ATTACHMENTS

Tuesday, 16 August 2022

UNDER SEPARATE COVER

Ordinary Council Meeting

Table of Contents

MINUTES

Ordinary Council Meeting
19 July 2022

ORDER OF BUSINESS

MINUTES OF RICHMOND VALLEY COUNCIL
ORDINARY COUNCIL MEETING
HELD AT THE COUNCIL CHAMBERS, 10 GRAHAM PLACE, CASINO
ON TUESDAY, 19 JULY 2022 AT 6PM

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 Robert Mustow (Mayor), Cr Stephen Morrissey (Deputy Mayor),
                      Cr Sam Cornish, Cr Robert Hayes, Cr Sandra Humphrys, Cr Patrick Deegan,
                      Cr Debra McGillan

IN ATTENDANCE: Angela Jones (Acting General Manager), Ryan Gaiter (Director Organisational
                      Services), Ben Zeller (Director Projects & Business Development),
                      Jenna Hazelwood (Leader Strategy), Kate Allder-Conn (Governance
                      Coordinator), Lewis Martin (IT Support Officer)

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 Acting General Manager.

3   PUBLIC ACCESS AND QUESTION TIME

Dr Richard Gates addressed Council in relation to Item 15.1 Code of Meeting Practice. Dr Gates
raised concerns about the proposed Code in relation to its public access clauses, and the
challenges it may create for members of the public to address Council on issues of concern.

The Mayor thanked Dr Gates for his attendance and presentation to the meeting.

Ms Lyndall Murray addressed Council in relation to Item 19.7 Iron Gates Development Update.
Ms Murray spoke in opposition of the Iron Gates development, addressing issues such as
affordable housing and flood concerns.

The Mayor thanked Ms Murray for her attendance and presentation to the meeting.

Ms Elaine Saunders addressed Council in relation to Item 19.7 Iron Gates Development Update.
Ms Saunders spoke in opposition of the Iron Gates development, specifically noting concerns over
the suitability of the proposed development site in terms of risk created by fire and flood.

The Mayor thanked Ms Saunders for her attendance and presentation to the meeting.

A full recording of the addresses to the meeting are available at:
https://richmondvalley.nsw.gov.au/council/council-meetings/council-meeting-videos/

4   APOLOGIES

4.1   APOLOGIES

RESOLUTION 190722/1

Moved: Cr Stephen Morrissey
Seconded: Cr Sam Cornish

That the apology received from General Manager, Vaughan Macdonald, be accepted.

CARRIED

5   MAYORAL MINUTES

Nil

6   CONFIRMATION OF MINUTES

6.1   MINUTES ORDINARY MEETING HELD 28 JUNE 2022

RESOLUTION 190722/2

Moved: Cr Robert Hayes
Seconded: Cr Stephen Morrissey

That Council confirms the Minutes of the Ordinary Meeting held on 28 June 2022.

CARRIED

7   MATTERS ARISING OUT OF THE MINUTES

Nil

8   DECLARATION OF INTERESTS

The Mayor, Robert Mustow, declared a pecuniary interest in relation to Item 14.1 Flood Relief – Development and Construction Fees. The Mayor left the meeting for this item.

Director Organisational Services, Ryan Gaiter, declared a pecuniary interest in relation to Item 14.1 Flood Relief – Development and Construction Fees. Director Gaiter left the meeting for this item.

9   PETITIONS

Nil

10   NOTICE OF MOTION

Nil

11   MAYOR'S REPORT

11.1   MAYORAL ATTENDANCES 21 JUNE - 11 JULY 2022

RESOLUTION 190722/3

Moved: Cr Robert Mustow
Seconded: Cr Stephen Morrissey

That Council receives and notes the Mayoral Attendance Report for the period 21 June – 11 July 2022.

CARRIED

12   DELEGATES' REPORTS

Nil

13   MATTERS DETERMINED WITHOUT DEBATE

13.1   MATTERS TO BE DETERMINED WITHOUT DEBATE

RESOLUTION 190722/4

Moved: Cr Sandra Humphrys
Seconded: Cr Sam Cornish

That item 15.2 identified be determined without debate.

CARRIED

Due to the pecuniary interest noted at Item 8, the Mayor and Director Gaiter left the meeting for Item 14.1. Deputy Mayor, Stephen Morrissey, held the position of Chair for this item.

14   GENERAL MANAGER

14.1   FLOOD RELIEF - DEVELOPMENT AND CONSTRUCTION FEES

EXECUTIVE SUMMARY

Council resolved at its June 2022 Ordinary meeting to consider options for offering fee relief for rebuilding works on flood affected properties and called for a further report on the matter. This report considers the extent of flood damage to properties in the Richmond Valley and notes that the majority of flood-affected homes will not require development approval (with associated application/inspection fees) to complete flood damage repairs. However, Council may wish to consider options to assist owners whose homes will require demolition and reconstruction due to flood damage, similar to the support offered to bushfire victims following the 2019 fires.

RESOLUTION 190722/5

Moved: Cr Robert Hayes
Seconded: Cr Sandra Humphrys

That Council:

1. Receives and notes the information in the report.

2. Continues to advocate for NSW Government support for housing programs that may include buyback, house raising, resilient rebuilding and the potential for land swaps as a priority action for flood-affected properties.

3. That Council receives a further report on funding options in line with those provided for 2019 bushfire assistance.

CARRIED

15 ORGANISATIONAL SERVICES

15.1 CODE OF MEETING PRACTICE

EXECUTIVE SUMMARY

The Code of Meeting Practice (the Code) is made under section 360 of the *Local Government Act 1993* (the Act) and the Local Government (General) Regulation 2021 (the Regulation).

The Code applies to all meetings of councils and committees of which all the members are councillors.

Councils must adopt a Code of Meeting Practice that incorporates the mandatory provisions of the Model Meeting Code within 12 months of the local government elections, held in December 2021. Councils must exhibit a draft of the Code for a period of at least 28 days and provide members of the community at least 42 days in which to comment on the draft Code.

RESOLUTION 190722/6

Moved: Cr Patrick Deegan
Seconded: Cr Sandra Humphrys

That Council:

1. Adopts the Richmond Valley Council Code of Meeting Practice 2022;

2. Notes that no community submissions were received in response to the public exhibition of the draft Code.

CARRIED

15.2   FINANCIAL ANALYSIS REPORT - JUNE 2022

EXECUTIVE SUMMARY

The purpose of this report is to inform Council of the status and performance of its cash and investment portfolio in accordance with the *Local Government Act 1993* s.625, Local Government (General) Regulation 2021 cl.212, Australian Accounting Standard (AASB 9) and Council's Investment Policy.

The value of Council's cash and investments at 30 June 2022 is shown below:

Bank Accounts	Term Deposits	Floating Rate Notes	Fixed Rate Bonds	TCorp IM Funds	Total
$18,664,637	$39,000,000	$4,750,390	$2,000,000	$14,329,094	$78,744,121

The weighted average rate of return on Council's cash and investments as at 30 June 2022 was negative (5.08%) which was below the Bloomberg AusBond Bank Bill Index for June of 0.05%, which is Council's benchmark.

RESOLUTION 190722/7

Moved: Cr Sandra Humphrys
Seconded: Cr Sam Cornish

That Council adopts the Financial Analysis Report detailing the performance of its cash and investments for the month of June 2022.

CARRIED

16   COMMUNITY SERVICE DELIVERY

16.1   PLANNING PROPOSAL - ASSESSMENT REPORT - RURAL RESIDENTIAL REZONING CNR REARDONS & DARKE LANES SWAN BAY

EXECUTIVE SUMMARY

Council has received a Planning Proposal application (PP2022/0001) (Portal Case No. PP-2022-502) seeking to amend the *Richmond Valley Local Environmental Plan 2012* (the LEP) by rezoning about 43ha of land at 395 Reardons Lane (corner of Darke Lane) Swan Bay to enable its subdivision into potentially 43 rural residential lots (Zone R5 Large Lot Residential) having a minimum lot size of 7500m^2. The residual part of the property (about 83ha) would retain Zone RU1 Primary Production with a minimum lot size of 40ha.

This proposal is supported by Council's Rural Residential Development Strategy which identifies a corridor of potential large lot residential development along sections of Reardons Lane, including this land.

Council's support for the Planning Proposal is required prior to seeking a Gateway Determination from the Department of Planning and Environment (DPE). Council may at the same time seek Local Plan-making Authority which grants Council and/or its nominee Ministerial plan making delegations to finalise the LEP Amendment subject to meeting Gateway conditions.

RESOLUTION 190722/8

Moved: Cr Stephen Morrissey
Seconded: Cr Sam Cornish

That:

1.   Council supports Planning Proposal PP2022/0001 (Portal Case No. PP-2022-502), which proposes to amend the *Richmond Valley LEP 2012*, as it applies to 395 Reardons Lane (corner of Darke Lane) Swan Bay, being Lots 831, 832 & 833 DP847683, by rezoning the land to facilitate a rural residential development;

2.   PP2022/0001 be submitted to the Department of Planning and Environment for a Gateway Determination; and

3.   Council seeks Local Plan-making authority for this Planning Proposal and delegate this to the General Manager.

CARRIED

17   PROJECTS & BUSINESS DEVELOPMENT

Nil

18   GENERAL BUSINESS

Nil

19   MATTERS FOR INFORMATION

RESOLUTION 190722/9

Moved: Cr Stephen Morrissey
Seconded: Cr Robert Hayes

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

CARRIED

19.1   NATIVE TITLE MANAGER

RESOLUTION 190722/10

Moved: Cr Stephen Morrissey
Seconded: Cr Robert Hayes

That:

1.   Council gives notice to the relevant Minister, in accordance with the *Crown Land Management Act 2016* requirements (s.8.8), that Council's Manager Asset Planning, Mr Andrew Leach, has been retained as Council's Native Title Manager.

2.   A copy of the resolution be provided to the Department of Planning and Environment.

CARRIED

19.2 WRITE-OFF OF MONIES UNDER DELEGATION

RESOLUTION 190722/11

Moved: Cr Stephen Morrissey
Seconded: Cr Robert Hayes

That Council receives and notes the information provided within this report.

CARRIED

19.3 CORRESPONDENCE - PREMIER OF NSW, INDEPENDENT FLOOD INQUIRY SUBMISSION

RESOLUTION 190722/12

Moved: Cr Stephen Morrissey
Seconded: Cr Robert Hayes

That Council receives and notes the correspondence received from the Premier of NSW, the Hon Dominic Perrottet, following Council's submission to the Independent Flood Inquiry.

CARRIED

19.4 DEVELOPMENT APPLICATIONS DETERMINED UNDER THE ENVIRONMENTAL PLANNING AND ASSESSMENT ACT FOR THE PERIOD 1 JUNE 2022 TO 30 JUNE 2022

RESOLUTION 190722/13

Moved: Cr Stephen Morrissey
Seconded: Cr Robert Hayes

That Council receives and notes the Development Application report for the period 1 June 2022 to 30 June 2022.

CARRIED

19.5 CUSTOMER EXPERIENCE REPORT 1 APRIL - 30 JUNE 2022

RESOLUTION 190722/14

Moved: Cr Stephen Morrissey
Seconded: Cr Robert Hayes

That Council receives and notes the Customer Experience Report for the period 1 April – 30 June 2022.

CARRIED

19.6   GRANT APPLICATION INFORMATION REPORT - JUNE 2022

RESOLUTION 190722/15

Moved: Cr Stephen Morrissey
Seconded: Cr Robert Hayes

That Council receives and notes the Grant Application Information Report for the month of June 2022.

CARRIED

19.7   IRON GATES DEVELOPMENT UPDATE

RESOLUTION 190722/16

Moved: Cr Stephen Morrissey
Seconded: Cr Robert Hayes

That Council receives and notes the information provided within the Iron Gates Development Update report.

CARRIED

20   QUESTIONS ON NOTICE

Nil

21   QUESTIONS FOR NEXT MEETING (IN WRITING)

21.1   QUESTIONS IN WRITING

Cr Robert Hayes submitted the following questions in writing:

The NSW Government's announcement to provide rate assistance for those residents impacted by flooding has come as a welcome relief for those doing it tough.

- Does this relief expire when a property is sold on?
- In a commercial lease situation, the tenant is usually responsible for all outgoings, including land rates. Does the rate relief remain with the property if the current lease expires or is terminated?

22   MATTERS REFERRED TO CLOSED COUNCIL

That Council considers the confidential report(s) listed below in a meeting closed to the public in accordance with Section 10A(2) of the Local Government Act 1993:

22.1   Tender VP308256 Design and Construct Amenities Block at Casino Showgrounds

This matter relates to commercial information of a confidential nature that would, if disclosed prejudice the commercial position of the person who supplied it.

This matter is considered to be confidential under Section 10A(2) - (d)(i) of the Local Government Act, and the Council is satisfied that discussion of this matter in an open meeting would, on balance, be contrary to the public interest as it deals with commercial information of a confidential nature that would, if disclosed prejudice the commercial position of the person who supplied it.

22.2   Tender VP284690 Nammoona Waste and Resource Recovery Facility Cell 6A Construction

This matter relates to commercial information of a confidential nature that would, if disclosed prejudice the commercial position of the person who supplied it.

This matter is considered to be confidential under Section 10A(2) - (d)(i) of the Local Government Act, and the Council is satisfied that discussion of this matter in an open meeting would, on balance, be contrary to the public interest as it deals with commercial information of a confidential nature that would, if disclosed prejudice the commercial position of the person who supplied it.

The Acting General Manager reported that no written representations had been received in respect of the items listed for consideration in Closed Council.

The Chair called for verbal representations from the gallery.

There were no representations from the gallery.

The Chair advised that under section 10A *Local Government Act 1993*, the media and public are to be excluded from the meeting on the basis that the business to be discussed is classified confidential under the provisions of section 10(2) as outlined above.

RESOLUTION 190722/17

Moved: Cr Stephen Morrissey
Seconded: Cr Sandra Humphrys

That:

1. Council resolves to enter Closed Council to consider the business identified in Item 22.1 and 22.2, together with any late reports tabled at the meeting.
2. Pursuant to section 10A(2) of the *Local Government Act 1993*, the media and public be excluded from the meeting on the basis that the business to be considered is classified confidential under the provisions of section 10(2) as outlined above.
3. The correspondence and reports relevant to the subject business be withheld from access to the media and public as required by 11(2) of the *Local Government Act 1993*.

CARRIED

Council closed its meeting at 7.09pm.

The Open Council meeting resumed at 7.19pm.

The resolutions of Closed Council were read by the Director Projects & Business Development.

23 RESOLUTIONS OF CLOSED COUNCIL

Item 22.1 Tender VP308256 Design and Construct Amenities Block at Casino Showgrounds

That Council:

1. Declines the submissions received for Tender VP308256 – Design and Construct Amenities Block at Casino Showgrounds due to the prices submitted being higher than the budget allocated for the works.

2. Applies Clause 178 (3e) of the Local Government (General) Regulation 2021 to authorise the General Manager to enter into direct negotiations with suitably qualified contractors with a view to obtaining works that provide council with the best outcome both from a financial and delivery perspective, and to finalise the terms of the contract or agreement and affixing the seal of Council where necessary.

3. Notes that the outcomes of the negotiations will be reported to Council for information at a future meeting.

Item 22.2 Tender VP284690 Nammoona Waste and Resource Recovery Facility Cell 6A Construction

That:

1. Council accepts the tender from Synergy Resource Management which represents the best value for Council at $2,642,737.00 (exclusive of GST) for the construction of a new waste cell at the Nammoona Waste and Resource Recovery Facility; and

2. The General Manager be authorised to negotiate and finalise the terms and conditions of any contract or agreement, in line with the content of this report and the available budget and affixing the seal of Council where necessary.

The Meeting closed at 7.21pm.

The minutes of this meeting were confirmed at the Ordinary Council Meeting held on 16 August 2022.

....
CHAIRPERSON

Council Policy

Policy Title:	**Councillor Expenses and Facilities Policy**	
Policy Number:	1.07	
Focus Area:	CS1 Leading and Advocating for our Community	
Responsibility:	Governance	
Meeting Adopted:	Date of Council Meeting – Resolution Number	

CONTENTS

POLICY OVERVIEW

This policy enables the reasonable and appropriate reimbursement of expenses and provision of facilities to Councillors to help them undertake their civic duties.

It ensures accountability and transparency and seeks to align Councillor expenses and facilities with community expectations. Councillors must not obtain private or political benefit from any expense or facility provided under this policy.

The policy has been prepared in accordance with the *Local Government Act 1993* (the Act) and Local Government (General) Regulation 2021 (the Regulation) and complies with the Office of Local Government's Guidelines for the payment of expenses and provision of facilities to Mayors and Councillors in NSW.

The policy sets out the amounts Council will pay for specific expenses and facilities. Expenses not explicitly addressed in this policy will not be paid or reimbursed. Additional costs incurred by a Councillor in excess of these limits are considered a personal expense and are the responsibility of the Councillor. Councillors must provide claims for reimbursement within three months of an expense being incurred. Claims made after this time may not be approved.

PART A - INTRODUCTION

1. Introduction

1.1 The provision of expenses and facilities enables Councillors to fulfil their civic duties as the elected representatives of Richmond Valley Council.

1.2 The community is entitled to know the extent of expenses paid to Councillors, as well as the facilities provided.

1.3 The purpose of this policy is to clearly state the facilities and support that are available to Councillors to assist them in fulfilling their civic duties.

1.4 Council staff are empowered to question or refuse a request for payment from a Councillor when it does not accord with this policy.

1.5 Expenses and facilities provided by this policy are in addition to fees paid to Councillors. The minimum and maximum fees a Council may pay each Councillor are set by the Local Government Remuneration Tribunal as per Section 241 of the Act and reviewed annually. Council must adopt its annual fees within this set range.

2. Objectives

2.1 The objectives of this policy are to:

- Enable the reasonable and appropriate reimbursement of expenses incurred by Councillors while undertaking their civic duties;

- Enable facilities of a reasonable and appropriate standard to be provided to Councillors to support them in undertaking their civic duties;

- Ensure accountability and transparency in reimbursement of expenses and provision of facilities to Councillors;

- Ensure facilities and expenses provided to Councillors meet community expectations;

- Support a diversity of representation; and

- Fulfil the Council's statutory responsibilities.

3. Principles

3.1 Council commits to the following principles:

- *Proper conduct:* Councillors and staff acting lawfully and honestly, exercising care and diligence in carrying out their functions.

- *Reasonable expenses:* providing for Councillors to be reimbursed for expenses reasonably incurred as part of their role as Councillor.

- *Participation and access:* enabling people from diverse backgrounds, underrepresented groups, those in carer roles and those with special needs to serve as a Councillor.

- *Equity:* there must be equitable access to expenses and facilities for all Councillors.

- *Appropriate use of resources:* providing clear direction on the appropriate use of Council resources in accordance with legal requirements and community expectations.

- *Accountability and transparency:* clearly stating and reporting on the expenses and facilities provided to Councillors.

4. Private or political benefit

4.1 Councillors must not obtain private or political benefit from any expense or facility provided under this policy.

4.2 Private use of Council equipment and facilities by Councillors may occur from time to time. For example, telephoning home to advise that a Council meeting will run later than expected.

4.3 Such incidental private use does not require a compensatory payment back to Council.

4.4 Councillors should avoid obtaining any greater private benefit from Council than an incidental benefit. Where there are unavoidable circumstances and more substantial private use of Council facilities does occur, Councillors must reimburse the Council.

4.5 Campaigns for re-election are considered to be a political benefit. The following are examples of what is considered to be a political interest during a re-election campaign:

- production of election material;

- use of Council resources and equipment for campaigning;

- use of official Council letterhead, publications, websites or services for political benefit; and

- fundraising activities of political parties or individuals, including political fundraising events.

PART B - EXPENSES

5.   General expenses

5.1   All expenses provided under this policy will be for a purpose specific to the functions of holding civic office. Allowances for general expenses are not permitted under this policy.

5.2   Expenses not explicitly addressed in this policy will not be paid or reimbursed.

6.   Specific expenses

General travel arrangements and expenses

6.1   All travel by Councillors should be undertaken using the most direct route and the most practicable and economical mode of transport.

6.2   The mayor and each Councillor may be reimbursed for travel expenses incurred while undertaking official business or professional development or attending approved conferences and seminars within NSW. This includes reimbursement:

- for public transport fares;
- for the use of a private vehicle or hire car;
- for parking costs for Council and other meetings;
- for tolls; and
- for documented ride-share programs, such as Uber, where tax invoices can be issued.

6.3   Allowances for the use of a private vehicle will be reimbursed by kilometre at the rate contained in the Local Government (State) Award.

6.4   Councillors seeking to be reimbursed for use of a private vehicle must keep records of the date, distance and purpose of travel being claimed. Copies of the relevant record must be provided with the claim.

Interstate, overseas and long-distance intrastate travel expenses

6.5   In accordance with Section 4, Council will scrutinise the value and need for Councillors to undertake overseas travel. Councils should avoid interstate, overseas and long-distance intrastate trips unless direct and tangible benefits can be established for the Council and the local community. This includes travel to sister and friendship cities.

6.6   Councillors seeking approval for any interstate and long-distance intrastate travel must submit a case to, and obtain the approval of, the General Manager prior to travel.

6.7   Councillors seeking approval for any overseas travel must submit a case to, and obtain the approval of, a full Council meeting prior to travel.

6.8   The case should include:

- objectives to be achieved in travel, including an explanation of how the travel aligns with current Council priorities and business, the community benefits which will accrue as a result, and its relevance to the exercise of the Councillor's civic duties;
- who is to take part in the travel;
- duration and itinerary of travel; and
- a detailed budget including a statement of any amounts expected to be reimbursed by the participant/s.

6.9 For interstate and long-distance intrastate journeys, the class of air travel is to be economy class or as determined by the General Manager.

6.10 For international travel, the class of air travel is to be economy class or as determined by the General Manager.

6.11 Bookings for approved air travel are to be made through the General Manager's office.

6.12 For air travel that is reimbursed as Council business, Councillors will not accrue points from the airline's frequent flyer program. This is considered a private benefit.

6.13 A Councillor who travels in a private vehicle will be reimbursed by kilometre at the rate contained in the Local Government (State) Award or airfare, whichever is the lower.

Travel expenses not paid by Council

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

Accommodation and meals

6.15 In circumstances where it would introduce undue risk for a Councillor to travel to or from official business in the late evening or early morning, reimbursement of costs for accommodation and meals on the night before or after the meeting may be approved by the General Manager. This includes where a meeting finishes later than 9.00pm or starts earlier than 7.00am and the Councillor lives more than 50 kilometres from the meeting location.

6.16 Council will reimburse costs for accommodation and meals while Councillors are undertaking prior approved travel or professional development outside the Richmond Valley area. Accommodation is to be at a standard of up to four-star rating.

6.17 The daily limits for accommodation and meal expenses within Australia are to be consistent with those set out in Part B Monetary Rates of the NSW Crown Employees (Public Service Conditions of Employment) Reviewed Award 2009, as adjusted annually.

6.18 The daily limits for accommodation and meal expenses outside Australia are to be determined in advance by the General Manager, being mindful of Clause 6.17.

Refreshments for Council related meetings

6.19 Appropriate refreshments will be available for Council meetings, Council committee meetings, Councillor briefings, approved meetings and engagements, and official Council functions as approved by the General Manager.

6.20 As an indicative guide for the standard of refreshments to be provided at Council related meetings, the General Manager must be mindful of Part B Monetary Rates of the NSW Crown Employees (Public Service Conditions of Employment) Reviewed Award 2009, as adjusted annually.

Professional development

6.21 Council will set aside an amount annually in its budget to facilitate professional development of Councillors through programs, training, education courses and membership of professional bodies.

6.22 In the first year of a new Council term, Council will provide a comprehensive induction program for all Councillors which considers any guidelines issued by the Office of Local Government (OLG). The cost of the induction program will be in addition to the ongoing professional development funding.

6.23 Annual membership of professional bodies will only be covered where the membership is relevant to the exercise of the Councillor's civic duties, the Councillor actively participates in the body and the cost of membership is likely to be fully offset by savings from attending events as a member.

6.24 Approval for professional development activities is subject to a prior written request to the General Manager outlining the:

- details of the proposed professional development;
- relevance to Council priorities and business; and
- relevance to the exercise of the Councillor's civic duties.

6.25 In assessing a Councillor request for a professional development activity, the General Manager must consider the factors set out in Clause 6.26, as well as the cost of the professional development in relation to the Councillor's remaining budget.

Conferences and seminars

6.26 Council is committed to ensuring its Councillors are up to date with contemporary issues facing Council and the community, and local government in NSW.

6.27 Council will set aside an amount annually in its budget to facilitate Councillor attendance at conferences and seminars. This allocation is for all Councillors. The General Manager will ensure that access to expenses relating to conferences and seminars is distributed equitably.

6.28 Approval to attend a conference or seminar is subject to a written request to the General Manager. In assessing a Councillor request, the General Manager must consider factors including the:

- relevance of the topics and presenters to current Council priorities and business and the exercise of the Councillor's civic duties; and
- cost of the conference or seminar in relation to the total remaining budget.

6.29 Council will meet the reasonable cost of registration fees, transportation and accommodation associated with attendance at conferences approved by the General Manager. Council will also meet the reasonable cost of meals when they are not included in the conference fees. Reimbursement for accommodation and meals not included in the conference fees will be subject to Clauses 6.16-6.18.

Information and communications technology (ICT) expenses

6.30 Council will provide Councillors with appropriate electronic equipment for communication services. This may include mobile phones, tablets and associated data. All equipment is to be utilised within the guidelines outlined in relevant Council policies and procedures.

6.31 Council will reimburse costs for mobile telephone calls equal to fifty percent (50%) of the total cost of the mobile telephone account claimed up to a maximum of $100.00 per quarter.

Special requirement and carer expenses

6.32 Council encourages wide participation and interest in civic office. It will seek to ensure Council premises and associated facilities are accessible, including provision for sight or hearing-impaired Councillors and those with other disabilities.

6.33 In addition to the provisions above, the General Manager may authorise the provision of reasonable additional facilities and expenses in order to allow a Councillor with a disability to perform their civic duties.

6.34 Councillors who are the principal carer of a child or other elderly, disabled and/or sick immediate family member will be entitled to reimbursement of carer's expenses when provided by a registered provider if a Councillor is required to arrange such while on reasonable Council business.

6.35 Child care expenses may be claimed for children up to and including the age of 16 years where the carer is not a relative.

6.36 In the event of caring for an adult person, Councillors will need to provide suitable evidence to the General Manager that reimbursement is applicable. This may take the form of advice from a medical practitioner.

Home office

6.37 Council will provide a filing cabinet up to a four-drawer capacity while Councillors are in office.

Accompanying persons

6.38 Council will meet the costs of a Councillor's accompanying person in the following circumstances:

- Cost of registration and official conference dinner at the Local Government NSW Annual Conference. Cost of accommodation and travel are to be met by the Councillor.

- Payment of expenses at official Council functions that are of a formal or ceremonial nature within the Council's area, for example, Australia Day Awards and Civic Receptions.

- Payment of expenses for the accompanying person of a Mayor (or Councillor when they are representing the Mayor), when they are called upon to attend an official function of Council or carry out an official duty while accompanying the Mayor outside Council's area, but within the State. This is to be restricted to direct costs associated with the function.

7 Insurance

7.1 In accordance with Section 382 of the *Local Government Act*, Council is required to make arrangements for adequate insurance against public liability and professional liability, with Councillors to receive the benefit of insurance cover for:

- Public liability (for matters arising out of Councillor's performance of their civic duties and/or exercise of their council functions);

- Professional indemnity (for matters arising out of Councillor's performance of their civic duties and/or exercise of their council functions); and

- Personal injury while on council business (this cover does not include workers' compensation payments or arrangements).

7.2   All insurances are subject to any limitations or conditions set out in the policies of insurance.

7.3   Council shall pay the insurance policy excess in respect of any claim accepted by Council's insurers, whether defended or not.

7.4   Appropriate travel insurances will be provided for any Councillors travelling on approved interstate and overseas travel on Council business.

8   Legal assistance

8.1   Council may, if requested, indemnify or reimburse the reasonable legal expenses of:

- a Councillor defending an action arising from the performance in good faith of a function under the *Local Government Act* provided that the outcome of the legal proceedings is favourable to the Councillor;

- a Councillor defending an action in defamation, provided the statements complained of were made in good faith in the course of exercising a function under the Act and the outcome of the legal proceedings is favourable to the Councillor;

- a Councillor for proceedings before an appropriate investigative or review body, provided the subject of the proceedings arises from the performance in good faith of a function under the Act and the matter has proceeded past any initial assessment phase to a formal investigation or review and the investigative or review body makes a finding substantially favourable to the Councillor.

8.2   In the case of a code of conduct complaint made against a Councillor, legal costs will only be made available where the matter has been referred by the General Manager to a conduct reviewer and the conduct reviewer has commenced a formal investigation of the matter and makes a finding substantially favourable to the Councillor.

8.3   Legal expenses incurred in relation to proceedings arising out of the performance by a Councillor of his or her functions under the Act are distinguished from expenses incurred in relation to proceedings arising merely from something that a Councillor has done during his or her term in office. For example, expenses arising from an investigation as to whether a Councillor acted corruptly would not be covered by this section.

8.4   Council will not meet the legal costs:

- of legal proceedings initiated by a Councillor under any circumstances;

- of a Councillor seeking advice in respect of possible defamation, or in seeking a non-litigious remedy for possible defamation;

- for any costs incurred by Senior Counsel; or

- for legal proceedings that do not involve a Councillor performing their role as a Councillor.

8.5   Reimbursement of expenses for reasonable legal expenses must have Council approval by way of a resolution at a Council meeting prior to costs being incurred.

PART C - FACILITIES

9 General facilities for Councillors

Facilities

9.1 Council will provide the following facilities to Councillors to assist them to effectively discharge their civic duties:

- corporate clothing, which may be made up of business shirts, corporate tie or scarf and corporate style jacket;

- personal protective equipment for use during site visits if deemed required by the General Manager;

- a name badge which may be worn at official functions, indicating that the wearer holds the office of a Councillor and/or Mayor or Deputy Mayor;

- business cards; and

- access to telephone, email and photocopy facilities for Council business as required.

9.2 Councillors may book meeting rooms for official business in a specified Council building at no cost. Rooms may be booked through Council's Personal Assistant to the General Manager and Mayor.

9.3 The provision of facilities will be of a standard deemed by the General Manager as appropriate for the purpose.

Administrative support

9.4 Council will provide administrative support to Councillors to assist them with their civic duties only. Administrative support may be provided by staff as arranged by the General Manager.

9.5 As per Section 4, Council staff are expected to assist Councillors with civic duties only, and not assist with matters of personal or political interest, including campaigning.

10 Additional facilities for the Mayor

10.1 Private use of the Mayoral vehicle from the range of vehicles available to management and senior staff in accordance with Council's Motor Vehicle Lease agreement with a payment equivalent of 25% of the staff contribution, or as approved by the General Manager, together with the use of a fuel card.

10.2 A parking space at Council's offices will be reserved for the Mayor's Council-issued vehicle for use on official business, professional development and attendance at the Mayor's office.

10.3 Council will provide the Mayor with a furnished office incorporating a computer, telephone and meeting space. Together with access to a telephone, email and photocopy facilities.

10.4 In performing his or her civic duties, the Mayor will be assisted by staff providing administrative and secretarial support, as determined by the General Manager.

10.5 Ceremonial clothing including Mayoral robes and/or chain of office will be provided.

10.6 As per Section 4, staff in the Mayor's office are expected to work on official business only, and not for matters of personal or political interest, including campaigning.

11 Superannuation

11.1 Under Section 254B *Local Government Act 1993*, a council may make a superannuation contribution payment as a contribution to a superannuation account nominated by a Councillor, starting from the financial year commencing 1 July 2022.

11.2 The amount of a superannuation contribution payment is the amount the Council would have been required to contribute under the Commonwealth superannuation legislation as if the Councillor were an employee of Council.

11.3 A superannuation contribution payment is payable with, and at the same intervals as the annual fee is payable to the Councillor.

11.4 A Council is only permitted to make a superannuation contribution payment if a resolution has been passed at an open meeting of Council.

11.5 Council resolved at its Ordinary Meeting held 17 May 2022, to commence payment of superannuation equivalent in amount to superannuation guarantee payments, from 1 July 2022. This was resolved under Resolution 170522/5.

PART D - PROCESSES

12 Approval, payment and reimbursement arrangements

12.1 Expenses should only be incurred by Councillors in accordance with the provisions of this policy.

12.2 Approval for incurring expenses, or for the reimbursement of such expenses, should be obtained before the expense is incurred.

12.3 Up to the maximum limits specified in this policy, approval for the following may be sought after the expense is incurred:

- local travel relating to the conduct of official business

- carer costs

12.4 Final approval for payments made under this policy will be granted by the General Manager or their delegate.

Direct payment

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

Reimbursement

12.6 All claims for reimbursement of expenses incurred must be made on the prescribed form, supported by appropriate receipts and/or tax invoices and be submitted to the General Manager.

Advance payment

12.7 Council may pay a cash advance for Councillors attending approved conferences, seminars or professional development.

12.8 The maximum value of a cash advance per day for a conference, seminar or professional development (if applicable) will be determined by the General Manager.

12.9 Requests for advance payment must be submitted to the General Manager for assessment against this policy using the prescribed form with sufficient information and time to allow for the claim to be assessed and processed.

12.10 Councillors must fully reconcile all expenses against the cost of the advance within one month of incurring the cost and/or returning home. This includes providing to Council:

- a full reconciliation of all expenses including appropriate receipts and/or tax invoices; and

- reimbursement of any amount of the advance payment not spent in attending to official business or professional development.

Notification

12.11 If a claim is approved, Council will make payment directly or reimburse the Councillor through accounts payable.

12.12 If a claim is refused, Council will inform the Councillor in writing that the claim has been refused and the reason for the refusal.

Reimbursement to Council

12.13 If Council has incurred an expense on behalf of a Councillor that exceeds a maximum limit, exceeds reasonable incidental private use or is not provided for in this policy:

- Council will invoice the Councillor for the expense;
- the Councillor will reimburse Council for that expense within 14 days of the invoice date.

12.14 If the Councillor cannot reimburse Council within 14 days of the invoice date, they are to submit a written explanation to the General Manager. The General Manager may elect to deduct the amount from the Councillor's allowance.

Timeframe for reimbursement

12.15 Unless otherwise specified in this policy, Councillors must provide all claims for reimbursement within three months of an expense being incurred. Claims made after this time may not be approved.

13 Disputes

13.1 If a Councillor disputes a determination under this policy, the Councillor should discuss the matter with the General Manager.

13.2 If the Councillor and the General Manager cannot resolve the dispute, the Councillor may submit a notice of motion to a Council meeting seeking to have the dispute resolved.

14 Return or retention of facilities

14.1 All unexpended facilities or equipment supplied under this policy are to be relinquished immediately upon a Councillor or Mayor ceasing to hold office or at the cessation of their civic duties.

14.2 Should a Councillor desire to keep any equipment allocated by Council, then this policy enables the Councillor to make application to the General Manager to purchase any such equipment. The General Manager will determine an agreed fair market price or written down value for the item of equipment.

14.3 The prices for all equipment purchased by Councillors under Clause 13.2 will be recorded in Council's Annual Report.

15 Publication

15.1 This policy will be published on Council's website following adoption by Council meeting resolution.

16 Reporting

16.1 Council will report on the provision of expenses and facilities to Councillors as required in the Act and Regulations.

17 Breaches

17.1 Suspected breaches of this policy are to be reported to the General Manager.

17.2 Alleged breaches of this policy shall be dealt with by following the processes outlined for breaches of the Code of Conduct, as detailed in the Code and in the Procedures for the Administration of the Code.

PART E - APPENDICES

Appendix I: Definitions

The following definitions apply throughout this policy.

Term	Definition
accompanying person	Means a spouse, partner or de facto or other person who has a close personal relationship with or provides carer support to a Councillor
appropriate refreshments	Means food and beverages provided by Council to support Councillors undertaking official business
Act	Means the *Local Government Act 1993 (NSW)*
clause	Unless stated otherwise, a reference to a clause is a reference to a clause of this policy
Code of Conduct	Means the Code of Conduct adopted by Council
Councillor	Means a person elected or appointed to civic office as a member of the governing body of Council who is not suspended, including the Mayor
General Manager	Means the General Manager of Council and includes their delegate or authorised representative
incidental personal use	Means use that is infrequent and brief and use that does not breach this policy or the Code of Conduct
long distance intrastate travel	Means travel to other parts of NSW of more than three hours duration by private vehicle
maximum limit	Means the maximum limit for an expense or facility provided in the text
official business	Means functions that the Mayor or Councillors are required or invited to attend to fulfil their legislated role and responsibilities for Council or result in a direct benefit for Council and/or for the local government area, and includes: • meetings of Council and committees of the whole • meetings of committees facilitated by Council • civic receptions hosted or sponsored by Council • meetings, functions, workshops and other events to which attendance by a Councillor has been requested or approved by Council
professional development	Means a seminar, conference, training course or other development opportunity relevant to the role of a Councillor or the Mayor
Regulation	Means the Local Government (General) Regulation 2021 (NSW)
year	Means the financial year, that is the 12-month period commencing on 1 July each year

Appendix II: Related legislation, guidelines and policies

- Code of Conduct (adopted by Richmond Valley Council)
- Guidelines for the payment of expenses and the provision of facilities for Mayors and Councillors in NSW (2009)
- *Local Government Act 1993, s*ections 252, 253 and 254
- Local Government (General) Regulation 2021, clauses 217 and 403
- Office of Local Government Circular 09-36 Guidelines for Payment of Expenses and Facilities (2009)
- Office of Local Government Circular 17-17 Councillor Expenses and Facilities Policy – Better Practice Template (2017).

Appendix III: Legislative provisions

Local Government Act 1993

Section 252   Payment of expenses and provision of facilities

(1)   Within the first 12 months of each term of a council, the council must adopt a policy concerning the payment of expenses incurred or to be incurred by, and the provision of facilities to, the mayor, the deputy mayor (if there is one) and the other councillors in relation to discharging the functions of civic office.

(2)   The policy may provide for fees payable under this Division to be reduced by an amount representing the private benefit to the mayor or a councillor of a facility provided by the council to the mayor or councillor.

(3)   A council must not pay any expenses incurred or to be incurred by, or provide any facilities to, the mayor, the deputy mayor (if there is one) or a councillor otherwise than in accordance with a policy under this section.

(4)   A council may from time to time amend a policy under this section.

(5)   A policy under this section must comply with the provisions of this Act, the regulations and any relevant guidelines issued under section 23A.

Section 253   Requirements before policy concerning expenses and facilities can be adopted or amended

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

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

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

(5)   A council must comply with this section when proposing to adopt a policy in accordance with section 252(1) even if the council proposes to adopt a policy that is the same as its existing policy.

Section 254   <u>Decision to be made in open meeting</u>
The council or a council committee all the members of which are councillors must not close to the public that part of its meeting at which a policy for the payment of expenses or provision of facilities is adopted or amended, or at which any proposal concerning those matters is discussed or considered.

Section 382   <u>Insurance against liability</u>
(1) A council must make arrangements for its adequate insurance against public liability and professional liability.
(2) The regulations may make provision with respect to—
- arrangements for insurance
- minimum amounts of insurance
- risk management
- claims management
- the keeping of records concerning insurance
- other matters concerning insurance.

Appendix IV: Reporting requirements

Local Government (General) Regulation 2021

Clause 217   Additional information for inclusion in annual report

(1)   For the purposes of section 428(4)(b) of the Act, an annual report of a council is to include the following information—

(a)   details (including the purpose) of overseas visits undertaken during the year by councillors, council staff or other persons while representing the council (including visits sponsored by other organisations),

(a1)   details of the total cost during the year of the payment of the expenses of, and the provision of facilities to, councillors in relation to their civic functions (as paid by the council, reimbursed to the councillor or reconciled with the councillor), including separate details on the total cost of each of the following—

(i)   the provision during the year of dedicated office equipment allocated to councillors on a personal basis, such as laptop computers, mobile telephones and landline telephones and facsimile machines installed in councillors' homes (including equipment and line rental costs and internet access costs but not including call costs),

(ii)   telephone calls made by councillors, including calls made from mobile telephones provided by the council and from landline telephones and facsimile services installed in councillors' homes,

(iii)   the attendance of councillors at conferences and seminars,

(iiia)   the provision of induction training for councillors, supplementary induction training for mayors and professional development programs for mayors and other councillors,

(iv)   other training of mayors and councillors and the provision of skill development for mayors and councillors,

(v)   interstate visits undertaken during the year by councillors while representing the council, including the cost of transport, the cost of accommodation and other out-of-pocket travelling expenses,

(vi)   overseas visits undertaken during the year by councillors while representing the council, including the cost of transport, the cost of accommodation and other out-of-pocket travelling expenses,

(vii)   the expenses of any spouse, partner or other person who accompanied a councillor in the performance of his or her civic functions, being expenses payable in accordance with the Guidelines for the payment of expenses and the provision of facilities for Mayors and Councillors for Local Councils in NSW prepared by the Secretary from time to time,

(viii)   expenses involved in the provision of care for a child of, or an immediate family member of, a councillor, to allow the councillor to undertake his or her civic functions.

Clause 403   Payment of expenses and provision of facilities

(1) A policy under section 252 of the Act must not include any provision enabling a council—

(a) to pay any councillor an allowance in the nature of a general expense allowance, or

(b) to make a motor vehicle owned or leased by the council available for the exclusive or primary use or disposition of a particular councillor other than a mayor.

(2) A policy under the Act, section 252 must provide for the making of payment of expenses associated with carer responsibilities that are adequate or reasonable.

REVIEW

This policy will be reviewed by Council at the time of any relevant legislative changes, compliance requirements or at least every four years.

Version	Date	Reason / Comments
1	15 November 2016	Payment of Expenses and Provision of Facilities to Councillors Policy adopted by Council under Resolution Number 151116/8
2	Date	Policy renamed to Councillor Expenses and Facilities Policy. The policy has been amended in line with the Office of Local Government suggested template.

Concise Investment Report Pack

Richmond Valley Council

1 July 2022 to 31 July 2022

Richmond Valley Council

Contents

1. Portfolio Valuation As At 31 July 2022

Fixed Interest Security	Security Rating	ISIN	Face Value Original	Face Value Current	Market Value	% Total Value	Running Yield	Weighted Running Yield
At Call Deposit								
CBA Business Online Saver Acct RVC At Call	S&P ST A1+		6,620,000.00	6,620,000.00	**6,620,000.00**	8.70%	1.45%	
CBA General Fund Bk Acct RVC At Call	S&P ST A1+		805,704.26	805,704.26	**805,704.26**	1.06%	0.35%	
CBA Trust Acct RVC At Call	S&P ST A1+		87,050.17	87,050.17	**87,050.17**	0.11%	0.05%	
MACQ 940323454 At Call	Moodys A2		10,009,479.37	10,009,479.37	**10,009,479.37**	13.16%	1.25%	
NAB Business Cheque Acct RVC At Call	S&P ST A1+		24.70	24.70	**24.70**	0.00%	0.00%	
			17,522,258.50	17,522,258.50	**17,522,258.50**	23.04%		0.29%
Floating Rate Note								
Auswide 0.9 06 Nov 2023 FRN	Moodys Baa2	AU3FN0057352	750,000.00	750,000.00	**750,000.00**	0.99%	0.94%	
Auswide 0.6 22 Mar 2024 FRN	Moodys Baa2	AU3FN0059317	1,500,000.00	1,500,000.00	**1,500,000.00**	1.97%	0.62%	
MACQ 0.48 09 Dec 2025 FRN	Moodys A2	AU3FN0057709	1,000,390.00	1,000,390.00	**1,000,390.00**	1.32%	0.50%	
MYS 0.65 16 Jun 2025 FRN	Moodys Baa2	AU3FN0061024	1,500,000.00	1,500,000.00	**1,500,000.00**	1.97%	0.67%	
			4,750,390.00	4,750,390.00	**4,750,390.00**	6.25%		0.17%
Fixed Rate Bond								
NTTC 1.1 15 Dec 2025 - Issued 10 September 2021 - Richmond Council Fixed	Moodys Aa3		2,000,000.00	2,000,000.00	**2,000,000.00**	2.63%	1.10%	
			2,000,000.00	2,000,000.00	**2,000,000.00**	2.63%		0.03%
Unit Trust								
NSWTC Long Term Growth Fund UT			3,000,000.00	2,886,957.43	**2,886,957.43**	3.80%		
NSWTC Medium Term Growth Fund UT			11,005,029.35	11,892,471.48	**11,892,471.48**	15.64%		
			14,005,029.35	14,779,428.91	**14,779,428.91**	19.43%		5.80%

1. Portfolio Valuation As At 31 July 2022

Term Deposit

AUBANK 2.4 19 Sep 2022 61DAY TD	S&P ST A2	2,000,000.00	2,000,000.00	**2,000,000.00**	2.63%	2.40%
AUBANK 2.25 11 Nov 2022 184DAY TD	S&P ST A2	2,000,000.00	2,000,000.00	**2,000,000.00**	2.63%	2.25%
Auswide 0.7 30 Aug 2022 180DAY TD	Moodys ST P-2	1,000,000.00	1,000,000.00	**1,000,000.00**	1.31%	0.70%
Auswide 1.85 31 Aug 2022 92DAY TD	Moodys ST P-2	2,000,000.00	2,000,000.00	**2,000,000.00**	2.63%	1.85%
CCU 1.65 29 Aug 2022 91DAY TD	Unrated ST UR	1,000,000.00	1,000,000.00	**1,000,000.00**	1.31%	1.65%
CCU 2 05 Sep 2022 90DAY TD	Unrated ST UR	2,000,000.00	2,000,000.00	**2,000,000.00**	2.63%	2.05%
CCU 2.45 14 Sep 2022 90DAY TD	Unrated ST UR	2,000,000.00	2,000,000.00	**2,000,000.00**	2.63%	2.45%
CACU 1.65 22 Aug 2022 91DAY TD	Unrated ST UR	1,000,000.00	1,000,000.00	**1,000,000.00**	1.31%	1.65%
CACU 1.65 22 Aug 2022 91DAY TD	Unrated ST UR	1,000,000.00	1,000,000.00	**1,000,000.00**	1.31%	1.65%
CACU 2.15 07 Sep 2022 90DAY TD	Unrated ST UR	1,000,000.00	1,000,000.00	**1,000,000.00**	1.31%	2.15%
CACU 2.35 17 Nov 2022 184DAY TD	Unrated ST UR	1,000,000.00	1,000,000.00	**1,000,000.00**	1.31%	2.35%
JUDO 0.8 09 Aug 2022 180DAY TD	S&P ST A3	1,000,000.00	1,000,000.00	**1,000,000.00**	1.31%	0.80%
JUDO 0.8 01 Sep 2022 365DAY TD	S&P ST A3	1,000,000.00	1,000,000.00	**1,000,000.00**	1.31%	0.80%
JUDO 0.85 05 Sep 2022 181DAY TD	S&P ST A3	1,000,000.00	1,000,000.00	**1,000,000.00**	1.31%	0.85%
JUDO 2.7 24 Oct 2022 90DAY TD	S&P ST A3	1,000,000.00	1,000,000.00	**1,000,000.00**	1.31%	2.70%
JUDO 2.35 08 Nov 2022 180DAY TD	S&P ST A3	2,000,000.00	2,000,000.00	**2,000,000.00**	2.63%	0.35%
ME Bank 0.6 29 Aug 2022 182DAY TD	Moodys ST P-2	2,000,000.00	2,000,000.00	**2,000,000.00**	2.63%	0.60%
ME Bank 0.6 30 Aug 2022 180DAY TD	Moodys ST P-2	1,000,000.00	1,000,000.00	**1,000,000.00**	1.31%	0.60%
ME Bank 0.75 12 Sep 2022 182DAY TD	Moodys ST P-2	1,000,000.00	1,000,000.00	**1,000,000.00**	1.31%	0.75%
ME Bank 1.75 24 Oct 2022 180DAY TD	Moodys ST P-2	1,000,000.00	1,000,000.00	**1,000,000.00**	1.31%	1.75%
ME Bank 2.45 05 Dec 2022 181DAY TD	Moodys ST P-2	1,000,000.00	1,000,000.00	**1,000,000.00**	1.31%	2.45%
ME Bank 3.6 24 Jan 2023 181DAY TD	Moodys ST P-2	2,000,000.00	2,000,000.00	**2,000,000.00**	2.63%	3.60%
MYS 2.5 28 Nov 2022 182DAY TD	Moodys ST P-2	1,000,000.00	1,000,000.00	**1,000,000.00**	1.31%	2.50%
SCC 1.8 29 Aug 2022 91DAY TD	Unrated ST UR	1,000,000.00	1,000,000.00	**1,000,000.00**	1.31%	1.80%
SCC 1.9 01 Sep 2022 90DAY TD	Unrated ST UR	2,000,000.00	2,000,000.00	**2,000,000.00**	2.63%	1.90%
SCC 2.6 19 Sep 2022 90DAY TD	Unrated ST UR	1,000,000.00	1,000,000.00	**1,000,000.00**	1.31%	2.60%
TMC 3 27 Sep 2022 91DAY TD	Unrated ST UR	1,000,000.00	1,000,000.00	**1,000,000.00**	1.31%	3.00%
Westpac 0.99 26 Sep 2022 182DAY TD	S&P ST A1+	1,000,000.00	1,000,000.00	**1,000,000.00**	1.31%	0.99%
		37,000,000.00	37,000,000.00	**37,000,000.00**	48.65%	0.89%

Portfolio Total		75,277,677.85	76,052,077.41	76,052,077.41	100%	7.18%

2. Portfolio Valuation By Categories As At 31 July 2022

Security Type	Market Value	% Total Value
Fixed Rate Bond	2,000,000.00	2.63%
At Call Deposit	17,522,258.50	23.04%
Term Deposit	37,000,000.00	48.65%
Floating Rate Note	4,750,390.00	6.25%
Unit Trust	14,779,428.91	19.43%
Portfolio Total	76,052,077.41	100.00%

Market Value by Security Type

- At Call Deposit
- Fixed Rate Bond
- Floating Rate Note
- Term Deposit
- Unit Trust

Richmond Valley Council
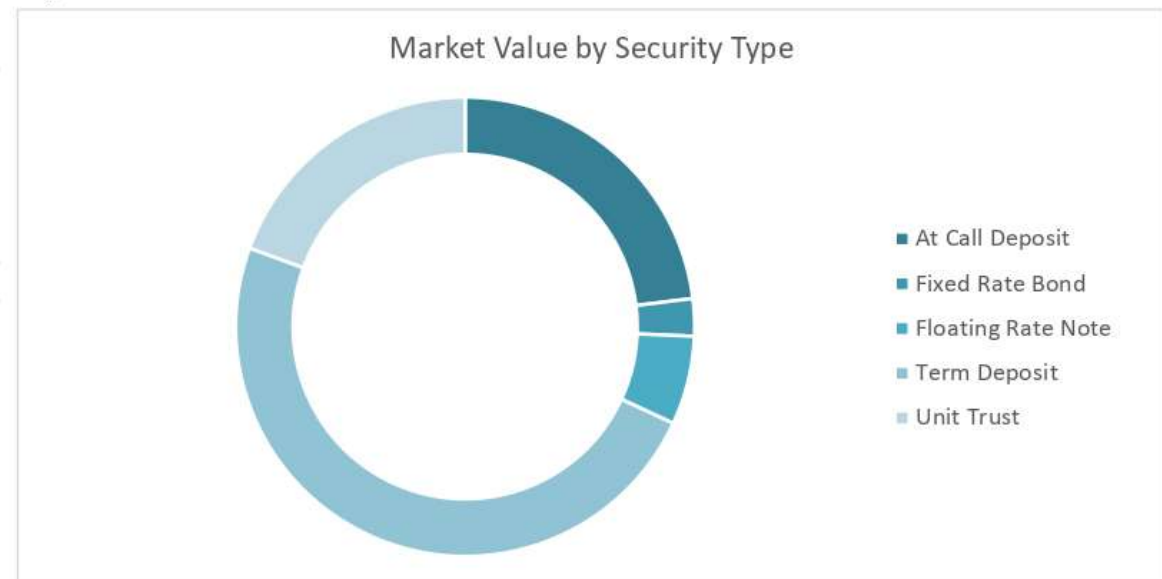
2. Portfolio Valuation By Categories As At 31 July 2022

Issuer	Market Value	% Total Value
Australian Unity Bank	4,000,000.00	5.26%
Auswide Bank Limited	5,250,000.00	6.90%
Coastline Credit Union Ltd	5,000,000.00	6.57%
Commonwealth Bank of Australia Ltd	7,512,754.43	9.88%
Illawarra Credit Union Ltd	4,000,000.00	5.26%
Judo Bank	6,000,000.00	7.89%
Macquarie Bank	11,009,869.37	14.48%
Members Equity Bank Ltd	8,000,000.00	10.52%
MyState Bank Ltd	2,500,000.00	3.29%
National Australia Bank Ltd	24.70	0.00%
Northern Territory Treasury Corporation	2,000,000.00	2.63%
NSW Treasury Corporation	14,779,428.91	19.43%
Southern Cross CU	4,000,000.00	5.26%
Transport Mutual Credit Union Limited	1,000,000.00	1.31%
Westpac Banking Corporation Ltd	1,000,000.00	1.31%
Portfolio Total	76,052,077.41	100.00%

Market Value by Issuer

- Australian Unity Bank
- Auswide Bank
- Coastline Credit Union
- Commonwealth Bank
- Illawarra Credit Union
- Judo Bank
- Macquarie Bank
- ME Bank
- NSW Treasury Corporation
- MyState Bank
- National Australia Bank
- Northern Territory Treasury Corps
- Southern Cross Credit Union
- Transport Mutual Credit Union
- Westpac Bank
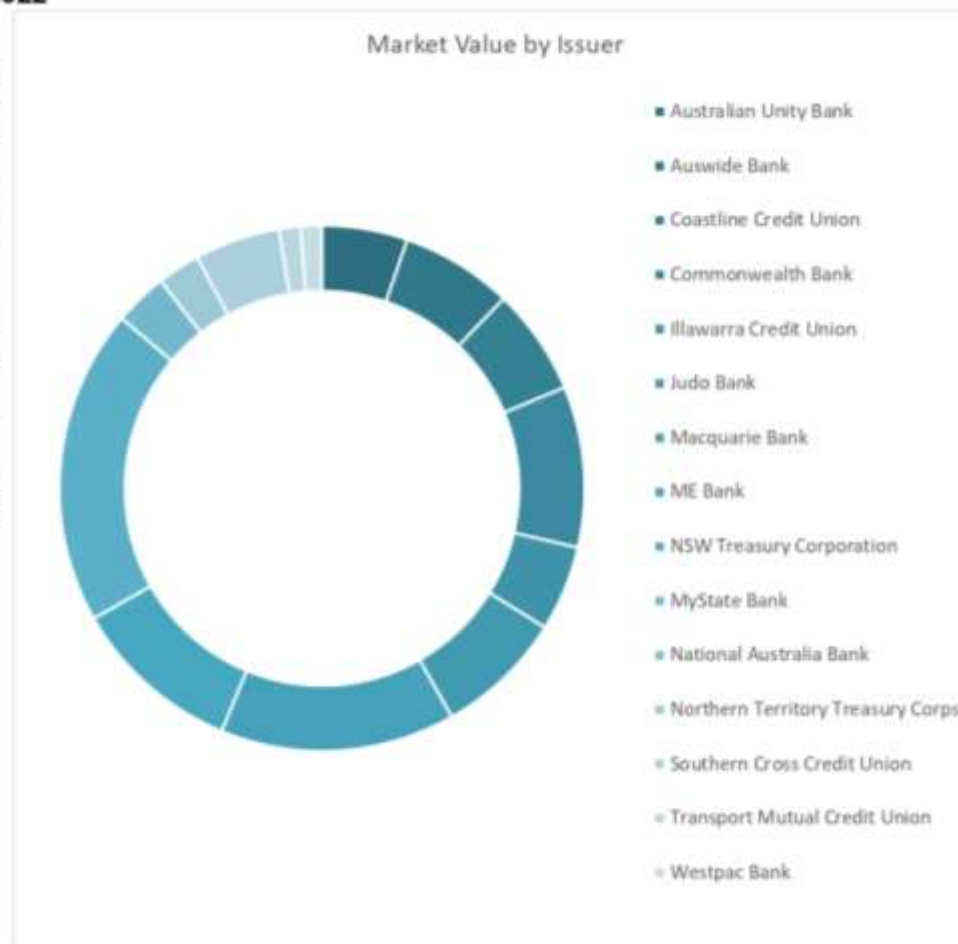
3. Investment Revenue Received For 1 July 2022 to 31 July 2022

Security	Issuer	Settlement Date	Face Value (Basis of Interest Calculation)	Consideration Notional	Income Type
AMP 1 11 Jul 2022 180DAY TD	AMP Bank Ltd	11 Jul 2022	2,000,000.00	9,863.01	Security Coupon Interest
AUBANK 1 20 Jul 2022 90DAY TD	Australian Unity Bank	20 Jul 2022	2,000,000.00	4,931.51	Security Coupon Interest
JUDO 1.05 26 Jul 2022 90DAY TD	Judo Bank	26 Jul 2022	1,000,000.00	2,589.04	Security Coupon Interest
ME Bank 1 27 Jul 2022 90DAY TD	Members Equity Bank Ltd	27 Jul 2022	2,000,000.00	4,931.51	Security Coupon Interest
Other		30 Jul 2022		9,479.37	Bank Interest
Other		30 Jul 2022		397.20	Bank Interest
Other		30 Jul 2022		3.10	Bank Interest
Other		30 Jul 2022		8,277.22	Bank Interest
				40,471.96	
Medium Term Growth Fund	NSW Treasury Corporation			348,125.10	Fair Value Gain/(Loss)
Long Term Growth Fund	NSW Treasury Corporation			102,209.60	Fair Value Gain/(Loss)
				450,334.70	
TOTAL				490,806.66	

4. Comparison of Investment Revenue Earned to Original Budget and Investment Portfolio by Month 2022 - 2023 YTD
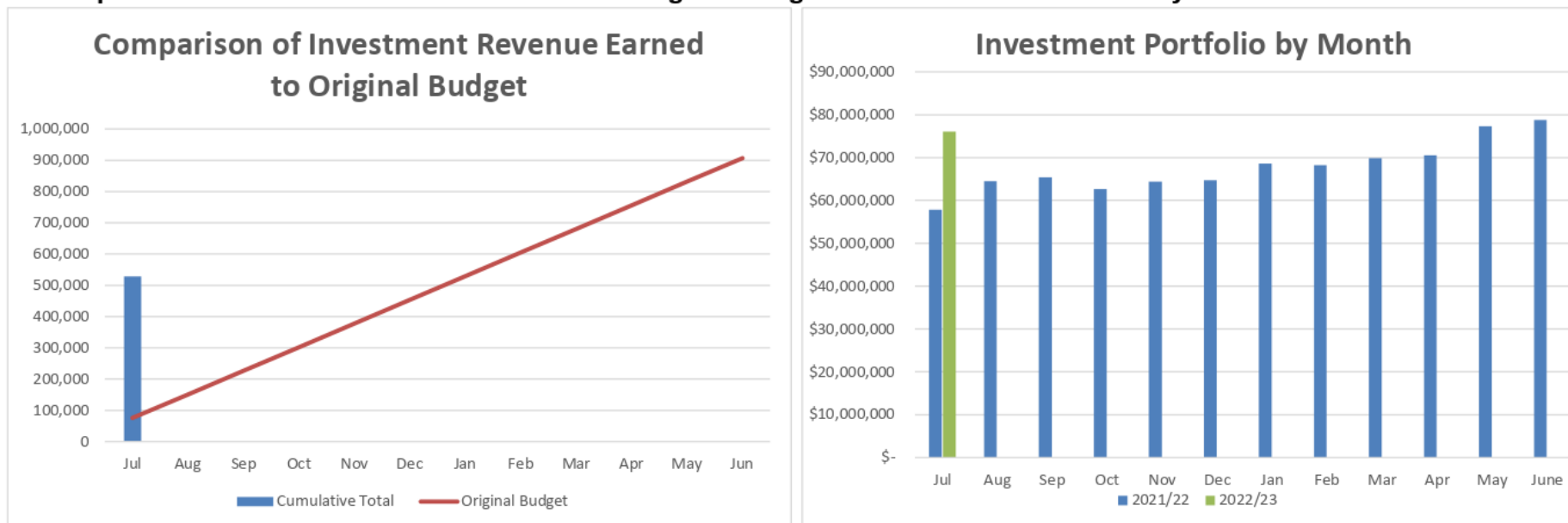
5. Environmentally Sustainable Investment Performance Report for the Period Ending 31 July 2022 Relative To 30 June 2022

Portfolio Summary by Fossil Fuel Lending ADIs

ADI Lending Status	% Total	Current Period	% Total	Prior Period
Fossil Fuel Lending ADIs				
AMP Bank Ltd	0.0%	0.00	2.5%	2,000,000.00
Commonwealth Bank of Australia Ltd	9.9%	7,512,754.43	11.0%	8,658,145.93
Macquarie Bank	14.5%	11,009,869.37	14.0%	11,006,855.66
National Australia Bank Ltd	0.0%	24.70	0.0%	25.45
Westpac Banking Corporation Ltd	1.3%	1,000,000.00	1.3%	1,000,000.00
	25.7%	**19,522,648.50**	**28.8%**	**22,665,027.04**
Non Fossil Fuel Lending ADIs				
Australian Unity Bank	5.3%	4,000,000.00	5.1%	4,000,000.00
Auswide Bank Limited	6.9%	5,250,000.00	6.7%	5,250,000.00
Coastline Credit Union Ltd	6.6%	5,000,000.00	6.3%	5,000,000.00
Illawarra Credit Union Ltd	5.3%	4,000,000.00	5.1%	4,000,000.00
Judo Bank	7.9%	6,000,000.00	7.6%	6,000,000.00
Members Equity Bank Ltd	10.5%	8,000,000.00	10.2%	8,000,000.00
MyState Bank Ltd	3.3%	2,500,000.00	3.2%	2,500,000.00
Northern Territory Treasury Corporation	2.6%	2,000,000.00	2.5%	2,000,000.00
NSW Treasury Corporation	19.4%	14,779,428.91	18.2%	14,329,094.21
Southern Cross CU	5.3%	4,000,000.00	5.1%	4,000,000.00
Transport Mutual Credit Union Limited	1.3%	1,000,000.00	1.3%	1,000,000.00
	74.3%	**56,529,428.91**	**71.2%**	**56,079,094.21**
Total Portfolio		76,052,077.41		78,744,121.25

All amounts shown in the table and charts are Current Face Values.
The above percentages are relative to the portfolio total and may be affected by rounding.
A fossil fuel lending ADI appearing in the non-fossil fuel related table will indicate that the portfolio contains a "green bond" issued by that ADI.

Fossil Fuel vs Non Fossil Fuel Lending ADI

- Fossil Fuel Lending ADIs (27.70%)
- Non Fossil Fuel Lending ADIs (74.30%)

Richmond Valley Council Integrated Planning & Reporting Framework

This Progress Report reports against the Delivery Program within the NSW Government's Integrated Planning and Reporting (IPR) 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 plans.

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
- Making Council Great

The priorities are outlined in the Revised Delivery Program 2017/2022, adopted by Council 22 June 2021, and in the Richmond Valley Made 2030 Community Strategic Plan, adopted 27 June 2017.

The Delivery Program Progress 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 Delivery Program Progress Report relates to the third and fourth quarters of the 2021/2022 financial year. The status is defined as follows, with percentages for each category shown:

🟢	The action or milestone has been completed	90%
🟠	The action or milestone is on schedule and is being actively managed	0%
🔵	The action or target is not due to commence in the reporting period	1%
🟣	The action is not progressing at this time	1%
🔴	The action or milestone is behind schedule	8%

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	Responsible Officer	Comments	Status	Traffic Lights
PP1.1.1	Draft and implement a marketing plan	Manager Community Connection	Marketing Plan implemented and shared with event organisers.	Completed	🟢
PP1.1.2	Continue to deliver the objectives outlined in the Richmond Valley Events Strategy	Manager Community Connection	The number of community events held annually has grown to around 100, and although the Covid pandemic impacted on some events, confidence of events resuming is strong.	Completed	🟢
PP1.1.3	Conduct workshops with community event and local organisers to improve their marketing and promotion of events	Manager Community Connection	Events workshops have been well received by local event organisers.	Completed	🟢
PP1.1.4	Increase the promotion through organisers to promote Richmond Valley events across the region and as far and wide as possible	Manager Community Connection	The Community Connection team regularly posts to social media. Utilising Facebook, Instagram and TikTok has seen an increase in the promotion of local events.	Completed	🟢
PP1.1.5	Maintain the RVC website as a focused information resource for events	Manager Community Connection	The corporate website is updated daily to ensure the community is kept informed of relevant information.	Completed	🟢
PP1.1.6	Assist suitable events to gain additional support and funding where appropriate	Manager Community Connection	Council will continue to support and encourage community groups to seek funding for local events.	Completed	🟢
PP1.1.7	Ensure that Richmond Valley event practices are as accessible as possible	Manager Community Connection	All Richmond Valley events are guided by Council's Disability Inclusion Action Plan (DIAP).	Completed	🟢

Action Code	Action Name	Responsible Officer	Comments	Status	Traffic Lights
PP1.1.8	Employ a full-time Events & Tourism Officer	Manager Community Connection	Due to staff secondments and changes, resourcing in the Events and Tourism space is being reviewed. The review will be finalised by the end of 2022 and recruitment will be undertaken in accordance with the outcomes of the review.	Behind Schedule	🔴

PP1.2: Increase Brand Recognition

Action Code	Action Name	Responsible Officer	Comments	Status	Traffic Lights
PP1.2.1	Include branding as compulsory criteria to receive council support	Manager Community Connection	RVC-branded pull-up banners, marquees, and the BBQ trailer are all available to local event organisers.	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	Manager Community Connection	RVC's photography and video assets are added to on a continual basis.	Completed	🟢

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

Action Code	Action Name	Responsible Officer	Comments	Status	Traffic Lights
PP1.3.1	Implementation of recommendations included in the master plans at Woodburn Riverside, Casino Drill Hall, Casino Showgrounds subject to availability of funding	Manager Asset Planning	Works budgeted for have been completed at Woodburn, with the Drill Hall finishing in the next month; while the scheduled work at the Showground continues.	Completed	🟢
PP1.3.2	Establish a framework to undertake community consultation with all relevant stakeholders to develop a draft Razorback Lookout Masterplan (dependent on availability of funding)	Manager Asset Planning	Razorback Masterplan has been adopted by Council, with the project completed this financial year.	Completed	🟢

Action Code	Action Name	Responsible Officer	Comments	Status	Traffic Lights
PP1.3.3	Complete service standards and levels for all open spaces	Manager Infrastructure Services	A review of the service standards for open spaces and recreational areas has been completed.	Completed	🟢
PP1.3.4	Ensure the safest possible play spaces within Richmond Valley	Coordinator Asset Management	Council continue to deliver clean, safe and accessible open spaces throughout the local government area, in association with Council's Open Spaces team. Playground inspections are carried out with resultant works being programmed and carried out in a timely manner, as resources allow.	Completed	🟢
PP1.3.5	Completion of capital works program	Manager Asset Planning	Capital works projects programmed for parks and reserves completed.	Completed	🟢
PP1.3.6	Develop a strategy for sports field irrigation	Manager Infrastructure Services	Opportunities to fund the upgrade of irrigation infrastructure at key high use sporting grounds continues to be pursued and applied for where benefits to Council, the environment and local sporting clubs are identified.	Completed	🟢
PP1.3.7	Develop a strategy for upgrade of town garden beds	Manager Infrastructure Services	Open Spaces continued to work in maintaining, upgrading and rejuvenating the CBD town garden beds. This is carried out on a seasonal basis to ensure they look attractive for locals and visitors alike. A trainee was recently added to the team and the benefits of this additional team member are being seen in the presentation of the gardens. A lot of work was put into the presentation for recent community events and a lot of positive feedback has been received.	Completed	🟢

PP1.4: Provide safe and well-maintained swimming pools

Action Code	Action Name	Responsible Officer	Comments	Status	Traffic Lights
PP1.4.1	Develop and implement a swimming pools strategic plan	Manager Asset Planning	Strategic Plan will be further developed following the completion of Stage 1 of the Casino Pool Redevelopment. Works have been identified and carried out at both Coraki Pool and Woodburn Pool following earlier investigations to make the facilities more efficient and user friendly.	Not Due To Commence	🔵
PP1.4.2	Manage current pool contracts	Project Engineer	Regular contractor meetings are held with Richmond Valley Aquatics, with actions arising prepared following each meeting. Evans Head Aquatic Centre is the only pool operational at present throughout winter. All information required contractually has been provided for the 2021/2022 financial year.	Completed	🟢
PP1.4.3	Respond to infrastructure reporting to ensure maintenance and operation of swimming pools	Project Engineer	Evans Head - sand filters for the 25m pool and heat pump have been repaired. Woodburn - grandstand, entry office and toilet block repainted. Painting of lane lines programmed. Electrical refit has been ordered. New pumps and chlorine tanks have been ordered. Pressure testing to determine if there is a leak in the pipework to and from the slide pool has been scheduled. New chemical controllers have been ordered and are programmed for installation.	Completed	🟢
PP1.4.4	Develop a Draft Masterplan for future development of Casino Swimming Pool Site	Manager Asset Planning	Masterplan has been completed, with work having commenced for Stage 1 of the project.	Completed	🟢

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

Action Code	Action Name	Responsible Officer	Comments	Status	Traffic Lights
PP1.5.1	Cemetery works as per capital works plan	Manager Infrastructure Services	Cemetery capital works projects have been completed.	Completed	🟢
PP1.5.2	Develop service standards for cemeteries	Manager Infrastructure Services	Based on community feedback current service standards at Council cemeteries are in-line with expectations and are subject to ongoing review in response to any concerns raised and delivered within existing budgets.	Completed	🟢
PP1.5.3	Review Cemetery Strategy and deliver project plans accordingly	Manager Infrastructure Services	Due to competing priorities and resourcing deficiencies, the 2015 Cemetery Strategy has not been reviewed. Options to engage a consultant to complete the review are currently underway with the expected timeframe for delivery being first quarter 2023.	Behind Schedule	🔴
PP1.5.4	Preparation for Casino Cemetery expansion	Manager Infrastructure Services	Once the Cemetery Strategy has been reviewed the Open Spaces team will develop long term forecasting, review best practice and predict accurate timeframes for the expansion of the cemetery. The expected time for delivery is third quarter 2023.	Behind Schedule	🔴

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

Action Code	Action Name	Responsible Officer	Comments	Status	Traffic Lights
PP1.6.1	Development of new and/or enhance existing programs to meet community needs	Manager Regional Library	Programs were re-introduced as well as some new programs, including creation of quilts for flood victims. Some of the Outreach programs recommenced following pandemic related pauses.	Completed	🟢

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

Action Code	Action Name	Responsible Officer	Comments	Status	Traffic Lights
PP1.7.1	Implement and utilise Library Management System (LMS) through upgrades	Manager Regional Library	Library Management System was continually upgraded and used to a high capacity.	Completed	🟢

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

Action Code	Action Name	Responsible Officer	Comments	Status	Traffic Lights
PP1.8.1	Maintain current levels of availability and condition	Manager Asset Planning	Maintenance issues with buildings and facilities are considered and managed in line with available budget and resources.	Completed	🟢
PP1.8.2	Development of Masterplan at Casino Civic Hall (dependent on availability of funding)	Manager Asset Planning	Masterplan for Casino Civic Hall has been completed and adopted by Council.	Completed	🟢

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

Action Code	Action Name	Responsible Officer	Comments	Status	Traffic Lights
PP1.9.1	Coordinate Council's resources and commitment to Council and regional emergency response planning and resourcing	Director Community Service Delivery	Council continues to provide assistance to combat agencies and surrounding Councils, when and where possible in the event of an emergency. During the recent flood events, Council provided significant resources in the Emergency Operations Centre/Recovery Operations Centre and in field operations during both the response and recovery phase.	Completed	🟢

PP2: Getting Around

PP2.1: Improve road management practices at Richmond Valley Council

Action Code	Action Name	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	Manager Asset Planning	The development of a Road Management Strategy is behind schedule, with network assessment due to flooding to be a major factor in the documentation. Asset Management Strategy and Road Asset Management Plan to feed into final draft. The anticipated completion date is December 2022.	Behind Schedule	🔴
PP2.1.2	Review Pedestrian Access Mobility Plan (PAMP) and cycleway plan	Coordinator Asset Management	The Pedestrian Access Mobility Plan (PAMP) was adopted at Council's November 2020 Ordinary Meeting. The PAMP is continually referenced and reviewed to provide community satisfaction with access and mobility infrastructure projects.	Completed	🟢

PP2.2: Striving for consistent improvement

Action Code	Action Name	Responsible Officer	Comments	Status	Traffic Lights
PP2.2.1	Create a strategic Plan for the rehabilitation of the Woodburn Coraki Road	Coordinator Project Development and Design	Priority sections of Woodburn Coraki Road have been identified. Advanced designs have been completed and works will be carried out as funds are made available. Construction plans are ready to start on 1 July 2022.	Completed	🟢
PP2.2.2	Introduce and implement a road network condition survey	Manager Asset Planning	A road network condition survey was undertaken as part of the road revaluation process carried out in 2019. A review of data and process was undertaken as part of flood recovery.	Completed	🟢
PP2.2.3	Deliver a targeted maintenance regime developed from the road survey	Manager Asset Planning	Information collected in the road survey is used in the development of the capital works and maintenance programs, specifically re-seals and drainage maintenance. Further flood damage surveys to feed into upcoming plans.	Completed	🟢

Action Code	Action Name	Responsible Officer	Comments	Status	Traffic Lights
PP2.2.4	Develop an education and awareness program including information sheets explaining road management practices	Manager Infrastructure Services	Information on Roads and Drainage continues to be regularly updated and placed in the Community Newsletters, Council's website and the Council Facebook page. The recent floods and continual wet weather have resulted in priorities changing on the road network and Council has received unprecedented numbers of CRM's from the public. The Communications team is working closely with the Roads and Drainage team to ensure that updates are provided on progress as well as the difficulties of handling the volume of repairs that are required to the network.	Completed	🟢
PP2.2.5	Completion of capital works program	Manager Infrastructure Services	The Roads and Drainage capital works program has been revised due to the flooding and continual wet weather conditions. All projects in the revised program have been delivered.	Completed	🟢

PP2.3: Create a sense of civic pride in the community

Action Code	Action Name	Responsible Officer	Comments	Status	Traffic Lights
PP2.3.1	Plan and implement public space safety and cleaning programs (street cleaning and street lighting)	Manager Asset Planning	Safety aspects are designed and implemented in all maintenance and renewal projects undertaken by Council's Asset department.	Completed	🟢
PP2.3.2	Plan and implement maintenance programs (bus shelters, carparks, cycle ways and aerodromes)	Manager Asset Planning	Maintenance programs for assets such as bus shelters and cycleways have been completed this year with information compiled to assist in future programming of works.	Completed	🟢
PP2.3.3	Advocate for expansion of public and community transport	Coordinator Asset Management	Assets staff continue to liaise with TfNSW as well as local transport operators regarding the potential for expansion of community and public transport.	Completed	🟢
PP2.3.4	Create attractive town entrances that create community pride and increase visitation to the Richmond Valley	Manager Infrastructure Services	All town entrances and tree plantings are being maintained to required standards and service levels in all towns and villages to provide an attractive and welcoming entrance for visitors and locals. The recent floods and consistent wet weather have resulted in some town entrance corridors being overgrown because they have been too wet to be mown. Open Spaces staff investigated alternative mowers that may have been able to maintain the grass, however there were not any found that could do the job without either damaging the areas or getting bogged. Staff continue to monitor these areas and will maintain them as best possible given the conditions.	Completed	🟢

PP3: Working Together

PP3.1: Improve our engagement/consultation with the community

Action Code	Action Name	Responsible Officer	Comments	Status	Traffic Lights
PP3.1.1	Community engagement and consultation program	Manager Community Connection	The February/March 2022 flood event paused Council's Community Strategic Plan engagement schedule. Council resolved to resume consultation in the 2022/2023 financial year.	Behind Schedule	🔴
PP3.1.2	Conduct community surveys for relevant projects	Manager Community Connection	Surveys designed and implemented on an as-needs basis.	Completed	🟢

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

Action Code	Action Name	Responsible Officer	Comments	Status	Traffic Lights
PP3.2.1	Sponsor and support national volunteer's week celebration and deliver training/ workshops to upskill volunteers	Manager Community Connection	Activities took place to pay tribute to volunteers during National Volunteer Week, held between 16 to 22 May 2022.	Completed	🟢

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

Action Code	Action Name	Responsible Officer	Comments	Status	Traffic Lights
PP3.3.1	Developing contact lists for interest groups and towns	Manager Asset Planning	Contact lists are developed and updated on an as needs basis, in line with relevant projects. Extensive works undertaken post the February/March 2022 flood event will assist in the development of community liaison groups.	Completed	🟢
PP3.3.2	Hosting and/or supporting local community events	Manager Community Connection	Council's Events team continues to support local organisers with relevant planning requirements.	Completed	🟢

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

Action Code	Action Name	Responsible Officer	Comments	Status	Traffic Lights
PP3.4.1	Strengthening our relationships with Aboriginal communities	Manager Asset Planning	Ongoing liaison occurs with Land Councils and co-operatives on various issues.	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	Manager Asset Planning	Council continues to work with community groups wherever possible, in order to assist them to deliver to their members.	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	Responsible Officer	Comments	Status	Traffic Lights
PP3.5.1	Develop partnership activities which promote inclusion and accessibility	Manager Asset Planning	Council continues to liaise with community groups to ensure inclusion in activity and planning through the implementation of the Disability Inclusion Action Plan (DIAP).	Completed	🟢
PP3.5.3	Development of Disability Inclusion Action Plan	Manager Asset Planning	The current DIAP remains in place. The due date for the revised DIAP has been extended to July 2023, to align with the new round of Integrated Planning & Reporting (IP&R) documents.	Completed	🟢

PP3.6: Improve our communication with the community

Action Code	Action Name	Responsible Officer	Comments	Status	Traffic Lights
PP3.6.1	Publication and delivery of Council newsletter	Manager Community Connection	Council's Valley Views community newsletter is distributed every four-to-five weeks throughout the year to all residents across the local government area via Australia Post.	Completed	🟢
PP3.6.2	Production and distribution of online content including interactive website, video content and podcasts	Manager Community Connection	Videos highlighting the different areas of Council are posted regularly to Facebook and uploaded to the corporate website. Council meeting wrap ups and flood updates featuring the Mayor and General Manager are also posted as required.	Completed	🟢
PP3.6.3	Grow our online community and engage through social media	Manager Community Connection	Social media is Council's number one communication channel and is utilised daily.	Completed	🟢
PP3.6.4	Implement the "Richmond Valley Made" branding campaign	Manager Community Connection	Richmond Valley Made branding campaign implemented.	Completed	🟢

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

Action Code	Action Name	Responsible Officer	Comments	Status	Traffic Lights
PP3.7.1	Schedule Grant writing workshops - two levels, introductory and intermediate	Manager Asset Planning	Workshops have been deferred to a date yet to be determined following the effect of flood events on a number of organisations.	Not Due To Commence	🔵

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

Action Code	Action Name	Responsible Officer	Comments	Status	Traffic Lights
PP3.8.3	Fund a Section 356 Community Financial Assistance Program	Manager Asset Planning	The program for the 2021/2022 financial year was finalised in April 2022.	Completed	🟢
PP3.8.4	Facilitate a proactive Council Grant Funding application process	Director Projects & Business Development	Draft was completed and presented to the Executive for approval.	Completed	🟢

Growing our Economy

EC1: Driving Economic Growth

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

Action Code	Action Name	Responsible Officer	Comments	Status	Traffic Lights
EC1.1.1	Provide advice to Council business operations as required	Director Projects & Business Development	As a priority, Council's Coordinator Economic Development will review opportunities for the Casino Showground and Rail Trail. Now that this resource is in place, there will be a renewed focus on business opportunities for Council. Opportunities and revenue structures are continuously reviewed at the NRLX and in Council's waste business.	Completed	🟢
EC1.1.2	New technology opportunities in waste fully explored for RVC specific outcomes in either a LGA or regional context	Manager Property & Economic Projects	Regional Waste Expression of Interest (EOI) completed.	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	Responsible Officer	Comments	Status	Traffic Lights
EC1.2.1	Actively lobby, and provide assistance for the establishment of new businesses and the expansion and/or continuing operation of existing businesses	Manager Property & Economic Projects	Continue to work with businesses particularly with identification of assistance programs for flood impacted businesses and measures to support them.	Completed	🟢
EC1.2.2	Collaborate across Federal, State and Local Governments and all stakeholder groups to ensure relationships are built, maintained and effective so as to ensure we rapidly respond to both economic and job opportunities	Manager Property & Economic Projects	This action is ongoing, with engagement with departments such as Office of Regional NSW and Regional Development Australia continuing.	Completed	🟢

Action Code	Action Name	Responsible Officer	Comments	Status	Traffic Lights
EC1.2.3	Continue to work closely with prospective investors to capitalise on new technologies in the renewable energy and waste to energy sectors	Manager Property & Economic Projects	Regional Waste Expression of Interest (EOI) completed.	Completed	🟢

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

Action Code	Action Name	Responsible Officer	Comments	Status	Traffic Lights
EC1.3.1	Develop synergistic outcomes from the "Richmond Valley Tourism Plan" and "A Guide to Economic Development in the Richmond Valley"	Manager Community Connection	Many opportunities to stimulate economic growth have been identified in the Richmond Valley Destination Management Plan 2021 - 2025.	Completed	🟢
EC1.3.2	Continue to deliver the objectives outlined in the Richmond Valley Public Art Strategy	Manager Community Connection	Council's Public Art team will continue to liaise with relevant departments to deliver creative projects as part of their operations, as well as actively seek sustainable funding partners/sources for projects and program delivery.	Completed	🟢

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

Action Code	Action Name	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	Manager Property & Economic Projects	This action is ongoing, with assistance provided as required.	Completed	🟢

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

Action Code	Action Name	Responsible Officer	Comments	Status	Traffic Lights
EC1.5.1	Implement the Richmond Valley Tourism Development Plan	Manager Community Connection	Richmond Valley Tourism Development Plan implemented.	Completed	🟢

EC1.6: Improved customer satisfaction with the DA process

Action Code	Action Name	Responsible Officer	Comments	Status	Traffic Lights
EC1.6.1	Collaborate with the State Government to introduce ePlanning	Manager Development & Certification	ePlanning was launched by Council on 1 January 2021 with the mandated State Government requirements coming into force on 1 July 2021.	Completed	🟢
EC1.6.2	Develop a Development Information Package	Manager Development & Certification	In lieu of the development of a specific Development Information Package, Council has developed fact sheets to assist the community with the lodgement process. In addition, fact sheets are also available on the NSW Planning Portal.	Completed	🟢
EC1.6.3	Open doors development project	Manager Development & Certification	The Open Doors Project was a State Government initiative that Council have deemed it unnecessary to pursue at this time.	Not Progressing	🟣
EC1.6.4	Ensure efficient planning and building application processing	Manager Development & Certification	Council has an ongoing commitment to reducing processing times and finding efficiencies in application processing. The February/March 2022 flood event may have an impact upon processing times, however the commitment to ensuring efficiency remains a priority.	Completed	🟢

EC1.7: Provide flexible and innovative planning controls

Action Code	Action Name	Responsible Officer	Comments	Status	Traffic Lights
EC1.7.1	Ongoing review of Development Control Policy	Manager Development & Certification	The latest Development Control Plan was adopted by Council, commencing on of 1 August 2021.	Completed	🟢
EC1.7.2	Local Environmental Plan review	Manager Development & Certification	Local Environmental Plan (LEP) Health Check is ongoing with continual review of the document. Changes to the LEP are likely due to the Regional Jobs Precinct (RJP) Program. Minor amendments are scheduled to be undertaken once the outcomes of the RJP are known.	Completed	🟢
EC1.7.3	Process applications for Certificates under relevant legislation	Manager Development & Certification	Planning Certificates are monitored on an ongoing basis to ensure compliance with statutory requirements, and for data accuracy purposes.	Completed	🟢
EC1.7.4	Deliver good urban design outcomes through heritage management	Manager Development & Certification	Heritage management takes the form of site visits and pre-lodgement inspections, with written advice supplied to Council for assessment.	Completed	🟢
EC1.7.5	Contributions Plan Review	Manager Development & Certification	The review of the Contributions Plan is a joint exercise between several departments of Council. Revised Asset Management Plans are being developed and when completed, the information will be incorporated into the Contributions Plan Review.	Behind Schedule	🔴

EC1.8: Provide sustainable Urban Development Opportunities

Action Code	Action Name	Responsible Officer	Comments	Status	Traffic Lights
EC1.8.1	Implement the Local Growth Management Plan to provide for an adequate supply of residential land	Manager Development & Certification	Implement the Local Growth Management Plan to provide for an adequate supply of residential land/ Manager Development & Certification/ The delivery of this plan is reliant on the completion of the Regional Job Precinct Program and Casino Place Plan which is behind schedule. Consultants have been engaged to draft an Urban Growth Management Strategy. These plans inform one another and will be presented concurrently to Council in September/October 2022. Regular ongoing meetings are occurring to progress this action.	Behind 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	Manager Development & Certification	The Urban Growth Management Strategy will address the future needs of the Richmond Valley in relation to the supply of residential land and employment generating land. The strategy was scheduled to be completed by mid-2022 for consideration by Council; however, has been delayed due to the February/March 2022 flood event and competing reporting priorities. Regular ongoing meetings are occurring to progress this action.	Behind Schedule	🔴
EC1.8.3	Prepare a Local Strategic Planning Statement (LSPS)	Manager Development & Certification	The Local Strategic Planning Statement was adopted by Council in May 2020.	Completed	🟢

EC2: Building on our strengths

EC2.1: Operate a financially sustainable business

Action Code	Action Name	Responsible Officer	Comments	Status	Traffic Lights
EC2.1.1	Council will continue to provide flood blend gravel for internal works	Director Projects & Business Development	Council has leased the Woodview Quarry to an external operator and purchases the required materials from the current lessee.	Completed	🟢
EC2.1.2	Continue with leasing of Peterson's Quarry as per agreement	Director Projects & Business Development	The Peterson's Quarry lease arrangements were reviewed recently during a recent application for increased extraction by the operator.	Completed	🟢

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

Action Code	Action Name	Responsible Officer	Comments	Status	Traffic Lights
EC2.2.1	Stage 1 upgrade of the NRLX (upgrade of receivables and sale areas)	Director Projects & Business Development	Construction completed in 2018. Stage 2 completed in 2020. The benefits of this investment were realised in 2022 with over $210M in cattle sales passing through the facility.	Completed	🟢
EC2.2.2	Stage 2 upgrade of the NRLX	Director Projects & Business Development	Stage 2 Construction completed in 2020. Sales at the NRLX were $210M in the current financial year.	Completed	🟢

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

Action Code	Action Name	Responsible Officer	Comments	Status	Traffic Lights
EC2.3.1	Continue to provide estimates to perform private works as required and then perform works as engaged	Manager Infrastructure Services	Private works estimates have been provided when requested by external clients for water and sewer projects only and if successful, works have been delivered in accordance with the agreed scope and estimate provided. Private works were also delivered by the road and drainage department up to the floods when other priorities took over.	Completed	🟢

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

Action Code	Action Name	Responsible Officer	Comments	Status	Traffic Lights
EC2.4.1	Acquisition, management and disposal of Council Land to realise commercial opportunities	Manager Property & Economic Projects	Ongoing, with completion of Canning Drive, sale of Reynolds Road and investigation of purchasing additional development land.	Completed	🟢
EC2.4.2	Undertake review of Council's existing land holdings and develop a strategy for the acquisition and disposal of Council land for economic benefit	Manager Property & Economic Projects	Community consultation was undertaken on the disposal of surplus parks within the LGA. This matter will not be investigated further at this time.	Behind Schedule	🔴

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

Action Code	Action Name	Responsible Officer	Comments	Status	Traffic Lights
EC2.5.1	Implement strategy for the acquisition and disposal of Council land for economic benefit	Manager Property & Economic Projects	Ongoing, with completion of Canning Drive, sale of Reynolds Road and investigation of purchasing additional development land.	Completed	🟢
EC2.5.2	Develop and market residential land estate	Manager Property & Economic Projects	Canning Drive development completed and sold.	Completed	🟢
EC2.5.3	Develop and market industrial land estate	Manager Property & Economic Projects	An Expression of Interest (EOI) for the purchase of Reynolds Road land has been issued and closed at the end of June.	Completed	🟢
EC2.5.4	Acquisition of development site for industrial subdivision	Manager Property & Economic Projects	A report has been presented to and adopted by Council for proposed acquisition.	Completed	🟢
EC2.5.5	Acquisition of development site for residential subdivision	Manager Property & Economic Projects	A report has been presented to and adopted by Council for proposed acquisition.	Completed	🟢

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

Action Code	Action Name	Responsible Officer	Comments	Status	Traffic Lights
EC2.6.1	Business engagement	Manager Property & Economic Projects	Business engagement has been occurring throughout the year with a specific effort and focus being applied in the second half of the year with regard to flood affected businesses.	Completed	🟢
EC2.6.2	Interact with local Business Chambers and work regionally with the NSW Business Chamber	Manager Property & Economic Projects	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	🟢
EC2.6.3	Develop and implement an action plan for the reduction of vacant retail spaces	Manager Property & Economic Projects	This ongoing activity has been progressing in collaboration with activities being developed through the Office of Small Business Commissioner and Service NSW Easy to do Business Program.	Completed	🟢
EC2.6.4	Maintain the database of businesses operating in the LGA and utilise this data to open communication directly with businesses	Manager Property & Economic Projects	The database of businesses is an ongoing activity which is updated and maintained on a regular basis. It has proven to be very useful in communicating information regarding flood assistance to businesses.	Completed	🟢

Looking after our Environment

EH1: Managing our Waste and Water

EH1.1: Waste and resource recovery future options

Action Code	Action Name	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	Waste & Resource Recovery Manager	The Waste Strategy has been completed. Further reviews will be in line with Integrated Planning & Reporting processes.	Completed	🟢

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

Action Code	Action Name	Responsible Officer	Comments	Status	Traffic Lights
EH1.2.1	Review costs, resources and options for businesses and set a new fee structure	Waste & Resource Recovery Manager	Fee structure for 2022/2023 was reviewed and set during the budget review process. Resourcing and rosters are continuously reviewed and altered for efficiency purposes and new income streams are regularly investigated.	Completed	🟢

EH1.3: Waste Management domestic kerbside collections

Action Code	Action Name	Responsible Officer	Comments	Status	Traffic Lights
EH1.3.1	Review collection run frequencies and efficiencies including investigating GPS tracking systems and options	Waste & Resource Recovery Manager	Council's Waste team has carried out a review of collection runs, with a view to implementation of identified efficiencies, particularly in the Broadwater and Coraki areas. New truck assets will benefit from GPS technology which will assist with training new drivers on collection routes.	Completed	🟢

EH1.4: Close and cap completed waste facility cells

Action Code	Action Name	Responsible Officer	Comments	Status	Traffic Lights
EH1.4.1	Develop and implement capping plans	Waste & Resource Recovery Manager	Bora Ridge landfill capping project successfully completed and approved by the EPA. Cell 4 capping project is in the design and planning stages.	Completed	🟢

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

Action Code	Action Name	Responsible Officer	Comments	Status	Traffic Lights
EH1.5.1	Research and secure Waste Less Recycle More EPA and Environmental Trust funding	Waste & Resource Recovery Manager	The Waste & Resource Recovery Team continued to look for opportunities within the Waste Less Recycle More funding and the Environmental Trust Funding throughout the financial year.	Completed	🟢

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

Action Code	Action Name	Responsible Officer	Comments	Status	Traffic Lights
EH1.6.1	Education delivered to the community through various activities	Manager Sustainable Communities & Environment	Council's Educator Sustainability and Environment provides education and material to the community supporting sustainable and responsible management of resources through various activities such as Facebook, media, some face to face activities and collaboration with Newaste on regional programs. Our Educator liaises closely with the waste team ensuring targeted education areas are well supported.	Completed	🟢
EH1.6.2	Delivery of capital works projects	Waste & Resource Recovery Manager	Cell 6 construction contract has gone to Tender as part of the capital works program.	Completed	🟢

Action Code	Action Name	Responsible Officer	Comments	Status	Traffic Lights
EH1.6.3	Delivering a waste compliance program in accordance with legislative requirements	Waste & Resource Recovery Manager	The Protection of the Environment Operations Act and other relevant regulations are regularly referenced and adhered to and considered in all waste and resource recovery decision making.	Completed	🟢

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

Action Code	Action Name	Responsible Officer	Comments	Status	Traffic Lights
EH1.7.1	Operational budgets for stormwater works are set in accordance with the Revised Stormwater Management Plan and are delivered each financial year	Manager Infrastructure Services	Operational works on storm water assets are being completed in accordance with plans and budget allocations. Ardill Payne and Partners are continuing their work on updating the Casino Stormwater Drainage Model. Council staff are currently undertaking a survey of many stormwater assets to verify the accuracy of the data relating to their size and connectivity in the network.	Completed	🟢

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

Action Code	Action Name	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	Manager Infrastructure Services	The Water and Sewer team provided safe and secure water and sewerage networks by performing proactive and reactive maintenance in accordance with the Operational Plan and allocated budgets.	Completed	🟢
EH1.8.2	Work through network and camera surveys to develop a long-term strategic works program for water and sewer assets	Water & Sewer Engineer	Continue to monitor network asset conditions through inspection programs such as CCTV camera surveys to develop a long-term strategic works program for water and sewer assets.	Completed	🟢
EH1.8.3	Energy and Carbon emission reduction program will be investigated within Water & Sewer and implemented if proven to be beneficial	Manager Infrastructure Services	Council has negotiated the acquisition of land to enable a solar system to be constructed to power the Casino Raw Water Pump Station. The parcel of land is in the final stages of being purchased by Council and the tender for the solar system will be issued following that.	Completed	🟢
EH1.8.4	Review current water sewer infrastructure and develop improvement plan	Water & Sewer Engineer	Continue to review current water sewer infrastructure and develop improvement plans as required based on demand and condition to develop the capital works program.	Completed	🟢
EH1.8.5	Investigate an alternative water source for water supply security to Casino in emergencies	Water & Sewer Engineer	Casino water security option assessment report has been completed and the 2nd stage will further investigate the need for an emergency source e.g. bores.	Completed	🟢
EH1.8.6	Develop and implement strategies to improve Council's water and sewerage infrastructure as identified in the IWCM Strategy Plan	Water & Sewer Engineer	Continue to develop capital works programs for identified water and sewer asset renewals and upgrades as per the Water and Sewer Strategy. Council is currently participating in a pilot project with DPE and Water NSW to develop/improve the current IWCM process that will include the updating of the current water and sewer strategy.	Completed	🟢

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	Responsible Officer	Comments	Status	Traffic Lights
EH2.1.1	Budgets allocated to support services and programs	Manager Sustainable Communities & Environment	Environmental grants and organisational commitments are under consideration, with the team constantly looking for funding opportunities. We are waiting to hear if we are successful for one grant, being for flying-fox habitat restoration. Council has a sufficient budget allocation for this project for next financial year and beyond should we be successful.	Completed	🟢

EH2.2: Upgrade to the Jabiru Geneebeinga Wetlands

Action Code	Action Name	Responsible Officer	Comments	Status	Traffic Lights
EH2.2.1	Assist with the development of Jabiru Geneebeinga Wetlands Masterplan	Manager Sustainable Communities & Environment	Richmond Park Plan of Management (incorporating the Jabiru Geneebeinga Wetlands) presented to Council's June 2022 Ordinary Meeting, with a public exhibition period to follow.	Completed	🟢

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

Action Code	Action Name	Responsible Officer	Comments	Status	Traffic Lights
EH2.3.1	Respond to environmental incidents	Manager Sustainable Communities & Environment	Council Officers respond to environmental incidents and customer requests on a continuous basis, taking any necessary action to mitigate any harm in accordance with and as allowed by the legislation and EPA requirements. Officers attend regular meetings for many environmental activities around the region to help support the protection of our environment and to help prevent incidents now and into the future potentially impacting our air, water, noise and our soils.	Completed	🟢

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	Responsible Officer	Comments	Status	Traffic Lights
EH2.4.1	Flying Fox Management	Manager Sustainable Communities & Environment	Plantings and vegetation maintenance work has been significantly damaged from the February/March 2022 flood event with approximately 80% of vital habitat wiped out. Some maintenance work has been carried out this quarter to try and save some of the damaged trees. We submitted a grant for a 9-year term to ensure the habitat is reinstated to support future flying fox colonies. A maintenance plan is proposed to be developed as part of the submission to keep the site clear of pests and invasive weeds.	Completed	🟢
EH2.4.2	Conduct food shop inspections	Manager Sustainable Communities & Environment	Food premise inspections were impacted by Covid and the flood disasters. Inspections resumed this last quarter, when businesses were fully operational again. The flood event significantly impacted this program and impacted several food businesses. It is not business as usual; however, the premises not impacted by the floods will be complete this financial year. The team have reached out to some flood impacted businesses who reopened but this is just an educational and support visit, rather than compliance.	Behind Schedule	🔴
EH2.4.3	Skin penetration inspections	Manager Sustainable Communities & Environment	Inspections conducted as required in accordance with relevant legislative requirements.	Completed	🟢
EH2.4.4	Maintain Water Quality Inspections Schedule for public swimming pools	Manager Sustainable Communities & Environment	Council owned pools were monitored prior to the floods, with other public pool inspections behind schedule due to increased Covid risk. The majority of public pool inspections occur during summer months, with the floods damaging a number of council and public pools. The swimming season commences in October, wherein Council will assess and prioritise public pools.	Behind Schedule	🔴

Action Code	Action Name	Responsible Officer	Comments	Status	Traffic Lights
EH2.4.5	Prompt response to general enquiries	Manager Sustainable Communities & Environment	Advice provided, and inspections carried out as required. The team are prompt, professional and are customer focused when dealing with general enquiries and complaints from the public. The team continued to provide support with identifying issues of contamination, spills and potential issues during the flood event with the lead authorities.	Completed	🟢
EH2.4.6	Liquid Trade Waste Program	Manager Sustainable Communities & Environment	Applications were processed as they were received, and high-risk premise inspections were carried out, however, the team does not have a formally qualified Trade Waste Officer. DPIE cancelled a number of training sessions last year due to Covid restrictions; with training for regional council officers now re-scheduled. Council will send one staff member to Tamworth in November 2022. Due to Covid impacted staff, conflicting workloads and the recent floods impacting businesses, it was not appropriate to regulate businesses, so the routine program is behind schedule. These will recommence this next financial year.	Behind Schedule	🔴
EH2.4.7	Public health registers and response	Manager Sustainable Communities & Environment	Public Health registers are monitored and kept up to date in accordance with legislative requirements and responsibilities. Public Health legislation is under review and may involve increases to charges and additional registration fees once/if passed by parliament.	Completed	🟢
EH2.4.8	Conduct OSMS audits	Manager Sustainable Communities & Environment	The February/March 2022 flood event followed by relentless rain made it impossible to inspect and audit OSMS. New approval install inspections were carried out, however the wet conditions did not allow for audits as the wet ground made it impossible to assess if systems were operating correctly. We have inspected systems based only for reactionary matters such as CRMs. A dry winter may allow the soils to dry out enough to start these in Spring 2022.	Behind Schedule	🔴

| EH2.4.9 | Caravan Park licensing program approvals | Manager Sustainable Communities & Environment | The approvals are generally current, however the continuing wet weather after the two flood events has slowed down or caused the need to cease certain inspections due to considerable hardship experienced by businesses and residents. Some caravan parks were severely damaged and to date are still not operational. The team will work with the Development and Certification team to ensure those operators still functioning have appropriate approvals in place. | Behind Schedule | 🔴 |

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

Action Code	Action Name	Responsible Officer	Comments	Status	Traffic Lights
EH2.5.1	Draft a long-term strategic plan for the animal shelter	Manager Development & Certification	Council continues to seek out funding opportunities to resource the drafting of a long-term strategic plan. A proposed upgrade to the pound to minimise dog handling has been developed, with quotations having been sourced. Councillors were briefed in May 2022 regarding the funding options for the proposed upgrade. A recent development is the grant received by Council for $375,000 and now consideration is being given to building a new pound. Investigation is underway.	Behind Schedule	🔴

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

Action Code	Action Name	Responsible Officer	Comments	Status	Traffic Lights
EH2.6.1	Decrease in the number of dog attacks	Manager Development & Certification	Rangers continue to respond to dog attacks and take a proactive approach to education with regard to responsible pet ownership.	Completed	🟢

EH2.6.2	Increase in the number of desexed animals from the previous year's statistics	Manager Development & Certification	Mail outs are undertaken periodically to companion animal owners in an attempt to increase the registration and desexing rates. In some instances, further action is required to ensure legislative requirements are being adhered to. Council's Rangers take a proactive approach by taking every opportunity to educate the community on the importance of desexing and registering companion animals.	Completed	🟢
EH2.6.3	Decrease in the number of roaming animals	Manager Development & Certification	Rangers respond to calls from the public on a regular basis, with education and advice provided to owners as required. Media and social media messages are released throughout the year in relation to responsible pet ownership. Roaming animals continue to be one of the highest volumes of requests that Council receives. A recent mail out was carried out to a specific residential area in Casino with a high reporting level of roaming dogs.	Completed	🟢
EH2.6.4	Increase in the number of follow ups of dangerous dogs' audits	Manager Development & Certification	Annual inspections are undertaken of the enclosures of known dangerous animals.	Completed	🟢
EH2.6.5	Maximise the rehousing rates in the Richmond Valley	Manager Development & Certification	Council has a very high rate of rehoming and works proactively with a number of rescue groups to achieve this rate.	Completed	🟢

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	Responsible Officer	Comments	Status	Traffic Lights
CS1.1.1	Encourage participation in council meetings/committee meetings	Director Organisational Services	Council meetings are advertised in community newsletters, on social media and on Council's website. Council meetings are also now live streamed on Council's Facebook page. The Mayor provides a video summary following each meeting which is posted on social media. Following relaxation of recent Public Health Orders, members of the public are again able to attend meetings in person.	Completed	🟢
CS1.1.2	Develop and conduct a Councillor training program	Director Organisational Services	An induction session was held in January 2022, with Locale Consulting presenting to Councillors on various issues, including Code of Conduct obligations. Further training opportunities are being investigated.	Completed	🟢
CS1.1.3	Implementation of the Integrated Planning and Reporting Framework	Director Organisational Services	Integrated Planning and Reporting framework obligations are being met. All reports are developed and adopted by Council prior to legislated due dates.	Completed	🟢

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

Action Code	Action Name	Responsible Officer	Comments	Status	Traffic Lights
CS1.2.1	Develop a risk management program which identifies and controls Council's Enterprise Risks	Director Organisational Services	Council adopted a new Enterprise Risk Management Framework in April 2021. This is useful in the guidance of future risk management programs and priorities. Council's Risk Register was reviewed in the second quarter of the 2020/2021 financial year, with updates to occur following the Business Continuity testing undertaken in May 2022.	Completed	🟢
CS1.2.2	Place appropriate insurance in accordance with Council's insurance program	Director Organisational Services	Council awarded the tender for insurance services to CivicRisk Mutual with a commencement date of 1 July 2020. Appropriate insurance programs are in place, with renewal being finalised for the twelve-month period commencing 31 October 2021.	Completed	🟢
CS1.2.3	Implementation of a corporate compliance program	Director Organisational Services	This is an ongoing process which is being facilitated through reviews of Council's Risk Register and Delegations/Policy database. Legislative provisions relating to delegations are reviewed and updated on a six-monthly basis by legal firm, Kell Moore.	Completed	🟢

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

Action Code	Action Name	Responsible Officer	Comments	Status	Traffic Lights
CS1.3.1	Internal audit committee meetings	Principal Accountant	Meetings have been held for in August and November 2021. Council is currently in the process of appointing a new committee with meetings expected to commence in August 2022. All other internal audit functions have been continuing.	Completed	🟢

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

Action Code	Action Name	Responsible Officer	Comments	Status	Traffic Lights
CS1.4.1	Monitor capital works performance	Director Projects & Business Development	Capital works performance is monitored by the Project Management Office through the PULSE system which is the required tool for project officers across Council to report on project progress. Leaders are required to take responsibility for their teams' projects and use PULSE as the recognised corporate tool for project reporting.	Completed	🟢
CS1.4.2	Coordination and management of major projects	Director Projects & Business Development	Major projects are being coordinated and managed by the PMO valued at approximately $22M. Council's entire capital works program is approximately $50M. A collaborative approach to resourcing and delivery has recently been undertaken.	Completed	🟢
CS1.4.3	Identify trends in business performance and report to senior management	Director Projects & Business Development	NRLX and Waste business financial performance is monitored monthly through Cost Reports. Areas of concern are discussed by the Executive and elevated to Council if necessary. Leaders are required to monitor performance against budget and manage any issues.	Completed	🟢

CS2: Great Support

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

Action Code	Action Name	Responsible Officer	Comments	Status	Traffic Lights
CS2.1.1	Ensure that Council continues to meet the expectations of the community in delivering quality customer service	Manager Customer Experience	The Customer Service team have consistently exceeded the standards as set out in the Customer Service Framework and Charter. This is reviewed against called centre reporting, customer service satisfaction survey and community feedback.	Completed	🟢
CS2.1.2	Continually review and monitor the quality of customer service provision across the organisation	Manager Customer Experience	Customer service provision is monitored on a daily basis, the Manager of Customer Experience discusses the service provided and ways that it can be improved with Coordinators and Managers to ensure that we are meeting our service levels with departments.	Completed	🟢

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

Action Code	Action Name	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	Manager Information & Technology Services	TechOne systems are now patched to version 2020B. Council will commence a project in July 2022 to migrate TechOne to the Cloud, significantly reducing our reliance on Council's server and communications room and improving our ability to respond to disasters and business continuity events with minimal system downtime.	Completed	🟢
CS2.2.2	Utilise mobile technologies so staff can access council information and complete tasks while in the field	Manager Information & Technology Services	The annual program is complete. The ICT Strategy was approved in December 2021, fully integrating mobile technologies with the rest of Council's IT infrastructure by 2025. This sees increased use of mobile technologies, so staff can complete tasks while in the field. We have released the new Customer Request System and are currently tuning that system to eliminate wasted time as field staff complete customer requests. July 2022 sees the commencement of the TechOne to Cloud project, which means staff can access all TechOne systems outside the corporate network.	Completed	🟢

Action Code	Action Name	Responsible Officer	Comments	Status	Traffic Lights
CS2.2.3	Working documents, spreadsheets etc. are stored in an accessible document repository. Records have appropriate metadata, precis and are tagged to appropriate categories in the records management system. All email is stored in the corporate email archive.	Manager Information & Technology Services	This item was completed in prior year. No additional actions are required this financial year.	Completed	🟢

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

Action Code	Action Name	Responsible Officer	Comments	Status	Traffic Lights
CS2.3.1	Manage and maintain CCTV and public free Wi-Fi systems	Manager Information & Technology Services	The annual program of monitoring the CCTV system, resolving issues as they occur is complete. Recent flooding events will require additional review of public Wi-Fi at flood-impacted sites.	Completed	🟢

CS2.4: Efficiency and value from IT investments

Action Code	Action Name	Responsible Officer	Comments	Status	Traffic Lights
CS2.4.1	Systems are maintained within one version of currently released product	Manager Information & Technology Services	Core applications are being maintained at the current version minus one. We have accepted a risk where the database associated with TechOne is not fully patched at this stage with the mitigation that the database is not accessible outside Council's network. We have recently agreed to migrate TechOne to the Technology One Cloud service, which will eliminate this risk by March 2023.	Completed	🟢
CS2.4.2	Management of network performance	Manager Information & Technology Services	The annual network management program is complete. We saw a significant failure in our network this quarter, impacting a Water/Sewer site in Casino. The cause of the outage appears to be a power surge following a scheduled power outage. The network did operate as designed, isolating the fault to a single site and allowing other sites to continue communicating through backup network channels.	Completed	🟢
CS2.4.3	Security and data protection	Manager Information & Technology Services	Data loss prevention systems are now in place. Council sees from 5 to 35 potential data loss incidents per week where financial data such as bank account numbers or credit card numbers; or privacy data such as driver's licenses, tax file numbers or passport numbers are sent outside the organisation. All incidents are monitored, and to date, no incident has been identified as an actual data loss incident.	Completed	🟢

CS2.5: Efficient records processes

Action Code	Action Name	Responsible Officer	Comments	Status	Traffic Lights
CS2.5.1	Efficient processing of incoming correspondence	Records & Information Coordinator	Incoming letters and emails to Council are registered in ECM and allocated to appropriate staff members for action within agreed timeframes. Urgent items distributed via email in first instance as well as ECM.	Completed	🟢

Action Code	Action Name	Responsible Officer	Comments	Status	Traffic Lights
CS2.5.2	Records team responds to information requests within agreed service levels or statutory requirements	Records & Information Coordinator	Information requests are processed within agreed timeframes.	Completed	🟢

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

Action Code	Action Name	Responsible Officer	Comments	Status	Traffic Lights
CS2.6.1	Streamline recruitment and on-boarding process	Manager People & Culture	A new starter recruitment and onboarding experience has significant impacts on whether a person is retained. Therefore, this has been a priority for Council. Recruitment on the website has been rebranded. Once a person has accepted a role onboarding is accessed prior to commencement. Onboarding speaks to many systems and is automated to send the relevant party an email that an action is required, automated emails are sent to the immediate supervisor, IT, Governance and Procurement. The new onboarding systems presents a time saving in the face-to-face induction process and feedback from new starters has been positive. Tasks are defined to the person that is responsible for them. More work is scheduled in this space to ensure continual improvement.	Completed	🟢
CS2.6.2	Rebrand recruitment to coincide with EVP strategies	Manager People & Culture	Recruitment has been rebranded completely over the past four years, however with the new employment sector, continual improvement will remain imperative. Role Descriptions have been completely revamped, they are modern, informative and have soft skills on them. A prospectus is currently being designed to showcase all the great things that one will encounter whilst working at Richmond Valley. The aim is to put our great Employee Value Proposition in the public domain in order for potential staff to see the great offerings and culture that we have.	Completed	🟢

| CS2.6.3 | Implement internal initiatives that boost morale | Manager People & Culture | Many smaller initiatives have been implemented including competitions to fund raise for various organisations. | Completed | 🟢 |

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

Action Code	Action Name	Responsible Officer	Comments	Status	Traffic Lights
CS2.7.1	Implement a 12-24 month leadership and culture plan	Manager People & Culture	Many programs have been delivered to ensure our leaders have the tools to lead their teams. In 2019, frontline leaders attended a six-month program including: Stepping into Supervising, Dealing with Conflict, and Managing Productivity. HBDI - a tool to analyse people's thinking - has been rolled out to leaders and many teams within the organisation. Leading Teams has been conducted over the past three years with an intent to form better relationships and understanding of the important role of being a leader. Other initiatives are the Emerging Leaders Program, LG Management Challenge, and one-on-one professional coaching. Culture has also been a focus, staff feel much safer, less isolated, heard, valued and more trusting. The bridge between field staff and administration staff has greatly strengthened over the past four years with a good understanding that we are in this together.	Completed	🟢
CS2.7.2	Implement a Health and Wellbeing Program	Manager People & Culture	Initiatives have included: Fitness Passport, Yoga, Mental Health First Aid, Wellbeing & You, Women in the Workplace, Stretching, Men's Health Week, Lung Bus, Skin Checks, Mental health support and Covid and flu vaccinations. Policy and procedure updates have been undertaken in the following areas: domestic and family violence, leave management, bullying and harassment, employee assistance program.	Completed	🟢

Action Code	Action Name	Responsible Officer	Comments	Status	Traffic Lights
CS2.7.3	Manage strategy for YES	Manager People & Culture	The YES program has been an absolute success for Richmond Valley; we have 50% of the organisation under 40 years, which is a testament to the success of the YES. State Government and neighboring Councils have met with Richmond Valley to understand how the program is implemented at the ground level. The YES program has seen more women and Aboriginal staff members come on board with 68% representing Generation Z. Many young people have launched their careers through this program, with many staying onboard at Council. Schools are eager to promote the program The YES program is broadening to include cadetships among other development programs that not only give young people a great opportunity but are essential for the succession of qualified people to work for the community they grew up in.	Completed	🟢
CS2.7.4	Manage staff survey strategy	Manager People & Culture	Staff surveys have been redesigned recently and are now bespoke to identify staff thoughts and feedback on targeted initiatives. Part of the Workforce Plan was to survey many staff to ascertain their thoughts and recommendations for improvement of culture and leadership. Surveys are sent to leaders as part of consultation for matters of importance, such as Annual Review questions. Bespoke surveys will continue as they enable real feedback from staff that helps in the greater development of the organisation.	Completed	🟢

CS2.8: Creating a contemporary workplace

Action Code	Action Name	Responsible Officer	Comments	Status	Traffic Lights
CS2.8.1	Review current values and behaviours	Manager People & Culture	New values and behaviours have been determined by the leadership team. Most recently, new branding of the values and behaviours has occurred and they will be further embedded in the organisation. More work is required in relation to what they mean and look like to each individual staff member - there are plans for this in the next Delivery Plan.	Completed	🟢
CS2.8.2	Manage the implementation of digital transformation for HR systems and process	Manager People & Culture	Shared work now sits in a cloud-based system, OneNote. In the payroll environment, Employee Self Service enables leaders to view leave for the entire team, approve leave easily. Single touch payroll is implemented with PAYG going to the ATO in real-time. In the recruitment space, checklists are actioned through OneNote rather than in hardcopy format. Police Checks are actioned in-house for greater efficiency. Onboarding is now actioned prior to commencement, with legal requirements logged in the system including all qualifications and it is completely automated to send information to the relevant party. All work health & safety is now online and cloud-based. The implementation of the Vault system has improved delivery of work, health & safety and workers compensation messages.	Completed	🟢
CS2.8.3	Manage training plan	Manager People & Culture	Budgets for training have been divided into compliance (legal necessity) and professional development (organisational necessity). Matters such as succession planning, personal development, organisational need, team funding allocation and industry changes are taken into consideration. The State government has many incentives, which Council utilises. In 2021, over $200,000 was obtained through grants and incentives which was re-invested into training staff. As per the WFP, training will become even more essential as we focus on developing people within to not only meet organisational resourcing risks but open opportunity for staff that are wanting new challenges and career changes.	Completed	🟢

Action Code	Action Name	Responsible Officer	Comments	Status	Traffic Lights
CS2.8.4	Manage and review policies and procedures	Manager People & Culture	Policies and procedures have been reviewed to ensure simpler language is used to suit the target audience. Consultation occurs when policies are changed to align with legislative requirements i.e. changing conditions of employment contracts. New polices consider the social responsibility required of local government alongside pointing to a person-centered organisation.	Completed	🟢
CS2.8.5	Educate staff on PULSE and review process yearly	Manager People & Culture	Many workshops, including support has been provided under the Delivery Plan. Each year workshops are held for leaders. Honest conversations and encouragement are a focus. Field staff reviews are facilitated by People & Culture to assist staff in reviewing the year and to consider what they would like to achieve going forward.	Completed	🟢

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

Action Code	Action Name	Responsible Officer	Comments	Status	Traffic Lights
CS2.9.1	Continue to coordinate Council's Incident Reporting system	Manager People & Culture	Incident reporting is now attended to digitally through Vault. The process is completely automated. Staff are able to log incidents themselves using the supplied team tablets. Reporting by staff has increased dramatically since the change. Staff are proactive, self-report and the proof is in reduced incidents and excellent audit results. Reports are sent to the leadership team each week and all incidents logged and sent to supervisors in real-time.	Completed	🟢
CS2.9.2	Annual review of Safety Management Plan	Manager People & Culture	Council's Safety Management Plan has been completely redesigned and redeveloped over the past four years. WHS is now digital and accessible to all staff, with regular training. Regular communication on WHS issues are distributed within the workplace. Council has seen a reduction in insurance premiums and lost time injuries. Mental Health has also been a focus, with pleasing claims results.	Completed	🟢

Action Code	Action Name	Responsible Officer	Comments	Status	Traffic Lights
CS2.9.3	Rolling audit and hazard inspection program and reporting	Manager People & Culture	Hazards and audit inspections are now attended to on tablets via Vault. Teams are encouraged to own the responsibility of the sites, hazards and inspections, with People & Culture oversight as required.	Completed	🟢
CS2.9.4	Develop and Implement a Health Monitoring Program	Manager People & Culture	Many initiatives have been implemented, including lung health checks, skin cancer checks and flu and Covid vaccinations. Council engaged a senior psychologist to speak with staff about the psychological effects of the flood event; offering tips and tools on how to navigate through the difficult time. A workshop was organised in June 2022 for male staff, focusing on their health. A similar initiative will be conducted for women during Women's Health week. Mental Health checks and education is consistently carried out throughout the year to ensure people have the support they need.	Completed	🟢
CS2.9.5	Facilitate Health and Safety Committee	Manager People & Culture	The Health & Safety Committee has strengthened. HSR elections were conducted in late 2019. After the personnel were elected, they were sent to training to understand what their role is as an HSR. All changes in the WHS space are communicated and consulted on via the meetings as per legislation. HSR's now do more on-the-job tasks, such as inspections.	Completed	🟢
CS2.9.6	Develop and implement a WHS Safety Training program	Manager People & Culture	WHS is the primary priority. Training on WHS matters have shifted the culture to a safety first one. Training in WHS over the past four years includes: Understanding your legal responsibilities under the WHS Act, bi-annual training in compliance including reporting, bullying, harassment and sexual harassment. First Aid is offered to all staff as is CPR, emergency evacuation, dealing with difficult people, contact officer training and Health & Safety Representative training. When incidents occur, training/communications is organised to ensure that everyone understands why an incident happened and how we can prevent it.	Completed	🟢

Action Code	Action Name	Responsible Officer	Comments	Status	Traffic Lights
CS2.9.7	Ensure Council's WHS practices are compliant with legislative requirements	Manager People & Culture	WHS has undergone positive changes over the last few years, including the appointment of a senior WHS Coordinator and a Support Officer, together with the implementation of safety management system, Vault. Policies and procedures are updated annually and communicated to all staff and the HSRs. SWMS have been reduced from 80 to around 10 - as per the legislative requirements, SOPs are now owned by the teams and workers - as per the WHS Act. VOCs are now in the hands of staff and are required to be carried out every 24 months. Consultation occurs with safety changes as per the WHS Act. All required communications e.g. Evacuation Plans, First Aid Officers, etc. are distributed throughout the organisation. A WHS notice board was implemented at all sites and is regularly updated with messages. Relevant legal decisions are reviewed and communicated.	Completed	🟢

CS2.10: Provide an effective injury management program

Action Code	Action Name	Responsible Officer	Comments	Status	Traffic Lights
CS2.10.1	Develop and implement a Return to Work program	Manager People & Culture	The Return to Work program set up in 2019 has been a thorough success. When staff are injured, Council's response is immediate. An initiative is having staff work in differing departments as their medical abilities allow. This allows recovery whilst promoting engagement and cross-skilling.	Completed	🟢
CS2.10.2	Develop relationships with stakeholders to assist in managing workers compensation claims	Manager People & Culture	Council maintains a positive working relationship with StateCover Mutual. Communication is frequent and transparent. Premiums will be reduced due to the focused initiatives carried out by the team with the support of our insurers. StateCover requested Council's Manager People & Culture to be an expert panelist in 2021 to discuss workers compensation and industrial relations. This is a testament to the strong relationships we have with the insurers alongside the success of the P&C approach to staff during injury management.	Completed	🟢
CS2.10.3	Reporting of injury management results to council	Manager People & Culture	A new system is being used for injury management. Based online, it provides excellent analytics. Injury Management at Richmond Valley is extremely successful with the lowest Lost Time Hours ever recorded and much lower than the industry standard and other Councils. Workplans are developed for the individual. The team also focuses on pre-injury intervention, offering medical intervention where appropriate.	Completed	🟢

CS2.11: Examine all revenue and expenditure reduction opportunities that will improve Council's financial sustainability

Action Code	Action Name	Responsible Officer	Comments	Status	Traffic Lights
CS2.11.1	Complete review of council revenue	Principal Accountant	Revenue sources and charges are reviewed whilst collating Council's Revenue Policy on an annual basis. A complete revenue review was performed in 2017/2018 and there was also an internal audit of the revenue department performed at that time.	Completed	🟢
CS2.11.2	Ensure council's procurement practices deliver best value for money	Coordinator Fleet & Procurement	Council remains active in the Northern Rivers Joint Organisation (NRJO) Procurement Group. Council has recently added a variation which was offered at a discount rate due to being in a flood area. This allows access to training materials for all Council staff to assist them with utilising Vendor Panel, to maximize opportunity to achieve value for money and maintain probity in procurement by (consistently) using Vendor Panel.	Completed	🟢
CS2.11.3	Examine the opportunity to share regional services with other local government agencies	Principal Accountant	Council is an active member of the Northern Rivers Joint Organisation procurement group. Council also participates in joint tenders with Clarence Valley Council, Regional Procurement Australia and Local Government Procurement.	Completed	🟢
CS2.11.4	Investigate different investment options to maximise Council's return on investments	Principal Accountant	Finance staff continue to investigate options in order to maximise Council's return on its investments. Current economic conditions are proving challenging with historically low interest rates; however, term deposit yields are showing recent trends of an increase. Council's investment portfolio is diversified across cash accounts, term deposits, floating rate notes (FRNs), bonds and investments with NSW Treasury Corporation. Council utilises an online portal to compare interest rates on offer for new investments which enables returns to be maximised. Council continues to invest in accordance with the Ministerial Order and its Investment Policy.	Completed	🟢

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

Action Code	Action Name	Responsible Officer	Comments	Status	Traffic Lights
CS2.12.1	Manage Council's finances in accordance with legislative requirements	Principal Accountant	Council's finances are managed in accordance with relevant legislation, Ministerial Orders, accounting standards and adopted policies. Council certifies the compliance of its investments each month in the Financial Analysis Report. Council's budget is prepared in accordance with relevant legislation and adopted annually, along with monthly (where required) and quarterly adjustments being reported to and adopted by Council. Council's Financial Statements are prepared in accordance with relevant legislation and accounting standards and are subject to external audit to certify their compliance. Council also complies with relevant legislation for taxation purposes including Goods and Services Tax (GST), Fringe Benefits Tax (FBT) and Payroll Tax.	Completed	🟢

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

Action Code	Action Name	Responsible Officer	Comments	Status	Traffic Lights
CS2.13.1	Complete fleet procurement in accordance with the plant replacement program	Coordinator Fleet & Procurement	Sourcing equipment is problematic due to global supply issues. This has been further exacerbated by the loss of ten items of plant in the February 2022 flood event. These issues, together with carrying out an assessment of mechanical condition and expected maintenance cost blow outs, Council has spent approximately 97% of the allocated budget. 28 new or secondhand items of plant have been delivered with another 15 still awaiting delivery (43 in total).	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	Responsible Officer	Comments	Status	Traffic Lights
CS2.14.1	Development of design and capital works programs annually	Manager Asset Planning	Draft capital works program supplied to Finance in February 2022 for compilation in budget. Consideration of flood recovery works to be implemented into 2022/2023 programs.	Completed	🟢

Richmond - Upper Clarence Regional Library

2021/2022 Annual Report

RICHMOND-UPPER CLARENCE REGIONAL LIBRARY

MANAGER REGIONAL LIBRARY'S
ANNUAL REPORT FOR 2021/22

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 2021 to 30 June 2022. **The Regional Library wishes to acknowledge the traditional landowners and pay respect to elders both past, present, and emerging.**

Regional Administration and Physical Activities

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.

It was another challenging year as Covid continued to affect all library services. The library staff were very thankful for the guidance by the **People & Culture Department of** Richmond Valley Council and continued with a COVID-19 Safety Plan which was updated several times during the year.

While restrictions reduced the number of programs and events the library could hold, it was pleasing to see the way patrons and staff adjusted to limited services over the lockdown periods. It was also pleasing to see the libraries getting back to somewhere near pre-covid usage in the last quarter of 2021/22.

The floods in late February and March 2022 also affected library services, particularly the mobile library service. But again, it was pleasing that the libraries played a role in the mental health of the community and provided a safe and welcoming space and the resources. The mobile library service had the weekly stops at Broadwater and Woodburn put on hold while those communities recovered. It was very satisfying when the mobile library returned to serving Broadwater in late June 2022. It was also great the mobile library could provide a library service to St Joseph's School Woodburn who relocated to the Evans Head Catholic Church and the Coraki Pre-school.

Pictured Above: Students from St Joseph's Woodburn on the Mobile Library

The completion of the **Evans Head Library** project in August 2021 and the official opening in October 2021 was the major highlight of the year. The magnificent Evans Head Library was undertaken by Bennett & Robertson Construction, and the refurbishment was by Resource Furniture.

A substantial job carried out by the library team was the transferring of all the book stock from the Evans Head Visitor Information Centre and reshelving onto the new shelves.

The Evans Head Library was not without its dramas with the Evans Head Library like the majority of libraries in NSW closing for 5 weeks only one week after opening.

Pictured Above: The official opening of the Evans Head Library

Pictured Above: The new Evans Head Library

Another great project completed was the **transformation of the Coraki Library** in October 2021. The shelving that was previously used at Evans Head which was only 5 years old was transferred to the Coraki Library. Library Assistant, **Aaron Wilkes** created a new floor plan that rejuvenated the Coraki Library. There was also some beautification of the exterior of the building which completed the project.

Pictured Above: The new look exterior and interior of the Coraki Library

The Kyogle Library played an important role in the 2nd **Kyogle Writers Festival** held in May 2022. The Kyogle Library hosted several workshops with Kyogle Branch Librarian, **Corinne Hughes** present onsite while the workshops were conducted.

Pictured Above: Kyogle Writers Festival Workshop at the Kyogle Library

The two **Public Library Infrastructure Grant Applications 2020/21** the library was successful in gaining were both delayed due to Covid and the flood. These were $46,509 for solar panels on the Mobile Library (Kyogle Council) and $192,800 for the Casino Community Courtyard Project. (Richmond Valley Council). There was one unsuccessful Public Library Infrastructure Grant Application submitted during the year.

The Library was successful for the 2nd year running with winning the 2021 NSW Public Libraries Association Innovation in **Outreach Services Award with Sylvia Cooling's** submission "**Handicraft as a catalyst for connection and self-esteem**". The library was also again successful with another **Backyard Cricket Grant** for $1,000, with funds to be used to run programs to enhance inclusion for children with disability or development delay.

Both Kyogle Council and Richmond Valley Council were selected to participate in the **Dolly Parton Imagination program** with 65 registered as of 30 June 2022. This is State Government 5-year initiative and **Sylvia Cooling** is supervising Richmond Valley Council's section and **Corinne Hughes** in supervising the Kyogle Council section.

Despite COVID restrictions, the library service continued to thrive as the Library continued to play an essential role in supporting an educated community. The varied needs of both individuals and groups in the community covers needs such as education, access to information, personal development, and recreation and leisure. The Library supports accessibility for all by providing access to materials in a variety of formats, including both physical and digital resources.

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 2021/22 The Regional Library had 56,992 **members and guests** walk through the doors to use the library facilities. This comprised of:
Casino – 30,723
Kyogle – 14,387
Evans Head – 7,513
Mobile Library – 2,985
Coraki – 1,364

These numbers are down on previous years, but the libraries were closed for 7 weeks in the 1st and 2nd quarters of the year and some people were still reluctant to visit libraries.
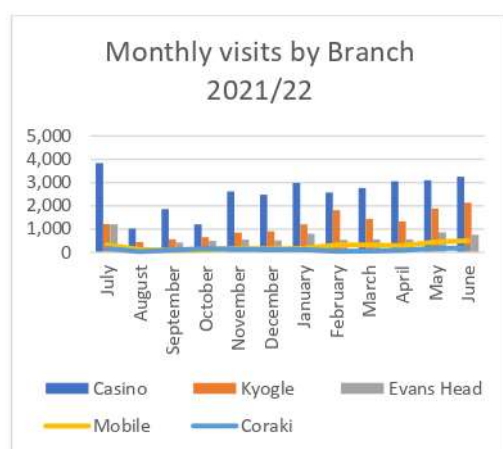

Figure Above: Monthly visits by Branch 2021/22

The Regional Library had **16,199 members** with **993 new members** joining during the year. The Library continues to have over **50% of the population being members of the Library which is higher than the state average**. Our membership also includes 886 non-residents as members. The total weekly opening time of all the libraries was 140.5 hours.

Figure Above: New Membership by month 2021/2022

Despite restrictions, the library facilitated, hosted, and conducted an enriching and a diverse range of programs and activities meeting the needs of the community, with the Regional Library running **597 programs during the year.** Staff were very pleased when some programs and events were re-introduced. A very pleasing and rewarding outcome of our program and events schedule is the easing of social isolation 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 supported accessibility to online appointments and meetings that needed to occur via videocall. The libraries were often the first point of call for families who moved to the area.

eResources and **online databases** were made available to patrons via the library website and app 24/7. The eService comprising of eBooks, eAudiobooks and eMagazines had 18,708 loans during the year, which was an impressive **increase of 34%** on the previous year and 77% increase over 2 years. Richmond-Upper Clarence Regional Library and Clarence Regional Library were involved in two consortia's which gave library members access to a wider range of eResources.

Beamafilm viewings amounted to 1,208 during the year. The State Library online databases was another method of providing the community with a trusted, high quality resource which is available from the comfort of their own home. Good use of the Health, Medical, eBooks and newspapers were recorded.

The **StoryBox had 4,893** stories streamed during the year. The Casino Library regularly had a StoryBox story running in the children's section which created a lot of interest. The Library also provided access to **Haynes Online**, which is a subscription to online motor car and motorcycle repair manuals.

TheComputerSchool, which is an Interactive Online Computer and Technology Training Centre, was used 807 times. Microsoft Office and Computer Basics were the most popular training modules. The Library also provided **Good Reading**, an online magazine for book lovers with 777 online viewings.

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 5,494 members borrowing and/or renewing 20,626 items during the year. At different stages during the year the self-serve kiosks were unavailable at the three libraries due to software upgrades.

There were 1,009 uses of the Library **laptops** at Casino, Kyogle, and Evans Head Libraries, proving

to a popular and valuable library resource. Again, at different stages during the year the laptop dispensers were unavailable due to technical issues.

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

The library also participated in **Share the Dignity** and **It's In the Bag** charitable programs. The Library also participated as a collection location for **Lids for Kids, and Aussie Bread Tags for Wheelchairs** with the Casino and Evans Head libraries also the collections points for community recycling stations for old mobile phones, household batteries and smoke detectors.

Branches

Once restrictions were eased, the **Casino Library** conducted many promotions that engaged the community and promoted both library, and community services. The feedback was very positive.

The **children's literacy programs** at the libraries and via the **Outreach** program suffered due to the COVID restrictions with very few programs held until February 2021 when some restrictions were lifted.

During the 5-week lockdown in August/September 2021 the library ran an online Lego challenge and connected with 6,759 children.

The Casino Library **has 8,795 registered members** with 434 new members joining during the year. Many people from our Aboriginal community used the library every day, including the public internet and Wi-Fi service.

The Function Room at the Casino Library was booked 401 times during the year. This included a number of uses of the room by Richmond Valley Council staff.

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

The **Book Discussion Group**, supervised by **Taryn Kelly and then by Sylvia Cooing who took over in November 2021**, again enjoyed good numbers at their monthly sessions with 67 people attending 9 sessions. **Sue Bland** continued to supervise the successful **Adult Colouring-in** sessions at the Casino Library with 68 people attending 18 sessions.

The Casino Library hosted a **Book Launch** on June 15 with 23 people attending Amanda Gray's launch of her book "Cries of happiness".

Tamara Patino also re-introduced **Playdough Playtime** sessions with 31 kids attending 5 sessions. **Laura Ramstadius** organised **73 X-Box gaming programs**.

Sylvia Cooling also conducted "**Friday Ladies" Share programs** at the Casino Library with 83 attending 6 sessions.

Pictured Above: Scrapbooking

The **Monthly Lego Club and the Family Lego** days at the Casino Library, organised by **Tamara Patino** returned with 21 kids attending 5 Lego sessions.

The Kyogle Library also conducted many programs for its 3,781 members including 204 new members. The Kyogle Library was also the venue for many meetings for community groups throughout the year. The feedback from the members and guests that visit Kyogle Library was again very positive.

The Kyogle Library hosted 3 author visits/workshops during the Kyogle Writers Festival in May 2022 with 41 people attending.

Cheryl Thompson continued to supervise the very popular **Adult Colouring-in** at the Kyogle Library with 73 people attending 19 sessions. **Corinne Hughes** ran 11 **Kyogle Book Club** sessions with 66 attending.

Corinne was also involved in the purchase of new Audio Books for the regional library.

The **Evans Head Library** had 192 new members to make a total of 2,186 registered members. In August 2021 the Evans Head Library commenced operating out of the new look library and had its official opening in October 2021. The Evans Head Library was also used for Pre-poll voting for the Local Government Elections. The meeting rooms at the Evans Head Library were booked 31 times during the year.

The Coraki Library has 198 members including 13 new members. There were 14 Internet usages and **Aaron Wilkes** made a concerted effort to keep the collection up-to-date and relevant to the customers.

The Mobile Library has 1,239 members with 152 new members 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's schedule was affected by the floods in February and March 2022 with the Woodburn and Broadwater communities affected the most.

The mobile library was also used to freight items between all the libraries. This included freight runs to Evans Head and Coraki every Tuesday. The mobile library did the Kyogle freight runs Fridays and every 2nd Wednesday. Gary also did weekly freight runs to Evans Head. Whenever staff were visiting another branch, they also took freight.

Pictured Above: Mobile Library Operator, Steve Locke unloading freight for the Kyogle Library

Promotions and Extension Services

During the first half of the year programs and events across the region were limited due to the ongoing COVID-19 restrictions, with the main hurdle being social distancing. Another COVID-19 lockdown in August-September 2021 led to the creation of 25 engaging online programs for LEGO Club and National Science Week.

School holiday activities during 2021 took the form of Take and Make kits. In April 2022 a full school holiday program of in-house activities resumed at Casino and Kyogle libraries with pleasing attendance numbers. Many outreach programs remained on hold until February 2022 when guidelines governing outside visitors to preschools were eased. In June 2022 the Library was notified by the last of its outreach locations that staff could once again visit and conduct Storytime sessions.

Adult programs of Tech Savvy, Adult Colouring-In, and Book Group were re-introduced in July 2021 with attendance continuing to fluctuate throughout the year. Partnerships were re-established in the second half of the year with Social Futures and NE Waste. Several workshops were held at Casino and Kyogle libraries as a result.

Across the region there was a total of 164 children's/youth programs offered with 2,142 attending onsite and 6,759 engaging with the Library's online content. A total of 299 adult programs and events were offered with 954 in attendance. It is pleasing to note that while the current schedule of programs and events is not yet back to pre-COVID-19 levels, it continues to be maintained at an exceptionally high standard, with overall attendance slowly returning to what it was pre-COVID. It is envisaged that the remaining programs will recommence during the first quarter of 2022-2023.

The 597 programs conducted at the libraries consisted of:

Children's 3,233 attending 164 sessions
Tech savvy for seniors –350 sessions
Adult education/craft and hobby – 539 attending 78 sessions
Author visits - 64 attending 5 sessions
Online Programs
Online Lego challenge and Science week 6,759 attending 18 sessions
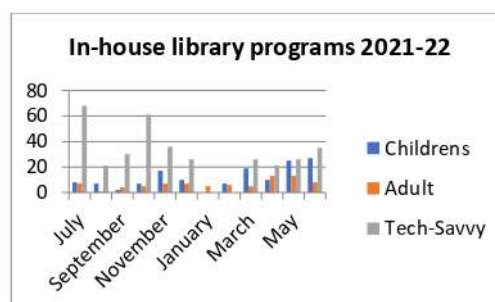Online author talks – 5 attending 2 sessions

Figure above: Programs 2021/22

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

Programs and Events Coordinator, **Sylvia Cooling** proved to be a 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, the Community Newsletter, Kyogle Council Newsletter and featured in stories in the Coraki & District News. The library also featured on some Richmond Valley Council videos.

Promotion of the Library was shared on social media via Facebook, Instagram, and YouTube. The Facebook posts, event scheduling, and the Library's YouTube account was coordinated by **Amy Boyd, Tamara Patino, Sylvia Cooling and Aaron Wilkes. Tamara also** created content and coordinated the Library's Instagram page. Social media content highlighting the Library's collections, programs and events was created by many of the Regional team, with staff both involved in creating, and/or starring in the content shared online.

The year saw the final year 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. The overall 2021/22 winner was Felicity Caterer with her photo "Along the fence line"

Pictured above: The winning photo of the "Our Digital Perspective"

Displays continued to play a large part in promoting the collection and brightening the interior of the libraries. **Laura Ramstadius** with assistance from **Linda Clark,** created a wonderful **40 years of Beef Week display** to celebrate Beef Week **and our local authors. Cheryl Thompson**

and Ian McLean created regular displays at the Kyogle Library.

Pictured above: Men's Health Display created by Cheryl Thompson at the Kyogle Library

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, interaction and easing of social isolation.

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, Corinne Hughes, Linda Clark, Sue Bland, Tamara Patino and Aaron Wilkes** between them provided 635 JP services during the year up to the end of May 2022. In May 2022 the decision was made by the team members who were JPs to cease offering the service.

Figure Below: JP services by month 2021/22
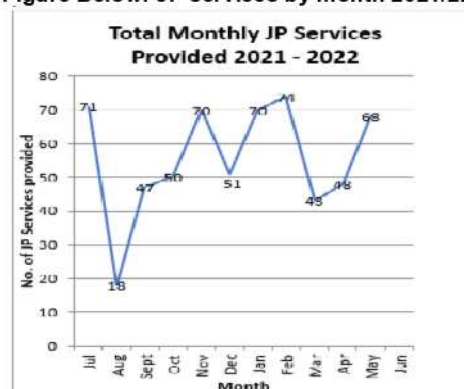
The brightly coloured Art Van Go was regularly seen around the Richmond Valley and Kyogle Council communities as it was used for delivering items to members as part of the **Home Delivery Service** in lieu of volunteers during restrictions.

The **Tech Savvy for Senior's Program** continued to be successful and well attended with 350 people involved in one-on-one sessions. These sessions were conducted by **Laura Ramstadius, Ngarie**

Macqueen, Aaron Wilkes, Amy Boyd, Sophie-Rose Hastie, and Taryn Kelly. Corinne Hughes conducted the Tech Savvy sessions at the Kyogle Library.

During the year there were three online authors talks which were not that successful with only 5 people attending.

Pictured Above: Amanda Gray Book launch at the Casino Library

Children's Services

During the year children's programs were affected by covid restrictions and library closures. Across the region there was a total of 164 programs offered with 3,232 children/youth participating. While it has been an extremely challenging period with COVID-19 restrictions, it is pleasing to note that the current schedule of in-house and outreach programs has all but returned to what it was prior to COVID-19 restrictions being enforced.

While the quality of children's/youth services continues to be maintained at an exceptionally high standard, overall attendance is still not what it was pre-COVID. Most children's programs were put on hold from August 2021 when libraries were closed and did not recommence until February 2022. However, the library still engaged the children in the community with 6,089 participating in online Lego challenge, Science Week, and online Storytime

Naturally, there appears to remain a hesitancy in the community to resume normal activities. The challenge for the next 12 months will be to recapture lost audiences and attract new members.

The Casino Library hosted 120 children's programs/events with 2,774 attendees. This included regular Bookworms programs, after school activities, visits from local schools, community group visits, Lego clubs, and the Baby Bounce program.

The **Kyogle Library hosted 44 children's programs** during the year with 488 attendees.

Programs included Lego Club, school holiday activities, preschool visits, day-care story time, Read, Rhyme and Romp Storytime and the Parents 'n' Kids group.

Monthly visits to the **Bentley Preschool** to present story time sessions continued as well as monthly visits from the mobile library which was always eagerly awaited.

Information Services

During the year the Regional Library staff successfully supplied 18,235 **information requests and 26,763 customer service requests.** The ability to provide relevant, timely resources is supported by the ability to access materials via the Internet and the Library's eResource collection and becomes an increasingly important service to the community as more and more services and resources are only available online.

The **Document Delivery Service** (Inter library Loans) under the management of **Sue Bland** was a well-used service with **162 requests being satisfied with a 92%-success rate**. The 8% 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. 128 items were loaned to other libraries from this library service.

Free public internet access continues to be a major draw card for all libraries, albeit in a limited capacity, with **6,099 bookings** made to use the Internet at the five libraries that provide the service. The Wi-Fi service was also an extremely popular service with **8,094 connections**. This service was particularly well-used during school holidays.

Due to COVID restrictions, staff assistance with IT queries was very limited in the early part of the year. This all changed and really ramped up as border closures were announced. For large parts of the day, library staff's time was taken up printing and assisting with border pass applications. Over 2,500 print jobs were carried out by the library team during the year.
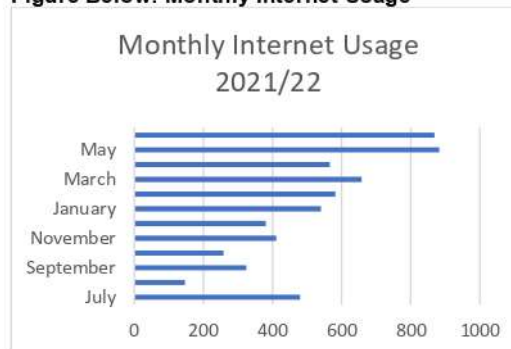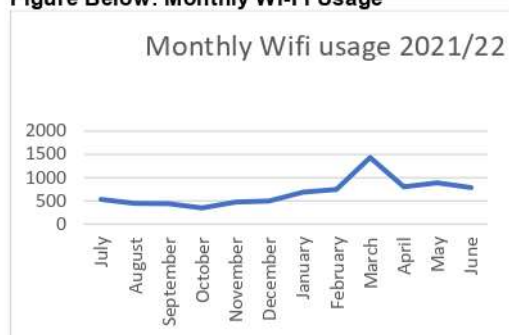
Figure Below: Monthly Internet Usage

Figure Below: Monthly Wi-Fi Usage

Monthly Wifi usage 2021/22

Technical Service Maintenance

Because **LIBERO,** the Library Management System is cloud based, all upgrades were received automatically. Under the guidance of **Casino Library Coordinator, Ngarie Macqueen.** Libero continued to function at a high level with the addition of utilising the majority of modules.

Kyogle Library continued to experience regular IT issues with the network, printers, and the phone system. All libraries logged regular support calls.

RFID continued to function well overall though all libraries experienced some issues throughout the year. Kyogle Library members made the most use of the self-serve kiosk with 45% of loans made this way, while Casino was 8% and Evans Head 13%.

The **public Internet** usage was limited due to social distancing restrictions for the first part of year, but full Internet usage was returned in December 2021. However, while it was still a popular facility it is noticeable that internet usage has not returned to pre-covid usage. This appears to be common with most public libraries in Australia.

Organising and **printing border passes** for members and guests wishing to enter Queensland became a massive job for library staff. Scanning of documents to email addresses was again one of the most utilised services provided by library staff throughout the year. Staff also spent anywhere from 5 minutes to 30 minutes providing IT assistance to members and guests. There was also support given for a variety of tasks such as TFN applications, passport applications, Library eResource setup and use, and troubleshooting for IT devices.

Downloading, scanning, and printing documents for customers referred by Resilience NSW also became a major service provided by the library team during the months of March, April, and May 2022

The Regional Library had a successful year purchasing new high-quality new items for the Library collection. While some items were purchased from visiting book suppliers, the majority were selected through on-line purchasing which has increased dramatically over recent years. **Ngarie and Amy** also did a big purchase of new books with the Book Warehouse in Ballina in June 2022.

The Standing Orders for the most popular authors also continued to be a successful purchasing tool. **Suggestions for purchase from members was managed by Casino Library Coordinator, Ngarie Macqueen who took over in October 2021 from Librarian Technician, Taryn Kelly** with a high success rate and resulted in many satisfied members being able to borrow items they suggested for the collection.

Figure Below: Suggestions for Purchase 2021/2022

Library Purchases Suggested by Members 2021-22
- Purchased and added to the Library's collection - 411
- Not purchased (incl. items already in catalogue) - 73
- Submissions (not yet available to purchase) - 48

The library collection continued to evolve with **5,639 titles added** and **5,631 items discarded.** Due to time, space, and a preference for new books only a few donations were added to the collection during the year.

Deleted items 2021-22
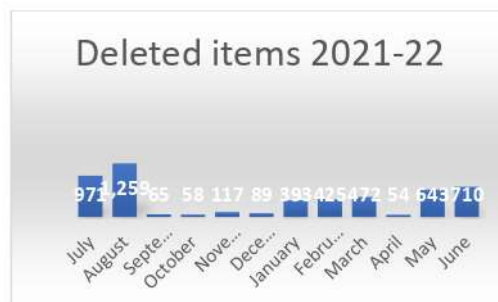
Figure Above. Items deleted 2021-22

Weeded library stock and donations went to the **pop-up libraries** that was set-up for travellers at the Casino Railway Station, Kyogle Swimming Pool and Evans Head Library and Visitor Information Centre. Some books were also given to not-for-profit organisations. **Ngarie Macqueen and Laura Ramstadius** supervised the Library's connection to the **James Bennett Sustainability Project,** which involved most of the weeded library stock, ensuring the weeded items were responsibly recycled and/or went towards the support of not-for-profit organisations.

After the floods many books were donated to the Richmond-Tweed Regional Library as their Lismore Library was severely damaged. The Casino and Evans Head Libraries also conducted a book sale with funds to go to local flood victims.

Items damaged while on loan during the floods were just written off. 274 items were discarded from the system due to this. The NSW Public Libraries Association donated $1,000 to assist in the reimbursement of these flood damaged items.

11,994 reservations for Library items were satisfied from within the Regional collection. **The team of Ngarie and Linda** organized and entered all 63 editions of **the Richmond River Independent Newspaper so** they were available for viewing on the library catalogue as well as each record having a link to the digital version in Trove.

The Regional Library continued membership with Public Libraries NSW, Libraries Australia and Libero User Group as well as retaining a Borrowbox consortia arrangement with Clarence Regional Library while establishing a new Overdrive consortium with Clarence Regional Library.

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** reporting software also played a significant role in the selection of Library stock to be rotated between branches as well as assisting keeping the collection modern and relevant.

Staffing

The library staff comprises of eight full-time, six permanent part-time staff, three library/customer service, a school-based trainee, one casual library assistants, and two Richmond Valley Council backup mobile library drivers. The staff consisted of:

Gary Ellem	Manager Regional Library
Ngarie Macqueen	Casino Library Coordinator
Sylvia Cooling	Coordinator Programs and Events Part-time
Corinne Hughes	Kyogle Branch Librarian
Taryn Kelly	Library Technician Part-time – resigned October 2021
Amy Boyd	Library Technician – commenced January 2022
Sue Bland	Library Assistant (Casino)
Linda Clark	Library Assistant (Casino)

Tamara Patino	Library Assistant (Casino)
Laura Ramstadius	Library Assistant Part-time (Casino)
Nancy Van Iersel	Library Assistant – Part-time
Steve Locke	Mobile Library Operator
Cheryl Thompson	Library Assistant (Kyogle). Went Part-time in March 2022
Haylee Webber	Library Assistant/Customer Service and Support Officer – Job Share (Evans Head)- Commenced February 2022
Terrie Costello	Library Assistant/Customer Service and Support Officer – Job Share (Evans Head)
Sue-Ellen Little	Customer Service Officer – (Evans Head)
Kellie-Anne Rack	Library Assistant/Customer Service and Support Officer – Job Share (Evans Head) – till February 2022
Aaron Wilkes	Library Assistant – Part-Time **(Coraki)**, Part-time Library Technician
Sophie-Rose Hastie	School Based Trainee
Kate Benecke	Casual Library Assistant
Ian McLean	Casual Library Assistant (Kyogle). Appointed permanent Part-time Library Assistant in March 2022

Several Customer Experience team members worked at the Evans Head Library during the year. These were **Sharon Banning, Ashlee Armfield, Megan Dobbie and Mikaylah Trew. Aaron Wilkes** also worked at the Evans Head Library on a regular basis.

When the Mobile Library Operator was unavailable, the mobile library was operated independently by Richmond Valley Council staff, **Glenn Sidhu, and Col Richardson**.

In October 2021 **Library Technician, Taryn Kelly** resigned to take up a role with Richmond-Tweed Regional Library. In February 2022 **Cheryl Thompson** reduced her hours as a Library Assistant at Kyogle and **Ian Mclean** went from Casual Library Assistant to Part-time Library Assistant. **Haylee Webber** joined the library team at Evans Head in February 2022.

In May 2022 our **School Based Trainee, Sophie-Rose Hastie** was informed that she was a finalist

in the NSW Training Awards with the Award presentation taking place on July 1, 2022.

Even though it was an unusual year with COVID restrictions, volunteers still played an important role for the library service. However, for a time during the COVID restrictions library staff conducted the Home Delivery service in Casino, Kyogle, and Evans Head. As a way of saying thank you, a morning tea was held 17 May 2022 for the Casino Library Volunteers during National Volunteer Week.

A home delivery service was also trialled for those members who were unable to visit their local library.

In March 2022 **Programs and Events Coordinator Sylvia Cooling** celebrated 30 years and in June 2022 **Library Assistant, Linda Clark** celebrated 10 years as members of the library team.

Pictured Above: Programs and Events Coordinator Sylvia Cooling celebrating 30 years

Staff Training/Meetings

Staff attended many training courses and meetings throughout the year with several staff involved in webinars. Some of these included Unconscious bias, libraries as community connectors, strategies for increased community engagement, you can't have engagement without emotion, podcast seminar, Hybrid management, creating Auslan Storytime's, Library Marketing strategy, CSU Covid findings.

Gary and Sylvia also attended **3 Kevin Hennah** online workshops in May 2022, while **Ngarie and Amy** attended some online Copyright workshops in June 2022.

Several the team from Casino participated in a Collection HQ Diversity, Equity, and Inclusion analysis training on the 15 June 2022. **Corinne and Gary** also attended 2 NBN meetings during the year.

Monthly team meetings were held at the Casino Library where library policies and procedures were discussed as well as brainstorming and acknowledging the library's successes. **Corinne Hughes** attended most of these meetings in person while other team members at branches attended via Skype.

Regular **Library Marketing and Promotions meetings** coordinated by **Sylvia Cooling** were also held. Again, **Corinne** was a regular participant at all these meetings both in person and by Skype. **Cheryl Thompson and Aaron Wilkes** attended these meetings regularly via Skype for Business.

The team at the Casino Library conducted fortnightly workroom meetings, while the Kyogle Library team commenced their fortnightly workroom meetings in May 2022.

There were also several meetings to discuss re-opening after the closures due to covid as well as our click n collect and home delivery services.

Throughout the year **Gary** attended monthly **Manager Meetings** at Richmond Valley Council as well as regular Organisational Services meetings plus numerous meetings with other council staff.

The **SWITCH Conference** that was to be held at Penrith was cancelled due to COVID but **Gary and Ngarie** attended a one-day online conference on 18 November 2021. **Gary** participated in an online North-East Zone Library Managers on 27 July 2021 and 20 September 2021 and attended a full North East Zone meeting at Inverell on the 12 May 2022. Gary and Ngarie attended **Leadership training sessions on 8 November 2021, 13 December 2021, and 2 May 2022.**

Ngarie, Laura and Gary attended an online **Libero Symposium** 28 October 2021 and a Libero meet and greet 7 April 2022. **Ngarie** also attended an online Libero User Group meeting on 19 May 2022. She was also returned as the **Secretary of the LIBERO User Group**.

Attending these Libero meetings has assisted Ngarie in ensuring the LMS is being used at a high capacity. **Collection HQ** meetings did not occur due to COVID.

Sylvia and Tamara attended a **Maths is fun** workshop at Ballina on 25 February 2022. This was organised by Richmond Tweed Regional

During the year **Gary and Ngarie** participated in several online discussions, including some online demonstrations with several library suppliers.

Aaron Wilkes participated in an online **Reader Advisory** workshop in March 2022. Most of the library staff completed their Reader Advisory training under the supervision of **Aaron.**

Several staff attended **Emergency Warden training** and **Compliance** training. Several staff also attended **First Aid Refresher Training** through Richmond Valley Council.

On a 6th April 2022 several of the team attended TechOne and purchasing training **with Richmond Valley Council, Strategic Procurement Officer, Daniel Parker.**

Corinne Hughes represented the Regional Library on the **Richmond Valley Council WHS Committee** and regularly attended these meetings. Corinne also participated in some discussions prior to the **Kyogle Writers Festival** in May 2022. **Corinne** was on site at the Kyogle Library whenever a workshop was held at the library.

Gary, Ngarie, Sylvia and Amy attended some meetings with the **Sports Stadium Manager, Ben West** to discuss possible partnerships and cooperation. The flood damage to the Sports Stadium and Ben's involvement with the Casino Flood Recovery Centre put these meetings on hold.

Gary Ellem regularly offered and sought advice/suggestions to other libraries in NSW, sharing library procedures, policies and grants as well as answering regular surveys. **Ngarie Macqueen** was in regular contact with neighbouring **Clarence Regional Library** discussing eResources. She also communicated with staff at Insight (Libero) and Solus (Library App).

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 2021 he submitted the **2020/21 NSW Public Libraries Statistical Return** and both Richmond Valley Council and Kyogle Council submitted their **2021/22 Public Library Funding.** Library staff was also in regular contact with the various suppliers with whom the library was associated.

Conclusion

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

I wish to acknowledge and congratulate all library staff on their dedication, commitment, and enthusiasm in providing their service and time 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

Pictured Above: Celebrating Beef Week at the Casino Library

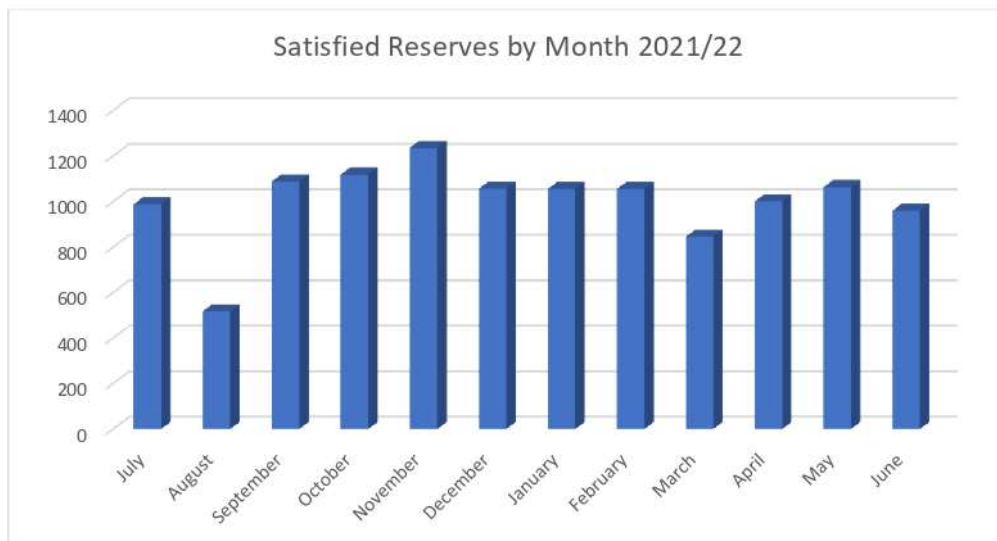**Pictured Above: Library lovers display at Evans Head**

Figure Above: Satisfied Reserves 2021-22

Pictured Above: Taking delivery of new library books

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TABLE 1.   LIBRARY COLLECTION STATISTICS

*Not included in Book Vote

Collection	As at 30/6/22	Added 1/7/21-30/6/22	Discarded 1/7/21-30/6/22	Expenditure 1/7/21- 30/6/22
Picture Books	4,031	545	585	$6,143
Easy Junior Fiction	1,836	188	259	$1,714
Junior Fiction	2,424	398	317	$4,751
Teen Fiction	1,656	237	198	$3,029
Music CDs	385	1	14	$20.00
Junior Audio Books	54	0	24	0
Junior CD and Text	0	0	36	0
Junior Non-Fiction	2,343	145	232	$2,216
Junior DVD	729	90	120	$1,595
Junior Music	12	0	5	0
Teen Magazines*	86	20	8	0
Teen Audio	1	0	3	0
Teen Non-fiction	143	3	5	$34
Adult Fiction	14,001	1,964	2,300	$30,788
Large Print	2,453	255	328	$7,680
Adult Non- Fiction	10,796	714	430	$14,163
Reference	219	7	7	0
Magazines *	870	443	378	0
DVD	2,516	339	322	$5,661
Audio Books	1,189	121	59	$4,558
Local History	782	169	1	$326
Total	46,526	5,639	5,631	$82,678

eBooks -$6,665
eAudio Books - $8,004
Miscellaneous (Seeds, Puzzles, freight etc.) $1,332
Also added to the collection:
Cake tins 45 – added 1 discarded 0
Crochet hooks 26– added 0 discarded 0
Knitting needles 41– added 0 discarded 0
Jigsaw puzzles 202- added 32 discarded 47
Exercise Library 46 – added 7 discarded 0
Power mates and Save Power kits 11 – added 4 discarded 0

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TABLE 2. BORROWERS REGISTRATON STATISTICS AT 30 JUNE 2022

Library	TOTAL	Adult	Young Adult	Junior	Organisations	Richmond Valley	Kyogle	Lismore	Other
Casino	8,795	7,960	244	571	20	7,952	338	194	311
Kyogle	3,781	3,415	88	269	9	19	3,557	74	131
Evans Head	2,186	2,034	35	116	1	2,095	1	14	76
Mobile	1,239	755	85	382	17	642	516	30	51
Coraki	198	165	8	23	2	193	0	0	5
REGIONAL TOTALS	16,199	14,329	460	1,361	49	10,901	4,412	312	574

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

10,152 Females, 5,998 males and 49 organizations
NB. Organisations consists of Aged Care Facilities, School, and other libraries.

Pictured Above: Staff lockdown reads promotion

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TABLE 3.   **CIRCULATION STATISTICS**

Library	Casino	Kyogle	Evans Head	Mobile	Coraki	REGIONAL TOTALS
Adult Fiction	22,349	10,013	7,446	2,822	838	43,468
Picture Books	6,411	3,396	2,214	1,678	272	13,971
Adult Non-Fiction	6,611	3,145	1,475	646	249	12,126
DVDs	5,205	3,292	970	360	144	9,971
Bulk Loans	3,996	984	0	3,336	1,338	9,654
Large Print	3,140	1,390	799	595	247	6,171
Junior Fiction	2,383	1,229	639	418	3	4,672
Magazines	2,499	976	375	272	96	4,218
Easy Junior	1,576	935	740	418	4	3,673
Seeds	2,064	1,105	238	11	110	3,528
Junior DVDs	1,330	738	414	338	15	2,835
Audio Books	806	1,176	502	115	65	2,664
Teen Fiction	1,668	431	181	68	11	2,359
Junior Non-Fiction	1,060	598	291	206	51	2,206
Music CDs	188	208	37	57	0	490
Jigsaws	298	91	18	9	11	427
Teen Magazines	39	0	1	202	0	242
Local Studies	140	27	5	6	5	183
Teen Non-Fiction	64	41	12	5	0	122
Junior Audio Books	37	35	0	4	0	76
Exercise Equipment	67	8	0	0	0	75
Cake Tins	32	1	1	0	0	34
Junior CD & Text	3	0	15	0	0	18
Junior Music CDs	8	4	0	0	0	12
Crochet Hook/Knitting Needles	8	1	0	0	0	9
Teen Audio Books	0	0	0	0	0	**0**
	61,982	**29,824**	**16,373**	**11,566**	**3,459**	**123,204**

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TABLE 4.   **STOCK/SERVICES ACTIVITIES**
(i)   Stock Movement within Region

LOCALITY	DISTRIBUTION OF STOCK AT 30/6/2022
Casino	22,034
Kyogle	11,488
Evans Head	5,649
Coraki	2,375
Mobile Library	3,274

Also:
Processing - 283
Stack – 1,481
In-transit - 292
Repairs – 10
Art Van Go - 79
James Bennett Sustainability - 0

(ii)   Inter-Library Loans (Document Delivery)
Successful requests - 162
Unsuccessful requests - 14
Specific requests sent to other libraries - 128

(iii) Satisfied reserves – 11,994

(iv) Internet services – 6,099
Casino-2,684; Kyogle-1,878; Evans Head-1,515; Mobile Library-8
Coraki-14

(v)   Wi-Fi services – 8,073
Casino –2,931; Kyogle –3,704; Evans Head -1,424; Mobile –14

vi)   RFID Self-Serve –customers (5,494) and items (20,626)
Casino 1,323 and 5,183, Kyogle 3,595 and 13,337, Evans Head 576
and 2,106

(vii) Laptops – 1,009
Casino – 816; Kyogle- 136 Evans Head – 57

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Pictured above: Local authors celebrated during Casino Beef Week
From top left to right – Larissa Zimmerman, Susanna Freymark, Gwen Gray and Jeff Townsend

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Pictured Above: Evans Head Staff, Sue-Ellen Little and Terrie Costello at the official opening of the Evans Head Library
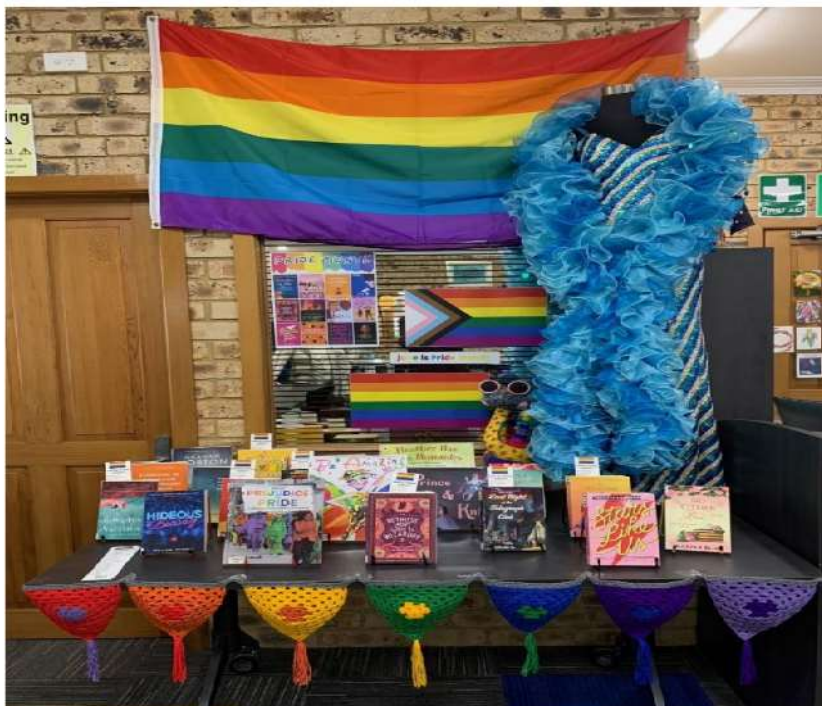

Pictured Above: Richmond Valley Council and Library staff on the first day of opening of the Evans Head Library

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Pictured Above: Library Assistant, Tamara Patino at a Kookaburras Outreach Program

Pictured Above: Pride Week Display created by Ian McLean

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Pictured Above: Kyogle Library Colouring-in Group

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Pictured Above: Sandbags at the front entrance of the Casino Library during the February/March 2022 floods

Pictured Above. Celebrating Volunteer Week at the Casino Library

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Pictured Above: Compost Week workshop at Casino Library

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Pictured above: The new shelving installation at the Evans Head Library

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Pictured above: Library team members, Linda Clark and Sylvia Cooling reshelving at the new Evans Head Library

Pictured above: Sue Bland reshelving books at the new Evans Head Library

Pictured Above: Compost week workshop at Kyogle Library

Waste workshop at Casino Library

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