date winner at Kyogle Library



NSW State Library Selfie booth at the Casino Library









Seed library at Kyogle Library



Richmond Valley Council staff complete Cover Crete









Borrowbox promotion at the Casino Library



Sylvia Cooling National Simultanaeous Storytime









for Council's planning functions under the Environmental Planning and Assessment Act 1979

August 2019



# Commencement of this Community Participation Plan

This Community Participation Plan (CPP) was adopted by resolution of Richmond Valley Council on <<dd MMMM 2019>>, and is effective from <<dd MMMM 2019>>, when published on the New South Wales Planning Portal website — www.planningportal.nsw.gov.au

# Amendments to this Community Participation Plan

The table below outlines amendments to the Richmond Valley Council Community Participation Plan 2019:

Amend. No.	Date of Resolution of Council	Effective Date	Part to which the Amendment Relates	Summary of Amendment
Draft				

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# Glossary of Acronyms

BDAR Biodiversity Development Assessment Report
CES Community Engagement Strategy
CPP Community Participation Plan
CSP Community Strategic Plan
DAP Development Assessment Panel
DCP Development Control Plan

DPIE Department of Planning, Industry and Environment

EIS Environmental Impact Statement

EP&A Act Environmental Planning and Assessment Act 1979
EP&A Reg Environmental Planning and Assessment Regulation 2000

EPI Environmental Planning Instrument

GIPA Government Information (Public Access) Act 2009

LEP Local Environmental Plan
LGA Local Government Area
LGAct Local Government Act 1993
LSPS Local Strategic Planning Statement
NCRP North Coast Regional Plan
NRPP Northern Regional Planning Panel

NSW New South Wales PA Planning Agreement

REF Review of Environmental Effects

RPP Regional Planning Panel

RSD Regionally Significant Development

RVC Richmond Valley Council

RVLEP Richmond Vulley Local Environmental Plan 2012

SEE Statement of Environmental Effects
SEPP State Environmental Planning Policy

SIS Species Impact Statement SOR Statement of Reasons

SSD State Significant Development SSI State Significant Infrastructure

the Act see EP&A Act the Reg see EP&A Reg

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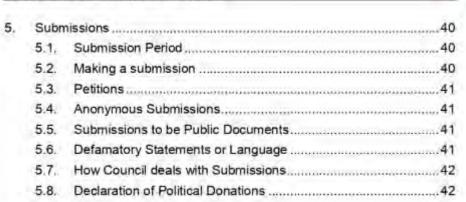
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Richmond

#### Richmond Valley Council DRAFT Community Participation Plan 2019







#### 1. Introduction

This is Richmond Valley Council's Community Participation Plan (CPP). It has been prepared under Section 2.23 of the NSW Environmental Planning and Assessment Act 1979 (the Act).

#### 1.1. What is a Community Participation Plan?

A Community Participation Plan (CPP) sets out when and how Council will engage its community across the range of town planning functions it performs under the Act.

A CPP must meet the minimum requirements for community participation set out in Schedule 1 to the Act, including any additional requirements provided in the Environmental Planning and Assessment Regulation 2000 (the Reg).

#### This CPP identifies:

- the mandatory community engagement requirements of the Act, including variations to those requirements (where permitted);
- how community engagement will be undertaken;
- the minimum period for community engagement, and
- how the community can make submissions.

#### 12. What is community engagement?

Community engagement is a planned process with the specific intent of:

- keeping the community informed about planning matters that effect it;
- encouraging effective and on-going partnerships with the community to provide meaningful opportunities for community participation in planning;
- providing planning information in plain language, easily accessible and in a form that facilitates community participation in planning;
- providing opportunities to participate in strategic planning as early as possible to enable community views to be genuinely considered;
- inclusively and actively seeking views that are representative of the community;
- encouraging the proponents of major developments to consult members of the community, that may be affected by a proposal, before an application for planning approval is made;

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- ensuring planning decisions are made in an open and transparent way including the reasons for those decisions (including how community views have been taken into account); and
- employing community participation methods that are appropriate to the significance and likely impact of proposed development, or the strategic planning.

#### Why is community participation important?

- It builds community confidence in the planning system
- Community participation creates a shared sense of purpose, direction and understanding of the need to manage growth and change, while preserving local character
- It provides access to community knowledge, ideas and expertise

#### 1.3. Limitations of the Community Participation Plan

This Community Participation Plan (CPP) only relates to Council's planning functions under the Act and excludes engagement requirements for:

- non-Council planning functions under the Act; and
- Council's delivery of non-town planning related services, functions or infrastructure—see Council's Community Engagement Strategy under the Local Government Act 1993

#### 1.4. Land to which this Community Participation Plan applies

This Community Participation Plan (CPP) applies to all land within the Richmond Valley Council Local Government Area.

#### 1.5. What Council Planning Functions are covered by this CPP?

Council's planning functions under the Act are divided into 2 main streams: Development Assessment (under Parts 4 & Part 5 of the Act); and Strategic Planning (under Parts 2 & 3 of the Act). The functions requiring community engagement are as follows-

#### **Development Assessment**

This CPP will apply where RVC is the consent authority for the following application types:

 Local Development (other than complying development, designated development or State significant development)

Local development is the most common type of Development Application with projects ranging from home extensions to commercial, retail and industrial developments.

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#### Nominated Integrated Development

Nominated Integrated Development (as defined by clause 89(4) of the Reg) refers to a development application requiring any one or more of the following Integrated Development approvals (under section 4.46 of the Act):

- Heritage Act 1977—Section 58 approval in respect of the doing or carrying out of any act, matter or thing with respect to a State Heritage Listed item; artefact; or archaeological sites;
- Water Management Act 2000—Sections 89, 90 or 91 in respect of water use approval; water management work approval; or an activity approval; or
- Protection of the Environment Operations Act 1997— Sections 43(a), 43(b), 43(d), 47, 48, 55 or 122 licences for an Environment Protection Licence (EPL).

#### Threatened Species Development

Threatened Species Development (as defined by Clause 89(4) of the Reg) refers to a development application where a:

- Biodiversity Development Assessment Report (BDAR) is required by Section 7.7 of the Biodiversity Conservation Act 2016; or
- Species Impact Statement (SIS) is required by Section 221ZW of the Fisheries Management Act 1994.

because the development is likely to significantly affect threatened species.

#### · Designated Development (Part 4)

Designated Development refers to development which could have potentially high environmental impacts, and/or is proposed to be located in or near an environmentally sensitive area. Designated Development must be accompanied by an Environmental Impact Statement (EIS).

Designated Development can be declared by an environmental planning instrument (such as an LEP or SEPP) but the main source of such declarations is under Schedule 3 of the Reg.

#### Regionally Significant Development

Development is declared to be Regionally Significant Development (RSD) under Schedule 7 of State Environmental Planning Policy (State and Regional Development) 2011 (except for complying development; development without consent: State Significant Development; or development for which a person or body other than council is the consent authority). These are usually larger developments or within sensitive locations.

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This CPP applies to RSD in the same way it would apply to Local Development, even though the development will be determined by the Northern Regional Planning Panel (NRPP).

#### Modification of Development Consents

After development consent has been issued, the Applicant or anyone entitled to act on the Applicant's behalf can apply to Council for approval to modify that development consent.

An application to modify is made under Section 4.55 of the Act (or Section 4.56 for consents granted by the Land and Environment Court), but the development must be substantially the same as the development granted consent.

#### Activities requiring an EIS under Part 5 of the Act

An activity, not requiring development consent under Part 4 of the Act, may require preparation of an Environmental Impact Statement (EIS) where an assessment under Part 5 of the Act has found it is likely to significantly affect the environment.

This CPP only applies where Council is the determining authority (or is the Nominated Determining Authority where there is more than one determining authority) for the Part 5. Activity.

#### Paper Subdivisions

Paper subdivisions' denotes land comprising lots that have recognition only on paper and, in most cases, with no formed roads, drainage, reticulated water, sewer or electricity. Most paper subdivisions have existed for many years, some originating as long ago as the late 1800s or early 1900s. Such land is likely to be largely undeveloped, often with little or no development potential under existing land use zonings, which is made all the more difficult due to there being a large number of individual property owners.

Schedule 5 of the Act provides a means to develop such land by a Subdivision Order. Once made, the Subdivision Order will apply to the land and give the relevant Planning Authority additional powers to enable it to develop the land in accordance with a Development Plan, including compulsory acquisition of land; levying of developer contributions; broad powers of entry; and powers to carry out subdivision works on behalf of all the owners.

There are a number of things needed before a Subdivision Order can be made. Of importance to this CPP is engagement with all land owners, including notification/advertisement of a proposed Ballot Paper, and of the adopted Development Plan.

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This CPP would only apply where Council is the relevant Planning Authority for the purposes of a Subdivision Order.

#### Strategic Planning

Council's strategic planning functions incorporate the preparation of plans and strategies including:

#### Community Participation Plan

A Community Participation Plan (CPP) sets out when and how Council will engage its community across all its planning functions under the Act.

#### Local Strategic Planning Statement

Local Strategic Planning Statements (LSPS) set out the vision for land-use planning in a LGA, including the special character and values that are to be preserved and promoted into the future.

#### A LSPS must:

- identify the planning priorities for an area;
- · explain how these priorities are to be delivered; and
- demonstrate how Council will monitor and report on how the priorities will be implemented.

#### Local Growth Management Strategy

The Local Growth Management Strategy (LGMS) sets out how urban growth will be delivered and manage by translating the North Coast Regional Plan's (NCRP) visions and guiding principles into more detailed priorities for growth and change at the local level.

#### Planning Proposals

Planning Proposals are the primary support document during the preparation of:

- a Local Environmental Plan (LEP);
- a LEP amendment; or
- an amendment to a State Environmental Planning Policy (SEPP).

Planning Proposals outline the intent of an LEP or amendment; by explaining what development might/will be expected; and justifying the proposal when measured against strategies, policies, and merit considerations.

The Planning Proposal (PP) will evolve and change as it passes through each of assessment and preparation phases for producing an LEP or amendment.

 Preliminary assessment by Council—(where Council did not prepared the Planning Proposal) the PP is to justify

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Council's initial support for the proposal and for it to seek a Gateway Determination;

- Gateway Determination—the PP explains to the Department of Planning, Industry and Environment (DPIE) what is intended by the LEP or amendment so it can be assessed against strategies, policies, and merit considerations;
- Agency consultation—the PP, and support studies, must demonstrate how a proposal stacks up against policy inconsistencies or issues relevant to Government Agencies (the minimum Agency consultation will be conditioned in the Gateway Determination);
- Community engagement—the PP must explain in plain English what development is likely to result from the Planning Proposal. The minimum engagement requirements for a Planning Proposal will be tailored to the specific proposal as a condition on the Gateway Determination (The generic minimum exhibition period is 28 days, as provided by clause 4 of Schedule 1 to the Act, or such different period as conditioned in the Gateway Determination);
- Parliamentary Counsel's Office (PC)—the PP advises on what the LEP or amendment is to achieve, and PC drafts the legal document based on this information.

#### Development Control Plan

A Development Control Plan (DCP) is prepared by Council to provide guidelines, controls and development standards for the regulation of development permitted by the Local Environmental Plan.

#### Contributions Plans

Contributions Plans allow Council to levy contributions on development consents to assist the provision of community facilities or infrastructure to meet future demand created by development.

There are 2 types of contribution plan provided in the Act, they being:

- Section 7.11 (formerly Section 94) Contribution Plan; and
- Section 7.12 (formerly Section 94A) Fixed Rate Contribution Plan.

Note The Local Government Act 1993 also provides for levying contributions towards augmentation of water and sewer infrastructure, known as Section 64 Contributions. Section 64 contributions are not covered by this CPP.

#### Planning Agreements

A Planning Agreement (also known as a Voluntary Planning Agreement) is a contractual offer by a developer to Council to dedicate land; make monetary contributions; or provide

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another type of material public benefit, to be used for or applied towards a public purpose such as:

- a community facility;
- affordable housing;
- transport or other infrastructure relating to the development;
- the funding of recurrent expenditure relating to the provision of community facilities, affordable housing or transport or other infrastructure;
- the monitoring of the planning impacts of development; and/or
- the conservation or enhancement of the natural environment.

Planning Agreements are entered into in relation to a Development Application or a LEP amendment, and are binding on the land to which the associated Development Application or LEP amendment relates.

# 1.6. Mandatory Participation Requirements under Schedule 1 to the Act

Part 1 of Schedule 1 to the Act sets out mandatory community participation requirements, being the minimum requirements for public exhibition and engagement with the community on various planning functions (see Annexure A for details).

Alternative mandatory requirements are provided by this CPP for how development applications (other than complying development certificates, designated development, or State significant development) will be exhibited. For example: Schedule 1 provides a minimum exhibition period of 14 days for development applications, however, this CPP also provides for development that need not be exhibited, and for development that must be exhibited for a longer period.

The Environmental Planning and Assessment Regulation 2000 (Reg) may also prescribe additional mandatory requirements for community participation or make changes to the Part 1 mandatory requirements (see Chapter 1.7 and Annexure B for details).

#### 1.7. Additional Engagement Requirements of the Planning Regulation

The Environmental Planning and Assessment Regulation 2000 (Reg) defines additional mandatory community engagement requirements, but may also vary those provided in Schedule 1 to the Act. An overview of those additional engagement requirements under the Reg and how they apply to this CPP are provided in Annexure B.

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#### 1.8. Relationship to other Plans and Strategies

#### Richmond Valley Made 2030 Community Strategic Plan

The Richmond Valley Made 2030 Community Strategic Plan (CSP) identifies the priorities of our community for the future of our local area, and provides information about Council's service response to these priorities as well as input from other Agencies.

The CSP sets out the community's goals and objectives over the coming 10 years and is supported by a four year Delivery Program, and annual Operational Plans (including Financial Estimates and a Revenue Policy).

This CPP addresses the following key strategies of the CSP:

- Connecting People and Places PP3 Working Together
   Good communication and engagement between council.
  - Good communication and engagement between council and the community
  - PP3.1 Improve our Engagement/Consultation with the Community
  - PP3.3 Ensure that Council is reaching all target groups for relevant community issues
  - · PP3.6 Improve our communication with the community
- Growing our Economy EC1 Driving Economic Growth
  - PP1.6 Improved customer satisfaction with the DA process
- Making Council Great CS1 Leading and Advocating for our Community
  - CS1.1 Improve decision making by engaging stakeholders and taking community input into account
  - CS1.3 Ensure transparency and accountability in council's operations

#### Richmond Valley Council Community Engagement Strategy

The Richmond Valley Council Community Engagement Strategy (CES) and this CPP serve very similar community engagement functions, albeit the CPP is only focused on planning functions under the EP&A Act.

#### The CES:

- provides a framework to guide Council's engagement with the community in a meaningful and appropriate way;
- provides for a consistent and flexible process for staff to guide the selection of the most appropriate methods and level of engagement for projects or decisions;
- supports an environment of trust and confidence established with community and stakeholders by engender a long term sustainable and productive relationship and commitment to a shared vision for Richmond Valley; and

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 strengthens Council initiatives which involve community and stakeholder partnerships, most particularly to involve the community in the co-creation of Council's Community Strategic Plan.

More specifically the Community Engagement objectives are to:

- involve community and stakeholders in the development of Richmond Valley Council's Community Strategic Plan;
- upskill Richmond Valley Council staff in community engagement techniques, tools and ideas to improve community participation;
- identify Councillor participation opportunities at community events and campaigns; and
- improve communication with the broad community using new technologies.

This CPP shall prevail where there is an inconsistency between this CPP and the CES for community engagement on planning matters.

#### Richmond Valley Local Environmental Plan 2012

The Richmond Valley Local Environmental Plan 2012 (RVLEP) is the principle planning instrument for establishing Land Zones and land use permissibility in the Richmond Valley LGA.

The RVLEP does not contain specific community engagement requirements; however, engagement under the Act, Reg & this CPP is required in connection with the implementation of the Plan, and any future amendments.

Amendments to the RVLEP are made via Planning Proposals under Division 3.4 of the Act. See Planning Proposals in Chapter 1.5 of this CPP for details on community engagement for Planning Proposals.

#### Richmond Valley Development Control Plan 2015

The Richmond Valley Development Control Plan 2015 (RVDCP) is primarily responsible for guiding development by:

- giving effect to the aims of the LEP;
- facilitating development that is permissible under the LEP;
- achieving the objectives of land zones;
- providing for (or exclude) notification or advertising of applications under Part 4 of the Act, (Note These requirements form part of a CPP and will must be repealed from the DCP. Subsequent amendments to the Act are proposed to repeal 5.3.43(1)(c))
- specifying criteria that Council can take into consideration in determining whether or not to give a development control order; and
- making provisions for anything permitted by the Act to be prescribed by a development control plan.

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#### Richmond Valley Council Local Strategic Planning Statement

A Local Strategic Planning Statement (LSPS) provides an overview of strategic planning for the LGA, having regard to economic, social and environmental matters. It identifies planning priorities for the LGA that are consistent with any strategic plan(s) applying to the area and the applicable Community Strategic Plan (CSP).

At the time of writing this CPP, Council was preparing its first LSPS. This first LSPS will be built around meeting the requirements of the North Coast Regional Plan 2036 (NCRP), and actions from the GSP, while embracing community engagement that underpinned both these documents.

Future editions/reviews of the LSPS will be synchronised with Council's preparation of the CSP to ensure more robust community engagement is conducted and that both documents better align.

While extensive community engagement will not feature in the preparation of the first LSPS, the draft will be exhibited for a minimum period of 28 days.

#### Richmond Valley Local Growth Management Strategy

A key deliverable of the North Coast Regional Plan (NCRP) is Action 1.3 for local councils to prepare Local Growth Management Strategies (LGMS) for their respective areas. The LGMS is to delivery and manage urban growth by translating the NCRP visions and guiding principles into more detailed priorities for growth and change at the local level.

Council has various strategic plans for managing growth, however, most need review. A review has commenced and a Draft LGMS will be publicly exhibited in accordance with this CPP.

#### 1.9. Community Engagement Tools

There are a vast range of community engagement tools available to Council, including:

- Published Notices
- Written Notices
- Informal Written Notices
- RVC Website
- Social Media
- RVC Views Community Newsletter
- Press Releases
- Letterbox Drops
- Rate Notice Inserts
- Public Hearings
- Public Access at a Council Meetings
- Display Notices in Council's Administration Centres
- Display Notices in Council's Libraries
- Signposted Display Notices on, or in the vicinity of, the land

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- Mobile Library Display Notices and/or Drop In interviews
- Display Notices at DPIE
- Public Forums/Meetings
- Meet with Community Groups
- Interviews by appointment
- Pop Up Stall/Information Stand at venues or events
- Online or Telephone Surveys

A broad description of each tool is provided in Annexure C along with how each may be employed by this Community Participation Plan (CPP).

Note: Not all the tools will/can be used. Chapters 3 and 4 of this CPP outline the various development assessment and strategic planning functions of Council and define the minimum consultation periods and engagement tools to be employed. Additional tools may be employed on a needs basis.

#### 1.10. Consultation period

Council will notify and/or advertise planning matters as per the minimum consultation period specified for that matter provided for in the Tables to Chapters 3.3 & 4.3 of this CPP.

### 1.11. How is the commencement and conclusion of the consultation period calculated?

The minimum consultation period shall be calculated from:

- the day following a Published Notice first appearing in a newspaper; or
- 4 days following the posting of Written Notices.

whichever occurs last.

#### Consultation Period inclusive of Weekends

When calculating the minimum consultation period it shall be inclusive of weekends.

#### Consultation Period exclusive of Public holidays and Christmas Period

When calculating the minimum consultation period, the following shall be excluded:

- public holidays;
- weekdays when Council's Administration Centres do not open; and
- the Christmas period between 20 December and 10 January (inclusive).

Note: Community engagement can occur over these excluded days, but should not commence on or during these periods

#### Where multiple exhibition periods apply

Where multiple engagement periods apply to a Planning Matters, the longer of those minimum consultation periods shall be used.

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#### 1.12. How does Council determine who will be notified in writing?

#### Informal Written Notice

Where Informal Written Notice is to be given, Council will post the notice to adjoining property owners. Such notices will be posted to the Service Address provided by the property owner, and held by Council in its Property and Rating database.

The Service Address for a property is the same address used to post rate notices.

#### Written notices and other formal notifications

Where Written Notice is to be given, Council will post the notice to adjoining property owners, or the owners of other properties considered by Council may be affected by the matter. Such notices will be posted to the Service Address provided by the property owner, and held by Council in its Property and Rating database.

The Service Address for a property is the same address used to post rate notices.

#### Written notice to persons that made submissions

A Written Notice is to be given to any person that made a written submission on a planning matter and that matter is being re-notified. Such notices will be posted to the address provided in the original submission(s).

#### 1.13. Notification to properties in adjoining local government areas

Where a Written Notice is to be given to an adjoining property located within an adjoining local government area, the Council will:

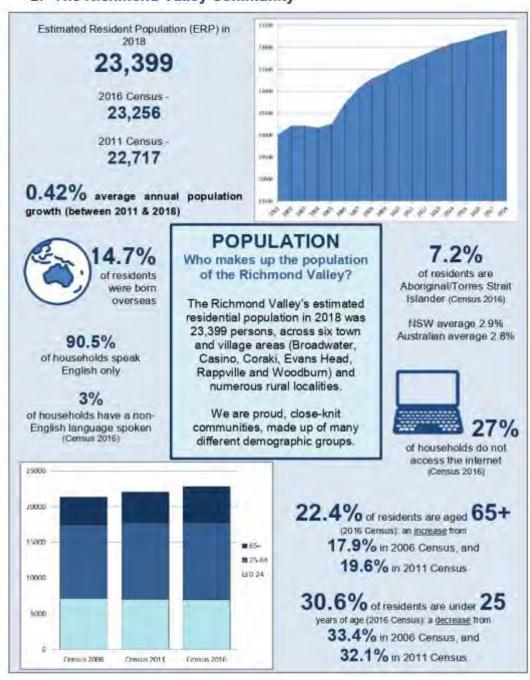
- contact the adjoining LGA for the contact details of those property owners; or
- send the notice to the adjoining LGA requesting it forward the notices to the affected property owners.

If practical, and neither of the above options is available, Council may do a letterbox drop to the residents of the applicable properties.

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#### 2. The Richmond Valley Community



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#### 3. Development Applications

A Development Application is a formal application process for seeking consent to undertake development requiring consent under Part 4 of the Act. Applications are usually made to the local council and consist of a standard application form and support documentation including a Statement of Environmental Effects (SEE) (or Environmental Impact Statement (EIS) where the application is for Designated Development), technical reports/studies and plans.

#### A.1. Objectives of consultation for Development Applications

It is the objective of this Chapter to:

- provide a framework for the notification and/or advertising of development applications; applications to modify development consents; reviews of determination; and determinations;
- provide opportunity for the community to provide feedback on development applications, including the communities attitude towards a proposal, so these can be considered as part of the assessment process;
- establish a clear & consistent process by prescribing the minimum expectations for community engagement of development applications;
- identify applications that will be notified and/or advertised, and identify those that need not;
- ensure that community participation is undertaken in accordance with the Environmental Planning and Assessment Act 1979 and its Regulation.

#### 3.2. Consultation goal

An effective consultation program does not necessarily mean that all interested parties will be satisfied with the outcome. Rather, it is about ensuring that a development proposal has been fully explored, concerns identified and considered, and, where possible, alternatives considered or conditions applied.

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#### 3.3. Mandatory Requirements

The minimum engagement requirements for development applications, and associated application types, are provided in the following Table:

Application Type	Minimum Consultation Period	Minimum Engagement Tools
Development Application	for Local Developmen	nt
Considered likely to have minimal impact on the environment and adjoining owners (see 3.5 Local Development Engagement Requirements for further details)	Nil	Informal written notice
Local Development other than 1A., 1C. and 1D., where it is only necessary to notify adjoining land owners (see 3.5 Local Development Engagement Requirements for further details)	14 days	Written Notice only
Local Development other than 1A, 1B, and 1D. (see 3.5 Local Development Engagement Requirements for further details)	14 days	Published Notice &     Written Notice
Development identified additional engagement – a longer exhibition period is considered necessary by Council due to potential adverse impact on the environment or adjoining owners (see 3.5 Local Development	28 days	Published Notice &     Written Notice     Social Media post     Website post (including access to digital copy of application)     public access, if reported to Council
	Development Application  Considered likely to have minimal impact on the environment and adjoining owners  (see 3.5 Local Development Engagement Requirements for further details)  Local Development other than 1A, 1C, and 1D, where it is only necessary to notify adjoining land owners  (see 3.5 Local Development Engagement Requirements for further details)  Local Development Engagement Requirements for further details)  Local Development other than 1A, 1B, and 1D.  (see 3.5 Local Development Engagement Requirements for further details)  Development Indentified for additional engagement—a longer exhibition period is considered necessary by Council due to potential adverse impact on the environment or adjoining owners  (see 3.5 Local	Considered likely to have minimal impact on the environment and adjoining owners (see 3.5 Local Development Engagement Requirements for further details)  Local Development other than 1A, 1C, and 1D, where it is only necessary to notify adjoining land owners (see 3.5 Local Development Engagement Requirements for further details)  Local Development other than 1A, 1B, and 1D.  (see 3.5 Local Development other than 1A, 1B and 1D.  (see 3.5 Local Development Engagement Requirements for further details)  Development identified for sudditional engagement — a longer exhibition period is considered necessary by Council due to potential indiverse impact on the environment or adjoining owners (see 3.5 Local Development Engagement Engagement Engagement  (see 3.5 Local Development Engagement Engagement Engagement Engagement

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	Application Type	Minimum Consultation Period	Minimum Engagement Tools
2.	Designated Development		
A.	Designated Development	28 days (see clause 78, 79 & 80 of Reg for exhibition notice requirements Published, Written and Signpost)	Published Notice     On 2 separate occasions     across 2 or 3 columns is     the display section of the     newspaper     Written Notice     Display Notice     Signpost Notice on the Land     Social Media post     Websile post (including access to digital copy of EIS)
B.	Part 5 – EIS	28 Days (see clause 233 of Reg for information that must be included in holices)	Published Notice     Written Notice     Display Notice     Signpost Notice on the Land     Social Media post     Website post (includin access to digital copy of EIS)
3.	Integrated Development		
A.	Integrated Development (other than Nominated Integrated Development)	As per minimum engagement requirement elsewhere provided in this CPP	As per requirements for the Development Application
В.	Nominated Integrated Development – as defined by clause 89 of the Reg (see Chapter 1.5 of this CPP)	28 days (see clause 37 of Reg for information that must be included in notices)	Published Notice     Written Notice
4.	Threatened Species Deve	lopment	
À.	Threatened Species Development – as defined by clause 89 of the Reg [see Chapter 1.5 of this CPP]	28 days (see clause 87 of Reg for information that must be included in notices)	Published Notice     Written Notice

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Richmond Valley Council DRAFT Community Participation Plan 2019

	Application Type	Minimum Consultation Period	Minimum Engagement Tools
5.	Regionally Significant De	velopment	
A.	Regionally Significant Development	28 days	Published Notice Written Notice Social Media post Website post (including access to digital copy of application)
6.	Modification Application		
A.	Modifications involving minor error, misdescription or miscalculation Section 4.55(1) for formerly s95(1)) of the Act	Nil	Nil
В	Modifications involving minimal environmental impact Section 4,55(1A) and 54,56 (or tomerly 5,96(1A) & 596AA respectively) of the Act	Nii, or 14 days, if the original application was notified or advertised	As per original application
E.	Other Modification where original DA was designated developments section 4.55(2) and 54.56 (or formerly s.95(1A) & s.96AA respectively) of the Act	14 days, or such longer period as determined by Council having regard to the ments of the application	As per original application     Written notice to all persons that made written submissions to the original application or any subsequent modification application(s)
D.	Other Modification where original DA was not designated development; and the original application involved written notification or published notification (other than Informal Written Notice)  Section 4.55(2) or \$4.56 (or formerly \$.96(1A) & \$96AA	14 days, or such longer period as determined by Council having regard to the merits of the application	As per original application     Written notice to all persons that made written submissions to the original application or any subsequent modification application(s)

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Richmond Valley Council DRAFT Community Participation Plan 2019

	Application Type	Minimum Consultation Period	Minimum Engagement Tools
E .	Other Modification where original DA was not designated development, and the original application did not involve written notification or published notification (other than Informal Written Notice)  Section 4.55(2) or s.4.56 (or formerly s.96(1A) & s96AA respectively) of the Act	14 days	Written notice to all persons that made written submissions to the original application or any subsequent modification application(s)
7.	Review of Determination		
A.	Review of Determination	NO	
B.	Review of Determination — where the original determination was refusal	14 days	In the same manner as the original application; or     If the original application was not advertised or notified, or written notice to objectors adjoining land owners.
C.	Review of Determination — where written submissions were received for the original application	14 days	In the same manner as the original application     Written Notice to those that made submissions on the original application, and adjoining land owners.
8.	Determinations		
Α.	Notification of Determinations	Mil	Published Notice     Website     Written Notice to persons the made submissions
ß.	Statement of Reasons	Nii	Website

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#### 3.4. Excluded Development

Some development types do not require development consent from Council and there is no pathway for formal community participation. This CPP does not relate to applications that fall within the following categories:exempt development;

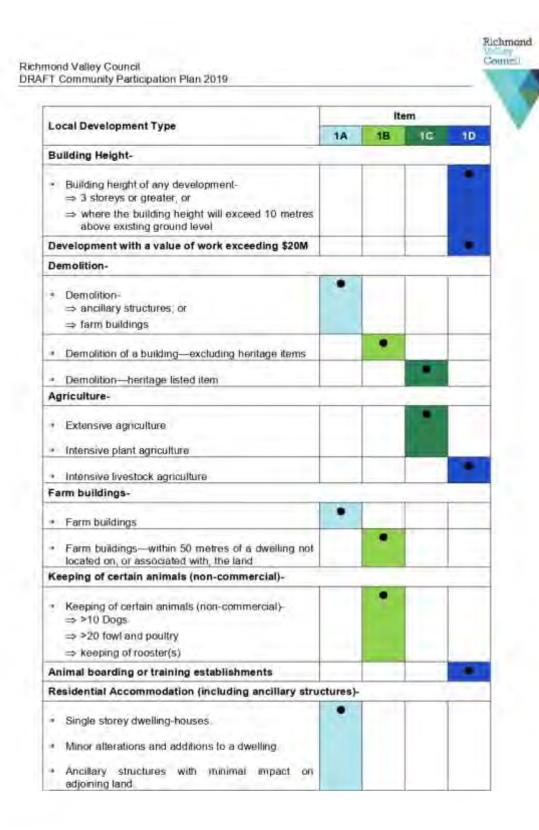
- complying development; and
- development without consent (unless triggered by Part 5 of the Act).

#### 3.5. Local Development Community Engagement Requirements

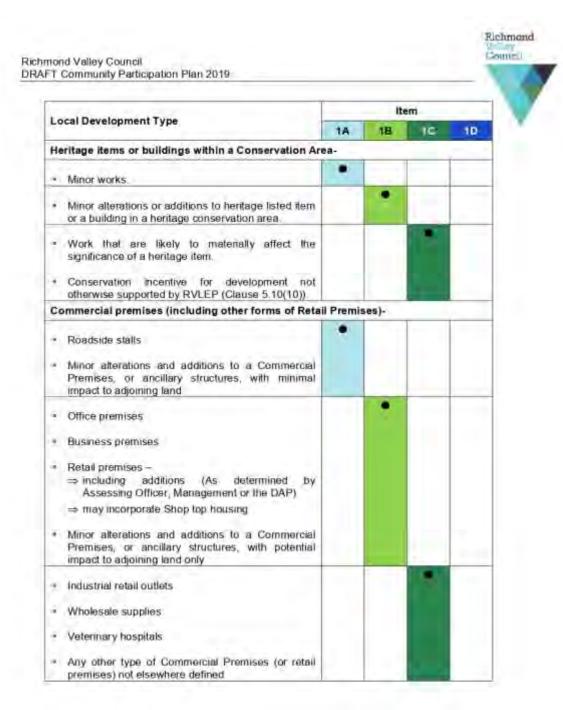
Local Development Applications are required to be engaged in accordance to the Table to Chapter 3.3. The following Table identifies the categories for engagement.

ocal Development Type		Ite	em	
ocal Development Type		18	1C	10
Change of use-				
<ul> <li>Change of use—no new building works or minor internal/ external building works with no considered off site impacts</li> </ul>				
Change of Use—with off-site impacts to adjoining land only expected.		•		
Change of Use—with off-site impacts expected.				
Internal works to any building	•			
Remediation of Contaminated Land — Category † remediation work under SEPP55 (refer to clause 9 of SEPP55 for details of what constitutes a class 1 remediation work)				•
Extend hours of operation-				
Extend hours of operation				
<ul> <li>Extend hours of operation—so as to operate outside any of the following times—         ⇒ between 7.00 am to 5.00 pm Monday to Friday, or         ⇒ between 8.00 am to 12 noon Weekends and Public Holidays     </li> </ul>				
Extend hours of operation—so as to operate at any time— between 10.00 pm to 7.00 am Monday to Friday, or between 2.00 pm to 8.00 am Weekends and				•

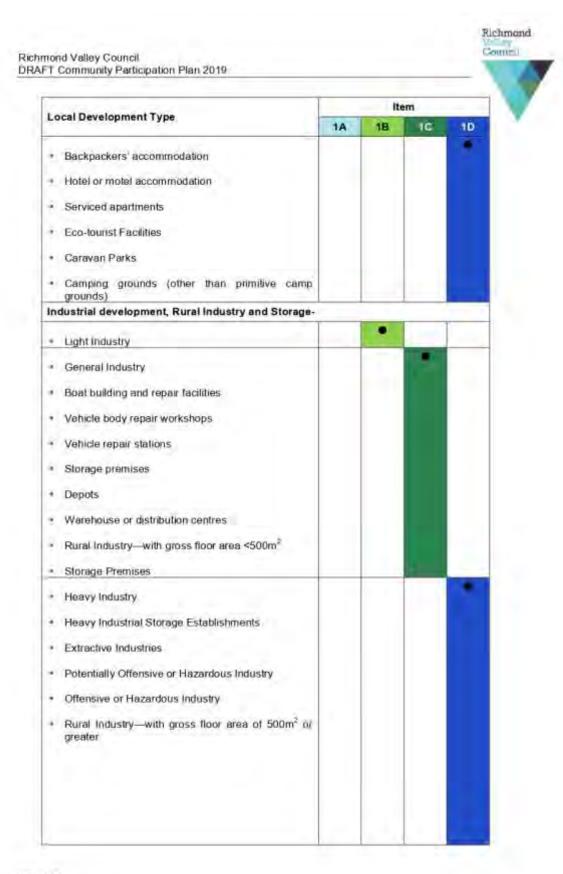
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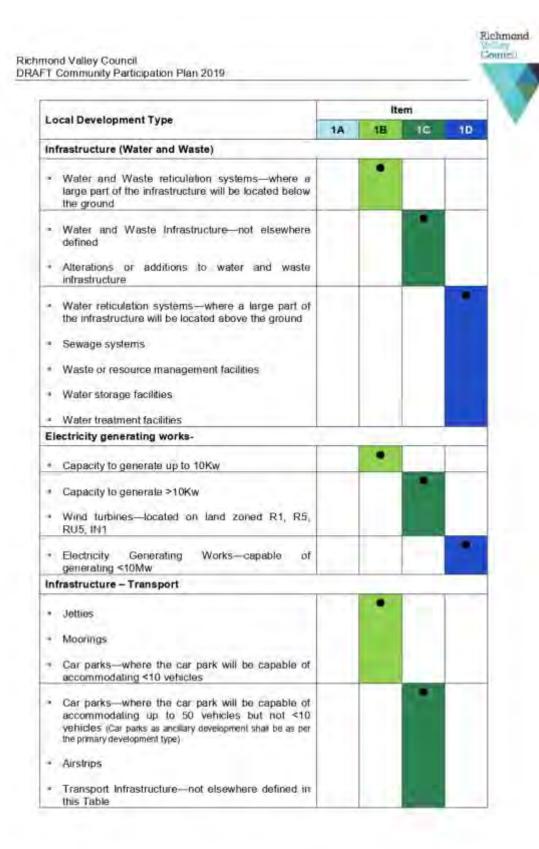
and Daveloused Time		Ite	em	
Local Development Type	1A	18	10	10
Single Dwelling houses up to two storeys and located on R1 or RU5 zoned land.				
Ancillary structures up to 2 storeys				
Dual occupancy				
Secondary dwellings				
Shop top housing where no alterations to commercial floor space				
DCP Variation request for Building Line Setback, Building Height Plane, Floor Space Ratio/Site Coverage; or minimum landscaped area				
<ul> <li>Significant additions to any of the above (As determined by Assessing Officer, Management or the DAP)</li> </ul>				
With a LEP Variation request.			10	
<ul> <li>With a DCP Variation request (other than Building Line Setback, Building Height Plane or Floor Space Ratio/Site Coverage).</li> </ul>			П	
<ul> <li>Dual occupancy located on Land Zoned R1, R5 or RU5.</li> </ul>				
<ul> <li>Any development where there will be &lt;20 dwellings located on the same land</li> </ul>				
Attached dwellings				
Boarding houses				
Group homes				
Hostels				
<ul> <li>Significant additions to any of the above (As determined by Assessing Officer, Management or the DAP)</li> </ul>				
<ul> <li>Any development where there will be 20 or more dwellings located on the same land, including- ⇒ Manufactured Home Estates</li> </ul>				
<ul> <li>Significant additions to the above (As determined by Assessing Officer, Management, or the DAP)</li> </ul>				



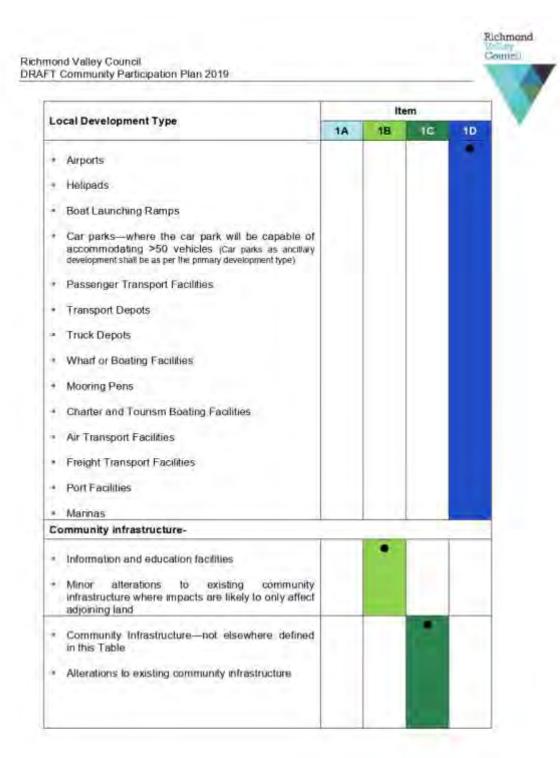
The state of the s				
Local Development Type	Item			
	1A	18	10	10
Amusement centres				
Entertainment facilities				
Registered clubs				
Pubs				
Function centres				
Service stations				
Highway service centres				
Sex service premises				
Home occupation (sex services)				
Restricted premises-				
Restricted premises-				
⇒ within existing commercial premises, and				
⇒ occupying floor area <100m², and				
⇒ displays not visible from street				
Restricted premises				
Tourist and visitor accommodation-				
Farm stay accommodation				
Bed and breakfast accommodation				
<ul> <li>Alterations that do not increase occupant numbers or increase the building foot print area.</li> </ul>				
<ul> <li>Additions to Tourist and visitor accommodation that after the occupant numbers or increase building foot print area.</li> </ul>			1000	
Primitive Camp Ground				
Tourist and visitor accommodation not elsewhere defined in this Table				

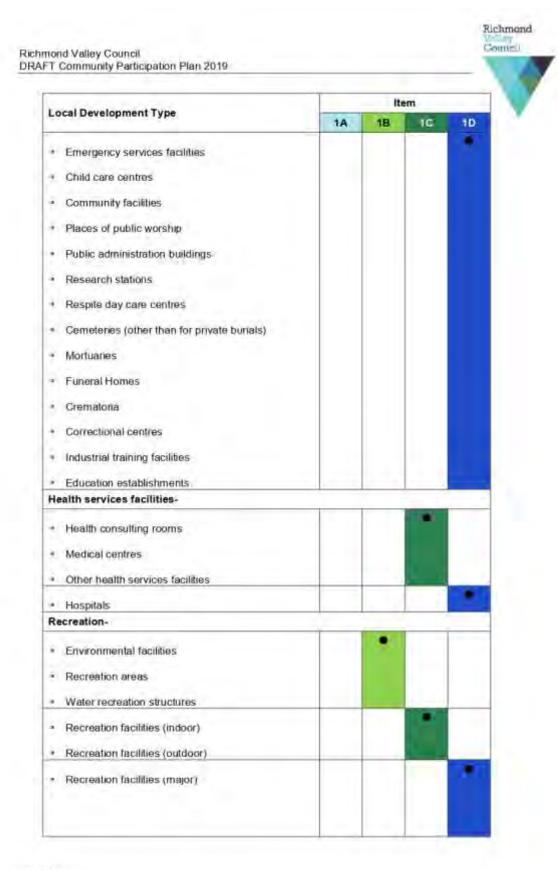


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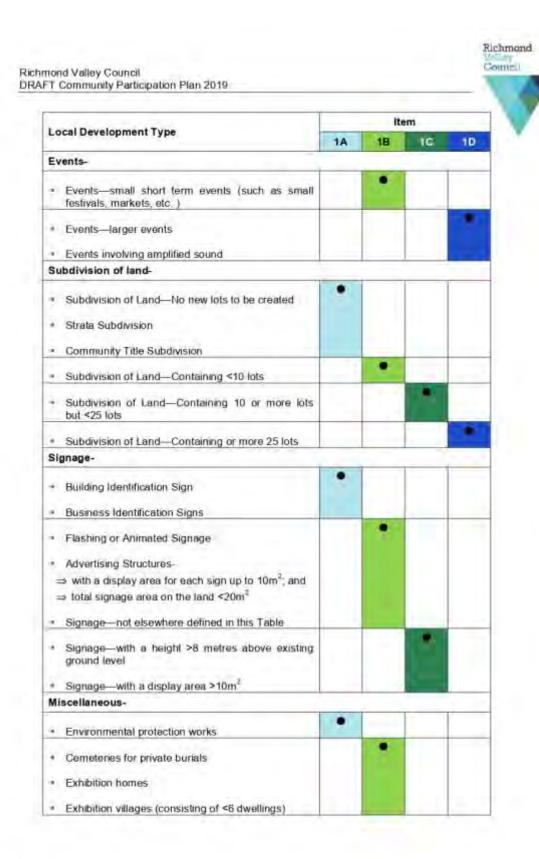


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Council Richmond Valley Council DRAFT Community Participation Plan 2019 item Local Development Type 1A 18 10 #D . Exhibition villages (consisting of more than 6 dwellings) Flood miligation works Boat Building & Repair Facilities Open cut mining Extractive industries Temporary Uses-where the use would otherwise be prohibited in the Zone

#### Council may increase the Exhibition Period

Notwithstanding the Table to this clause, Council may notify and/or advertise Local Development Applications for a longer period if in its opinion, and given the circumstances of the case, it believes it is in the best interests of the community for the development to be notified and/or advertised for a longer period.

#### 3.6. How can the Public view Development Applications

During the consultation period applications will be freely available for viewing/inspection by any person, at the locations, and during the times specified in the Published Notice and/or Written Notice.

#### **Council Administration Centres**

As a default, a copy of the application may be freely viewed/inspected by any person at Council's Administration Centres (Casino and Evans Head), during normal business hours on Mondays to Fridays (excluding public holidays and weekends).

#### Council Administration Centres

- Casino—10 Graham Place CASINO
- Evans Head—25 Woodburn Street EVANS HEAD

#### Website

Where the Table to Chapter 3.3 specifies an application requires: a Website post (including access to a digital copy of the application); or if Council elects to make an application available via its website, the application and support documents will be published on the Richmond Valley Council's On-Exhibition web page during the consultation period.

#### On-Exhibition Page

https://www.richmondvalley.nsw.gov.au/council/on-exhibition/

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#### 3.7. Deficient Development Applications

Council reserves the right to delay public exhibition/notification of applications it considers to be deficient, such as:

- the application is indecipherable or does not contain essential information to enable assessment of the application (ie lacks a Statement of Environmental Effects or plans, it does not adequately consider planning controls, etc;
- there is no owners consent; or
- insufficient fees were paid.

The application will be publicly exhibited as soon as is practicable following receipt of a complete application.

#### 3.8. Re-exhibition of advertised development

Applications under this Chapter may require re-exhibition if the application is modified (prior to determination), and in Council's opinion-

- the modification is significant; or
- the modification could potentially create new impacts to the environment or an adjoining property; or
- it would be in the public interest to re-exhibit the application given the length time since the application was last exhibited.

The application will be re-exhibited as per the minimum engagement requirements for the application type.

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#### 4. Strategic Planning

Council prepares a range of strategic planning documents including:

- Land use strategies and studies, such as:
  - Local Strategic Planning Statements
  - · Local Growth Management Strategy
- Local Environmental Plans
- Development Control Plans
- Contributions Plans
- Planning Agreements
- Paper Subdivision Notices
- Community Participation Plans

Council also reviews and amends these plans on an ongoing basis, either as a result of internal reviews or by request of property owners.

#### 4.1. Objectives of consultation for Development Applications

It is the objective of this Chapter to:

- provide a framework for the notification and/or advertising of strategic planning documents (including amendments);
- provide opportunity for the community to provide feedback on strategic planning, including the communities attitude towards a proposal, so these can be considered as part of the assessment process;
- establish a clear & consistent process by prescribing the minimum expectations for community engagement during the preparation of strategic planning documents;
- ensure that community participation is undertaken in accordance with the Environmental Planning and Assessment Act 1979 and its Regulation.

#### 4.2. Consultation goal

An effective consultation program does not necessarily mean that all interested parties will be satisfied with the outcome. Rather, it is about ensuring the best outcomes for the community have been fully explored, concerns identified, and, where possible, alternatives considered.

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Richmond Council

Richmond Valley Council DRAFT Community Participation Plan 2019

## 4.3. Mandatory Requirements

The minimum engagement requirements for strategic planning matters are provided in the following Table:

	Strategic Document	Minimum Consultation Period	Minimum Engagement Tools		
1.	Community Engagement Plan (CPP) (Div.2.6 of the Act)				
A	Draft Community Engagement Plan (GPP) (Div 2-6 of the Act)	28 days	Published Notice     Social Media post     Website post (digital copy of draft CPP)     Display Notice		
2.	Planning Instruments (Pa	rt 3 of the Act)			
A.	Draft Local Strategic Planning Statement (S.3.9 of the Act)	28 days	Published Notice (twice)     Social Media post (twice)     Website post (digital copy o draft Document)     Display Notice		
B.	Planning Proposals (to prepare an LEP or LEP Amendment) (Div.3.4 and 3.5 of the Act)	As per Gateway Determination condition(s) (usually a minimum 28 days, but may be 14 days, or waived if a minor administrative change is proposed, or it is to correct an error)	Published Notice Written Notice Social Media post Website post (digital copy o Planning Proposal) Display Notice		
C	Draft Development Control Plan (Div.3.6 of the Act)	28 days	Published Notice     Written Notice     Social Media post     Website post (digital copy of draft Plan)     Display Notice		
	Notice of an approved DCP		Newspaper     notice to be given within     28 days of making a     decision to adopt a DCP		
D,	Local Growth Management Strategy or any other Strategy requiring community engagement under the Act	28 days	Published Notice     Written Notice     Social Media post     Website post (digital copy of draft Plan)     Display Notice		

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Richmond Valley Council DRAFT Community Participation Plan 2019

	Strategic Document	Minimum Consultation Period	Minimum Engagement Tools
3.	Infrastructure Contribution	ns and Finance (Part	of the Act)
A.	Planning Agreement Contemporaneously (concurrently) with the Development Application or Planning Proposal to which it relates	The minimum exhibition period for the Development Application or Planning Proposal (see clauses 250 & 25E of Reg for exhibition requirements)	As per DA of Planning Proposal     Social Media post     Website post (digital copy of draft Agreement)     Display Flotice
	Separate to the Development Application or Planning Proposal	The minimum exhibition period for the Development Application or Planning Proposal but to be done as soon as possible after any notice has been given for the relevant Development Application or Planning Proposal (see clauses 25D & 25E of Reg. for exhibition requirements)	As per DA or Planning Proposal     Social Media post     Website post (digital copy of draft Agreement)     Display Notice
B.	Draft Contributions Plan (S 7.11 or 7.12 (formedy S,94 and 94A) of the Act)	28 days	Published Notice     Social Media post     Website post (digital copy of draft Plan)     Display Notice
4.	Paper Subdivisions (Scho	edule 7 of the Act)	
A.	Paper Subdivision – Notice of Consent Ballot	14 days before ballot papers are issued (see clause 268ZB of Reg. for exhibition notice requirements)	Published Notice     local newspaper, and     daily newspaper with     circulation generally in     NSW

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Richmond Valley Council DRAFT Community Participation Plan 2019

	Strategic Document	Minimum Consultation Period	Minimum Engagement Tools
В.	Paper Subdivisions - Notice of Consent Ballot closing	28 days prior to Consent Ballot closing  (see clause 268ZB of Reg for exhibition notice requirements)	Signpost Notice on Land     Display Notice     Social Media post     Website post (including access to digital copy of proposed development)
C	Paper Subdivisions – Notice of Adoption of Development Plan	Within 28 days of decision	Published Notice
D.	Paper Subdivisions – Notice of Development Plan Amendment	28 days	Published Notice     daily newspaper with circulation generally in NSW

#### 4.4. How can the Public view Strategic Planning Documents

During the consultation period Strategic Planning documents will be freely available for viewing/inspection by any person, at the locations, and during the times specified in the Published Notice and/or Written Notice.

#### **Council Administration Centres**

A copy of the relevant Strategic Planning document may be freely viewed/inspected by any person at Council's Administration Centres (Casino and Evans Head), during normal business hours on Mondays to Fridays (excluding public holidays and weekends).

#### Council Administration Centres

- Casino—10 Graham Place CASINO
- Evans Head—25 Woodburn Street EVANS HEAD

#### Website

The Strategic Planning document will be published on the Richmond Valley Council's On-Exhibition web page during the consultation period.

#### On-Exhibition Page

https://www.richmondvalley.nsw.gov.au/council/on-exhibition/

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#### 5. Submissions

#### 5.1. Submission Period

The submission period will be equivalent to the stated consultation period calculated for the planning matter in accordance with Chapters 3 and 4 of this CPP.

#### Informal Written Notice

There is no submission period associated with an Informal Written Notice. Notwithstanding, any person may make a written submission, but only those submissions received prior to Council's assessment of the Application can be considered.

#### 52. Making a submission

Any person is entitled to make a submission, whether or not they have received a Written Notice.

Submissions must be:

- in writing;
- addressed to the General Manager, and
- delivered to Council either:
  - electronically by—
    - email to- council@richmondvalley.nsw.gov.au
    - online by filling out a Quick Contact Form athttps://richmondvalley.nsw.gov.au/council/onexhibition
  - post—
    - Locked Bag 10 CASINO NSW 2470
  - · deliver to a Council Administration Centre-
    - Casino—10 Graham Place CASINO
    - Evans Head—25 Woodburn Street EVANS HEAD

To guarantee acceptance of a submission, it must be received within the submission period.

#### What should a submission include?

Submissions must be in writing and should include the following:

- reference to the application or planning matter;
- · if an objection, give reasons for the objection;
- the postal address or email address of the person(s) making the submission; and
- public disclosure of political donations or gifts, if the submission is in relation to a development application or planning proposal.

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# Richmond

#### 5.3. Petitions

Petition will be treated as a single submission. The head petitioner or, where not nominated, the first petitioner will be acknowledged for the purposes of future contact on the planning matter. Only the head petitioner will be advised of any related meeting times or will receive written confirmation of a determination or outcome on the matter.

#### 5.4. Anonymous Submissions

Objectors have a right to remain anonymous if they choose. However, should an objector need to substantiate their objections, anonymous objections may be given less weight in the overall consideration of the planning matter. Furthermore, Council will be unable to acknowledge receipt of anonymous submissions or provide details of determinations and outcomes.

#### 5.5. Submissions to be Public Documents

All submissions will be registered against the relevant application or strategic planning matter and become public records. In the great majority of cases, Council is obliged by the requirements of the Government Information (Public Access) Act 2009 (GIPA) to allow access to its files, even when the matter is the subject of litigation. As such submissions may be-

- inspected by third parties (including the Applicant) by way of a Government Information Public Access (GIPA) application or subpoena;
- reported to Council along with a summary of matters raised in the submission (and which may include a copy of the submission attached to a report); or
- forwarded to the Applicant to encourage them to address issues raised.

#### Request to Withhold Personal Information

Council will consider making a submission confidential, however, the submission must include a statement to that effect, and clearly outline the reasons the submission should be confidential. In such cases, the residential address and other contact details will be omitted from any public viewing of the record but the name of the submitter will be retained.

Notwithstanding, Council may be required to supply copies of documents, including submissions, without erasure of personal details.

#### 5.6. Defamatory Statements or Language

Council accepts no responsibility for defamatory statements, inappropriate language, or other similar matters, that have been included in submissions. Any such matters are included in submissions at the risk of the person making the statement.

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#### 5.7. How Council deals with Submissions

All submissions received during the submission period will be:

- acknowledged as soon as practicable by Council following the conclusion of the submission period; and
- notified in writing of the final determination or decision.

#### 5.8. Declaration of Political Donations

Section 10.4 of the Environmental Planning and Assessment Act 1979 (Act) requires the public disclosure of donations or gifts when lodging or commenting on:

- a Development Application, or any like application; or
- the preparation of a Local Environmental Plan (or LEP amendment), or a Development Control Plan.

The intent of this law is designed to improve the transparency of the planning system.

#### Who should make a Disclosure?

Disclose of a reportable political donation and/or gift is to be made by a person having a financial interest in the relevant planning matter within the period: commencing two years before the planning matter was lodged, and ending when the matter is determined. This includes:

- all reportable political donations made to an elected Councillor of Richmond Valley Council; and
- all gifts made to any Councillor or employee of Richmond Valley Council.

#### How and when to make a disclosure

If you are required to make a disclosure of a reportable political donation or gift under the Act, the disclosure is to be made:

- In, or in a statement accompanying, the relevant planning matter if the donation or gift was made before the application or submission was made; or
- If the donation or gift is made afterwards, in a statement by the person to whom the relevant planning matter was made, within seven days after the donation or gift is made.

#### What is a Reportable Political Donation or Gift?

A reportable political donation includes those of or above \$1,000,

A reportable gift includes a gift of money or the provision of any other valuable thing or service for no consideration or inadequate consideration.

Note: A reportable political donation or gift made to a Councillor or Council includes any donation made at the time the person or Councillor was a candidate for election to Council.

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# Richmond

#### Offences

A person is guilty of an offence under the Act only if the person fails to make a disclosure of a political donation or gift, in accordance with Section 10.4, that the person knows, or ought reasonably to know, was made and is required to be disclosed.

The maximum penalty for any such offence is the maximum penalty under Part 6 of the *Election Funding and Disclosures Act 1981* for making a false statement in a declaration of disclosures lodged under that Part.

Note. The maximum penalty is currently 200 penalty units (currently \$22,000) or imprisonment for 12 months, or both

#### **Further Information**

For further information, refer to the Department of Planning, Industry & Environment's webpage and Circular PS 08\_009-

https://www.planning.nsw.gov.au/Assess-and-Regulate/Development-Assessment/Planning-Approval-Pathways/Donations-and-Gift-Disclosure

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#### Annexure A. Mandatory Participation Requirements under Schedule 1 to the Act

Part 1 of Schedule 1 to the Act sets out mandatory community participation requirements, being the minimum requirements for public exhibition and engagement with the community on various planning functions.

Alternative mandatory requirements may be provided by this CPP for how development applications (other than complying development certificates, designated development, or State significant development) will be exhibited. These are contained in the Table to Chapter 3.5 of the CPP.

The Environmental Planning and Assessment Regulation 2000 (Reg) may also prescribe additional mandatory requirements for community participation or make changes to the Part 1 mandatory requirements (see Chapter 1.7 and Annexure B for details).

#### Part 1 Mandatory community participation requirements

#### Division 1 Minimum public exhibition periods for plans

Ť	Draft community participation plans (Division 2.6)	28 days
2	Draft regional or district strategic plans (Division 3.1)	45 days
3	Draft local stratégic planning statements (Division 3.1)	28 days
4.	Planning proposals for local environmental plans subject to a gateway determination (Division 3.4)	28 days or  (a) if a different period of public exhibition is specified in the galeway determination for the proposal—the period so specified, or  (b) if the gateway determination specifies that no public exhibition is required because of the minor nature of the proposal—no public exhibition
5	Draft development control plans (Division 3.6)	28 days
6	Draft contribution plans (Division 7.1)	28 days

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### Division 2 Minimum public exhibition periods for development applications and other matters

7	Application for development consent (other than for complying development certificate, for designated development or for State significant development).	(a) if a different period of public exhibition is specified for the application in the relevant community participation plan—the period so specified, or (b) if the relevant community participation plan specifies that no public exhibition is required for the application—no public exhibition.	
8	Application for development consent for designated development	28 days	
g	Application for development consent for State significant development	28 days	
10	Application for modification of development consent that is required to be publicly exhibited by the regulations	The period (if any determined by the consent authority in accordance with the relevant community participation plan	
11	Environmental impact statement obtained under Division 5.1	28 days	
12	Environmental impact statement for State significant infrastructure under Division 5.2	28 days	
13	Re-exhibition of any amended application or matter referred to above required by or under this Schedule	The period (if any) determined by the person or body responsible for publicly exhibiting the application or matter	

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#### Annexure B. Engagement Requirements of the Planning Regulation

The Environmental Planning and Assessment Regulation 2000 (Reg) defines mandatory community engagement requirements, but may also vary those provided in Schedule 1 to the Act. Following is an overview of additional engagement requirements provided under the Reg, and how they apply to this CPP.

#### **Draft Development Control Plan**

A draft Development Control Plan (DCP) must be publicly exhibited in accordance with clause 18 of the Reg. A council must:

- give public notice in a local newspaper of the places, dates and times for inspecting the draft DCP;
- publicly exhibit a copy of the draft DCP and a copy of the relevant LEP at the places, on the dates and during the times set out in the notice; and
- specify in the notice the period during which submissions about the draft DCP may be made to the council (which must include the period during which the Draft DCP is being publicly exhibited).

The minimum exhibition period for a Draft DCP is 28 days (as provided by clause 18 of the Reg, and clause 5 in Schedule 1 to the Act).

#### **Draft Planning Agreements**

Clauses 25D & 25E outline how a Planning Agreement, or an agreement to amend or revoke a Planning Agreement, must be notified in connection with a Development Application (DA) or Planning Proposal (PP).

- In each case it must be publicly exhibited concurrently (contemporaneously) with the DA or PP; or if this is not possible, as soon as possible after such notice was given.
- A public notice must specify the arrangements for the public to inspect the draft Agreement, including an explanation note summarising the objectives, nature, effect, and merits of the draft Agreement.

The minimum period for exhibition of a Planning Agreement is 28 days (as provided by section 7.5(1) of the Act).

Following adoption of a Planning Agreement, Council must forward a copy of the Planning Agreement to the Minister, and report on compliance with the Agreement within its Annual Report(s).

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#### **Draft Contributions Plans**

A draft Contributions Plan must be publicly exhibited in accordance with clause 28 of the Reg. A council must:

- give public notice in a local newspaper of the places, dates and times for inspecting the draft Plan;
- publicly exhibit a copy of the draft Plan and a copy of any support documents at the places, on the dates and during the times set out in the notice; and
- specify in the notice the period during which submissions about the draft Plan may be made to the council (which must include the period during which the Draft Plan is being publicly exhibited).

The minimum period for exhibiting a Draft Contributions Plan is 28 days (as provided by clause 6 of Schedule 1 to the Act)

#### **Designated Development**

Clauses 78, 79 & 80 outline the minimum requirements for how designated development must be publicly exhibited. A council must:

- publish a notice, give written notice, and display a signposted notice on the land;
- give at least 2 separate Published Notices (within the display section of a newspaper and appear across 2 or 3 columns);
- provide specified information about the application in the notices; and
- identify the places where the application and documents may be inspected.

This CPP adopts a minimum 30 day exhibition period for designated development. (There are inconsistencies between the Act and Reg on the minimum exhibition period for designated development (clause 78(2) of the Reg—has a minimum 30 days (starting the day after notice is given under clause 80), and clause 8 of Schedule 1 to the Act—has a minimum of 28 days). Under normal circumstances the requirements of the Act would prevail over the Regulation, however, Part 2 of Schedule 1 provides for a Reg to amend or prescribe additional mandatory requirements for community engagement. To remove doubt, this CPP has adopted 30 days.)

#### Other advertised development

Clauses 87, 88 and 89 outline minimum requirements for publicly exhibiting "Other Advertised Development". However, "Other Advertised Development" is no longer defined in the Reg. The term had formerly referred to:

- Nominated Integrated Development;
- Threatened Species Development;
- Class 1 Aquaculture Development, and
- Advertised Development as defined in a DCP.

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The minimum exhibition periods for most of these items are now captured by Schedule 1 to the Act or this CPP, however, clauses 87, 88 & 89 of the Reg must still be consulted on how, what and where such applications will be exhibited. This includes:

- giving Written and Published Notices as soon as practicable after lodgement;
- Written Notice to be given to the own or occupier of land adjoining land to which the application relates, and to public authorities having an interest in the application;
- Published Notice is to appear in a local newspaper;
- notices to include certain details about the application as well as where the application can be inspected, the period of exhibition, and that written submissions can be made to Council.

#### Nominated Integrated Development

The minimum period for exhibiting Nominated Integrated Development is 28 days (as provided by clause 89(3) of the Reg)

#### Threatened Species Development

The minimum period for exhibiting Threatened Species Development is 28 days (as provided by clause 89(3) of the Reg)

#### Advertised Development

The minimum period for exhibiting Advertised Development is generally 14 days, however, the Table to Chapter 3.3 of this CPP identifies circumstances where development need not be exhibited (other than an informal notification), or where a longer period of exhibition is required.

#### Note

Class 1 aquaculture development has been repealed.

Nominated Integrated Development is defined in clause 89 of the Reg as any development application (not threatened species development or Class 1 aquaculture development) that requires an integrated development approval (as listed within section 4.46(1) of the Act) under the Heritage Act 1977, Water Management Act 2000, or Protection of the Environment Operations Act 1997.

#### Review of Determination

An application seeking a review of determination must be notified or advertised in accordance with Clause 113A of the Reg:

- for a period <u>not</u> exceeding 14 days, but otherwise in the same manner as the original development application was notified or advertised; or
- such other period as provided in a DCP for such an application.

Note. This CPP requires a review of determination to be notified or advertised if the original determination was a refusal, or there were written submissions

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received for the application. Fourteen (14) days has been adopted for notification or advertising. See the Table to Chapter 3.3 of this CPP for requirements.

- a Written Notice and/or Published Notice is to contain a brief description of the original application and the land it relates; and
- contain a statement that submissions may be made during the exhibition period specified.

## Application to Modify Development Consent

There are various types of modifications that can be made to development consents.

 Modification involving minor error, misdescription or miscalculation - Section 4.55(1) of the Act

Neither the Act nor Reg require such modification applications to be publicly exhibited.

 Modification of Consent involving Minimal Environmental Impact - Section 4.55(1A) or Section 4.56 of the Act

Clause 117 of the Reg outlines that a modification application with minimal environmental impact is only required to be notified or advertised if required by a DCP.

Note. This CPP substitutes for the requirements of a DCP. The Table to Chapter 3.3 of this CPP does not require such applications to be notified or advertised, unless the original application was advertised or notified.

 Other modifications involving Designated Development -Section 4.55(2) or Section 4.56(1) of the Act

Clause 118 of the Reg outlines the requirements for notifying a Section 4.55(2) or 4.56(1) application to modify designated development consents (except for those with minimal environmental impact). This includes:

- notice of the application being published in a local newspaper;
- Written Notice be given to each person who made a submission in relation to the original application;
- notices are to contain certain information about the development consent and modification(s) sought;
- notices to specify the application can be inspected during the exhibition period, and written submissions may be made to Council during the exhibition period; and
- a statement that, if the application is approved, there is no right of appeal to the Court by an objector.

The minimum period for exhibiting a modification to designated development is 14 days, starting the day following the published notice (as provided by clause 118(6) of the Reg)

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Note This CPP may specify a longer notification or advertising period. See the Table to Chapter 3.3 of this CPP for requirements.

 Other modifications excluding Designated Development -Section 4.55(2) or Section 4.56(1) of the Act

Clause 119 of the Reg requires applications seeking a Section 4.55(2) or Section 4.56(1) modification of a development consent (other than designated development or a modification involving minimal environmental impact) to be notified or advertised:

- for a period <u>not</u> exceeding 14 days, but otherwise in the same manner as the original development application was notified or advertised; or
- such other period as provided in a DCP for such an application

Note This CPP substitutes for the requirements of a DCP. It adopts a minimum exhibition period of 14 days, or such longer period as determined by Council having regard to the merits of the application. See the Table to Chapter 3.3 of this CPP for requirements.

- the notice or advertisement must contain a brief description of the original application and the land it relates; and
- contain a statement that submissions may be made during the exhibition period specified.

#### Public notification of determinations

If public notice, under section 4.59 of the Act, is given of the granting of development consent, or a complying development certificate, the validity of the consent or certificate cannot be questioned in any legal proceedings unless commenced within 3 months of the notice being given.

Clause 124 of the Reg requires such notices to:

- appear in a local newspaper, along with a description of the land and the development; and
- include a statement that the consent or certificate is available for public inspection.

## Part 5 Activities for which an EIS is required

Clauses 233, 234 & 235 outline the minimum requirements for notification and advertising of Part 5 activities for which an Environmental Impact Statement (EIS) is required, including:

- the need for a Published Notice and Written Notice;
- information that must be contained in the notices about the application;
- a requirement for at least 2 separate Published Notices to be given in a daily newspaper circulating generally throughout the State, and in a local newspaper (and that it

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must be in the display sections of those newspapers and appear across 2 or 3 columns);

- places where the application and documents may be inspected;
- a minimum 30 day exhibition period; and
- any person may make written representations to Council before the closing date for the exhibition period.

Note: Clause 11 of Schedule 1 to the Act specifies a minimum 28 day period for exhibiting a Part 5 EIS.

This CPP specifies the minimum period for exhibiting a Part 5 EIS will be 30 days and must be displayed at the:

- · Council's principal offices; and
- Sydney office of The Environment Centre (NSW) Pty Ltd.

#### Paper Subdivisions

Clause 268ZB outlines the requirements for giving notice of a consent ballot to adopt a Paper Subdivision Development Plan. Council must:

- not less than 14 days before the issuing of ballot papers publish a notice of a consent ballot in a local newspaper, and a daily newspaper circulating generally throughout NSW;
- not less than 28 days before the ballot closes—display a signpost notice on, or in the vicinity of, the land;
- include certain information about the Development Plan in the above notices; and
- make the proposed Development Plan publicly available.

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## Annexure C. Community Engagement Tools

Council may use a range of traditional and modern communication methods to engage and inform the community, and gain feedback on, planning matters. The Tables to Chapters 3.3 & 4.3 outline the minimum engagement periods and tools to be used: however, additional tools may be employed as required.

- Published Notices
- Written Notices
- Informal Written Notices
- RVC Website
- Social Media
- RVC Views Community Newsletter
- Press Releases
- Letterbox Drops
- Rate Notice Inserts
- Public Hearings
- Public Access at a Council Meetings
- Display Notices in Council's Administration Centres
- Display Notices in Council's Libraries
- Signposted Display Notices on, or in the vicinity of, the land
- Mobile Library Display Notices and/or Drop In interviews
- Display Notices at DPIE
- Public Forums/Meetings
- Meet with Community Groups
- Interviews by appointment
- Pop Up Stall/Information Stand at venues or events
- Online or Telephone Surveys

Following is a summary of how the engagement tools would be used by this CPP.

#### **Published Notice**

A Published Notice (also referred to as an "advertisement" in this CPP) is the publication of a notice in a newspaper and/or Council Community Newletter.

Unless otherwise stated in this CPP the following will be used for Published Notices-

## · Valley Views - Richmond Valley Council Newsletter

Richmond Valley Council publishes a monthly Community Newsletter. The Newsletter is circulated by post to the Service Address of all Ratepayers. Valley Views is also

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available on the Richmond Valley Council Facebook Page and is emailed to registered subscribers.

#### Newspapers

The Richmond River Express Examiner—(default newspaper)—This is a free newspaper published weekly (currently on Wednesdays) having direculation throughout the LGA.

The Richmond River Express Examiner will be the default for Published Notices. Subject to the Reg, Published Notices may appear in the display section or Council's consolidated advertisement section.

The Northern Star—(alternative newspaper)—This is a paid/subscription newspaper published daily, except Sundays, with circulation throughout the Northern Rivers Region.

Urgent notices required to be given between publications of The Richmond River Express Examiner may be published in the display section of The Northern Star as an alternate.

## Daily Newspaper Circulating throughout NSW

The Daily Telegraph—(default newspaper)—This is a newspaper published daily with circulation throughout New South Wales.

The Daily Telegraph will be the default newspaper for notices required to be published in a newspaper with daily circulation in the State.

#### Written Notice

A Written Notice (also referred to as a "notification" in this CPP) refers to a letter being sent to the owner(s) of land.

The Reg provides that Written Notice to:

- one owner or occupier of land—is taken to be notice to all owners and occupiers of that land, and
- the Owners Corporation of a Strata scheme—Is taken to be notice to all owners or occupiers of each lot within the strata scheme

Written Notices will be sent to the Service Address held by Council for the owner of the land.

## Informal Written Notice

An Informal Written Notice refers to a letter sent to the owner of land as a curtesy, when no other formal notification (Written or Published Notices) is required to be given for a development application.

Informal Written Notices will be sent to the Service Address held by Council for the owner of the land.

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# Display Notice and Viewing of Documents in Council's Administration Centres

During the exhibition period, planning matters and support material will be freely available for viewing by the public at either of Council's Administration Centres in Casino and Evans Head.

Council may also display a notice in the foyer of each of its Administration Centres, as required.

#### · Council's Administration Centres are located at-

- Casino—10 Graham Place CASINO
- Evans Head—25 Woodburn Street EVANS HEAD

## Signposted Display Notices on, or in the vicinity of, the land

A copy of the Published Notice may be displayed on, or in the vicinity of, the land.

Signposted display notices must be located in a position, and be of sufficient size, to enable it to be viewed and read from a public place.

If it is not possible to locate the display notice on the land, it should be located in the vicinity of the land and clearly identify the land to which the notice relates.

#### Default Notice

Council's default display notice will consist of a laminated A3 poster containing a copy of the Published Notice.

#### Richmond Valley Council Website

The Richmond Valley Council website is the primary tool for delivery of information to its community.

The On-Exhibition page displays all notices relating to matters on public exhibition, including non-town planning related matters.

- Richmond Valley Council website
  - https://richmondvalley.nsw.gov.au/
- On-Exhibition Page

https://nchmondvalley.nsw.gov.au/council/on-exhibition/

## A digital copy of:

- a development assessment matter will be provided on the On-Exhibition page when required by the Table to Chapter 3.3 (as a very minimum); and
- all strategic planning matters will be provided on the On-Exhibition page.

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#### Social Media

Where this CPP requires notices to be posted on Social Media the default will be-

#### Richmond Valley Council Facebook Page—(Default)

Richmond Valley Council regularly publishes news and event information on its Facebook page. It also offers the community an opportunity to provide feedback in the form of comments, however these comments will not be considered as formal written submissions for the purposes of this CPP.

https://www.facebook.com/RichmondValleyCouncil/

#### Press Releases and Media Statements

Press Releases are official statements issued by Council to the media. The Mayor, General Manager, and Director of Infrastructure & Environment are authorised to issue Press Releases, and to make official statements to the media.

All enquiries should be directed to Council's Manager of Communications, Events and Tourism - 02 66600300, or email council@richmondvalley.nsw.gov.au.

### **Letterbox Drops**

Letterbox Drops are targeted at the occupiers of land: as opposed to Written Notices that are targeted at the property owner. Notices can be distributed in several ways:

#### Australia Post

Australia Post will distribute brochures and notices to all post office boxes and letter boxes within a defined locality as a paid service. It can be used as an efficient means of distribution notices to a large area and volume of households.

## Hand Delivery

Hand delivered notices may be a more efficient way of distributing brochures and notices to a small number of properties.

#### Rate Notice Inserts

Rate notices are posted to all ratepayers in mid-to-late July, and again in mid-to-late October, January and April to those electing to pay rates in instalments. This is a paid service provided by the distributor of Council's rate notices.

#### Public Access at a Council Meeting

Members of the community can register to give a 5 minute presentation to Councillors at a General Council Meeting on an item contained in the Meeting Agenda. Such presentations are normally conducted at the beginning of the meeting; however, they may be

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conducted at a separate meeting if there is a large demand for presentations.

#### Registering for Public Access

To register for public access please contact Council's Governance Section — 0266600300 or email council@richmondvalley.nsw.gov.au , prior to 4.30pm on the Monday before the Scheduled Council Meeting.

#### **Public Hearing**

A Public Hearing is a formal process for a person to give a verbal presentation to a Panel on issues raised in their submission.

Each person who registers to present to a Public Hearing will be given a defined period of time to speak on their submission.

A Public Hearing will be conducted if:

- required by a Gateway Determination on a Planning Proposal;
- it reclassifies "community land" to "operational land" under the Local Government Act 1993; or
- Council decides to conduct a Public Hearing (due to an issue; or where a submission has raised an issue of such significance to warrant a hearing).

## Display Notices in Council's Libraries

Council may display a copy of the Published Notice for a Strategic Planning matter on the Community Notice Board at its libraries in Casino, Coraki, Evans Head, and the mobile library. A copy of the Strategic Planning documents may also be available for inspection, but can also be made available upon request.

#### Mobile Library - Drop In interviews

Council staff may travel with the Mobile Library as it services the Richmond Valley Community. Advanced notice of attendance will be provided in a Published and/or Written Notice, including the dates and times staff will be available for interview in the Mobile Library.

## Mobile Library Timetable

The Mobile Library timetable (correct at time of publication)-

- Woodburn @Duke Street
  - each Tue, 9,45am to 11,15am
- Woodburn General Public School
  - each Tue, 11.45am to 12.15pm (except during school holidays)
- Broadwater Community Hall
  - · each Tue. 1.45pm to 3pm
- Stratheden School

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- week 1 only Wed. 12 noon to 12.30pm (except during school holidays)
- Leeville School
  - week 2 only Thur. 9.10am to 9.45am (except during school holidays)
- Rappville School
  - week 2 only Thur, 10.30am to 11am (except during school holidays)
- Rappville @Nandabah Street
  - week 2 only Thur. 11.10am to 11.45am
- Whiporie
  - week 2 only Thur, 1pm to 3pm (except during school holidays)

# Display at Department of Planning, Industry & Environment (DPIE) Office

Council is required to exhibit a copy of an Environmental Impact Statement (EIS) at the offices of the Department of Planning, Industry & Environment.

Council will provide a copy of the Published Notice, along with a copy of the Application Form and the EIS, for display and viewing at the-

 Northern Region Offices of the Department of Planning, Industry & Environment—Level 3, 49 Victoria Street GRAFTON NSW

### Public Forums/Meetings

Public forums and meetings may be organised to provide information to the community, and to receive feedback, on a town planning matter. Forums can be run as-

#### Group Sessions

Where a large group is given a presentation from Council and the community is welcomed to speak from the floor by making statements, posing questions, suggesting solutions; and maybe asked to vote on an opinion.

#### Small Group Sessions

This is where a Group Session is split into smaller groups, each with a mediator/presenter. Each group may focus on a specific task or issue, and provide feedback to the group; answer questions; or work together to suggest solutions to a problem.

#### Meet with Community Groups/Schools

At the invitation of a Community Group or School, Council staff may attend a meeting/class to present information on a relevant planning matter.

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Appointments can be arrange by calling 02 66600300 or emailing council@richmondvalley.nsw.gov.au.

## Interviews by appointment

Council staff are available by appointment to meet with community members on a one-on-one interview basis to discuss and receive feedback on a relevant planning matter. Appointments can be arrange by calling 02 66600300 or emailing council@richmondvalley.nsw.gov.au.

#### Pop Up Stall/Information Stand at venues or events

## · Pop up Stall

This is a temporary stall set up in a public location or at a community event where the public can provide spontaneous feedback.

## · WalkShop

This involves Council staff or a consultant walking around with a community stakeholder, or interest group, and recording their ideas on a project or area.

#### Online or Telephone Surveys

Council may conduct a poll or survey using any of the following:

- telephone poll or survey
- online survey
- Facebook

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Draft
Richmond Valley Council
Development Control Plan 2015
(Amendment No.1) –
Community Participation Plan

August 2019

DRAFT Richmond Valley Council
Development Control Plan 2015 (Amendment No. 1) —
Community Participation Plan



#### 1. Citation

This Plan may be cited as Draft Richmond Valley Development Control Plan 2015 (Amendment No.1) – Community Participation Plan. It constitutes an amendment to the Richmond Valley Council Development Control Plan 2015 as provided by Section 3.43(4) of the Environmental Planning and Assessment Act 1979.

#### 2. Commencement

This Plan commences on 1 December 2019, or publication of Richmond Valley Council Community Participation Plan 2019 on the NSW Planning Portal, whichever occurs latter.

# 3. Land to which this Plan applies

This Plan applies to all land within the Richmond Valley Council local government area.

## 4. Relationship to other Planning Instruments

This Plan provides for the amendment of Richmond Valley Council Development Control Plan 2015, which provides more detail in regards to provisions in the Richmond Valley Local Environmental Plan 2012.

### 5. Alms of this Plan

The aim of this Plan is to amend the Richmond Valley Council Development Control Plan 2015 by omitting the Notification and Advertising of Development sections of the Plan, in lieu of those requirements being incorporated into the Richmond Valley Community Participation Plan 2019.

(Note the Draft Richmond Valley Community Participation Plan 2019 will be concurrently exhibited with this Draft DCP)

## 6. Amendment of Richmond Valley Council Development Control Plan 2015

[1] Omit Part J from the Richmond Valley Council Development Control Plan 2015.

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