

Richmond
Valley
Council



ATTACHMENTS

Tuesday, 20 May 2025

UNDER SEPARATE COVER

Ordinary Council Meeting

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Richmond
Valley
Council



MINUTES

Ordinary Council Meeting 15 April 2025

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15 APRIL 2025

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**MINUTES OF RICHMOND VALLEY COUNCIL
ORDINARY COUNCIL MEETING
HELD AT THE COUNCIL CHAMBERS, 10 GRAHAM PLACE, CASINO
ON TUESDAY, 15 APRIL 2025 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 Robert Hayes, Cr Sandra Humphrys, Cr Lyndall Murray, Cr John Walker

IN ATTENDANCE: Vaughan Macdonald (General Manager), Ryan Gaiter (Director Organisational Services), Ben Zeller (Director Projects & Business Development), Julie Clark (Personal Assistant to the General Manager and Mayor), Latoya Cooper (Executive Assistant to Organisational Services) and Simon Breeze (IT Support Coordinator).

1 ACKNOWLEDGEMENT OF COUNTRY

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

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

2 PRAYER

The meeting opened with a prayer by the General Manager.

3 PUBLIC ACCESS

Mr Ian Brown supported by Ms Bianca Mavir addressed Council in relation to

- Item 20.1; Cr Lyndall Murray - 2022 Flood Impact Update. Seeking answers to the following questions;
 1. In the event the CSIRO Study does not return a favourable outcome for Coraki, does Richmond Valley Council still intend to invest in flood mitigation for our township?
 2. Have Council determined a timeline for establishment of the Flood Risk Management Committee recommended as part of community consultation for the FRM Plan?
 3. What is the selection process for community representatives?
 4. Is there an opportunity for community advocates to meet with representatives from Rous County Council?

The Mayor thanked Mr Brown and Ms Mavir for their attendance and PowerPoint presentation to the meeting and advised written responses would be provided to Mr Brown in the near future.

A full recording of the public address segment is available at:

<https://richmondvalley.nsw.gov.au/council/council-meetings/council-meeting-videos/>

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4 APOLOGIES**RESOLUTION 150425/1**

Moved: Cr Stephen Morrissey

Seconded: Cr Robert Hayes

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

CARRIED**5 MAYORAL MINUTES**

Nil

6 CONFIRMATION OF MINUTES**6.1 MINUTES ORDINARY MEETING HELD 18 MARCH 2025****RESOLUTION 150425/2**

Moved: Cr Stephen Morrissey

Seconded: Cr Sandra Humphrys

That Council confirms the Minutes of the Ordinary Meeting held on 18 March 2025.

CARRIED**7 MATTERS ARISING OUT OF THE MINUTES**

Nil

8 DECLARATION OF INTERESTS

Cr Sandra Humphrys declared a pecuniary interest in relation to item 19.1 Key Richmond Valley Events Update, due to being a performer in the CCMMuster and a non-pecuniary insignificant interest as Volunteer Coordinator for the same event.

The General Manager declared a pecuniary interest in relation to Item 22.3 – General Manager's Annual Performance Review 2024/2025, due to his performance review and salary determination and indicated that he would leave the meeting while this matter was being considered and determined.

9 PETITIONS

Nil

ORDINARY COUNCIL MEETING MINUTES

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10 NOTICE OF MOTION**10.1 NOTICE OF MOTION - FLYING FOXES ANNUAL VISIT TO CASINO****RESOLUTION 150425/3**

Moved: Cr Robert Mustow

Seconded: Cr Stephen Morrissey

That Council review the Flying Fox colony visit during the recent summer 2024/25 season to identify the impact, how it was managed, lessons learned, forward program and funding availability to reduce the impact of the 'Little Red' Flying Foxes annual migratory visit to Casino in future years.

CARRIED**11 MAYOR'S REPORT****11.1 MAYORAL ATTENDANCE REPORT 12 MARCH - 8 APRIL 2025****RESOLUTION 150425/4**

Moved: Cr Robert Mustow

Seconded: Cr Stephen Morrissey

That Council receives and notes the Mayoral Attendance Report for the period 12 March – 8 April 2025.

CARRIED**12 DELEGATES' REPORTS**

Nil

13 MATTERS DETERMINED WITHOUT DEBATE**13.1 MATTERS TO BE DETERMINED WITHOUT DEBATE****RESOLUTION 150425/5**

Moved: Cr Stephen Morrissey

Seconded: Cr Sandra Humphrys

That items 14.2 and 17.2 identified be determined without debate.

CARRIED

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14 GENERAL MANAGER**14.1 REGIONAL JOBS PRECINCT ACTIVATION****EXECUTIVE SUMMARY**

The Richmond Valley Regional Jobs Precinct is officially open for business, following final approval of the Masterplan by the NSW Minister for Planning. Supported by amendments to Council's Local Environment Plan, the Masterplan opens the way for more industries to be established within the Precinct, creating up to 1900 new jobs. Council has been working with Regional NSW for the past four years to progress the project, which will make it easier, cheaper and faster for new businesses to achieve development approval. The Regional Jobs Precinct will provide 342 ha of employment land, which is sufficient to meet demand for the next 20 years. Council will be actively promoting the Precinct to encourage new businesses to establish and supporting existing businesses to expand.

RESOLUTION 150425/6

Moved: Cr Robert Mustow

Seconded: Cr Sandra Humphrys

That Council

1. Notes the approval of the Richmond Valley Regional Job Precinct Masterplan and LEP amendments, which will help to create up to 1900 new jobs for our community;
2. Writes to the Ministers for Planning, Regional NSW and the North Coast, to acknowledge their support in delivering this project;
3. Notes that a further report on proposed amendments to the Richmond Valley Development Control Plan to support the RJP Masterplan will be presented to a future Council meeting;
4. Continues to actively promote investment opportunities within the Regional Jobs Precinct.

CARRIED

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14.2 ORGANISATIONAL FUNCTIONAL STRUCTURE REVIEW 2025**EXECUTIVE SUMMARY**

The requirements for approval of the organisation structure have been changed since 2021, as set out in the OLG Circular available at the below link.

[Council Circular 24-09 Amendments to the Local Government Act 1993 removing the option for councils to employ senior council executives under statutory contracts. - Office of Local Government NSW](#)

To achieve our priorities and adjust to the feedback and subsequent decisions from our current Community Strategic Plan consultation process, it is timely to review our organisation structure. The current structure was determined by Council in February 2021 and has served us well as the organisation has dealt with some big challenges during this time. A review has been conducted of the current organisation of our key functions across the business and the new proposed structure aims to enhance the way we are organised and remove any issues or barriers to efficient operations.

The requirements for approval of the organisation structure have been changed since 2021, as set out in the OLG Circular available at the below link.

[Council Circular 24-09 Amendments to the Local Government Act 1993 removing the option for councils to employ senior council executives under statutory contracts. - Office of Local Government NSW](#)

The key change is that the elected Council no longer approves the senior staff structure, as it was decided by the NSW Government to remove the option of having senior staff on contracts for Directors and require all staff other than the General Manager to be employed under the Local Government Award. The Council now approves the resourcing required for the employment of staff as happens in the annual budget process. The General Manager is then required to determine the positions within the organisation structure after consulting with the Council which is the intent of this report.

We are currently finalising the consultation processes within our RVC team and liaising with Unions as needed to implement the Workplace Change in line with the Local Government Award with the aim to commence the new structure from 5 May 2025.

RESOLUTION 150425/7

Moved: Cr Stephen Morrissey

Seconded: Cr Sandra Humphrys

That Council:

1. Notes the review of the organisation that has been conducted by the General Manager and that the proposed changes to the Organisational Structure will be achieved within the existing resource allocation of the annual budget;
2. Endorses the new functional Organisational Structure which will commence during May 2025.

CARRIED

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14.3 FURTHER RESPONSE TO CR ROBERT HAYES' NOTICE OF MOTION FEBRUARY 2025 – FLOOD BUYBACKS AND NEW HOME APPROVALS FOR FLOOD PRONE LAND IN THE MID-RICHMOND**EXECUTIVE SUMMARY**

At the February Council meeting a Motion by Cr Hayes, in relation to Flood Buybacks and new home approvals in the Mid-Richmond, was unanimously supported by Councillors. Council subsequently wrote to the Chief Executive Officer of the NSW Reconstruction Authority, seeking a response to Part 1 of the resolution. This information has now been received from the Authority and the response is outlined in this report.

RESOLUTION 150425/8

Moved: Cr Robert Hayes

Seconded: Cr Robert Mustow

That Council:

1. Notes the further response to Cr Robert Hayes' Notice of Motion, - Flood Buybacks and new home approvals for flood prone land in the Mid-Richmond.
2. Firmly reiterates at every opportunity, when it engages with the NSW Reconstruction Authority that it is of the understanding that the majority of home owners of Woodburn would prefer funded house raises with structural improvements to their existing properties and not buybacks unless they are absolutely necessary, so they can remain where they live.

CARRIED

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15 COMMUNITY SERVICE DELIVERY**15.1 FLOOD RISK MANAGEMENT COMMITTEE****EXECUTIVE SUMMARY**

Council is in the initial stages of preparing a Flood Risk Management Study & Plan (the FRM Plan) for the Richmond Valley. The project is being partially funded by the Department of Climate Change, Energy, the Environment and Water (DCCEEW) and is required to be prepared under the guidance of the NSW Flood Risk Management Manual 2023.

The Manual requires community engagement throughout the project and strongly recommends the formation of a Flood Risk Management Committee as a key step in the management process to develop the plan.

The role of the FRM Committee is to assist in developing the Plan by contributing ideas, professional expertise, experience, and local knowledge. It is proposed that membership of the Committee should include a Richmond Valley Councillor, community representatives, professional staff representing engineering, planning and sustainability, and representation from Rous, DCCEEW & SES.

RESOLUTION 150425/9

Moved: Cr Robert Mustow

Seconded: Cr Sandra Humphrys

That Council:

1. Establishes a Flood Risk Management Committee (FRM Committee) for the purpose of preparing the Richmond Valley Council Flood Risk Management Study and Plan,
2. Adopts the draft Terms of Reference for the FRM Committee,
3. Nominates Councillor/s as representatives to be members of the FRM Committee, and
4. Seeks Expressions of Interest for the community representative roles on the FRM Committee.

CARRIED**15.1.1 NOMINATIONS FLOOD RISK MANAGEMENT COMMITTEE****RESOLUTION 150425/10**

Moved: Cr Robert Mustow

Seconded: Cr Lyndall Murray

Councillor Sandra Humphrys and Councillor Robert Hayes accepted the nominations as Councillor representatives on the Flood Risk Management Committee.

CARRIED**16 PROJECTS & BUSINESS DEVELOPMENT**

Nil

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17 ORGANISATIONAL SERVICES**17.1 AUDIT RISK AND IMPROVEMENT COMMITTEE - RE-APPOINTMENT OF COMMITTEE MEMBERS AND NOMINATION OF A NON-VOTING COUNCILLOR MEMBER****EXECUTIVE SUMMARY**

Richmond Valley Council (Council) has established an Audit, Risk and Improvement Committee (ARIC) in compliance with section 428A of the *Local Government Act 1993*, the *Local Government (General) Regulation 2021* and the Office of Local Government's *Guidelines for risk management and internal audit for local government in NSW*.

The objective of the ARIC is to provide independent assurance to the Council by monitoring, reviewing and providing advice about the Council governance processes, compliance, risk management and control frameworks, external accountability obligations and overall performance.

The Terms of Reference for the Audit, Risk and Improvement Committee adopted by Council requires the committee to provide an annual assessment to Council each year. This report covers the period of the full calendar year of 2024.

The Terms of Reference for the Audit, Risk and Improvement Committee also outline the requirements for re-appointment of the members to the Audit, Risk and Improvement Committee which are proposed within this report.

RESOLUTION 150425/11

Moved: Cr Robert Mustow

Seconded: Cr Robert Hayes

That Council

1. Receives and notes the Audit, Risk and Improvement Committee 2024 Annual Report;
2. Re-appoints the current members as recommended within the report; and
3. Re-considers the appointment of a non-voting councillor member to the Audit, Risk and Improvement Committee.

CARRIED**17.1.1 NOMINATION AUDIT RISK & IMPROVEMENT COMMITTEE****RESOLUTION 150425/12**

Moved: Cr Robert Mustow

Seconded: Cr Robert Hayes

Councillor John Walker accepted the nomination as Councillor representative to the Audit, Risk and Improvement Committee.

CARRIED

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17.2 FINANCIAL ANALYSIS REPORT - MARCH 2025**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 31 March 2025 is shown below:

Bank Accounts	Term Deposits	Floating Rate Notes	Fixed Rate Bonds	TCorp IM Funds	Total
\$19,437,590	\$30,000,000	\$6,750,390	\$4,500,000	\$17,284,702	\$77,972,682

The weighted average rate of return on Council's cash and investments at 31 March 2025 was 0.71% which was below the Bloomberg AusBond Bank Bill Index for March of 4.16% (annualised), which is Council's benchmark.

RESOLUTION 150425/13

Moved: Cr Stephen Morrissey

Seconded: Cr Sandra Humphrys

That Council adopts the Financial Analysis Report detailing the performance of its cash and investments for the month of March 2025.

CARRIED**18 GENERAL BUSINESS**

Nil

19 MATTERS FOR INFORMATION**MOTION**

Moved: Cr Stephen Morrissey

Seconded: Cr Sandra Humphrys

A motion was moved that the following reports submitted for information be received and noted.

Cr Sandra Humphrys withdrew her seconding of the motion, due to declaring a pecuniary interest and non-pecuniary interest in Item 19.1 Key Richmond Valley Events Update.

The motion was put to the vote and was carried.

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RESOLUTION 150425/14

Moved: Cr Stephen Morrissey

Seconded: Cr Lyndall Murray

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

CARRIED

Having declared a pecuniary interest and non-pecuniary interest in Item 19.1 Key Richmond Valley Events Update, Cr Sandra Humphrys left the meeting at 7.17pm.

19.1 KEY RICHMOND VALLEY EVENTS UPDATE**RESOLUTION 150425/15**

Moved: Cr Stephen Morrissey

Seconded: Cr Lyndall Murray

That Council notes the Key Richmond Valley Events update report.

CARRIED

At 7:26 pm, Cr Sandra Humphrys returned to the meeting.

19.2 DEVELOPMENT APPLICATIONS DETERMINED UNDER THE ENVIRONMENTAL PLANNING AND ASSESSMENT ACT FOR THE PERIOD 1 MARCH 2025 - 31 MARCH 2025**RESOLUTION 150425/16**

Moved: Cr Stephen Morrissey

Seconded: Cr Lyndall Murray

That Council receives and notes the Development Application report for the period 1 March 2025 to 31 March 2025

CARRIED**19.3 CIVICRISK MUTUAL EXCELLENCE IN RISK MANAGEMENT AWARDS PROGRAM****RESOLUTION 150425/17**

Moved: Cr Stephen Morrissey

Seconded: Cr Lyndall Murray

That Council notes the highly commended award received at the Civic Risk Mutual Awards Annual Members Assembly for Risk Innovation in the Naughtons Gap Road landslip project.

CARRIED

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19.4 CUSTOMER EXPERIENCE REPORT 1 JANUARY - 31 MARCH 2025**RESOLUTION 150425/18**

Moved: Cr Stephen Morrissey

Seconded: Cr Lyndall Murray

That Council receives and notes the Customer Experience Report for the period 1 January – 31 March 2025.

CARRIED**19.5 GRANT APPLICATION INFORMATION REPORT - MARCH 2025****RESOLUTION 150425/19**

Moved: Cr Stephen Morrissey

Seconded: Cr Lyndall Murray

That Council receives and notes the Grant Application Information Report for the month of March 2025.

CARRIED**20 QUESTIONS ON NOTICE****20.1 CR LYNDALL MURRAY - 2022 FLOOD IMPACT UPDATE****Note:**

Council wrote to the Reconstruction Authority (NSWRA) after the February 2025 Council meeting outlining the notice of motion resolved and the questions asked by Cr Murray at that meeting. Additional questions raised by Cr Murray at the March 2025 meeting were also forwarded to NSWRA. Information has been received from the Authority and a confidential briefing provided for Councillors on Tuesday 8 April 2025. The responses below are based on the information provided and the briefing.

The following questions on notice were received from Councillor Lyndall Murray at the 18 March Ordinary meeting.

Questions (March 2025 mtg)

Questions for the Reconstruction Authority regarding the \$5,000,000 Repair to Return program and undisclosed funding amounts:

1. If any funds were allocated to the Richmond Valley, what amount was spent and on how many homes?
Response: Partial restoration and essential plumbing repairs have been completed on 102 homes in the Richmond Valley LGA. This represents 41% of the total number of homes repaired through the Repair to Return program to date, across the seven Northern Rivers LGAs. Additional works may be carried out in future as the program will run to 31 December 2025. Funding information was provided to RVC Councillors on Tuesday 8 April during a confidential briefing by the NSW Reconstruction Authority.
2. How much funding was spent on the Living Lab and Lismore City Council's Converge program?

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Response: The Living Lab Northern Rivers (LLNR) is a partnership between Southern Cross University, University of Technology Sydney and the NSW Government. It is a research and engagement initiative to support the recovery and resilient rebuilding of the Northern Rivers region. The partnership is funded through the Commonwealth's Disaster Ready Fund (as part of the Northern Rivers Disaster Readiness Program), the NSW Government and Southern Cross University. Funding information was provided to RVC Councillors on Tuesday 8 April during a confidential briefing by the NSW Reconstruction Authority.

The Converge program provides artists from across the Northern Rivers with access to a shared studio space, professional development and entrepreneurial support and the opportunity to exhibit their artworks. Funding of \$145,000 from the NSW Reconstruction Authority helped to transform vacant premises to support the program.

3. Will the Reconstruction Authority's CEO and Executive agree to attend an open meeting in Woodburn, Coraki and Broadwater to discuss the next phase of rolling out the remaining House Raise & Retro Refit grant streams?

Response: RA is working with Councils to plan community engagement sessions in the coming months across the region. These sessions will provide an opportunity for homeowners to meet with builders and Council representatives in an effort to progress resilient measures works.

4. GIVIT was announced as the primary fundraising vehicle by the State Government. How much money has been raised for Cyclone Alfred, and how much has been spent in the Richmond Valley?

Response: The NSW Government has contracted GIVIT to manage donations of goods and services for people impacted by disasters. Supported by the QLD and NSW governments, GIVIT launched a dedicated Ex-Tropical Cyclone Alfred appeal, which has raised over \$340,000 in total. Since January 2022, Richmond Valley residents impacted by the 2022 flood and recent cyclone event have received \$2,121,433 in donated funds and 29,665 items.

5. What is the total amount of grant or other income received by Richmond Valley Council for the 2022 flood recovery? Please provide a breakdown by grant stream and a report detailing the projects funded by these monies broken down by postcode.

Response: Council has received a total of \$55.8m in Essential Public Asset Reconstruction (EPAR) works approvals across 96 separate EPAR submissions for AGRN 1012 (NSW Severe Weather and Flooding from February 2022 onwards). The Council has received \$5.64m in advanced payments pre-Tripartite Agreement, and \$17.49m in advanced payments under the Tripartite Agreements associated with restoration of essential public assets from Transport for NSW. Council has reported on grant funding data in previous Delivery Program six monthly reports.

Additional questions (March 2025 mtg)

1. Can the council arrange a meeting with concerned community members to discuss why water in the Bungawalbin flats affecting Swan Bay, New Italy, Ellangowan, and surrounding areas, is not draining?

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Response: Floodplain management is a function of Rous County Council. Following significant rainfall events such as with the Cyclone Alfred event, moderate to major flood levels the Richmond Valley floodplains serve the purpose of holding water while the river and creek levels subside, with the floodplains then gradually emptying out.

2. Could council staff meet with Coraki residents to collect feedback on stormwater and sewerage issues along Bridge Street, Richmond Street, behind Union Street, and surrounding areas, and then compile a report on the system's effectiveness?

Response: The General Manager has committed to meeting with a group of residents who raised concerns about stormwater management in Coraki.

3. Can council staff investigate or write to the relevant agency regarding the recent fish kills and blackwater incidents, and report whether the blackwater poses a toxic risk to human health?

Response: These matters, while of interest to Council and our community, are not a Council responsibility. Blackwater incidents are unfortunately a regular occurrence following flooding events on floodplains that are used for cropping and other agricultural activities. It is a complex issue that is difficult to resolve.

4. Can council ask the relevant agency for a report on the health of the Richmond River before and after the impacts of the fish kills as a result of Cyclone Alfred?

Response: Council will seek this information once the relevant history and reporting and the responsible agency is confirmed.

5. Can we get back to Deborah Bell's questions as outlined in public access?

Response: See answer to question 2.

6. Where are the new gauges promised for Bungawalbin?

Response: River/creek gauges are not a Council responsibility. We will seek information through the Local Emergency Management Committee to determine where the flood gauges are located and advise our Councillors and communicate in a future community newsletter.

Questions (February 2025 mtg)

The following questions on notice were received from Cllr Murray at the February meeting and now that a response has been received from the Reconstruction Authority and a briefing held with Councillors the answers can be provided and are set out below:

1. Will all priority homes mapped 1-4 receive a grant and what is the timeline to deliver these in full?

Response: The RHP is a voluntary program that provides financial support for eligible homeowners to minimise their impact from future floods. Grants are provided to homeowners through an application process. RA is working with homeowners eligible for the program in the Priority 1-4 areas as mapped and within the \$880m budget for the program. The RHP is scheduled to conclude in 2027.

2. Of the total number of homes affected by the 2022 flood, how many promised grants have been approved and distributed across the three Resilient Homes Grant streams? Additionally, provide a breakdown by grant stream and postcode for Richmond Valley residents.

Response: In the Richmond Valley LGA, a total of 1,256 homeowners registered initially, and 247 of them then applied for the Resilient Homes Program. Of these, 59 buyback offers

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have been made to date. Another 47 applications were eligible for the Resilient Measures stream, leading to 37 home assessments being completed and 9 grant offers issued. Several applications are still progressing through eligibility assessments whilst others have been determined to be ineligible or not prioritised under the program guidelines.

3. How much of the \$790 million has been distributed, with a breakdown by postcode, priority level, and the average time taken for approval?

Response: To date, the RHP has made offers to almost 900 homeowners for buybacks across the Northern Rivers, which means more than 60 per cent of funding has been allocated. There have been 59 buyback offers made in the Richmond Valley LGA to date. A breakdown by suburb is not appropriate, to protect confidentiality, however applications were assessed from Casino, Coraki, Woodburn, and Broadwater. The timeframes for approval vary per application as Homeowners engage with RHP on a voluntary basis.

4. Provide clear details about the retreat program, including how people can apply and the timeline for its rollout across properties over five hectares. Will the funding be equivalent to the house raise grant stream? If not, why?

Response: The RHP has a large lot policy found at [Large Lots Policy](#). The Retreat grant is available to homeowners where the residential dwelling is: within a mapped high-risk priority area; or was destroyed or recommended for demolition as a result of the 2022 floods. See this link to apply [Applying for the Resilient Homes Program | NSW Government](#)

5. What is the process for RA agents in connecting applicants to mental health services, and how many individuals have been referred to the police for welfare checks in the Richmond Valley?

Response: Information about Recovery Support Services is available on the NSW Government Website: <https://www.nsw.gov.au/emergency/floods/recover/support-services>. The Recovery Support Services provide a dedicated support worker and links to other programs and services in the community for affected parties. Where RA staff have concerns for a person's welfare they will contact support services.

6. Can we follow up with the relevant agency to confirm the revised date for the outcome of the Woodburn IGA's business grant application, which was supposed to be yesterday?

Response: We understand that the outcomes of this program are soon to be released and applicants will be informed directly.

RESOLUTION 150425/20

Moved: Cr Lyndall Murray

Seconded: Cr Robert Hayes

That the responses to the questions regarding 2022 Flood Impact Update raised by Councillor Lyndall Murray be received and noted.

CARRIED

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20.2 CR ROBERT HAYES - 2022 FLOOD DEPTH AND VELOCITIES

The following questions on notice were received from Councillor Robert Hayes at Council's 18 March Ordinary meeting.

Questions

1. Can Council develop an avenue where you can make an inquiry to get confirmation of what flood depths and velocities are relevant to a property and what type of engineering would be required to accompany a development application to be successful?
2. If the CSIRO flood report due out in June 2025 results in flood mitigation measures that will result in lowering flood levels by 1m or more. What could that do to flood hazard classifications in our villages and surrounding areas moving forward?

Responses

1. Council currently provides a Flood Information Enquiry service for the community. Applicants can access this service by filling out the form on Council's website and lodging it with Council. A small fee applies to cover the time taken for the assessment. These applications are generally turned around within the week. Certain developments in higher hazard categories will require a structural soundness assessment, with a report prepared by a Structural Engineer. Each site has different flood impacts, so each design must be assessed individually. This requirement is set out in Council's adopted Floodplain Risk Management Plans (FRMPs) and will be included as a condition of consent for the development. The condition will detail the specific depth and velocity of water impacting the development and the applicant's structural engineer must assess the proposal against these values. The structural engineering report findings must be accepted by Council prior to the issue of the Construction Certificate.
2. Any flood mitigation measures, either through the CSIRO study or Richmond Valley's future Flood Risk Management Plan, will require afflux assessment on the initial design to ensure there is no/minimal adverse impact to adjoining properties. Following construction of any flood mitigation measures, flood modelling will need to be re-run with the new information overlaid in the model across affected areas (where levels, velocities, hazards etc have changed). The new modelling outputs would then be supplied to Council (and others where necessary) for adoption and use. An amended Flood Study or an addendum to the Flood Study may be required depending on the scale of difference.

RESOLUTION 150425/21

Moved: Cr Robert Hayes
Seconded: Cr Lyndall Murray

That the responses to the questions regarding 2022 Flood Depth and Velocities raised by Councillor Robert Hayes be received and noted.

CARRIED**21 QUESTIONS FOR NEXT MEETING (IN WRITING)**

Nil

ORDINARY COUNCIL MEETING MINUTES

15 APRIL 2025

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 T542425RTC - Supply and Delivery Stationery and Ancillary Items

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

22.2 Tender T422425RTC - Supply and Delivery of Ready Mixed Concrete

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

22.3 General Manager's Annual Performance Review - 2024/25

This matter relates to (a) personnel matters concerning particular individuals (other than councillors).

These matters are considered to be confidential under Section 10A(2) - (a) 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 personnel matters concerning particular individuals (other than councillors).

The 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 representations from the gallery.

There were no verbal representations from the gallery in respect of this item.

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.

ORDINARY COUNCIL MEETING MINUTES

15 APRIL 2025

RESOLUTION 150425/22

Moved: Cr Stephen Morrissey

Seconded: Cr Lyndall Murray

That:

1. Council enters Closed Council to consider the business identified in Item 22.1, 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 the business to be discussed is classified confidential under the provisions of section 10(2) as outlined above. The correspondence and reports relevant to the subject business be withheld from access to the media and public as required by section 11(2) Local Government Act 1993

CARRIED

Council closed its meeting at 7.54pm

The open Council meeting resumed at 8pm

23 RESOLUTIONS OF CLOSED COUNCIL

The resolutions of the Closed Council meeting were read by the Director Organisational Services (Items 22.1, 22.2) and Mayor Robert Mustow (Item 22.3).

22.1 Tender T542425RTC - Supply and Delivery Stationery and Ancillary Items

That:

1. Council accepts the tender from the following suppliers for T542425RTC Supply and Delivery of Stationery and Ancillary Items, on a Schedule of Rates based contract for a period of three (3) years, with an option for 2 one-year extensions, subject to performance.
 - Winc Australia, and
 - Office Choice
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.

22.2 Tender T422425RTC - Supply and Delivery of Ready Mixed Concrete

That

1. Council accepts the tender from the following suppliers for T422425RTC Supply and Delivery of Ready Mixed Concrete, on a schedule of rates based contract for a period of three (3) years, with an option for 2 one-year extensions, subject to performance:
 - Boral Resources
 - Graham's Concrete
 - Holcim
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.

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ORDINARY COUNCIL MEETING MINUTES

15 APRIL 2025

22.3 General Manager's Annual Performance Review - 2024/25

That Council approves:

1. In accordance with Clause 8.3 of the Standard Contract of Employment, General Managers of Local Government in NSW and the Guidelines for the Appointment and Oversight of General Managers, a discretionary increase as outlined in the report be awarded to the General Manager's total remuneration package in recognition of:
 - the results achieved for the period.
 - the high standards set and achieved by the General Manager, and
 - in the absence of any Statutory and Other Offices Tribunal (SOORT) increase this financial year.
2. The discretionary increase to take effect from the General Manager's most recent anniversary date, being 16 February 2025.
3. The Mayor, General Manager and Facilitator are to develop a draft performance agreement for the coming year, taking into account suggestions submitted by councillors. The draft agreement will be provided for review and agreement by Councillors.
4. A mid-term review is to be conducted in August 2025.

The Meeting closed at 8.05pm.

The minutes of this meeting were confirmed at the Ordinary Council Meeting held on 20 May 2025.

.....
CHAIRPERSON



Richmond Valley Council

Community Research 2025

Prepared by: Micromex Research
Date: April 2025

micromex



Report Outline

<u>Research Objectives and Sample</u>	3
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Detailed Results	
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Research Objectives

Richmond Valley Council commissioned Micromex Research to conduct a random telephone survey with residents living in the Richmond Valley Council local government area (LGA).

Objectives (Why?)

- Understand and identify community priorities for the Richmond Valley Council LGA and desired level of investment for community goals
- Identify the community's overall level of satisfaction with Council performance and communication
- Explore resident support for future growth of the LGA

Sample (How?)

- Telephone survey (landline N=108 and mobile N=293) to N=401 residents
- We use a 5-point scale (e.g. 1 = not at all satisfied, 5 = very satisfied)
- Greatest margin of error +/- 4.9%

Timing (When?)

- Implementation 23rd February to 3rd March 2025

Methodology and Sample



Sample selection and error

A total of 401 resident interviews were completed. Respondents were selected by means of a computer based random selection process using Australian marketing lists.

A sample size of 401 residents provides a maximum sampling error of plus or minus 4.9% at 95% confidence. This means that if the survey was replicated with a new universe of $N=401$ residents, 19 times out of 20 we would expect to see the same results, i.e. +/- 4.9%. For example, that an answer such as 'yes' (50%) to a question could vary from 45% to 55%.

Interviewing

Interviewing was conducted in accordance with The Research Society Code of Professional Behaviour.

Data analysis

The data within this report was analysed using Q Professional.

Within the report, blue and red font colours are used to identify statistically significant differences between groups, i.e., gender, age, etc.

Significance difference testing is a statistical test performed to evaluate the difference between two measurements. To identify the statistically significant differences between the groups of means, 'One-Way Anova tests' and 'Independent Samples T-tests' were used. 'Z Tests' were also used to determine statistically significant differences between column percentages.

Note: All percentages are calculated to the nearest whole number and therefore the total may not exactly equal 100%.

Ratings questions

The Unipolar Scale of 1 to 5 was used in all rating questions, where 1 was the lowest importance or satisfaction and 5 the highest importance or satisfaction.

This scale allowed us to identify different levels of importance and satisfaction across respondents.

Top 2 (T2) Box: refers to the aggregate percentage (%) score of the top two scores for importance (i.e. important & very important)

Note: Only respondents who rated services/facilities a 4 or 5 in importance were asked to rate their satisfaction with that service/facility.

Top 3 (T3) Box: refers to the aggregate percentage (%) score of the top three scores for satisfaction. (i.e. somewhat satisfied, satisfied & very satisfied)

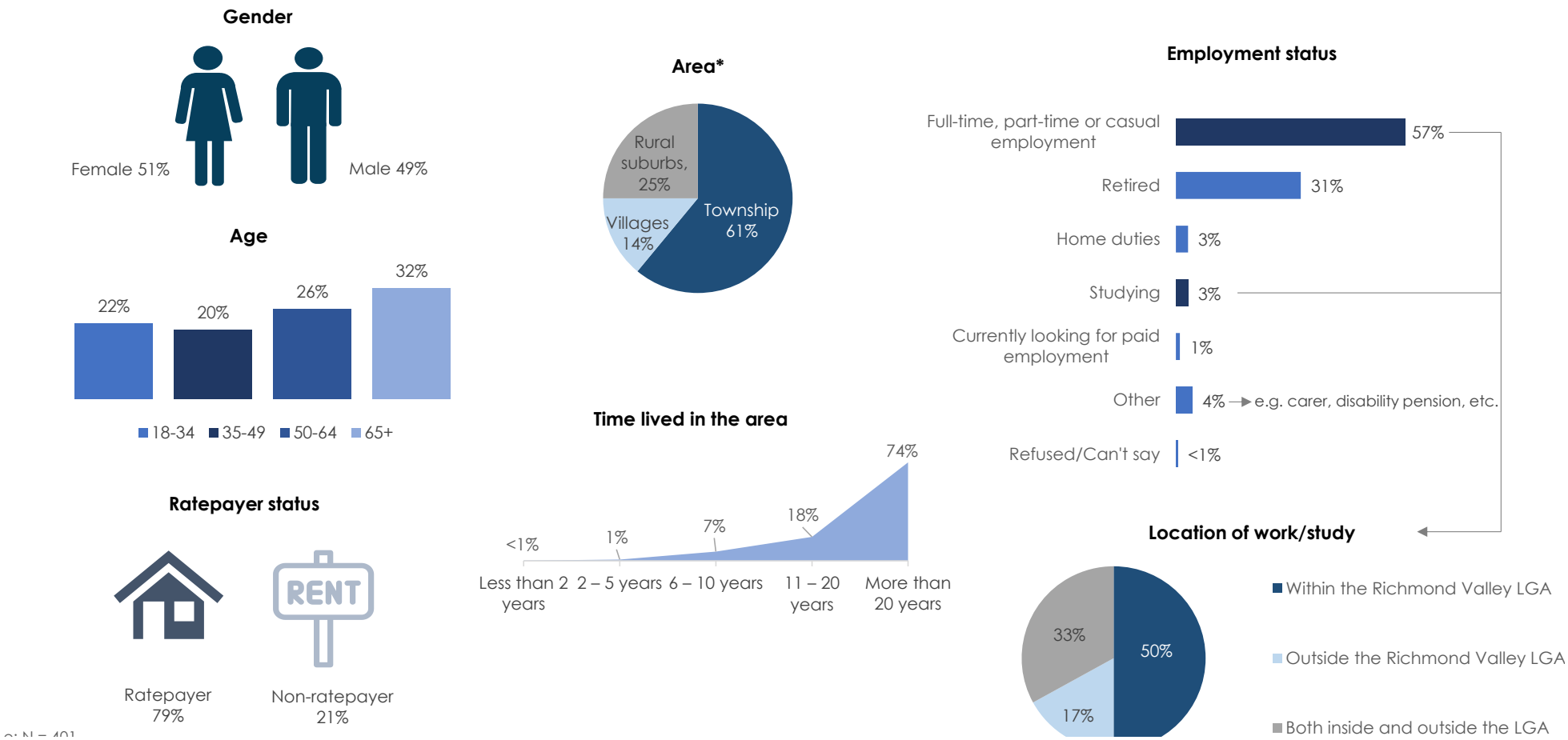
We refer to T3 Box Satisfaction in order to express moderate to high levels of satisfaction in a non discretionary category. We only report T2 Box Importance in order to provide differentiation and allow us to demonstrate the hierarchy of community priorities.

Micromex LGA Benchmark

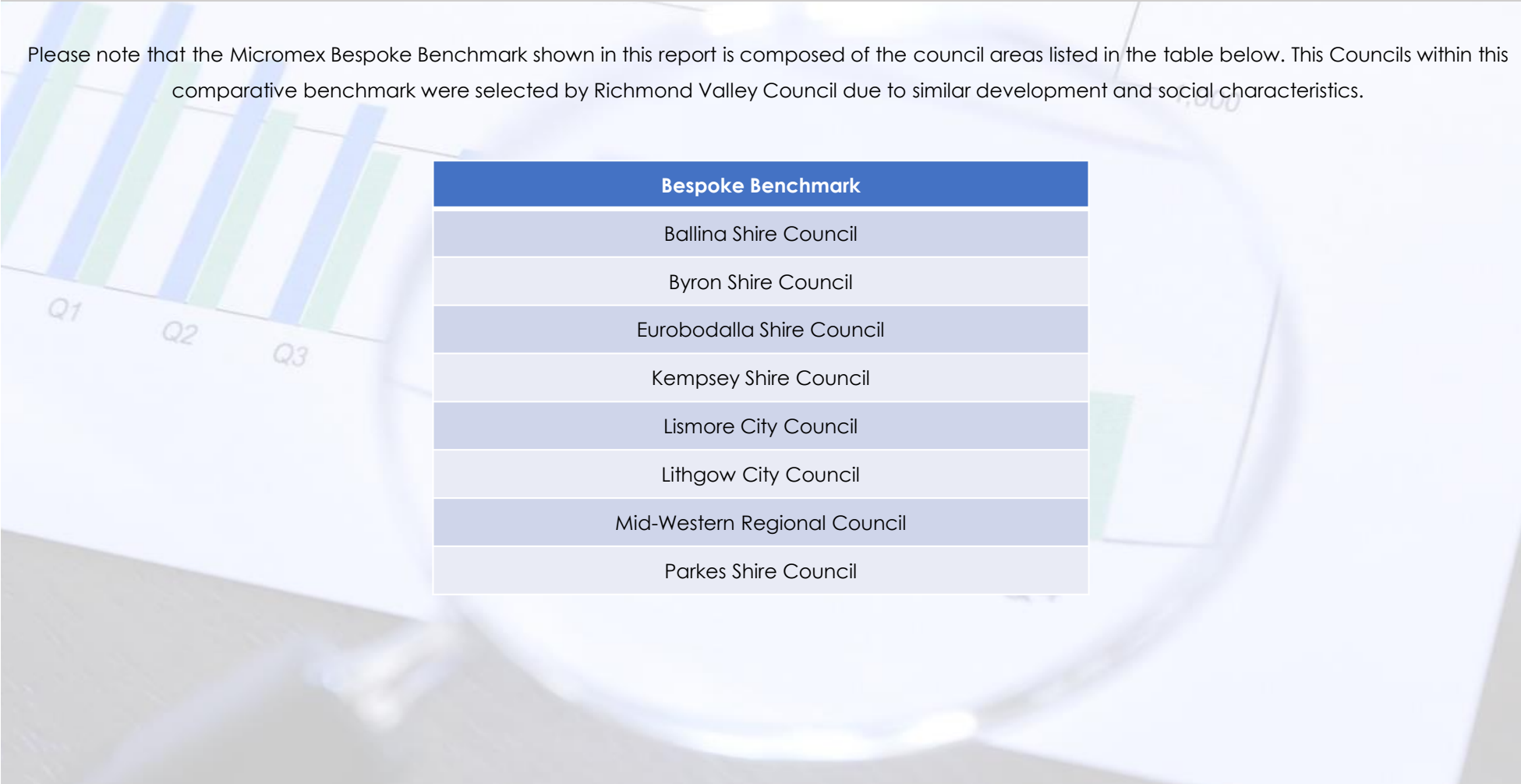
Micromex has developed Community Satisfaction Benchmarks using normative data from over 80 unique councils, more than 200 surveys and over 100,000 interviews since 2012.

sample profile

sample was weighted by age and gender to reflect the 2021 ABS Census data for Richmond Valley Council LGA.



Micromex Bespoke Benchmark



Summary Findings





Executive Summary

Most residents (72%) agree that Richmond Valley is a good place to live, appreciating the strong sense of community, the surrounding natural environment, the laid-back lifestyle, and the region's accessible location. However, perceptions of safety have declined since 2022, with only 45% of residents now agreeing they feel safe in the area—down from 62% and well below the benchmark average of similar councils.

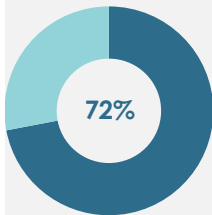
When asked to identify priorities for the next five years, residents pointed to community safety and crime prevention as the most pressing issue (mentioned by 37%), followed by maintenance of local roads and supporting infrastructure (26%), economic development (21%), and disaster preparedness and recovery (21%). These concerns are reflected in the areas where residents perceive the largest gaps between importance and Council performance. The most significant gap is in community safety, with a 49% difference between the importance rating (92%) and satisfaction (43%). Roads and disaster recovery also show shortfalls in satisfaction relative to their perceived importance.

Overall satisfaction with Council's performance has softened to 74% and 62% are at least somewhat satisfied with Council's communication. Despite an overall softening in satisfaction, some services and facilities continue to be well regarded, including swimming pools, libraries, and sporting facilities, all of which achieved satisfaction scores above 90%. In contrast, satisfaction with areas such as stormwater management, roads and riverbanks falls behind, likely impacted by severe flooding in recent years.


Looking to the future, residents support Council's plans for steady growth over the next 15 to 20 years, with 94% being at least somewhat supportive for expanding housing, services, and employment. Roads and bridges are viewed as the top priority for future investment, followed by facility improvements, housing supply and essential services such as water and waste management. While residents support investment in infrastructure and essential services, they place relatively low priority on arts and cultural development. In terms of economic focus, the community would like to see greater emphasis on growing the services sector (including education and healthcare), agriculture, transport and freight, manufacturing, tourism, and retail.

Summary Stats


Living in the area:




72% of residents agree or strongly agree that the Richmond Valley LGA is a good place to live.



37% of residents agree or strongly agree that there are enough opportunities for sporting and recreational activities and 30% feel part of their local community.




What do residents value about the area?



The sense of community (30%), the natural environment (26%), the lifestyle (21%) and location (21%).

What do residents want prioritised?



Community safety (37%), roads (26%), economic development (21%), disaster management and preparedness (21%).

Overall satisfaction

Overall performance	33%	33%	8%
Effectiveness of Council's communication	27%	29%	6%

■ Somewhat satisfied ■ Satisfied ■ Very satisfied

What is driving satisfaction?

- Financial management
- Maintaining local roads
- Emergency management

Largest gaps in performance:

- Community safety & crime prevention
- Maintaining local roads
- Advocating for natural disaster recovery funding and programs

74% of residents at least somewhat satisfied with the performance of Council over the last 12 months.

62% of residents at least somewhat satisfied with the effectiveness of the communication Council currently has with the community.

Areas to focus on

Addressing resident concerns regarding crime management and prevention strategies within the LGA, being transparent with financial management and the road strategy. Consideration should also be placed on the effectiveness of communication strategies and emergency management plans (proactive and reactive).

Satisfaction Scorecard

0 of the 32 services and facilities had a 'Good' performance score, with satisfaction at least 80%.

Only 3 fell below 60% (roads, participation in decision-making and community safety/ crime prevention).



Good performance
(T3B sat score ≥80%)

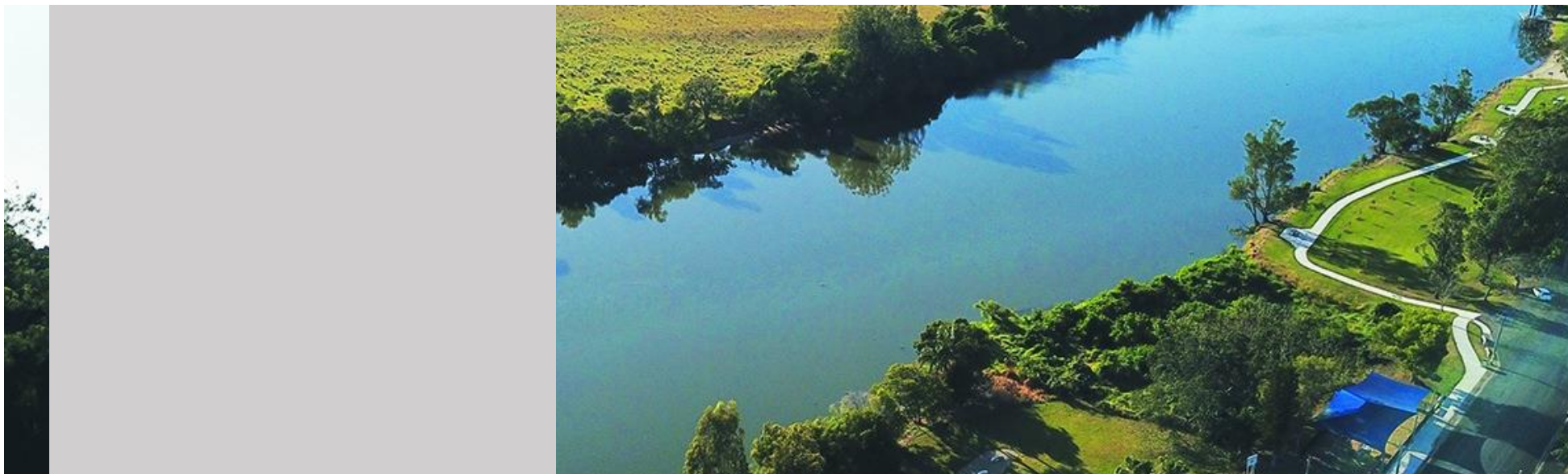


Monitor
(T3B sat score 60%-79%)



Needs improvement
(T3B sat score <60%)

Council Services	Council Advocacy and Leadership	Council Facilities
Maintaining local roads	Economic development of the Richmond Valley	Availability and quality of local parks and playgrounds
Maintaining footpaths	Financial management	Swimming pools
Car parking	Providing local employment	Availability and maintenance of sporting ovals, grounds and facilities
Protecting the natural environment	Community engagement/consultation	Libraries
Waste management	Opportunity to participate in Council's decision-making processes	Community centres and facilities
Stormwater (gutters & drainage)	Support for community organisations	Festivals and events
Beaches	Council provision of information	Cemeteries
Riverbanks	Community safety & crime prevention	Emergency management
Long term town planning for the Richmond Valley	Advocating for natural disaster recovery funding & programs	Lighting in public places
Attractiveness of the town centres		
Protection of heritage buildings and items		
Household garbage collection		
Compliance (environmental health, companion animals, parking enforcement)		
Development Assessment		



Living in the Richmond Valley LGA

This section explores values and priorities of living in the Richmond Valley. We also explore levels of agreement with liveability statements.

Section One

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Summary: Living in the Richmond LGA

- Residents strongly value the sense of community, the natural environment within the region, the lifestyle the area provides and the location (access to other regions, local services and facilities)
- Priority areas for the next 5 years include:
 - Crime prevention/ public safety (37% - a significant increase from 8% in 2021)
 - Road (and supporting infrastructure) maintenance (26%)
 - Economic development (jobs and businesses) (21%)
 - Disaster management and preparedness (floods) (21%)
- High agreement for the LGA being a good place to live, sporting and recreational opportunities and feeling part of the community. Lower agreement for housing affordability and availability, accessible transport and vibrancy of local shopping strips.
- Agreement with the statement 'I feel safe living in the Richmond Valley' has significantly reduced from 62% (agree/ strongly agree) in 2022 to 45% this year. This statement also has the largest negative difference to our Benchmarks (-35% to the Bespoke Benchmark of similar councils).

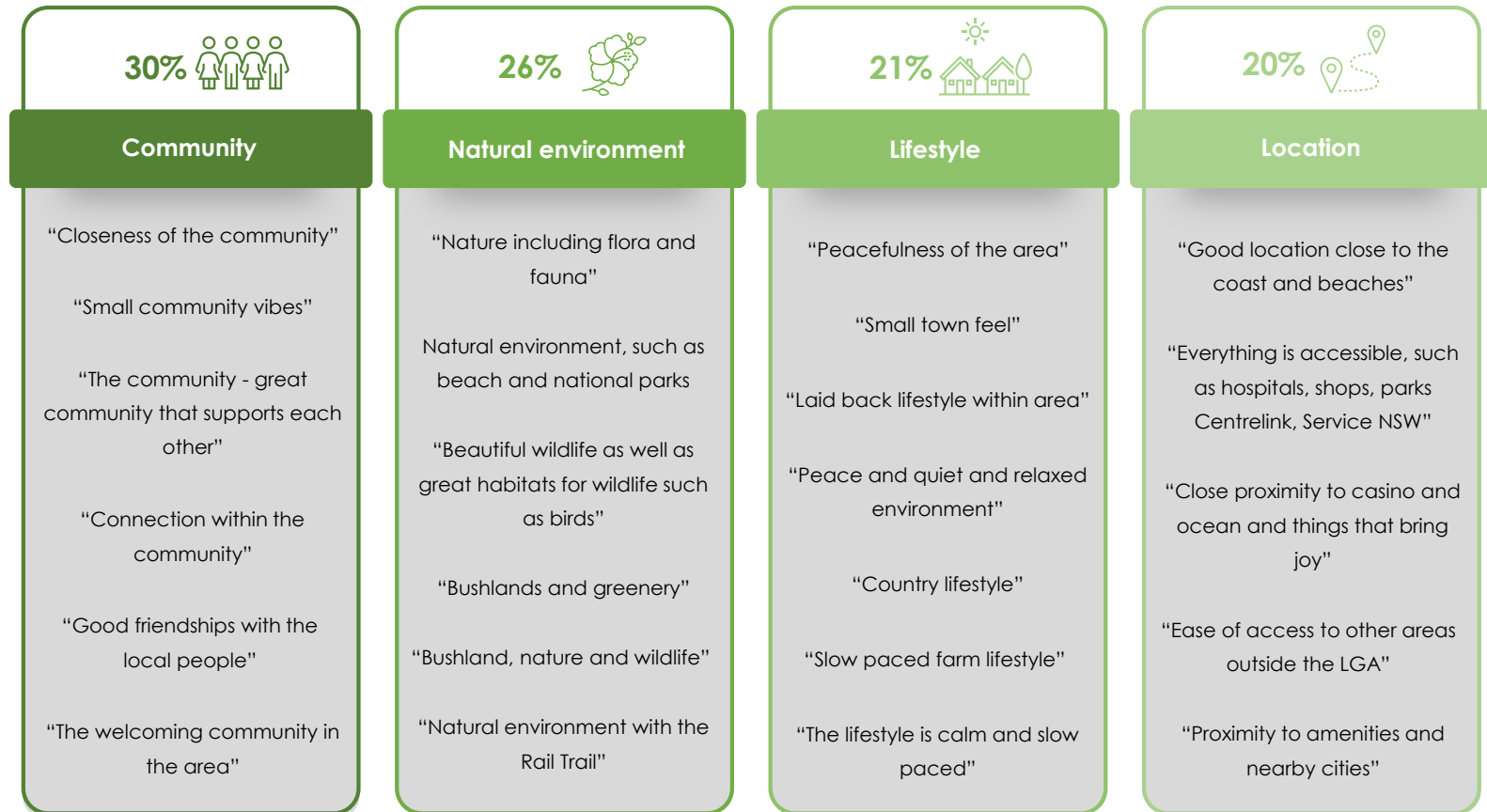
Valued Aspects Living in the Richmond Valley

When asked about the most valued aspects of the Richmond Valley, 30% of residents mentioned the sense of community and friendliness of people.

Further, 26% stated they value the surrounding natural environment, 21% value the lifestyle the area provides (country-style living and peaceful) and 20% commented on favourable aspects of the location.

A complete list with comparison to 2021 results is shown on the following slide.

e: N = 401



Valued Aspects Living in the Richmond Valley

Results remain relatively in line with 2021, with some differences amongst more niche codes, however, the top 3 most valued aspects of living in the Richmond Valley remain the same – the community, the natural environment and the lifestyle.

Valued aspects	2025 (N=401)	2021 (N=403)
Community spirit/friendly people	30%	35%
The natural environment (access, variety, wildlife, etc.)	26%	25%
The lifestyle the area provides (rural, small-town living, relaxed, quiet and peaceful, etc.)	21%	25%
Location/access to surrounding areas, services and facilities	20%	15%
Good services, facilities, activities and recreational opportunities	14%	12%
Nice place to live/beautiful, scenic and clean area	12%	15%
Proximity to family/friends/grew up here/familiar	7%	5%
Safe area	6%	5%
Not overcrowded/not overdeveloped/no traffic	5%	4%
Climate/weather	4%	7%
Service provided by Council/doing a good job	3%	3%
Open spaces/sense of freedom	3%	7%
Employment/economic growth	2%	6%
Affordability/availability of housing/affordable living	2%	4%
Cultural diversity/accepting community	1%	<1%
Connection/history to the area	<1%	2%
Other	3%	3%
Don't know/nothing	3%	2%

e: Slight amendments have been made to the code frame and 2021 results have been adjusted accordingly

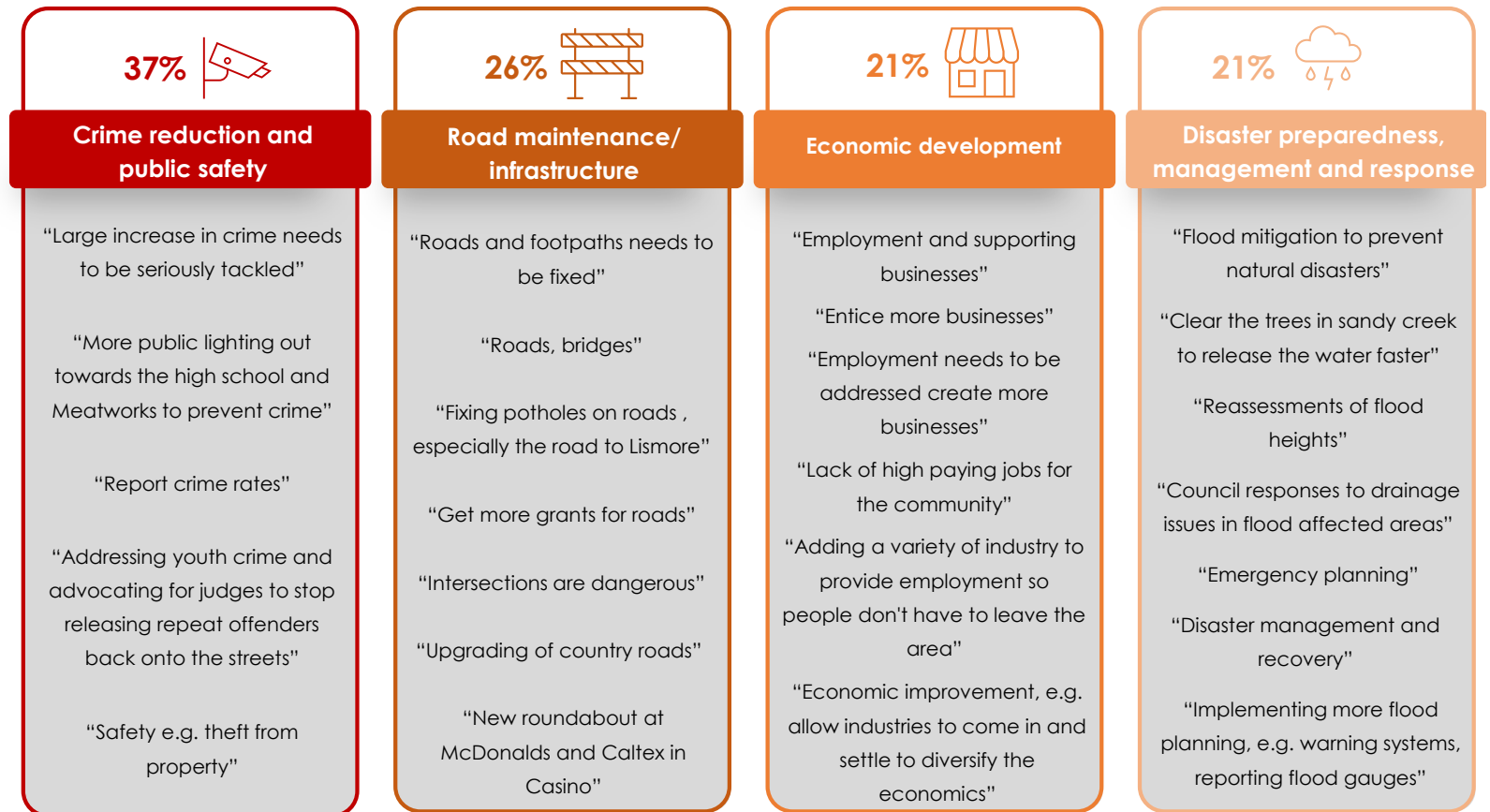
Community Priorities for the Next 5 Years

% would like to see crime reduction and public safety prioritised over the next 5 years.

Other priority areas include maintenance of roads and supporting infrastructure (26%), economic development (21%) and disaster preparedness and management (21%).

A complete list with comparison to 2021 results is shown on the following slide.

e: N = 401



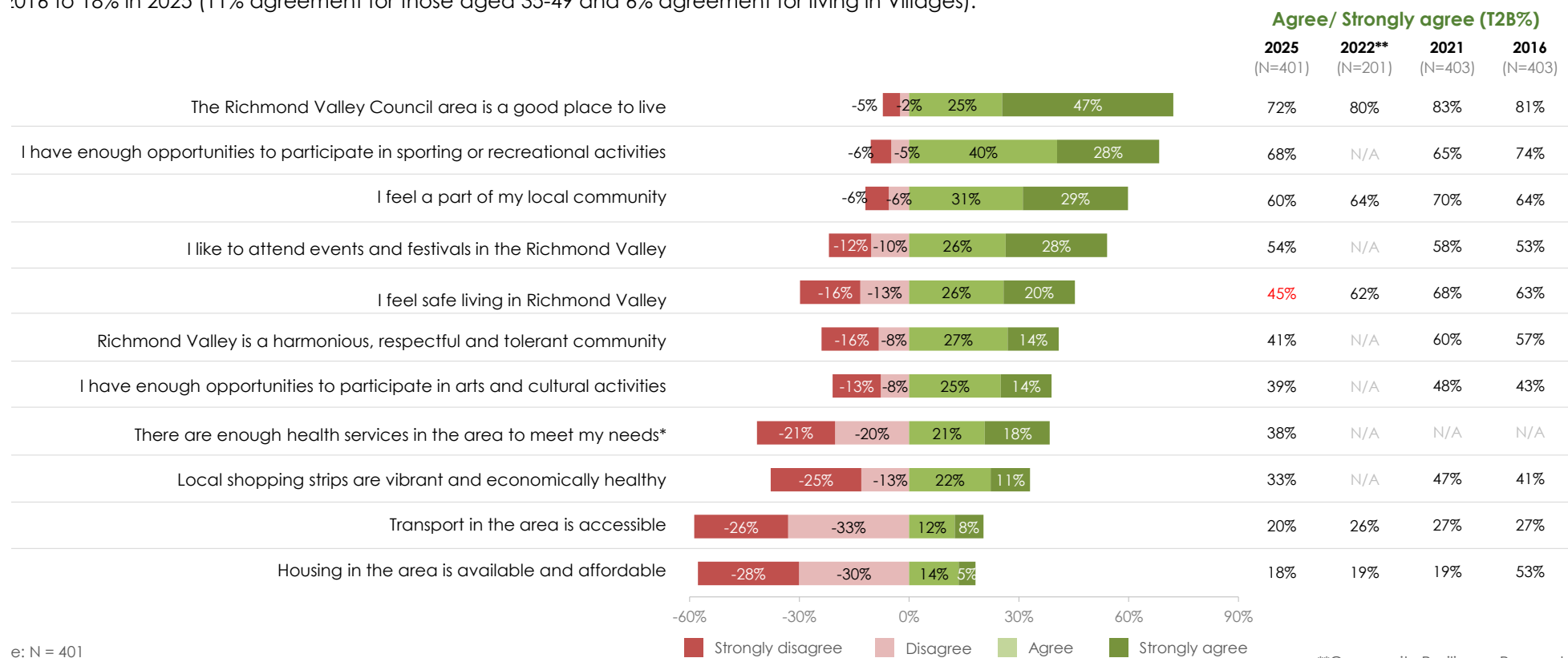
Community Priorities for the Next 5 Years

Compared to 2021, the largest increase in priority focus for the next 5 years is for crime management (+29%) and disaster management (+14%).

Priority issues	2025 (N=401)	2021 (N=403)	Priority issues	2025 (N=401)	2021 (N=403)
Crime reduction and public safety	37%	8%	Environmental protection	3%	7%
Road maintenance/infrastructure	26%	33%	Social housing/addressing homelessness	3%	0%
Economic development (local employment, attracting and supporting business/industry)	21%	26%	High costs of living/rates	3%	3%
Disaster preparedness, management and response (flood mitigation and management/drainage, drought, fires)	21%	7%	Improved traffic flow and parking	2%	5%
Affordability and availability of housing	19%	22%	Public transport services and facilities	2%	3%
Provision of quality services and facilities	11%	16%	Population growth and retention	2%	3%
Council operations (financial management, communication, consultation, resource allocation)	11%	8%	Community events	2%	2%
Development and town planning	9%	9%	Tourism	1%	1%
Waste management	7%	4%	Quality of water supply	1%	3%
General maintenance of area	7%	7%	Climate change	1%	1%
Youth services and facilities	6%	5%	Maintaining cultural heritage and significance	1%	1%
Animal control/management	5%	1%	Other	4%	3%
Health/aged/disability services and facilities	5%	6%	Don't know/nothing	2%	4%
Flood recovery/rebuilding/re-homing flood affected residents	5%	0%			

The Community Experience

Agreement was highest for 'The Richmond Valley Council area is a good place to live' with 72% stating they agree/strongly agree, followed by 'I have enough opportunities to participate in sporting and recreational activities' (68%). Agreement has dropped for all measures compared to 2021 and 2022 (where comparable), significantly so for 'I feel safe living in Richmond Valley'. Agreement with housing availability and affordability has dropped from 53% in 2016 to 18% in 2025 (11% agreement for those aged 35-49 and 6% agreement for living in Villages).



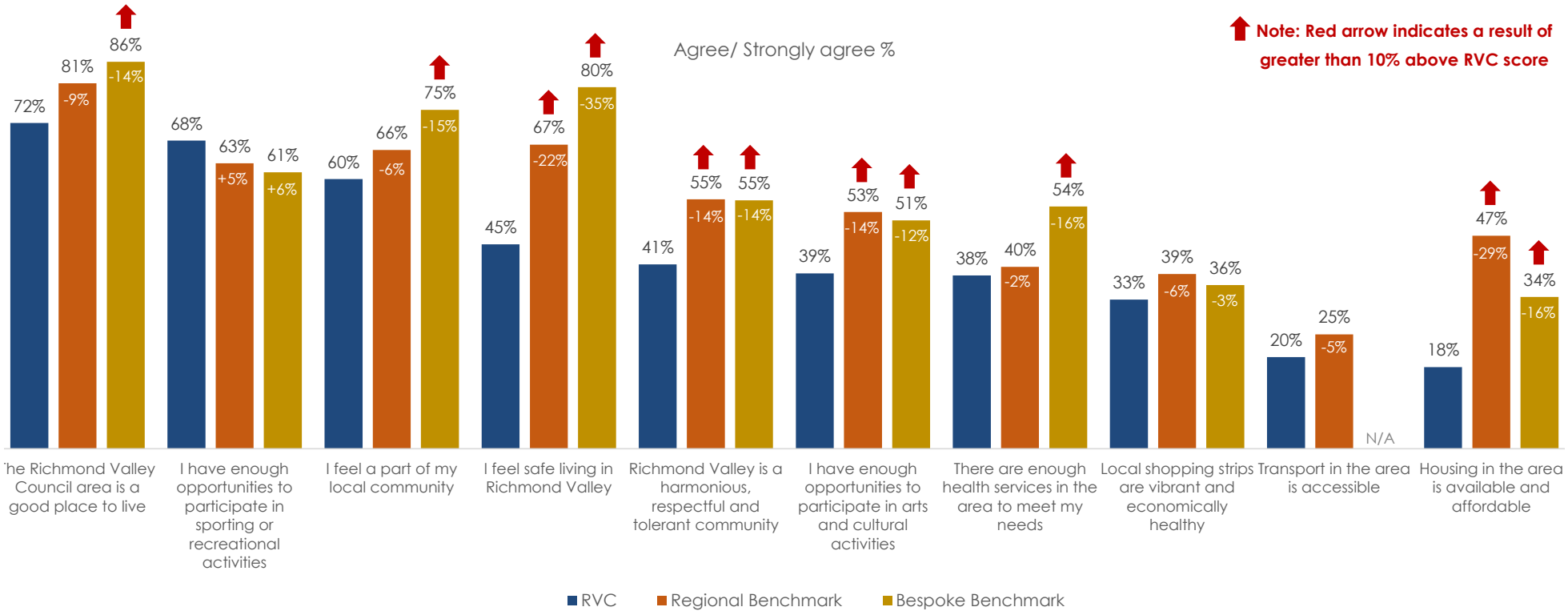
e: N = 401

if compared, as previous wording was 'I have enough opportunities to improve my health and wellbeing'

**Community Resilience Research
A significantly higher/lower percentage (by year)

The Community Experience

Looking at top 2 box agreement (agree/ strongly agree) compared to both the Micromex Regional and Bespoke Benchmarks, we can see Richmond Valley resident agreement is lower for all, with the exception of sporting and recreational opportunities. The largest discrepancies in agreement occur for feeling safe living in the LGA (against the Bespoke Benchmark) and housing affordability (against the Regional Benchmark).



Source: Richmond Valley Council (RVC) N = 401, Regional Benchmark N = 459-9,659, Bespoke Benchmark N = 270-2,041



Summary of Council Performance and Services/Facilities

This section explore overall satisfaction with Council performance and summarises the importance and satisfaction ratings for the 32 services and facilities. In this section we explore trends to past research and comparative norms.

Section Two

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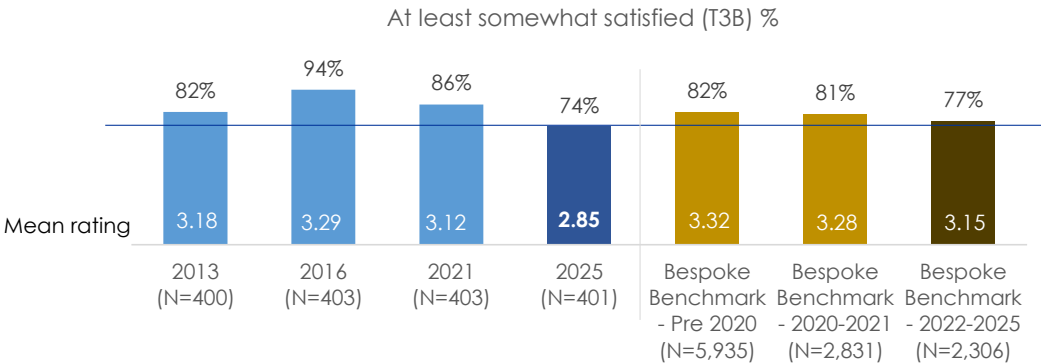
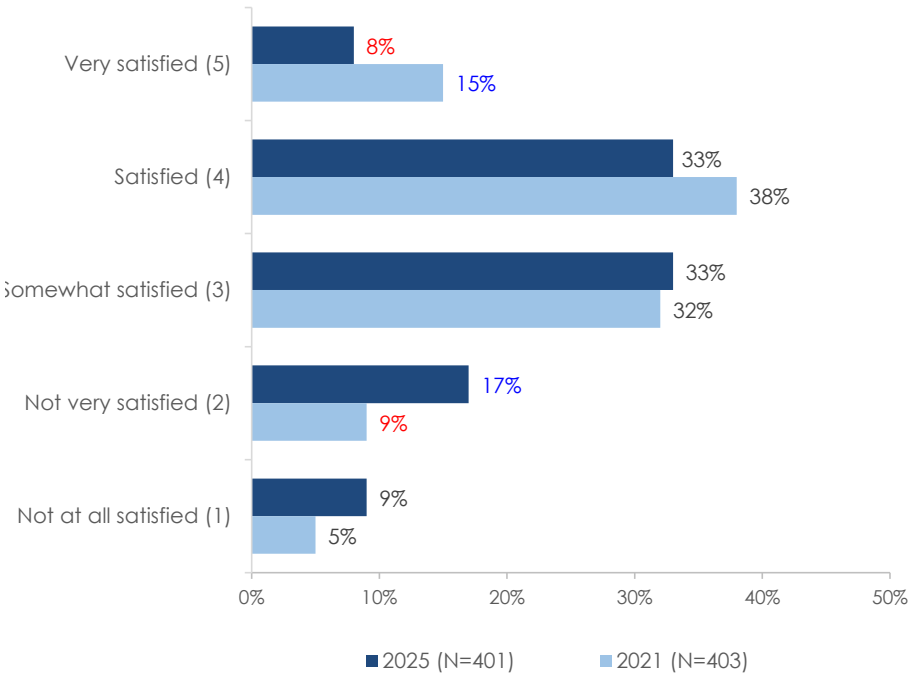
Summary: Performance, Services and Facilities

- 74% of residents are at least somewhat satisfied with the performance of Council in the last 12 months, which is significantly lower than 2021 (-12%)
 - Largest drivers of overall satisfaction are financial management, maintaining local roads, emergency management.
- 62% of residents are at least somewhat satisfied with the effectiveness of the communication Richmond Valley Council currently has with the community – higher satisfaction for those in a Township (64%) and lower for those in Rural suburbs (54%).
- Residents placed the highest level of importance on emergency management and community safety and crime prevention. Are most satisfied with swimming pools and libraries and least satisfied with community safety and crime prevention and maintaining local roads.
- Largest gaps in performance (importance score minus satisfaction score):
 - Community safety and crime prevention (49% gap)
 - Maintaining local roads (37% gap)
 - Advocating for natural disaster recovery funding and programs (26% gap).
- Compared to the Bespoke Benchmarks, areas that are less satisfactory to Richmond Valley residents include:
 - Community safety and crime prevention (-34%)
 - Household garbage collection (-16%), and
 - Stormwater (gutters and drainage) (-14%).

Overall Satisfaction

Results continue to soften with 74% of residents at least somewhat satisfied with the performance of Council over the last 12 months.

Residents located in a Township are significantly more satisfied (79%) than those in Rural suburbs (61%).



	Overall 2025	Overall 2021	Gender		Age			
			Male	Female	18-34	35-49	50-64	65+
Top 3 Box %	74%	86%	72%	76%	66%	73%	79%	77%
Mean rating	3.14	3.49	3.08	3.19	2.86	3.11	3.24	3.26
Base	401	403	196	205	88	81	103	129

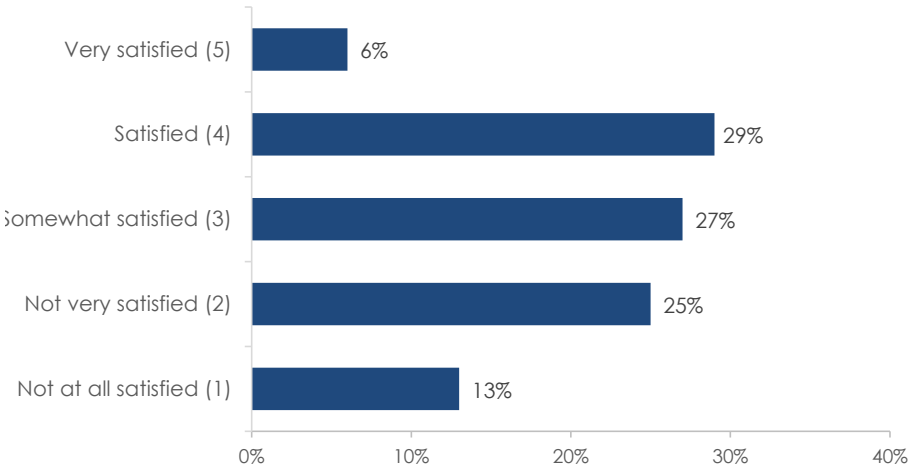
	Area		
	Township	Villages	Rural suburbs
Top 3 Box %	79%	74%	61%
Mean rating	3.22	3.13	2.94
Base	244	57	100

Scale: 1 = not at all satisfied, 5 = very satisfied
A significantly higher/lower level of satisfaction (by year/group)

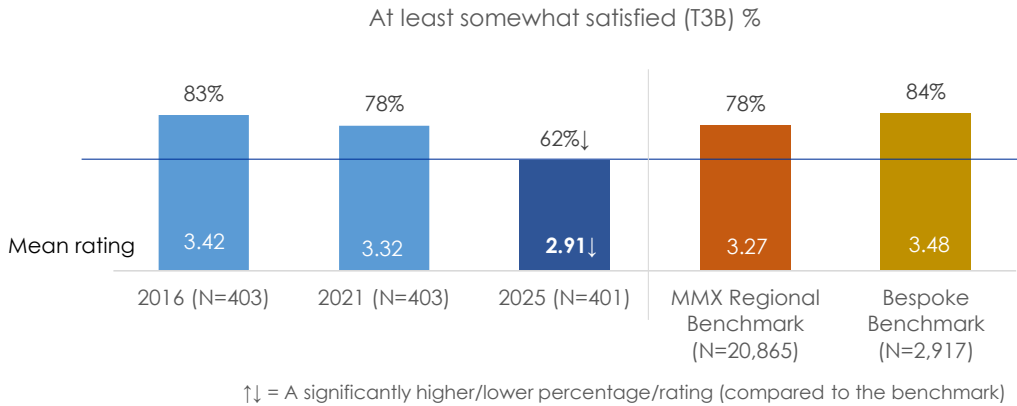
Satisfaction with the Effectiveness of Council's Communication

Results continue to soften with 62% of residents at least somewhat satisfied with the effectiveness of the communication Council currently has with the community – note the wording of the question has changed from satisfaction with the 'level of communication' to 'effectiveness of communication' which could be largely impacting results, please view from an interest point.

Satisfaction levels are below the Micromex Regional Benchmark (16% lower) and the Bespoke Benchmark (22% lower).



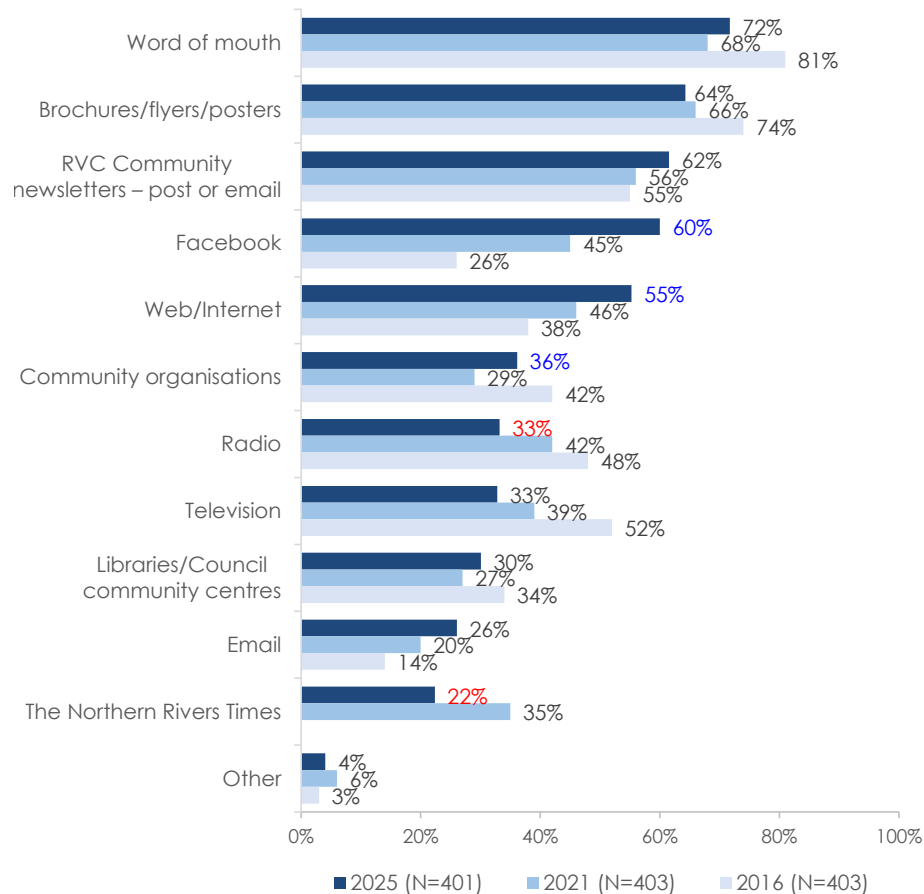
e: N = 401



	Overall 2025	Gender		Age			
		Male	Female	18–34	35–49	50–64	65+
Top 3 Box %	62%	58%	67%	59%	59%	63%	66%
Mean rating	2.91	2.79	3.02	2.97	2.75	2.95	2.94
Base	401	196	205	88	81	103	129

	Area		
	Township	Villages	Rural suburbs
Top 3 Box %	64%	70%	54%
Mean rating	2.93	3.01	2.81
Base	244	57	100

Receiving Information About Council



Word of mouth (72%) remains the most common way of receiving information about Council, followed by brochures/flyers/posters (64%) and community newsletters (62%).

Receiving information via Facebook, web/internet and email has continued to increase from 2016, while television and radio has followed a downward trend.

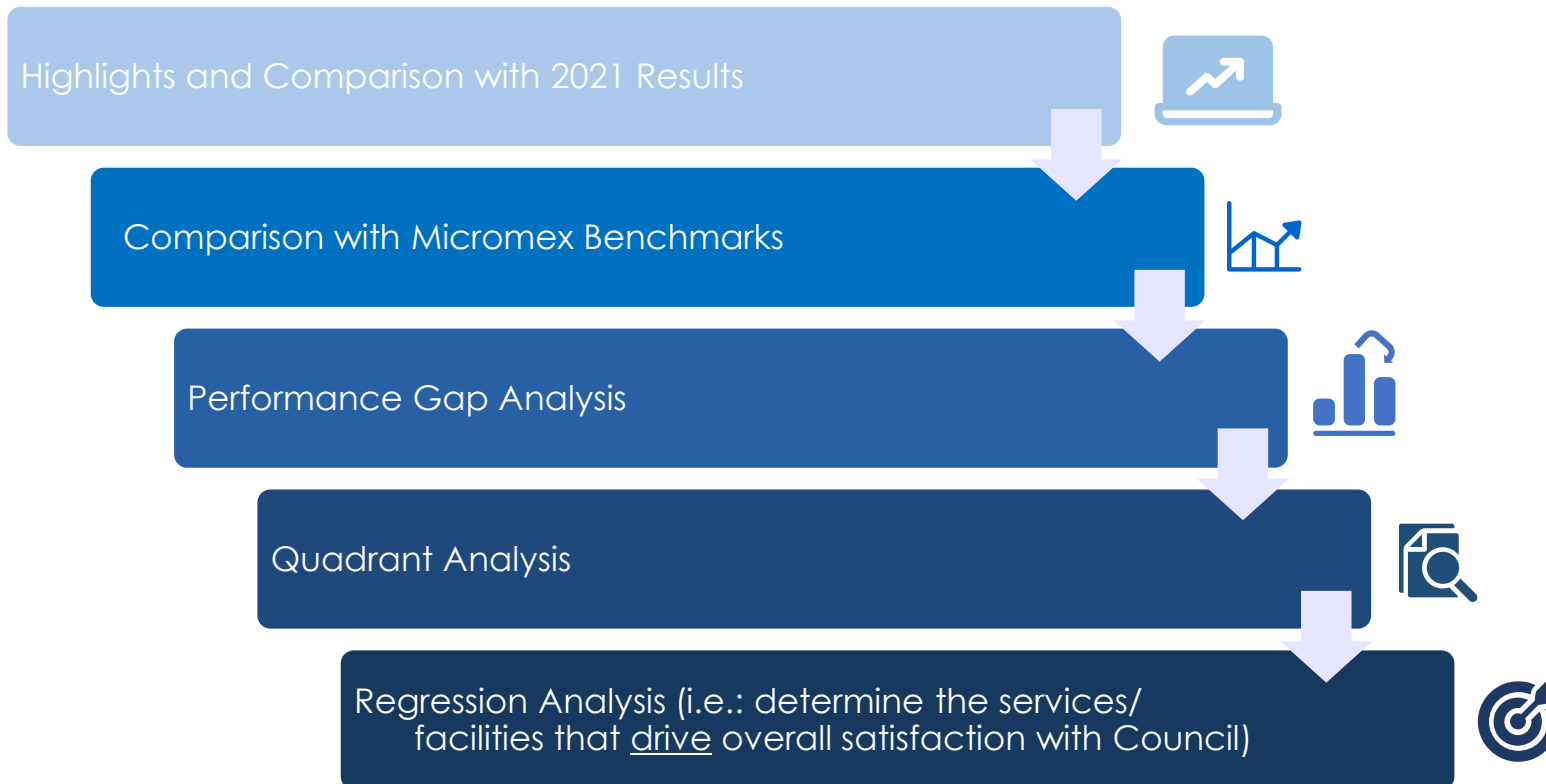
Residents aged 18-34 are significantly more likely to be receiving their information about Council via Facebook (88%) and the web/internet (88%), whilst those aged 65+ are more likely receiving via television (41%) and The Northern River Times (32%).

Please see Appendix 1 for results by demographics

Council Services and Facilities

A major component of the 2025 Community Survey was to assess perceived Importance of, and Satisfaction with 32 Council-provided services and facilities – the equivalent of 64 separate questions!

We have utilised the following techniques to summarise and analyse these 64 questions:



■ Importance & Satisfaction – Highest/Lowest Rated Services/Facilities

A core element of this community survey was the rating of 32 facilities/services in terms of Importance and Satisfaction. The analysis below identifies the highest and lowest rated services/facilities in terms of importance and satisfaction. Emergency management (93%) was rated most important overall, closely followed by community safety and crime prevention (92%), which was also rated lowest in satisfaction (43%).

Importance

The following services/facilities received the highest T2 box importance ratings:

Higher importance	T2 Box	Mean
Emergency management	93%	4.69
Community safety & crime prevention	92%	4.69
Advocating for natural disaster recovery funding & programs	91%	4.65
Providing local employment	91%	4.61
Availability and quality of local parks and playgrounds	90%	4.52

The following services/facilities received the lowest T2 box importance ratings:

Lower importance	T2 Box	Mean
Protection of heritage buildings and items	68%	4.01
Compliance (environmental health, companion animals, parking enforcement)	71%	4.04
Maintaining footpaths	73%	4.00
Beaches	73%	4.09
Car parking	74%	4.07

T2B = important/very important
Scale: 1 = not at all important, 5 = very important

Satisfaction

The following services/facilities received the highest T3 box satisfaction ratings:

Higher satisfaction	T3 Box	Mean
Swimming pools	95%	4.13
Libraries	94%	4.16
Beaches	93%	4.00
Cemeteries	92%	3.95
Availability and maintenance of sporting ovals, grounds and facilities	92%	3.88

The following services/facilities received the lowest T3 box satisfaction ratings:

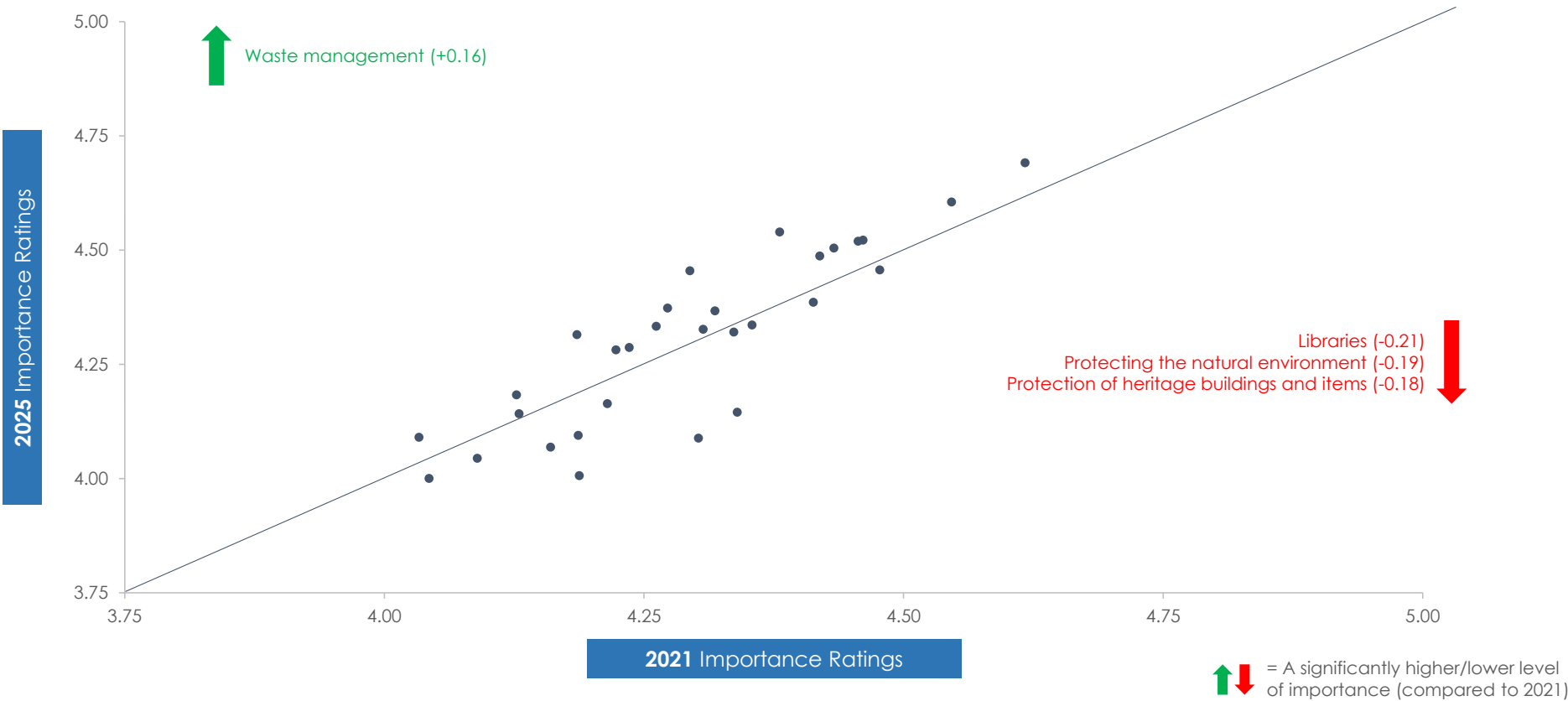
Lower satisfaction	T3 Box	Mean
Community safety & crime prevention	43%	2.29
Maintaining local roads	52%	2.57
Opportunity to participate in Council's decision-making processes	59%	2.78
Stormwater (gutters & drainage)	60%	2.78
Riverbanks	64%	2.90

T3B = somewhat satisfied/satisfied/very satisfied
Scale: 1 = not at all satisfied, 5 = very satisfied

Services and Facilities – Importance: Comparison by Year

The below chart compares the mean importance ratings for 2024 vs 2021.

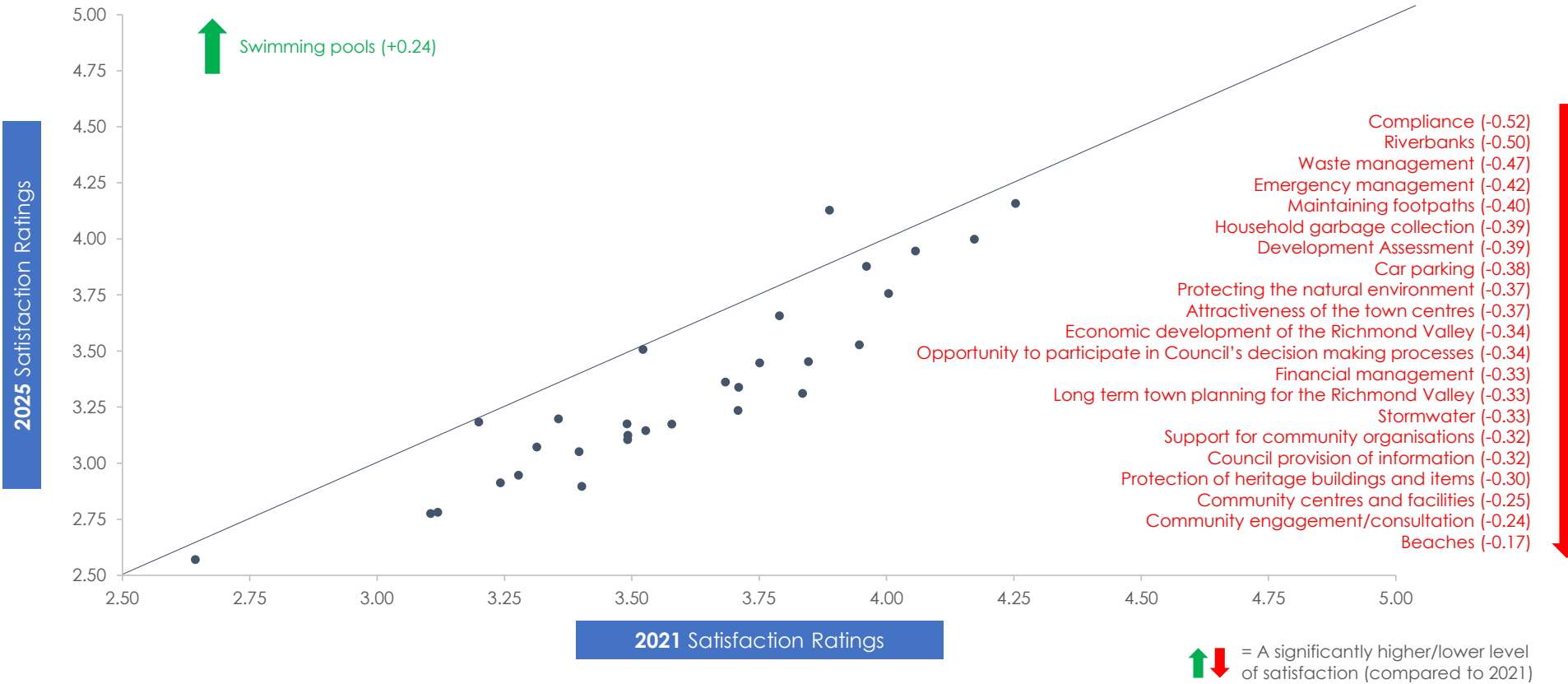
Importance significantly increased for 1 of the 30 comparable services and facilities, there were also significant decreases in importance for 3 of the 30 services and facilities.



Services and Facilities – Satisfaction: Comparison by Year

The below chart compares the mean satisfaction ratings for 2024 vs 2021.

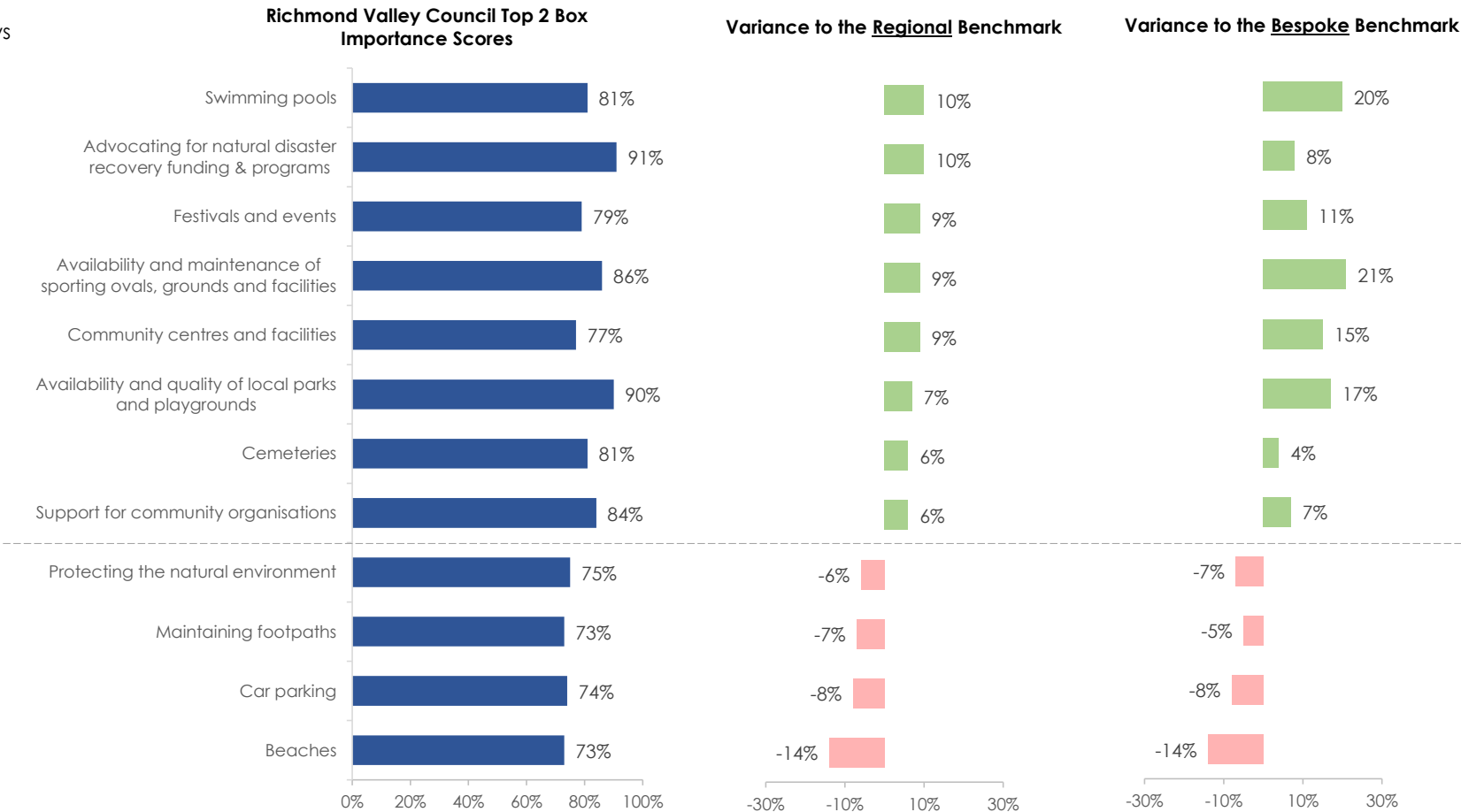
Satisfaction significantly increased for 1 of the 30 comparable services and facilities, there were also significant decreases in satisfaction for 21 of the 30 services and facilities



Summary Importance Comparison to the Micromex Benchmark

The chart to the right shows the variance between Richmond Valley Council top 2 box importance scores and the Micromex Benchmarks.

Services/facilities shown in the chart highlight larger positive and negative gaps.



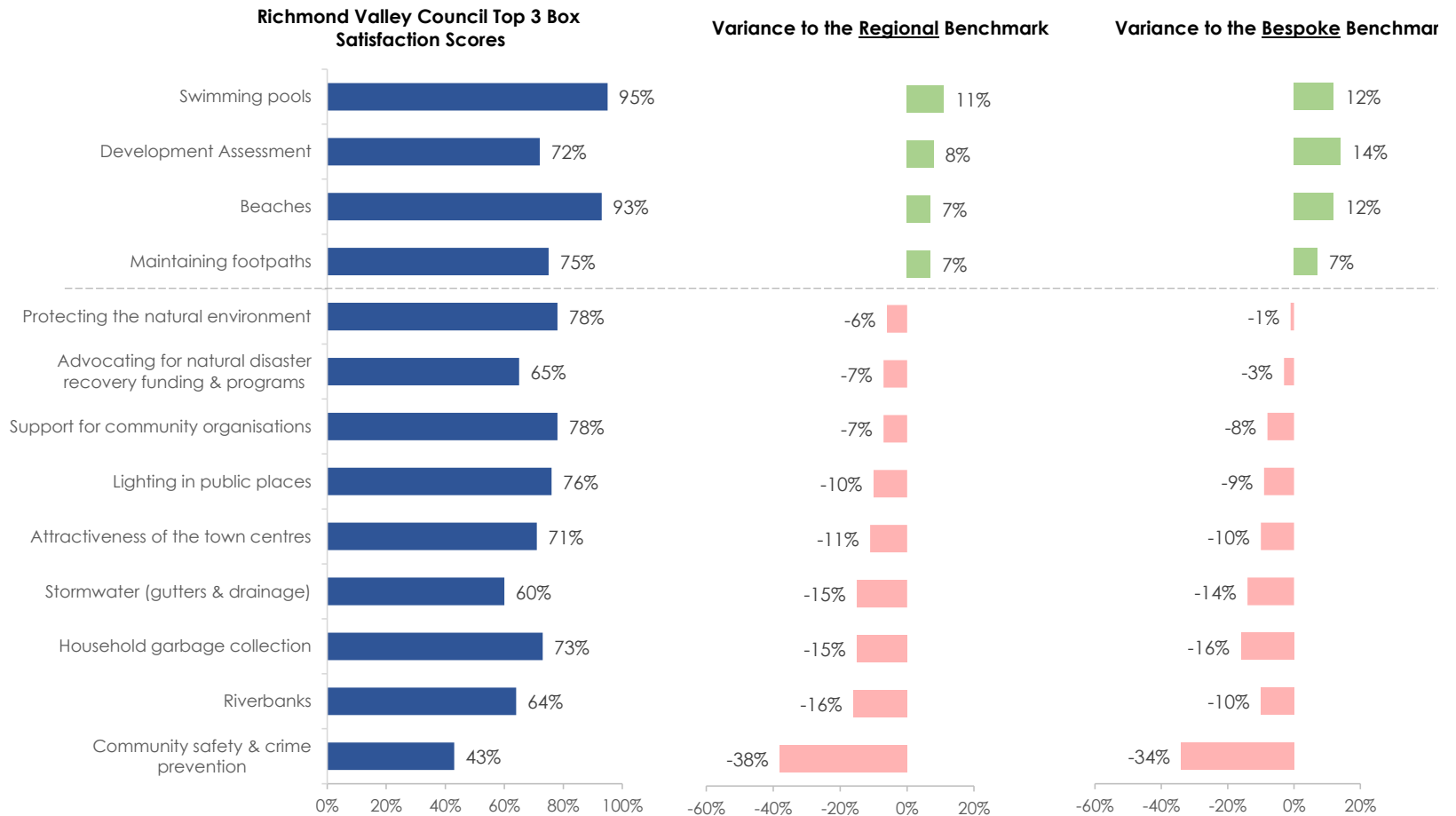
e: Only services/facilities with a variance of +/- 6% to the Regional Benchmark have been shown above

Summary Satisfaction Comparison to the Micromex Benchmark

The chart to the right shows the variance between Richmond Valley Council top 3 box satisfaction scores and the Micromex Benchmarks.

Services/facilities shown in the chart to the right highlight larger positive and negative gaps.

Satisfaction for 'Community safety and crime prevention' fell below the Regional benchmark by 38%.



e: Only services/facilities with a variance of +/- 6% to the Regional Benchmark have been shown above

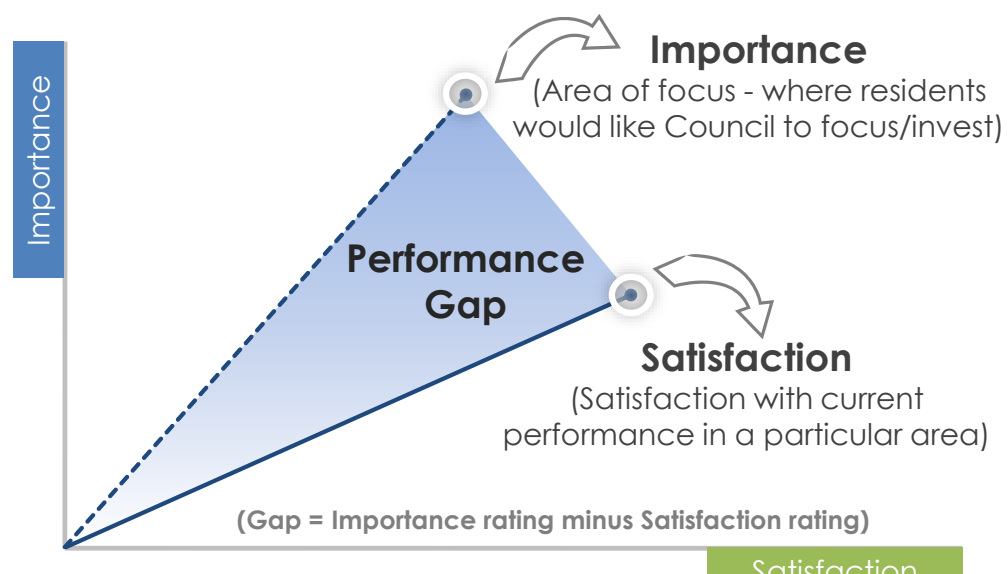
Performance Gap Analysis

PGA establishes the gap between importance and satisfaction. This is calculated by subtracting the top 3 satisfaction score from the top 2 importance score. In order to measure performance gaps, respondents are asked to rate the importance of, and their satisfaction with, each of a range of different services or facilities on a scale of 1 to 5, where 1 = low importance or satisfaction and 5 = high importance or satisfaction. These scores are aggregated at a total community level.

The higher the differential between importance and satisfaction, the greater the difference is between the provision of that service by Richmond Valley Council and the expectation of the community for that service/facility.

In the table on the following page, we can see the services and facilities with the largest performance gaps.

When analysing the performance gaps, it is expected that there will be some gaps in terms of resident satisfaction. Those services/facilities that have achieved a performance gap of greater than 20% may be indicative of areas requiring future optimisation.



Performance Gap Analysis

When we examine the largest performance gaps, we can identify that all of the services or facilities have been rated as very high in importance, whilst resident satisfaction for all of these areas is between 43% and 67%. The largest gap overall is for 'Community safety & crime prevention' with a performance gap of 49% (92% of residents rating this area as important/ very important and 43% are at least somewhat satisfied with Council's performance in this area).

Service Area	Service/Facility	Importance T2 Box	Satisfaction T3 Box	Performance Gap (Importance – Satisfaction)
Council Advocacy and Leadership	Community safety & crime prevention	92%	43%	49%
Council Services	Maintaining local roads	89%	52%	37%
Council Advocacy and Leadership	Advocating for natural disaster recovery funding & programs	91%	65%	26%
Council Services	Stormwater (gutters & drainage)	82%	60%	22%
Council Services	Long term town planning for the Richmond Valley	88%	67%	21%
Council Advocacy and Leadership	Financial management	88%	67%	21%

Note: Performance gap is the first step in the process, we now need to identify comparative ratings across all services and facilities to get an understanding of relative importance and satisfaction at an LGA level. This is when we undertake step 2 of the analysis.

■ Quadrant Analysis

Quadrant analysis is often helpful in planning future directions based on stated outcomes. It combines the stated importance of the community and assesses satisfaction with delivery in relation to these needs.

This analysis is completed by plotting the variables on x and y axes, defined by stated importance and rated satisfaction. We aggregate the top 2 box importance score and top 3 satisfaction scores for stated importance and rated satisfaction to identify where the facility or service should be plotted.

On average, Richmond Valley Council residents rated services/facilities on par in terms of importance compared to our Regional Benchmark, and their satisfaction was, on average, slightly lower.

	Richmond Valley Council	Micromex Comparable Regional Benchmark
Average Importance	82%	81%
Average Satisfaction	75%	78%

Note: Micromex comparable benchmark only refers to like for like measures

Explaining the 4 quadrants (overleaf)

Attributes in the top right quadrant, **CELEBRATE**, such as 'Emergency management', are Council's core strengths, and should be treated as such. Maintain, or even attempt to improve your position in these areas, as they are influential and address clear community needs.

Attributes in the top left quadrant, **IMPROVE**, such as 'Community safety and crime prevention' are key concerns in the eyes of your residents. In the vast majority of cases you should aim to improve your performance in these areas to better meet the community's expectations.

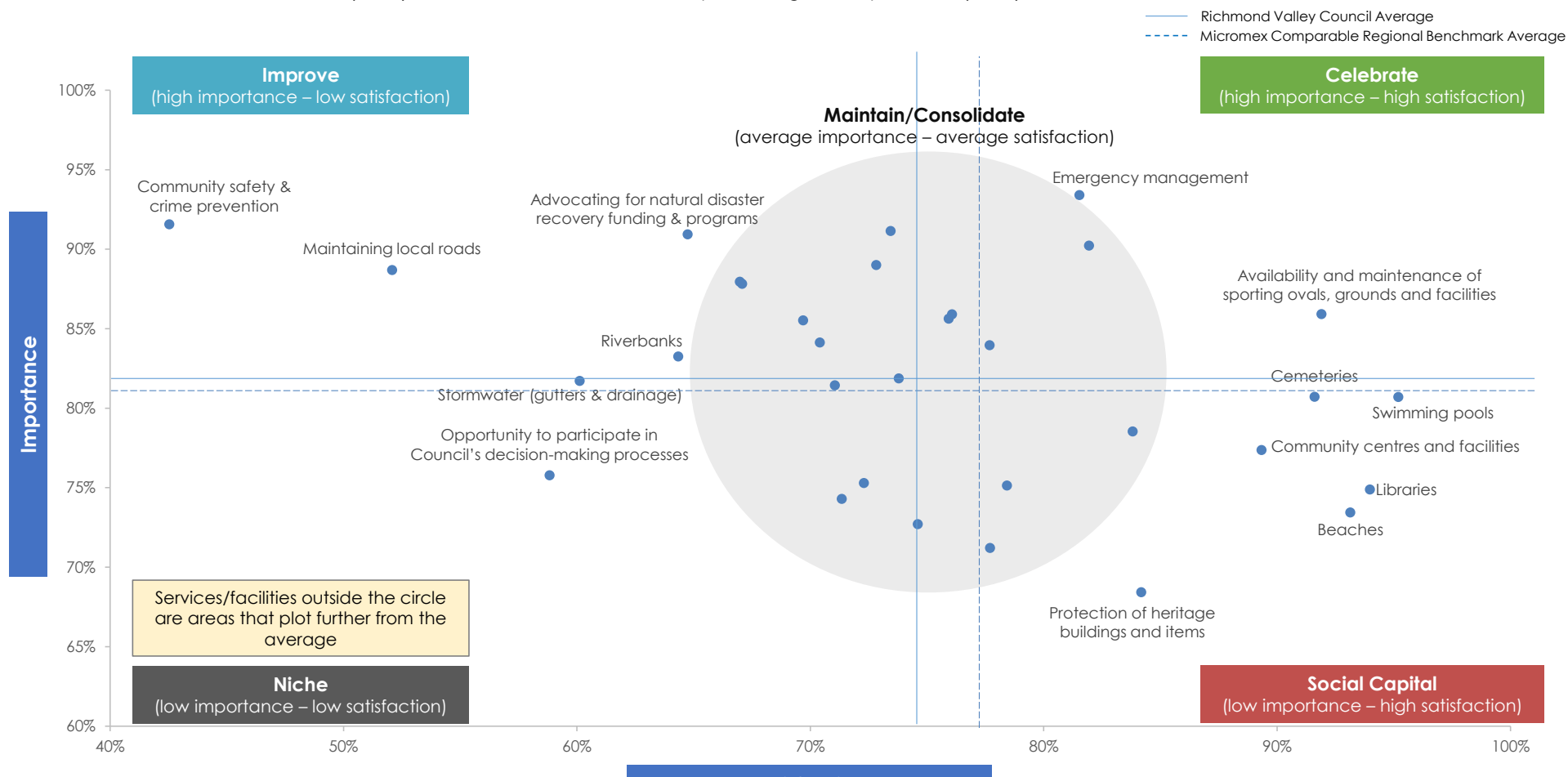
Attributes in the bottom left quadrant, **NICHE**, such as 'Opportunity to participate in Council decision-making process', are of a relatively lower priority (and the word 'relatively' should be stressed – they are still important). These areas tend to be important to a particular segment of the community.

Finally, attributes in the bottom right quadrant, **SOCIAL CAPITAL**, such as 'Protection of heritage buildings and items', are core strengths, but in relative terms they are considered less overtly important than other directly obvious areas. However, the occupants of this quadrant tend to be the sort of services and facilities that deliver to community liveability, i.e. make it a good place to live.

Recommendations based only on stated importance and satisfaction have major limitations, as the actual questionnaire process essentially 'silos' facilities and services as they are independent variables, when they are in fact all part of the broader community perception of council performance.

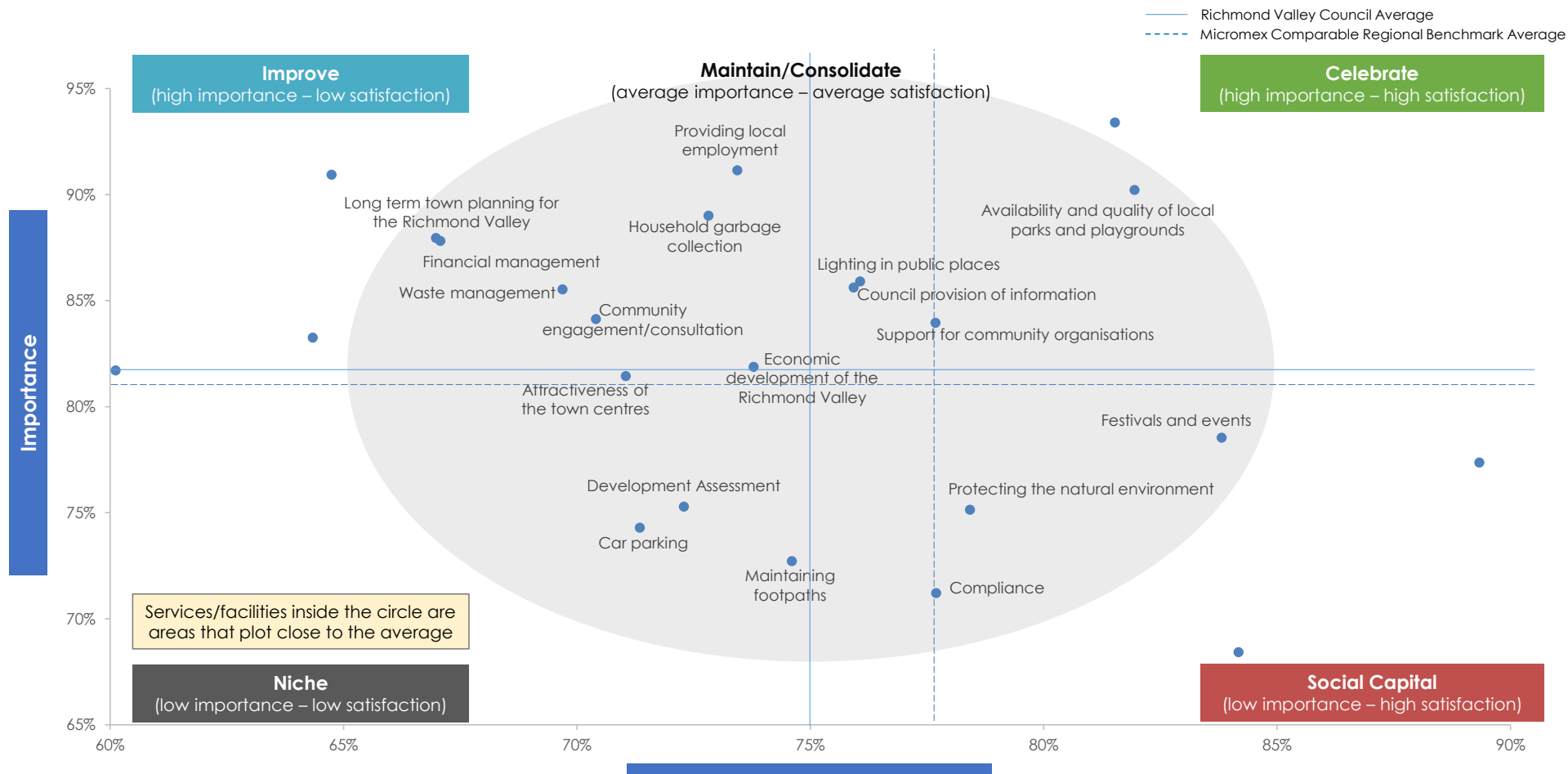
Quadrant Analysis – Mapping Priority Against Delivery

The chart below shows the satisfaction (T3B%) with service/facilities measures plotted against importance (T2B%).



Quadrant Analysis – Mapping Priority Against Delivery

Following on the previous slide, the chart below shows the measures in the 'maintain/consolidate' area.



Regression Analysis

The outcomes identified in stated importance/satisfaction analysis often tend to be obvious and challenging. No matter how much focus a council dedicates to 'maintaining local roads', it will often be found in the **IMPROVE** quadrant. This is because, perceptually, the condition of local roads can always be better.

Furthermore, the outputs of stated importance and satisfaction analysis address the current dynamics of the community, they do not predict which focus areas are the most likely to change the community's perception of Council's overall performance. Therefore, in order to identify how Richmond Valley Council can actively drive overall community satisfaction, we conducted further analysis.

Explanation of Analysis

Regression analysis is a statistical tool for investigating relationships between dependent variables and explanatory variables. Using a regression, a category model was developed. The outcomes demonstrated that increasing resident satisfaction by actioning the priorities they stated as being important would not necessarily positively impact on overall satisfaction.

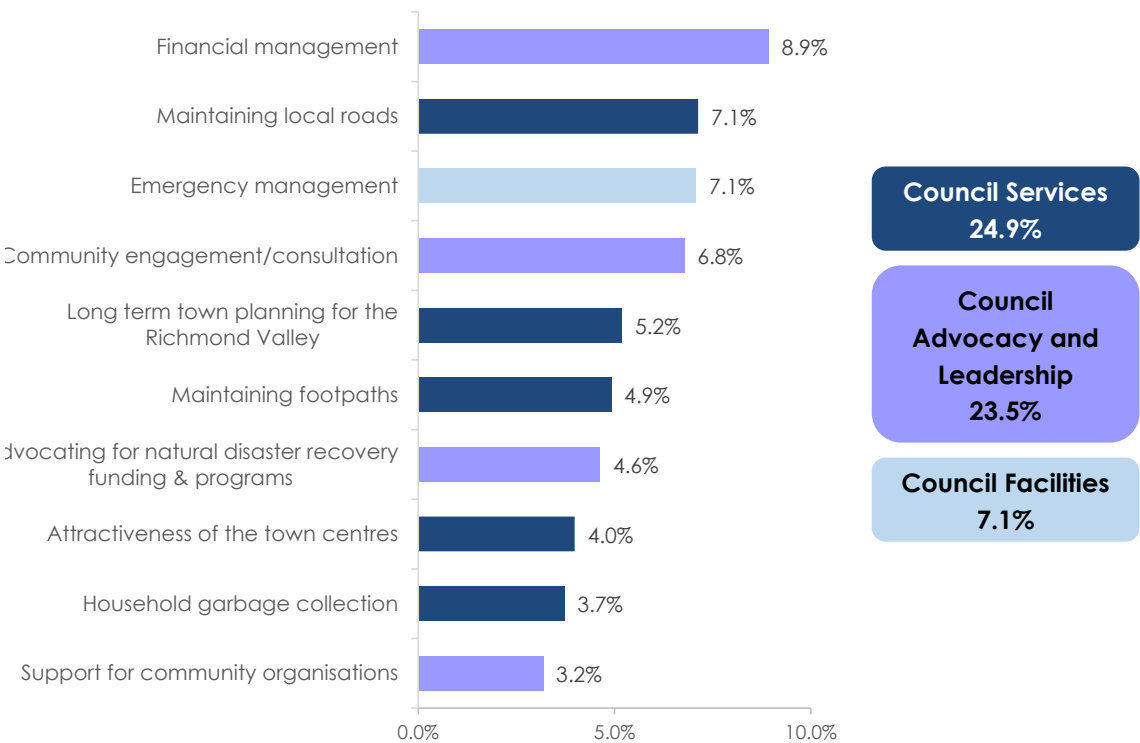
What Does This Mean?

The learning is that if we only rely on the stated community priorities, we will not be allocating the appropriate resources to the actual service attributes that will improve overall community satisfaction. Using regression analysis, we can identify the attributes that essentially build overall satisfaction. We call the outcomes 'derived importance'.



Key Drivers of Overall Satisfaction with Council

➤ score assigned to each area is not a measure of performance, rather, it indicates the percentage of influence each measure contributes to overall satisfaction with Council services/facilities are important – but if Council can increase satisfaction in these key driver areas, they will likely see an improvement in overall community satisfaction.



These top 10 services/facilities (so 31% of the 32 services/facilities) account for over 55% of the variation in overall satisfaction.

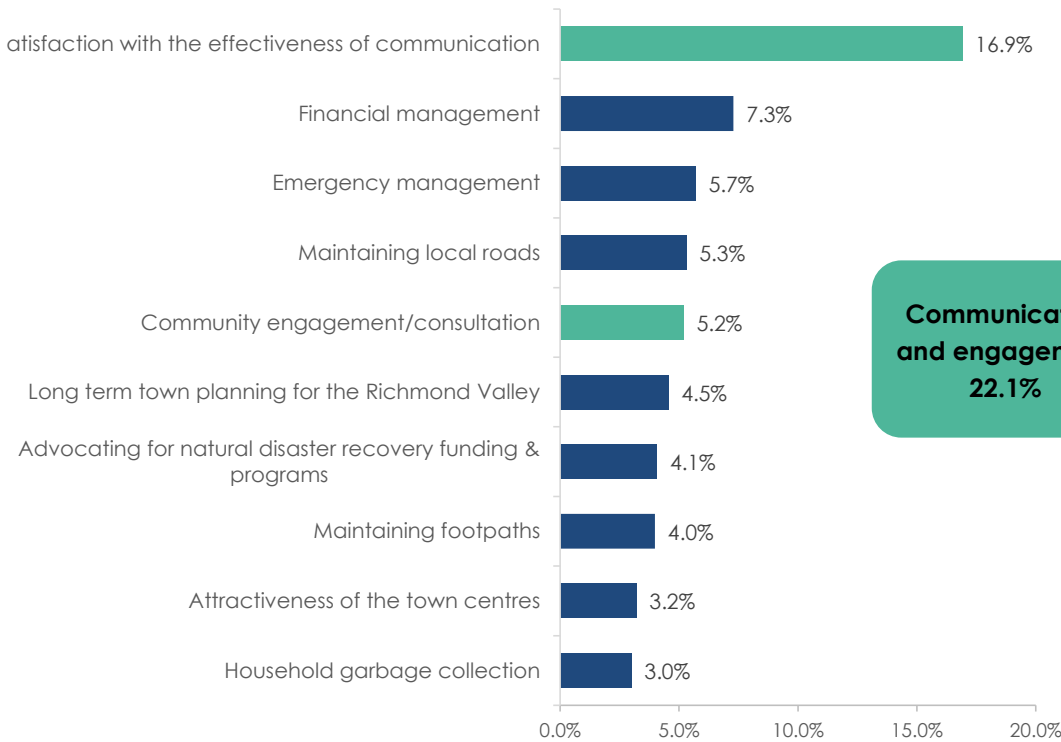
Investigating the measures separately, 'Financial management' is the most vital driver of overall satisfaction, followed by 'Maintaining local roads' and 'Emergency management'.

However, after summarising them into their thematical groups, Council Services is the most important driver category, closely followed by Council Advocacy and Leadership.

Value = 0.54
e: Please see Appendix 1 for complete list

Key Drivers of Overall Satisfaction with Council – Expanded Model

Each score assigned to each area is not a measure of performance, rather, it indicates the percentage of influence each measure contributes to overall satisfaction with Council services/facilities are important – but if Council can increase satisfaction in these key driver areas, they will likely see an improvement in overall community satisfaction.

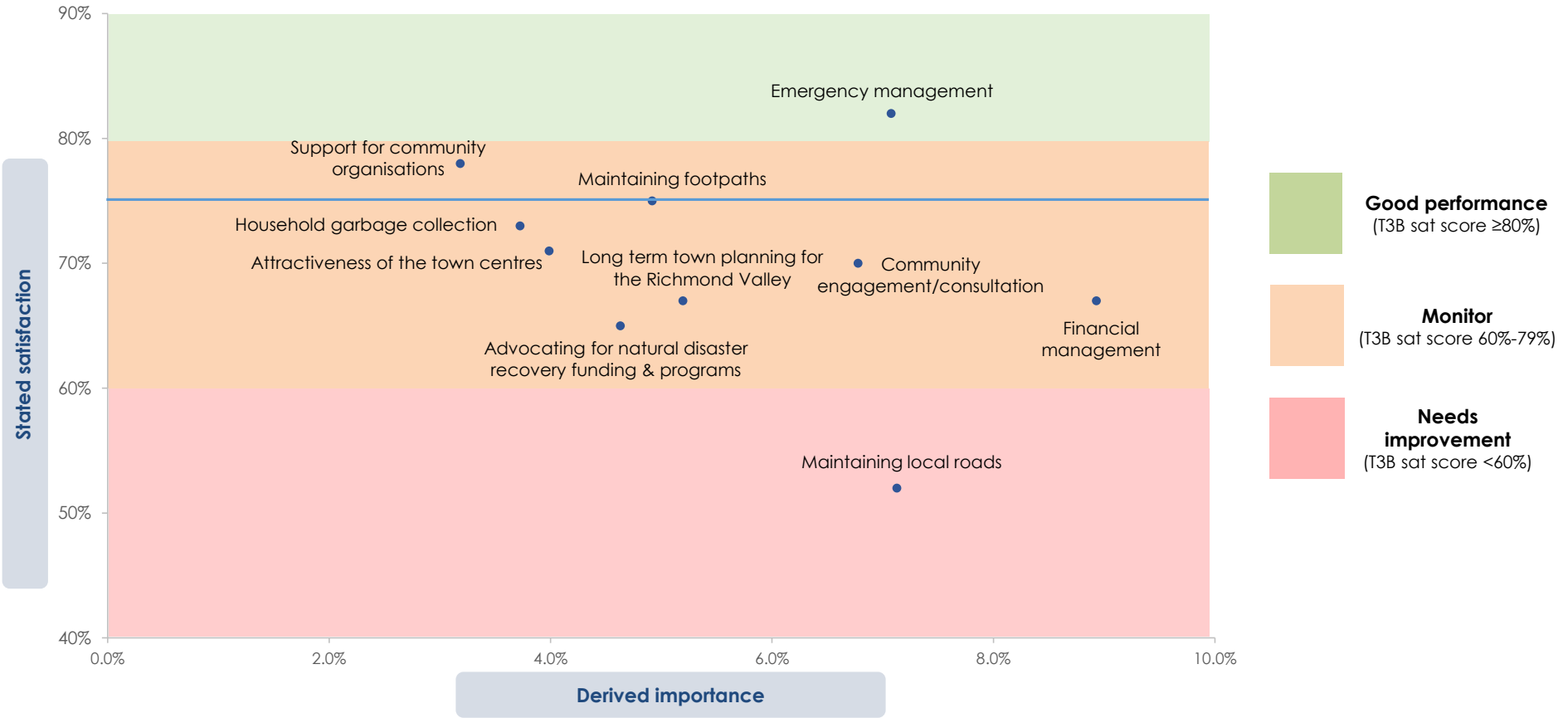


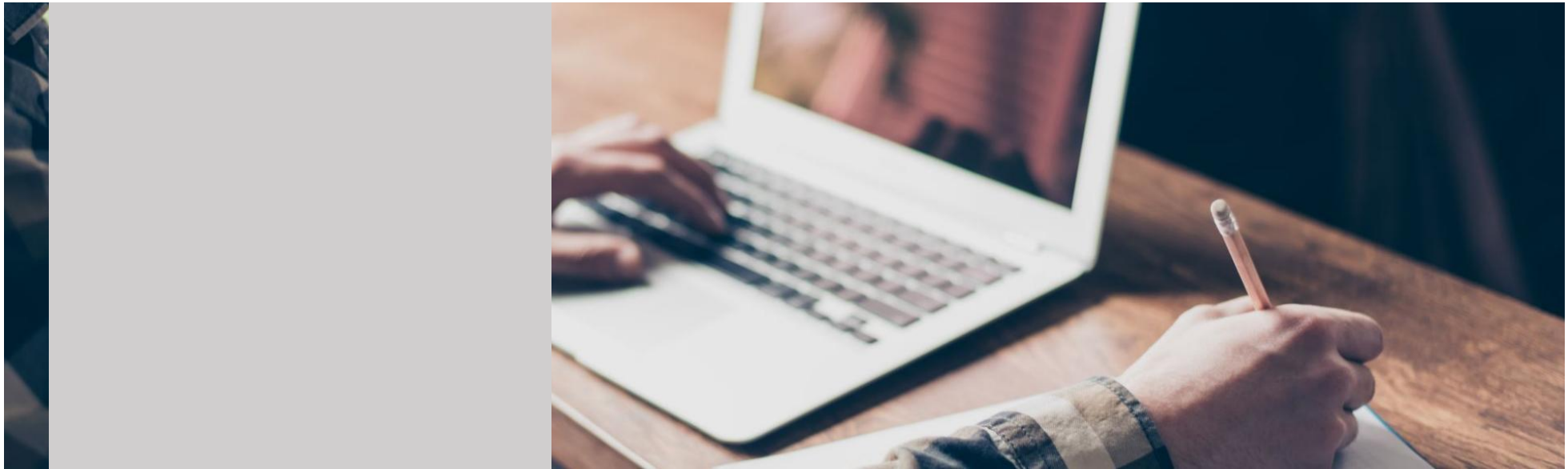
Re-running the Regression analysis from the previous slide with the new addition of 'Satisfaction with the effectiveness of communication from Council' (Q2), we can see that communication has the greatest impact on satisfaction with the overall performance of Council. This measure alone accounts for 16.9% of the variation in satisfaction and increases to 22% with the inclusion of 'Community engagement/ consultation'.

Value = 0.60

Mapping Stated Satisfaction and Derived Importance Identifies the Community Priority Areas

Below chart looks at the relationship between stated satisfaction (top 3 box) and derived importance (Regression result) for the key drivers of overall satisfaction to identify level of contribution of each measure. Any services/facilities below the blue line could potentially be benchmarked to target in future research to elevate satisfaction level: these areas.





Future Planning and the Local Economy

This section explores support for growth, priority management and investment of resources to address community needs and future community goals.

Section Three

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Summary: Future Planning and the Local Economy

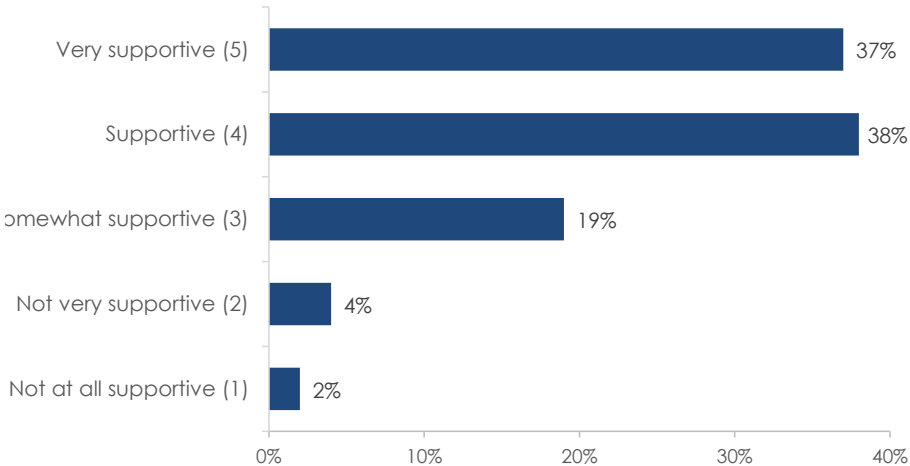
- 94% of residents are at least somewhat supportive of Council promoting steady growth over the next 20 years to increase the population
 - Residents are supportive to see economic growth, increased employment prospects, increased services and facilities, more available and affordable housing and opportunities to attract/retain younger residents.
- 94% of residents prioritised roads and bridges and 78% would like to see more investment in this area. Other areas for investment include housing and water supply. 88% stated maintaining and improving existing facilities was a priority to them.
- Casino and Lismore are the main areas for the majority of retail purchases. Main reasons for those spending mainly outside of the LGA are more variety/bigger stores and closer to home or work/ more convenient.

Support for Future Growth of the LGA



Context provided to respondents: Council has plans to grow the Richmond Valley over the next 15-20 years, so there will be more houses, jobs and services available. This will see our population increase by about 17% over that time to 27,000 residents.

There is very strong support for Council to promote steady growth over the next 20 years to increase the population, houses, jobs and services, with 94% being at least somewhat supportive.




	Overall 2025	Gender		Age			
		Male	Female	18–34	35–49	50–64	65+
Top 3 Box %	94%	91%	96%	93%	97%	95%	91%
Mean rating	4.03	4.03	4.04	3.98	4.12	4.11	3.95
Base	401	196	205	88	81	103	129

	Area		
	Township	Villages	Rural suburbs
Top 3 Box %	93%	93%	95%
Mean rating	4.01	3.90	4.18
Base	244	57	100

e: N = 401

Scale: 1 = not at all supportive, 5 = very supportive

Support for Future Growth of the LGA

 Context provided to respondents: Council has plans to grow the Richmond Valley over the next 15-20 years, so there will be more houses, jobs and services available. This will see our population increase by about 17% over that time to 27,000 residents.

esidents are supportive of Council promoting growth of the Richmond Valley as they believe it will bring economic growth (employment and businesses) and that growth is important and will benefit the community.

Reasons for lower levels of support were concerns regarding sustainable growth, concerns for the environment, maintaining the feel of the area and not having the infrastructure to support growth.

Please see next slide for examples of verbatim comments.

Reason for level of support	N=401
Nett: Very supportive/supportive	75%
Economic growth/increase in employment and businesses/shops	29%
Local area needs to grow/population increase is important/benefit to the community	29%
Increase/improvements to services, facilities and infrastructure	14%
Housing will increase/be more affordable	11%
Good for our future growth/retaining and attracting younger people and families	10%
Supportive to an extent e.g. not too much growth, infrastructure to support, considerations, etc.	6%
Opportunities will increase	3%
Good place to live/raise family	3%
Ratepayer base will grow/Council will be better off financially/rates will be lower	2%
Events, festivals, activities and recreation will increase	2%
More inclusion and diversity to the area	1%
Other	5%
Don't know/nothing	<1%
Nett: Somewhat supportive	19%
Supportive to an extent e.g. growth needs to be managed and sustainable, environmental considerations, crime rate concerns, etc.	8%
Would prefer the atmosphere/feel of the area remain e.g. small, rural community	4%
Increase/improvements to services, facilities and infrastructure	4%
Council should focus on other priorities/concerned about Council not following through	3%
Economic growth/increase in employment and businesses/shops	2%
The area needs more/affordable housing	2%
Other	1%
Don't know/nothing	1%
Nett: Not very supportive/not at all supportive	6%
Will destroy the rural/small community feeling	2%
Do not have the infrastructure, services and facilities to support growth	2%
Council should focus on other priorities e.g. crime rates	1%
Don't believe population should grow	1%
Flooding has created issues/consider the environment	<1%
Will create unwanted infrastructure/services e.g. more parking required	<1%
Other	1%

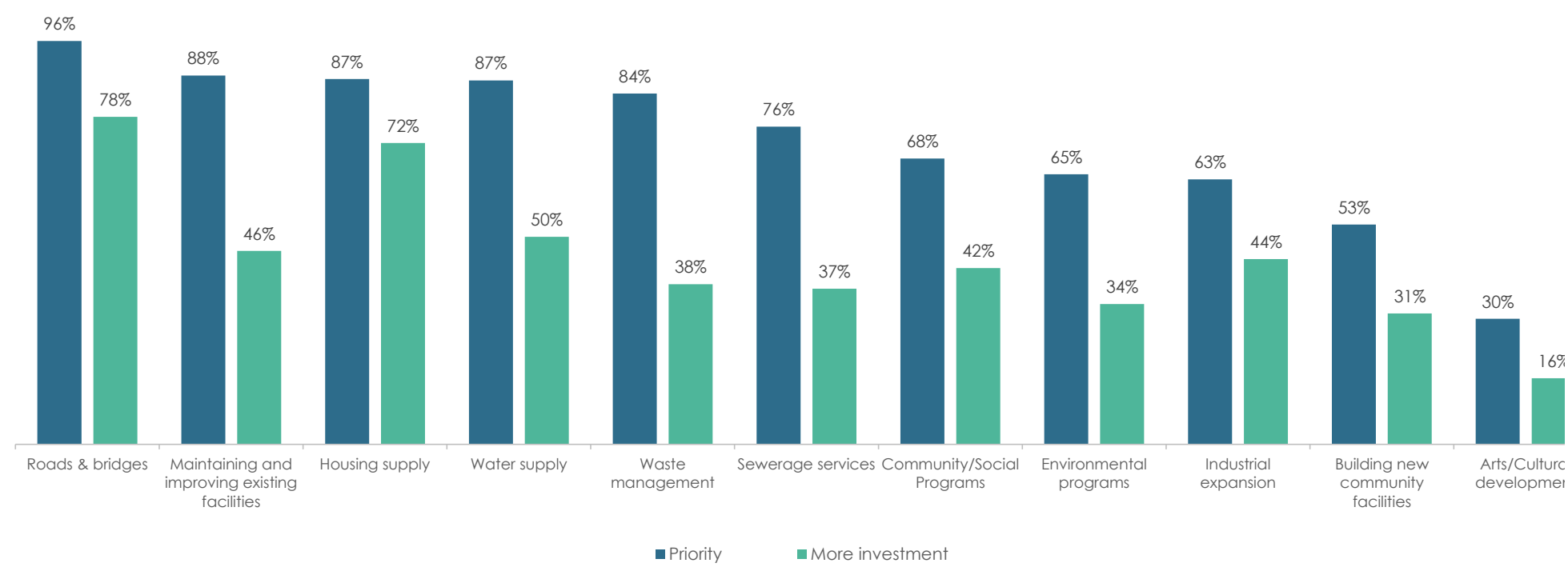
Support for Future Growth of the LGA – Example Verbatim Responses

Context provided to respondents: Council has plans to grow the Richmond Valley over the next 15-20 years, so there will be more houses, jobs and services available. This will see our population increase by about 17% over that time to 27,000 residents.

Supportive/ Very supportive	Somewhat supportive	Not at all/ Not very supportive
<p>"Increasing population growth encourages business investment which leads to economic upturns which leads to employment opportunities and housing developments"</p> <p>"Community growth in towns, which will grow facilities"</p> <p>"Will be a good opportunity for expansion and provision of more housing"</p> <p>"It will promote the economy and ensure future generations stay within the Richmond Valley LGA"</p> <p>"Will decrease travel times between amenities and increase convenience"</p> <p>"More people to share the cost of rates, so will lessen the burden to individual households"</p>	<p>"Growth of the community would lead to greater need of services in the area"</p> <p>"If population increases, infrastructure such as roads, footpaths, healthcare, hospitals, schools, etc., need to be integrated into the plan"</p> <p>"Do not want anymore crime in the area with the population growth of the local area"</p> <p>"Growth needs to be sustainable and managed"</p> <p>"Council need to consider the flood zone"</p> <p>"Smaller communities create easier social cohesion, too large makes it hard to maintain"</p> <p>"Fear of overcrowding"</p>	<p>"Need to maintain the small country town vibe, so it's not a busy and chaotic city"</p> <p>"Housing supply is low with little job opportunities available"</p> <p>"Currently not enough services and facilities for increased population"</p> <p>"Crime is through the roof, that will need to be addressed before more housing and people move to the area"</p> <p>"The whole area is a flood area and unsuitable to build in"</p> <p>"Enough people living here we do not need more residents"</p>

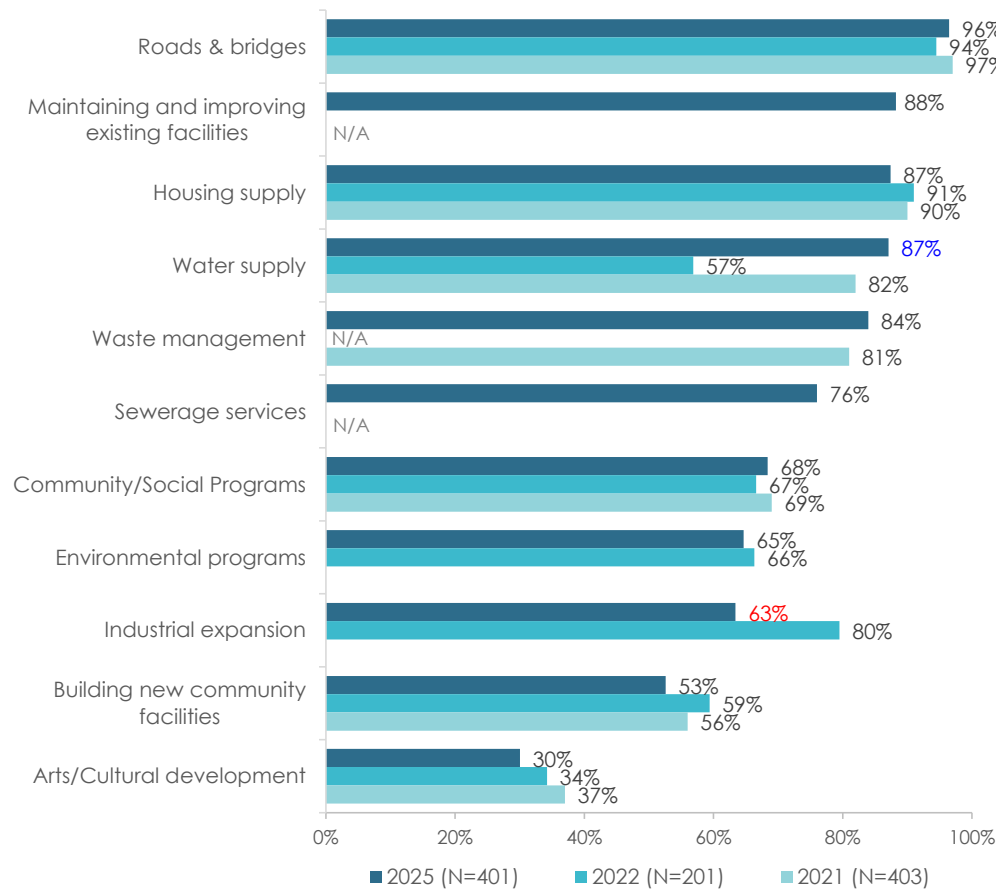
Priorities and Investment for Future Planning

Looking at the summary of 2025 results, we can see that 'Roads & bridges' received the highest priority overall (96%) and the most desired area for more investment (78%). Moderately high priority placed on water, waste and sewerage services, however, these service areas had lower desire for 'more' investment. Arts/Cultural development' received low priority and investment amongst residents.



e: N = 401
In order to develop a delivery program that addresses current community needs and future community goals, Council is looking to understand community priorities for allocating resources. I will read out c

Priorities for Future Planning



The chart to the left shows priority results across the 3 years of research (2025, 2022 and 2021 – where comparable).

Compared to 2022, the level of priority placed on 'Water supply' significantly increased from 57% to 87%, while the desire for Council to prioritise 'Industrial expansion' has significantly reduced from 80% in 2022 to 63% in 2025.

Residents located in Townships are significantly more likely to prioritise 'Water supply' (92%) and 'Sewerage services' (81%) and those in Villages are significantly more like to prioritise 'Arts/Cultural development' (45%).

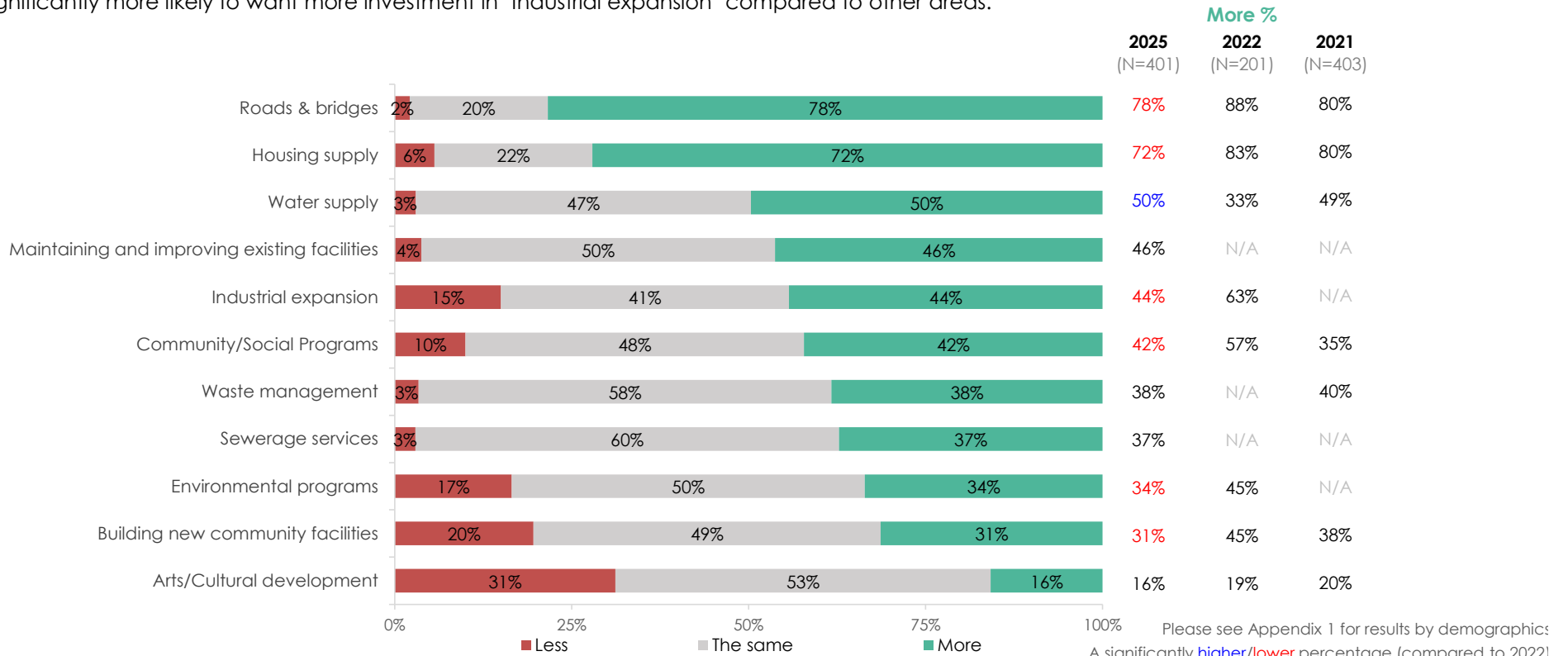
A significantly higher/lower percentage (compared to 2022)
Please see Appendix 1 for results by demographics

In order to develop a delivery program that addresses current community needs and future community goals, Council is looking to understand community priorities for allocating resources. I will read out c

Investment for Future Planning

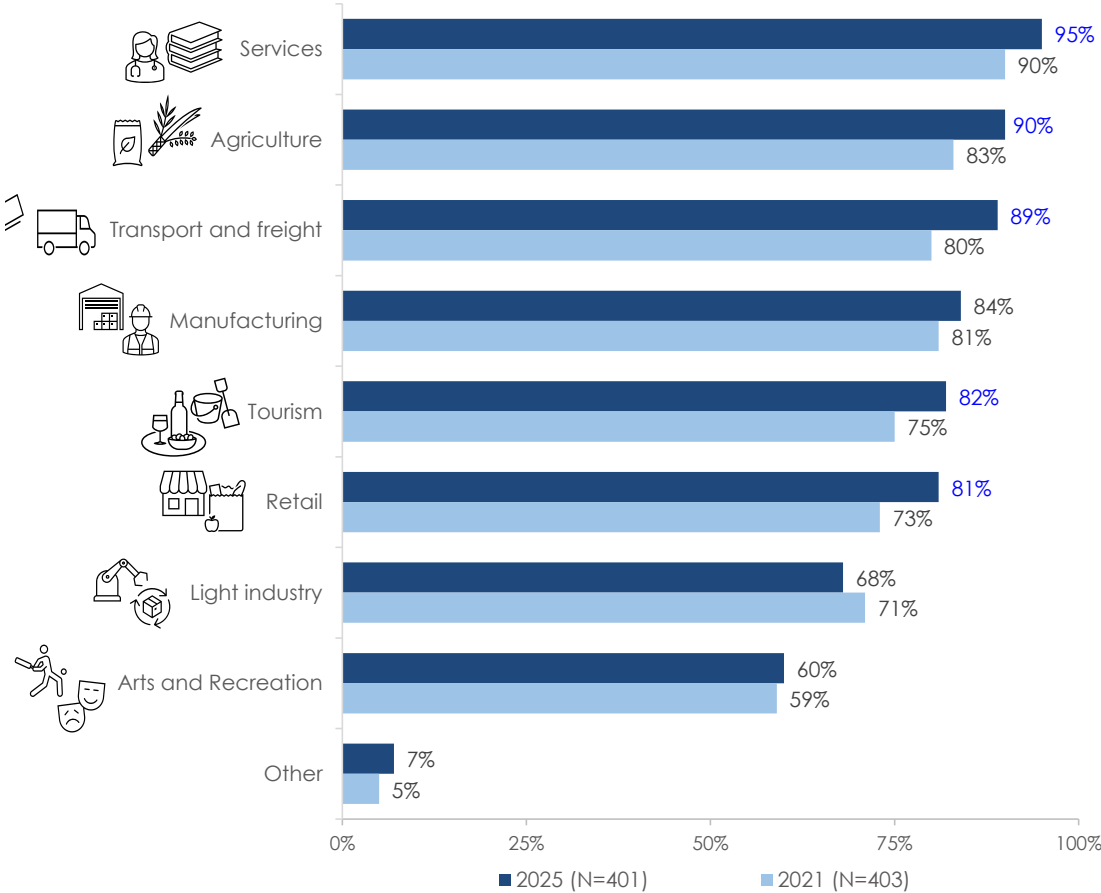
78% of residents desire more investment in 'Roads & bridges' and 72% would like to see more investment in 'Housing supply'. Desire for 'more' investment has dropped for most areas compared to 2022 and has significantly increased for 'Water supply' (33% wanted 'more' in 2022 compared to 50% in 2025).

Residents in Townships are significantly more likely to state that they would like more investment in 'Community/Social programs' and those in Rural suburbs are significantly more likely to want more investment in 'Industrial expansion' compared to other areas.



In order to develop a delivery program that addresses current community needs and future community goals, Council is looking to understand community priorities for allocating resources. I will read out a

Sector Focus for the Local Economy



Compared to 2021 significantly more residents would like Council to focus on the following sectors of the local economy; 'Services i.e. nursing and education' (+5%), 'Agriculture' (+7%), 'Transport and freight' (+9%), 'Tourism' (+7%) and 'Retail' (+8%).

Residents in Townships are significantly more in favour of focusing on 'Tourism' (86%) and 'Retail' (87%), while those in Rural suburbs are significantly more likely to want a focus on 'Agriculture' (98%) and 'Transport and freight' (95%)

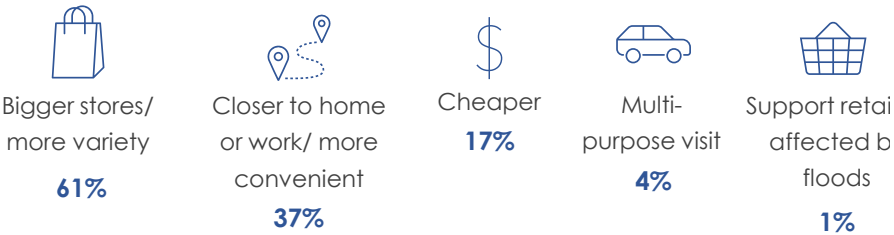
A significantly higher/lower percentage (compared to 2021)

Retail Spending

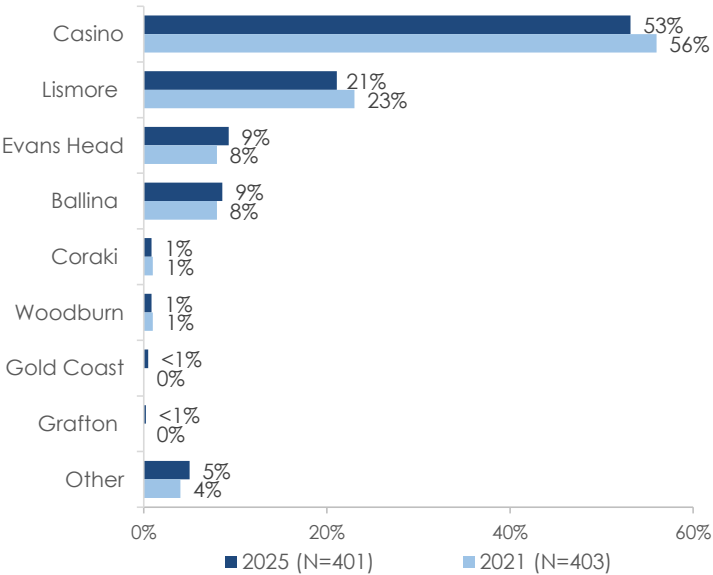
Half of residents stated they make the majority of their everyday purchases in Casino and 1 in 5 make majority of their purchases in Lismore. The main reason for those purchasing outside of the LGA was that more variety of shops are provided elsewhere.

Other purchases are also commonly made in Lismore and Casino and 10% do not spend elsewhere.

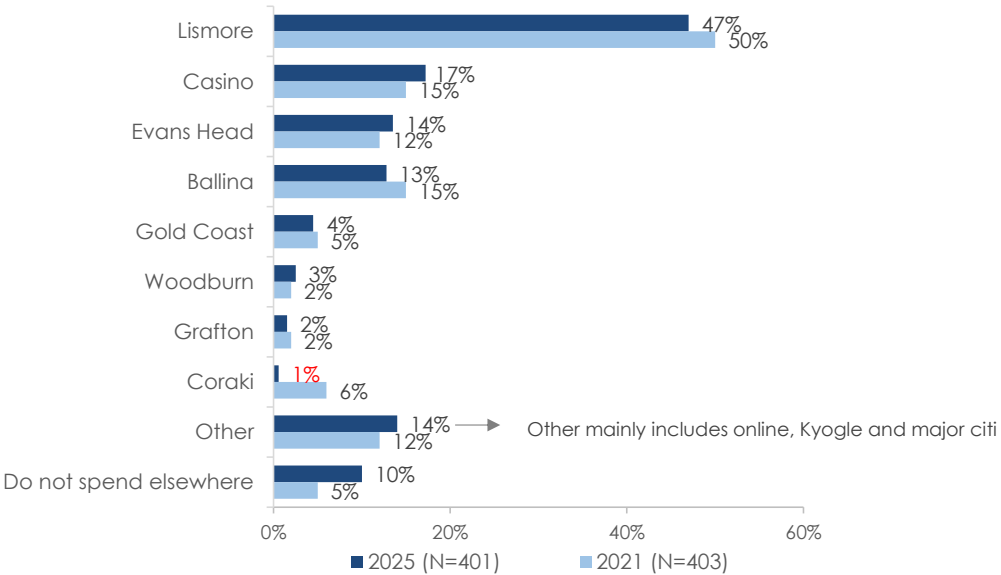
Reason for majority spend outside the LGA (Q15ai (N=91)):



Main area for purchases made (Q15a)



Other areas for purchases made (Q15b)



5a. Thinking about your everyday retail spending during the last month, where did you make the majority of your purchases?



Additional Analyses

Appendix 1

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Demographics – Suburb of Residence

Suburb	N=401	Suburb	N=401
Casino	47%	Wyan	1%
Evans Head	14%	Bentley	<1%
Coraki	6%	Bora Ridge	<1%
North Casino	4%	Bungawalbin	<1%
Woodburn	4%	Camira	<1%
Broadwater	3%	Clearfield	<1%
Ellangowan	2%	Coombell	<1%
Fairy Hill	2%	Gibberagee	<1%
Spring Grove	2%	Greenridge	<1%
Stratheden	2%	Irvington	<1%
Yorklea	2%	Myrtle Creek	<1%
Backmede	1%	Naughtons Gap	<1%
Dobies Bight	1%	New Italy	<1%
Doonbah	1%	Piora	<1%
Leeville	1%	Shannon Brook	<1%
Mongogarrie	1%	Swan Bay	<1%
Rappville	1%	The Gap	<1%
Tatham	1%	Tomki	<1%
West Bungawalbin	1%	West Coraki	<1%
Woodview	1%	Whiporie	<1%

The Community Experience

Agree/ Strongly agree %	Overall	Gender		Age				Area		
		Male	Female	18-34	35-49	50-64	65+	Township	Villages	Rural suburbs
The Richmond Valley Council Area is a good place to live	72%	69%	75%	63%	65%	76%	81%	70%	79%	74%
I have enough opportunities to participate in sporting or recreational activities	68%	71%	66%	84%	66%	66%	61%	68%	69%	69%
I feel a part of my local community	60%	59%	60%	43%	56%	64%	71%	59%	63%	59%
I like to attend events and festivals in the Richmond Valley	54%	46%	62%	58%	60%	49%	51%	56%	47%	54%
I feel safe living in Richmond Valley	45%	47%	44%	38%	42%	39%	57%	48%	36%	45%
Richmond Valley is a harmonious, respectful and tolerant community	41%	39%	42%	38%	31%	38%	51%	40%	46%	40%
I have enough opportunities to participate in arts and cultural activities	39%	36%	42%	35%	36%	40%	42%	42%	21%	40%
There are enough health services in the area to meet my needs	38%	43%	35%	38%	34%	33%	46%	44%	35%	27%
Local shopping strips are vibrant and economically healthy	33%	34%	32%	22%	29%	32%	44%	36%	27%	29%
Transport in the area is accessible	20%	22%	19%	14%	23%	17%	25%	26%	4%	15%
Housing in the area is available and affordable	18%	24%	12%	21%	11%	19%	20%	20%	6%	21%
Base	401	196	205	88	81	103	129	244	57	100

Receiving Information About Council

	Overall	Gender		Age				Area		
		Male	Female	18-34	35-49	50-64	65+	Township	Villages	Rural suburbs
Word of mouth	72%	70%	73%	75%	78%	74%	64%	70%	73%	75%
Brochures/flyers/posters	64%	64%	64%	70%	67%	57%	65%	66%	63%	62%
RVC Community newsletters – post or email	62%	58%	65%	45%	52%	76%	67%	63%	56%	62%
Facebook	60%	53%	66%	88%	71%	61%	33%	61%	49%	63%
Web/Internet	55%	54%	56%	88%	55%	48%	39%	54%	50%	61%
Community organisations	36%	36%	36%	43%	33%	35%	35%	37%	38%	34%
Radio	33%	37%	30%	32%	35%	28%	37%	31%	36%	37%
Television	33%	31%	34%	37%	23%	28%	41%	34%	26%	34%
Libraries/Council community centres	30%	26%	34%	33%	27%	22%	36%	32%	34%	23%
Email	26%	26%	26%	19%	31%	25%	28%	24%	26%	30%
The Northern Rivers Times	22%	20%	25%	20%	17%	17%	32%	24%	21%	18%
Other	4%	5%	3%	0%	8%	5%	3%	4%	5%	3%
Base	401	196	205	88	81	103	129	244	57	100

Comparison to Previous Research

Service/Facility	Importance mean rating		Satisfaction mean rating		Service/Facility	Importance mean rating		Satisfaction mean rating	
	2025	2021	2025	2021		2025	2021	2025	2021
Maintaining local roads	4.50	4.43	2.57	2.64	Providing local employment	4.61	4.55	3.18	3.20
Maintaining footpaths	4.00	4.04	3.17	3.58	Community engagement/consultation	4.37	4.32	3.07	3.31
Car parking	4.07	4.16	3.15	3.53	Opportunity to participate in Council's decision-making processes	4.14	4.13	2.78	3.12
Protecting the natural environment	4.15	4.34	3.34	3.71	Support for community organisations	4.33	4.31	3.36	3.68
Waste management	4.46	4.29	3.24	3.71	Council provision of information	4.37	4.27	3.18	3.49
Stormwater (gutters & drainage)	4.29	4.24	2.78	3.10	Community safety & crime prevention	4.69	N/A	2.29	N/A
Beaches	4.09	4.19	4.00	4.17	Advocating for natural disaster recovery funding & programs	4.65	N/A	2.94	N/A
Riverbanks	4.33	4.26	2.90	3.40	Availability and quality of local parks and playgrounds	4.52	4.46	3.51	3.52
Long term town planning for the Richmond Valley	4.49	4.42	2.91	3.24	Swimming pools	4.32	4.19	4.13	3.89
Attractiveness of the town centres	4.28	4.22	3.12	3.49	Availability and maintenance of sporting ovals, grounds and facilities	4.39	4.41	3.88	3.96
Protection of heritage buildings and items	4.01	4.19	3.45	3.75	Libraries	4.09	4.30	4.16	4.25
Household garbage collection	4.54	4.38	3.45	3.85	Community centres and facilities	4.16	4.21	3.76	4.00
Compliance (environmental health, companion animals, parking enforcement)	4.04	4.09	3.31	3.83	Festivals and events	4.18	4.13	3.66	3.79
Development Assessment	4.09	4.03	3.11	3.49	Cemeteries	4.34	4.35	3.95	4.06
Economic development of the Richmond Valley	4.32	4.34	3.05	3.40	Emergency management	4.69	4.62	3.53	3.95
Financial management	4.52	4.46	2.95	3.28	Lighting in public places	4.46	4.48	3.20	3.36

Comparison to Previous Research

Service/Facility	Important/ Very important %		At least somewhat satisfied %		Service/Facility	Important/ Very important %		At least somewhat satisfied %	
	2025	2021	2025	2021		2025	2021	2025	2021
Maintaining local roads	89%	86%	52%	55%	Providing local employment	91%	87%	73%	75%
Maintaining footpaths	73%	73%	75%	86%	Community engagement/consultation	84%	80%	70%	76%
Car parking	74%	77%	71%	84%	Opportunity to participate in Council's decision-making processes	76%	72%	59%	67%
Protecting the natural environment	75%	81%	78%	90%	Support for community organisations	84%	80%	78%	88%
Waste management	86%	82%	70%	83%	Council provision of information	86%	79%	76%	82%
Stormwater (gutters & drainage)	82%	80%	60%	69%	Community safety & crime prevention	92%	N/A	43%	N/A
Beaches	73%	77%	93%	97%	Advocating for natural disaster recovery funding & programs	91%	N/A	65%	N/A
Riverbanks	83%	79%	64%	76%	Availability and quality of local parks and playgrounds	90%	89%	82%	77%
Long term town planning for the Richmond Valley	88%	85%	67%	80%	Swimming pools	81%	77%	95%	88%
Attractiveness of the town centres	81%	81%	71%	82%	Availability and maintenance of sporting ovals, grounds and facilities	86%	85%	92%	92%
Protection of heritage buildings and items	68%	75%	84%	88%	Libraries	75%	81%	94%	95%
Household garbage collection	89%	84%	73%	84%	Community centres and facilities	77%	75%	89%	92%
Compliance (environmental health, companion animals, parking enforcement)	71%	72%	78%	92%	Festivals and events	79%	76%	84%	87%
Development Assessment	75%	72%	72%	85%	Cemeteries	81%	83%	92%	92%
Economic development of the Richmond Valley	82%	85%	74%	81%	Emergency management	93%	89%	82%	92%
Financial management	88%	85%	67%	79%	Lighting in public places	86%	85%	76%	76%

Importance Compared to the Micromex Regional Benchmark

Service/Facility	Richmond Valley Council T2 box importance score	Micromex LGA Benchmark – Regional T2 box importance score	Variance
Swimming pools	81%▲	71%	10%
Advocating for natural disaster recovery funding & programs	91%▲	81%	10%
Festivals and events	79%	70%	9%
Availability and maintenance of sporting ovals, grounds and facilities	86%	77%	9%
Community centres and facilities	77%	68%	9%
Availability and quality of local parks and playgrounds	90%	83%	7%
Cemeteries	81%	75%	6%
Support for community organisations	84%	78%	6%
Libraries	75%	70%	5%
Council provision of information	86%	82%	4%
Lighting in public places	86%	82%	4%
Providing local employment	91%	87%	4%
Development Assessment	75%	72%	3%
Opportunity to participate in Council's decision-making processes	76%	73%	3%
Economic development of the Richmond Valley	82%	79%	3%
Community safety & crime prevention	92%	90%	2%
Emergency management	93%	91%	2%
Financial management	88%	86%	2%
Attractiveness of the town centres	81%	81%	0%
Community engagement/consultation	84%	84%	0%
Stormwater (gutters & drainage)	82%	82%	0%
Long term town planning for the Richmond Valley	88%	89%	-1%
Household garbage collection	89%	91%	-2%
Riverbanks	83%	86%	-3%
Protection of heritage buildings and items	68%	72%	-4%
Maintaining local roads	89%	93%	-4%
Protecting the natural environment	75%	81%	-6%
Maintaining footpaths	73%	80%	-7%
Car parking	74%	82%	-8%
Beaches	73%▼	87%	-14%

Satisfaction Compared to the Micromex Regional Benchmark

Service/Facility	Richmond Valley Council T3 box satisfaction score	Micromex LGA Benchmark – Regional T3 box satisfaction score	Variance
Swimming pools	95%▲	84%	11%
Development Assessment	72%	64%	8%
Beaches	93%	86%	7%
Maintaining footpaths	75%	68%	7%
Availability and maintenance of sporting ovals, grounds and facilities	92%	89%	3%
Council provision of information	76%	73%	3%
Car parking	71%	68%	3%
Community centres and facilities	89%	87%	2%
Cemeteries	92%	90%	2%
Economic development of the Richmond Valley	74%	73%	1%
Community engagement/consultation	70%	69%	1%
Libraries	94%	94%	0%
Providing local employment	73%	74%	-1%
Financial management	67%	68%	-1%
Protection of heritage buildings and items	84%	85%	-1%
Festivals and events	84%	86%	-2%
Maintaining local roads	52%	54%	-2%
Long term town planning for the Richmond Valley	67%	70%	-3%
Emergency management	82%	85%	-3%
Availability and quality of local parks and playgrounds	82%	86%	-4%
Opportunity to participate in Council's decision-making processes	59%	63%	-4%
Protecting the natural environment	78%	84%	-6%
Advocating for natural disaster recovery funding & programs	65%	72%	-7%
Support for community organisations	78%	85%	-7%
Lighting in public places	76%▼	86%	-10%
Attractiveness of the town centres	71%▼	82%	-11%
Stormwater (gutters & drainage)	60%▼	75%	-15%
Household garbage collection	73%▼	88%	-15%
Riverbanks	64%▼	80%	-16%
Community safety & crime prevention	43%▼	81%	-38%

■ Importance Compared to the Bespoke Benchmark

Service/Facility	Richmond Valley Council T2 box importance score	Micromex Bespoke Benchmark T2 box importance score	Variance
Availability and maintenance of sporting ovals, grounds and facilities	86%▲	65%	21%
Swimming pools	81%▲	61%	20%
Availability and quality of local parks and playgrounds	90%▲	73%	17%
Community centres and facilities	77%▲	62%	15%
Lighting in public places	86%▲	72%	14%
Festivals and events	79%▲	68%	11%
Providing local employment	91%▲	80%	11%
Libraries	75%▲	65%	10%
Advocating for natural disaster recovery funding & programs	91%	83%	8%
Economic development of the Richmond Valley	82%	74%	8%
Support for community organisations	84%	77%	7%
Community safety & crime prevention	92%	87%	5%
Development Assessment	75%	70%	5%
Cemeteries	81%	77%	4%
Council provision of information	86%	82%	4%
Financial management	88%	84%	4%
Opportunity to participate in Council's decision-making processes	76%	72%	4%
Emergency management	93%	90%	3%
Stormwater (gutters & drainage)	82%	79%	3%
Attractiveness of the town centres	81%	81%	0%
Community engagement/consultation	84%	85%	-1%
Long term town planning for the Richmond Valley	88%	89%	-1%
Household garbage collection	89%	91%	-2%
Maintaining local roads	89%	92%	-3%
Maintaining footpaths	73%	78%	-5%
Protection of heritage buildings and items	68%	74%	-6%
Riverbanks	83%	89%	-6%
Protecting the natural environment	75%	82%	-7%
Car parking	74%	82%	-8%
Beaches	73%▼	87%	-14%

Satisfaction Compared to the Bespoke Benchmark

Service/Facility	Richmond Valley Council T3 box satisfaction score	Micromex Bespoke Benchmark T3 box satisfaction score	Variance
Development Assessment	72%▲	58%	14%
Swimming pools	95%▲	83%	12%
Beaches	93%▲	81%	12%
Providing local employment	73%	64%	9%
Maintaining footpaths	75%	68%	7%
Community engagement/consultation	70%	65%	5%
Availability and maintenance of sporting ovals, grounds and facilities	92%	88%	4%
Council provision of information	76%	73%	3%
Festivals and events	84%	81%	3%
Community centres and facilities	89%	87%	2%
Cemeteries	92%	91%	1%
Protection of heritage buildings and items	84%	83%	1%
Car parking	71%	70%	1%
Economic development of the Richmond Valley	74%	74%	0%
Long term town planning for the Richmond Valley	67%	67%	0%
Availability and quality of local parks and playgrounds	82%	83%	-1%
Libraries	94%	95%	-1%
Financial management	67%	68%	-1%
Maintaining local roads	52%	53%	-1%
Protecting the natural environment	78%	79%	-1%
Advocating for natural disaster recovery funding & programs	65%	68%	-3%
Opportunity to participate in Council's decision-making processes	59%	64%	-5%
Support for community organisations	78%	86%	-8%
Lighting in public places	76%	85%	-9%
Emergency management	82%	91%	-9%
Riverbanks	64%▼	74%	-10%
Attractiveness of the town centres	71%▼	81%	-10%
Stormwater (gutters & drainage)	60%▼	74%	-14%
Household garbage collection	73%▼	89%	-16%
Community safety & crime prevention	43%▼	77%	-34%

Performance Gap Analysis

When analysing performance gap data, it is important to consider both stated satisfaction and the absolute size of the performance gap.

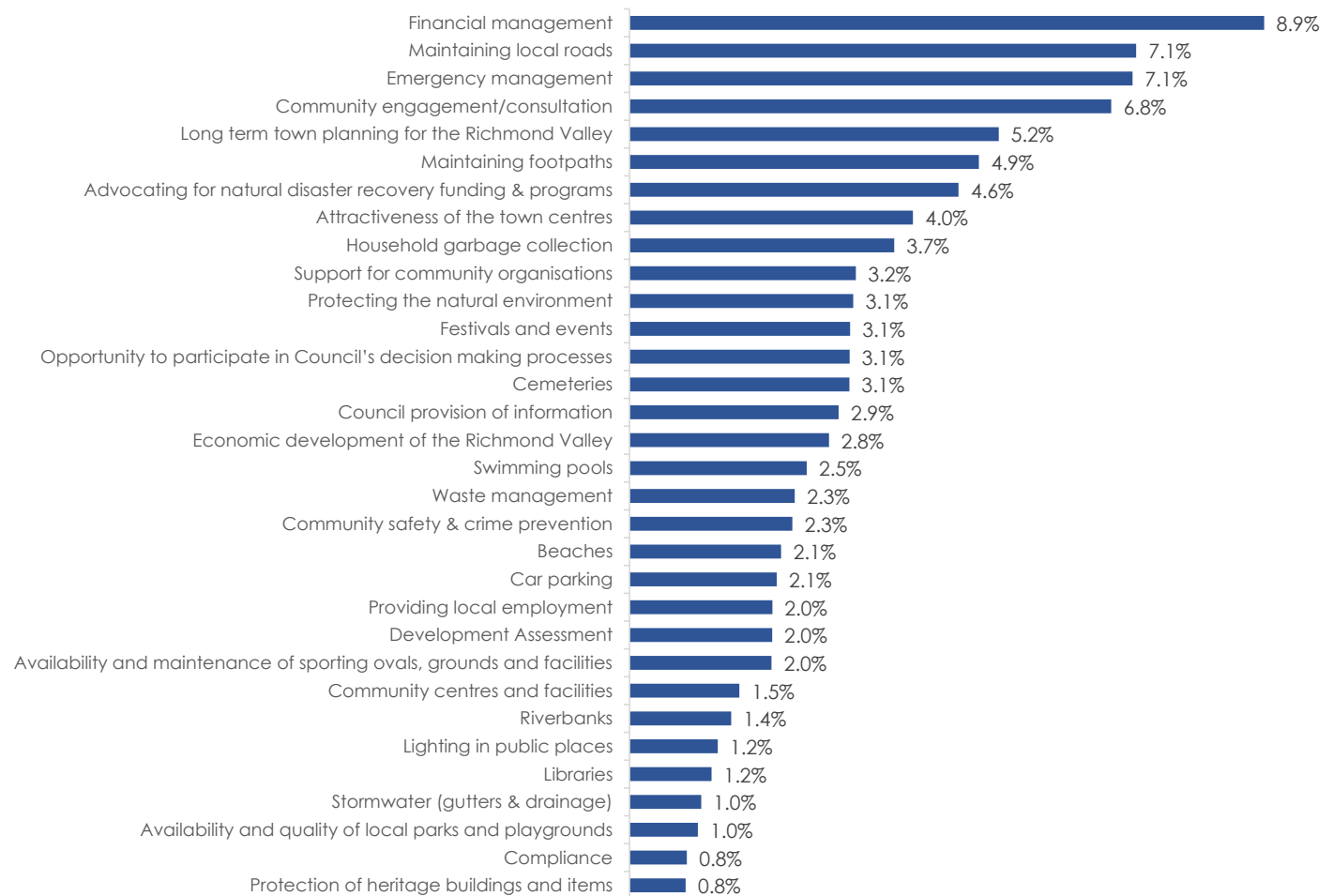
Performance Gap Ranking

Service/Facility	Importance T2 Box	Satisfaction T3 Box	Performance Gap (Importance – Satisfaction)
Community safety & crime prevention	92%	43%	49%
Maintaining local roads	89%	52%	37%
Advocating for natural disaster recovery funding & programs	91%	65%	26%
Stormwater (gutters & drainage)	82%	60%	22%
Long term town planning for the Richmond Valley	88%	67%	21%
Financial management	88%	67%	21%
Riverbanks	83%	64%	19%
Providing local employment	91%	73%	18%
Opportunity to participate in Council's decision-making processes	76%	59%	17%
Household garbage collection	89%	73%	16%
Waste management	86%	70%	16%
Community engagement/consultation	84%	70%	14%
Emergency management	93%	82%	11%
Attractiveness of the town centres	81%	71%	10%
Lighting in public places	86%	76%	10%
Council provision of information	86%	76%	10%
Availability and quality of local parks and playgrounds	90%	82%	8%
Economic development of the Richmond Valley	82%	74%	8%
Support for community organisations	84%	78%	6%
Development Assessment	75%	72%	3%
Car parking	74%	71%	3%
Maintaining footpaths	73%	75%	-2%
Protecting the natural environment	75%	78%	-3%
Festivals and events	79%	84%	-5%
Availability and maintenance of sporting ovals, grounds and facilities	86%	92%	-6%
Compliance (environmental health, companion animals, parking enforcement)	71%	78%	-7%
Cemeteries	81%	92%	-11%
Community centres and facilities	77%	89%	-12%
Swimming pools	81%	95%	-14%
Protection of heritage buildings and items	68%	84%	-16%
Libraries	75%	94%	-19%

Note: T2 = important/very important

Regression Analysis – Influence on Overall Satisfaction

The chart to the right summarises the influence of the 32 facilities/ services on overall satisfaction with Council's performance, based on the Regression analysis.



■ Council's Used to Create the Micromex Regional Benchmark

The Regional Benchmark was composed from the Council areas listed below:		
Albury City Council	Glen Innes Severn Shire Council	Narrandera Shire Council
Ballina Shire Council	Gunnedah Shire Council	Parkes Shire Council
Bathurst Regional Council	Kempsey Shire Council	Port Macquarie-Hastings Council
Bland Shire Council	Lachlan Shire Council	Singleton Shire Council
Blue Mountains City Council	Lake Macquarie City Council	Tamworth Regional Council
Byron Shire Council	Leeton Shire Council	Tenterfield Shire Council
Cabonne Shire Council	Lismore City Council	Tweed Shire Council
Central Coast Council	Lithgow City Council	Upper Hunter Shire Council
Cessnock City Council	Liverpool Plains Shire Council	Wagga Wagga City Council
City of Newcastle	Maitland City Council	Walgett Shire Council
Coffs Harbour City Council	MidCoast Council	Weddin Shire Council
Devonport City Council	Mid-Western Regional Council	Wingecarribee Shire Council
Dubbo Regional Council	Moree Plains Shire Council	Wollondilly Shire Council
Dungog Shire Council	Murray River Council	Yass Valley Council
Eurobodalla Shire Council	Murrumbidgee Council	
Federation Council	Muswellbrook Shire Council	
Forbes Shire Council	Narrabri Shire Council	

■ Priorities for Future Planning

Yes, priority %	Overall	Gender		Age				Area		
		Male	Female	18-34	35-49	50-64	65+	Township	Villages	Rural suburbs
Roads & bridges	96%	97%	96%	98%	98%	96%	95%	96%	99%	97%
Maintaining and improving existing facilities	88%	88%	88%	84%	87%	90%	90%	88%	94%	85%
Housing supply	87%	85%	89%	93%	88%	88%	83%	88%	83%	88%
Water supply	87%	89%	86%	95%	84%	83%	87%	92%	85%	76%
Waste management	84%	84%	84%	83%	79%	82%	89%	86%	82%	79%
Sewerage services	76%	75%	77%	77%	66%	79%	79%	81%	78%	64%
Community/Social Programs	68%	63%	74%	68%	75%	76%	58%	70%	68%	65%
Environmental programs	65%	61%	68%	66%	65%	66%	62%	65%	66%	63%
Industrial expansion	63%	72%	55%	56%	63%	70%	64%	66%	41%	70%
Building new community facilities	53%	48%	57%	52%	63%	43%	54%	56%	60%	42%
Arts/Cultural development	30%	24%	36%	18%	27%	42%	31%	29%	45%	23%
Base	401	196	205	88	81	103	129	244	57	100

A significantly higher/lower percentage (by group)

In order to develop a delivery program that addresses current community needs and future community goals, Council is looking to understand community priorities for allocating resources. I will read out a

Investment for Future Planning

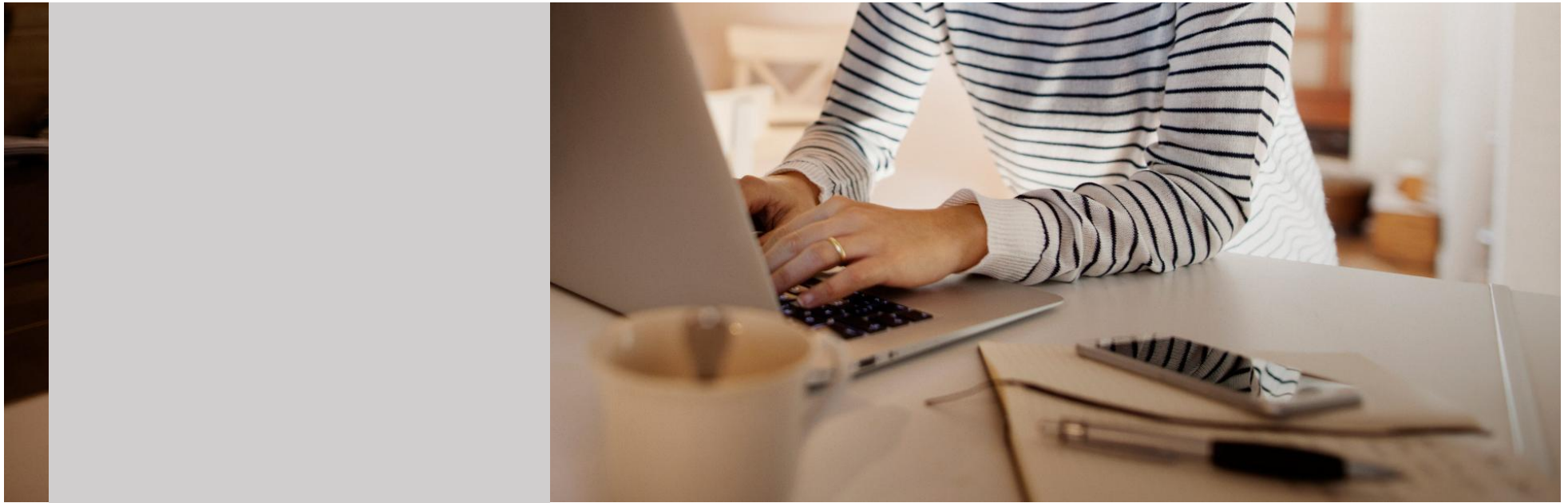
'More' investment %	Overall	Gender		Age				Area		
		Male	Female	18-34	35-49	50-64	65+	Township	Villages	Rural suburbs
Roads & bridges	78%	83%	74%	71%	79%	83%	80%	78%	72%	81%
Housing supply	72%	68%	76%	70%	79%	71%	70%	72%	63%	77%
Water supply	50%	54%	46%	49%	46%	46%	55%	54%	34%	48%
Maintaining and improving existing facilities	46%	50%	43%	53%	44%	37%	51%	51%	46%	36%
Industrial expansion	44%	53%	36%	35%	44%	47%	49%	44%	26%	55%
Community/Social Programs	42%	35%	49%	43%	53%	41%	36%	47%	28%	37%
Waste management	38%	41%	36%	30%	33%	39%	47%	41%	40%	31%
Sewerage services	37%	42%	32%	23%	31%	45%	45%	40%	36%	31%
Environmental programs	34%	30%	37%	38%	28%	30%	38%	33%	43%	29%
Building new community facilities	31%	31%	32%	32%	33%	28%	33%	36%	32%	21%
Arts/Cultural development	16%	11%	20%	11%	13%	16%	21%	17%	24%	9%
Base	401	196	205	88	81	103	129	244	57	100

A significantly higher/lower percentage (by group)

In order to develop a delivery program that addresses current community needs and future community goals, Council is looking to understand community priorities for allocating resources. I will read out a

Sector Focus for the Local Economy

	Overall	Gender		Age				Area		
		Male	Female	18-34	35-49	50-64	65+	Township	Villages	Rural suburbs
Services i.e. nursing, education and social assistance	95%	94%	96%	95%	95%	95%	94%	94%	96%	96%
Agriculture	90%	92%	88%	89%	85%	93%	92%	87%	90%	98%
Transport and freight	89%	91%	87%	87%	90%	87%	91%	86%	90%	95%
Manufacturing	84%	87%	81%	89%	81%	88%	79%	85%	70%	90%
Tourism	82%	82%	82%	71%	82%	85%	87%	86%	83%	72%
Retail	81%	82%	80%	60%	83%	88%	88%	87%	66%	74%
Light industry	68%	76%	61%	44%	58%	82%	80%	71%	69%	60%
Arts and Recreation	60%	57%	62%	34%	61%	69%	69%	63%	62%	50%
Other	7%	8%	7%	2%	8%	11%	7%	9%	3%	5%
Base	401	196	205	88	81	103	129	244	57	100



Questionnaire

Appendix 2

micromex



Questionnaire

Richmond Valley Council Community Survey 2025

Good morning/afternoon/evening, my name is _____ calling on behalf of Richmond Valley Council from a company called Micromex, we are conducting a survey regarding your local area, would now be a good time to share your opinions?

QA. So that we can confirm you live in the Richmond Valley, what town or village do you live in?

Position	Answers	Notes
1	Bockmede	Rural
2	Banyabba	Rural
3	Bentley	Rural
4	Boorabee Park	Rural
5	Bora Ridge	Rural
6	Broadwater	Village
7	Bungawalbin	Rural
8	Butbys Flat	Rural
9	Camira	Rural
10	Casino	Township
11	Clearfield	Rural
12	Clovass	Rural
13	Codrington	Rural
14	Coombell	Rural
15	Coraki	Village
16	Dobies Bight	Rural
17	Doonbah	Rural
18	Dyraba	Rural
19	East Coraki	Rural
20	Ellangowan	Rural
21	Esk	Rural
22	Evans Head	Township
23	Fairy Hill	Rural
24	Gibberagee	Rural
25	Greenridge	Rural
26	Hogarth Range	Rural
27	Ivington	Rural
28	Kippenduff	Rural
29	Leeville	Rural
30	McKees Hill	Rural
31	Mongogarie	Rural
32	Mount Marsh	Rural
33	Myrtle Creek	Rural
34	Naughtons Gap	Rural
35	New Italy	Rural
36	North Casino	Rural
37	Piora	Rural
38	Rappville	Village
39	Riley's Hill	Village
40	Shannon Brook	Rural

41	Six Mile Swamp	Rural
42	Spring Grove	Rural
43	Stratheden	Rural
44	Swan Bay	Rural
45	Tabbimoble	Rural
46	Tatham	Rural
47	The Gap	Rural
48	Tomki	Rural
49	Upper Mangogarie	Rural
50	West Bungawalbin	Rural
51	West Coraki	Rural
52	Whiporie	Rural
53	Woodburn	Village
54	Woodview	Rural
55	Wyan	Rural
56	Yorklea	Rural

Position	Answers	Notes
1	Township	60%
2	Rural suburbs	25%
3	Villages	15%

Section A – The Community Experience

I am now going to ask you about your local community.

Q1. How strongly do you agree or disagree with the following statements, on a scale of 1 to 5, where 1 is strongly disagree and 5 is strongly agree. Prompt

Position	Answers	Agreement				
		Low				High
		1	2	3	4	5
1	The Richmond Valley is a good place to live					
2	I feel a part of my local community					
3	I like to attend events and festivals in the Richmond Valley					
4	Richmond Valley is a harmonious, respectful and tolerant community					
5	Housing in the area is available and affordable					
6	Transport in the area is accessible					
7	There are enough health services in the area to meet my needs					
8	I have enough opportunities to participate in arts and cultural activities					
9	I have enough opportunities to participate in sporting or recreational activities					
10	Local shopping strips are vibrant and economically healthy					
11	I feel safe living in the Richmond Valley					

Now thinking about your local Council...

Q2. How satisfied are you with the effectiveness of the communication Council currently has with the community? Prompt

Value	Answers	Notes
5	Very satisfied	
4	Satisfied	
3	Somewhat satisfied	
2	Not very satisfied	
1	Not at all satisfied	

Q3. How do you receive information about Council? Please answer yes or no as I read each one. Prompt (MR)

Position	Answers	Notes
1	Web/Internet	
2	The Northern Rivers Times	
3	RVC Community newsletters – post or email	
4	Word of mouth	
5	Radio	
6	Email	
7	Brochures/flyers/posters	
8	Facebook	
9	Libraries/Council community centres	
10	Community organisations	
11	Television	
12	Other (Please specify)	

Q3I. Other:

Position	Answers	Notes
1		5 lines

Questionnaire Cont.

Section A – Importance of, and satisfaction with, Council services

Q4. In this section I will read out different Council services or facilities. For each of these could you please indicate that which best describes your opinion of the importance of the following services/facilities to you, and in the second part, the level of satisfaction with the performance of that service. The scale is from 1 to 5, where 1 is low and 5 is high. *Prompt*

Position	Answers	Importance					Satisfaction				
		Low			High		Low		High	NA	
1	Maintaining local roads	1	2	3	4	5	1	2	3	4	5
2	Maintaining footpaths										
3	Car parking										
4	Protecting the natural environment										
5	Waste management										
6	Stormwater (gutters & drainage)										
7	Beaches										
8	Riverbanks										
9	Long term town planning for the Richmond Valley										
10	Attractiveness of the town centres										
11	Protection of heritage buildings and items										
12	Household garbage collection										
13	Compliance (environmental health, companion animals, parking enforcement)										
14	Development Assessment										

Part B – Council Advocacy and Leadership

Position	Answers	Importance					Satisfaction				
		Low			High		Low		High	NA	
1	Economic development of the Richmond Valley										
2	Financial management										
3	Providing local employment										
4	Community engagement/consultation										
5	Opportunity to participate in Council's decision making processes										
6	Support for community organisations										
7	Council provision of information										
8	Community safety & crime prevention										
9	Advocating for natural disaster recovery funding & programs										

Part C – Council Facilities

Position	Answers	Importance					Satisfaction				
		Low			High		Low		High	NA	
1	Availability & quality of local parks and playgrounds										
2	Swimming pools										
3	Availability and maintenance of sporting ovals, grounds and facilities										
4	Libraries										
5	Community centres and facilities										
6	Festivals and events										
7	Cemeteries										
8	Emergency management										
9	Lighting in public places										

Section C – Priority Issues

Q5. Overall, for the last 12 months, how satisfied are you with the performance of Council, not just on one or two issues but across all responsibility areas? *Prompt*

Value	Answers	Notes
5	Very satisfied	
4	Satisfied	
3	Somewhat satisfied	
2	Not very satisfied	
1	Not at all satisfied	

Q6. What do you value most about living in the Richmond Valley? (Probe fully on all issues mentioned)

Position	Answers	Notes
1		5 lines

Q7. Thinking about the next 5 years, what do you think are the highest priority issues facing the Richmond Valley? (Probe fully on all issues mentioned)

Position	Answers	Notes
1		5 lines

Section D – Planning for the future

Spending Priorities

The Richmond Valley is experiencing a period of growth and significant investment. Council is looking to balance increasing community expectations with future financial sustainability.

Over the past few years Council has prepared long-term plans to grow our communities, secure our water supplies and provide essential infrastructure. It has also completed a range of signature projects, such as the Casino showground upgrade, the Northern Rivers Rail Trail, flood repair works and sports facility upgrades in the Mid-Richmond and the start of the 3 Villages cycleway. Many of these facilities have been built with government grants, but the cost of operating and maintaining them will be shared by ratepayers the future.

Q8. In order to develop a delivery program that addresses current community needs and future community goals, Council is looking to understand community priorities for allocating resources. I will read out a list of different topic areas and would like you to nominate the ones you think should be prioritised by Council and what you believe Council's level of investment for resourcing/finance should be for each? *Prompt*

RANDOMISE PILLARS

Position	Answers	Priority Yes/No	Investment More/Same/Less
1	Building new community facilities		
2	Maintaining and improving existing facilities		
3	Community/Social Programs		
4	Arts/Cultural development		
5	Environmental programs		
6	Housing supply		
7	Industrial expansion		
8	Water supply		
9	Sewerage services		
10	Roads & bridges		
11	Waste management		

Future Growth

Council has plans to grow the Richmond Valley over the next 15-20 years, so there will be more houses, jobs and services available. This will see our population increase by about 17% over that time to 27,000 residents.

Q9a. How supportive are you of promoting steady growth in the Richmond Valley over the next 20 years?

Value	Answers	Notes
5	Very supportive	
4	Supportive	
3	Somewhat supportive	
2	Not very supportive	
1	Not at all supportive	

Q9b. Why do you say that? *Probe*

Position	Answers	Notes
1		5 lines

Questionnaire Cont.

Q10. Which of the following sectors of our local economy do you think should be our focus? Please answer yes or no as I read each one. Prompt (MR)

Position	Answers	Notes
1	Retail	
2	Light industry	
3	Agriculture	
4	Services i.e. nursing, education and social assistance	
5	Manufacturing	
6	Transport and freight	
7	Tourism	
8	Arts and Recreation	
9	Other (please specify)	

Q10i. Other:

Position	Answers	Notes
1		5 lines

Section E – Demographic & Profiling questions

For demographic purposes...

Q11. Please stop me when I read out your age group. Prompt

Position	Answers	Notes
1	18-24	
2	25-34	
3	35-49	
4	50-64	
5	65 years and over	

Q12. How long have you lived in the Richmond Valley? Prompt

Position	Answers	Notes
1	Less than 2 years	
2	2-5	
3	6-10	
4	11-20	
5	More than 20 years	

Q13. Which of the following best describes the house where you are currently living? Prompt

Position	Answers	Notes
1	I/We own/are currently buying this property	
2	I/We currently rent this property	

Q14a. Which of the following best describes your current employment status? Prompt

Position	Answers	Notes
1	Currently in full time, part time or casual paid employment	
2	Studying at school, TAFE or university	
3	Retired from paid employment	(Go to Q15a)
4	Currently looking for paid employment	(Go to Q15a)
5	Home duties	(Go to Q15a)
6	Other (please specify)	(Go to Q15a)
7	Refused/Can't say	(Go to Q15a) [Exclusive]

Q14b. Do you work/study within the Richmond Valley, outside the Richmond Valley, or do you travel around both inside and outside? (SR)

Position	Answers	Notes
1	Within the Richmond Valley LGA	
2	Outside the Richmond Valley LGA	
3	Both inside and outside the LGA	

Q15a. Thinking about your everyday retail spending during the last month, where did you make the majority of your purchases? Do not prompt (SR)

Position	Answers	Notes
1	Lismore	Ask Q15ai
2	Woodburn	
3	Casino	
4	Evans Head	
5	Ballina	Ask Q15ai
6	Grafton	Ask Q15ai
7	Coraki	
8	Gold Coast	Ask Q15ai
9	Other (please specify)	If other is online/phone, etc. probe for website/store name

Q15ai. Other (If main spend is outside the local government area prompt for reasons.) Why is the majority of your retail spending outside the LGA? Probe fully

Position	Answers	Notes
1		5 lines

Q15b. And still thinking about your everyday retail spending during the last month, where else did you make purchases? Do not prompt (MR)

Exclude the option selected in Q15a from this list.

Position	Answers	Notes
1	Lismore	
2	Woodburn	
3	Casino	
4	Evans Head	
5	Ballina	
6	Grafton	
7	Coraki	
8	Gold Coast	
9	Other (please specify)	

Q15bi. Other. (If other is online/phone, etc. probe for website/store name)

Position	Answers	Notes
1		5 lines

Q14. Gender (determine by voice):

Position	Answers	Notes
1	Male	
2	Female	

Thank you for your time and assistance. This market research is carried out in compliance with the Privacy Act, and the information you provided will be used only for research purposes. The research has been conducted by Micromex Research (1800 637 577) on behalf of Richmond Valley Council.



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The information contained herein is believed to be reliable and accurate, however, no guarantee is given as to its accuracy and reliability, and no responsibility or liability for any information,

Richmond Valley Council

QUARTERLY BUDGET REVIEW STATEMENT

for the quarter ended 31 March 2025



Richmond
Valley
Council

"A great community with a relaxed lifestyle, beautiful environment and vibrant economy."

**Richmond Valley Council Quarterly Budget Review Statement
for the quarter ended 31 March 2025**

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**Richmond Valley Council Quarterly Budget Review Statement
for the quarter ended 31 March 2025**

Report by Responsible Accounting Officer

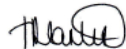
The following statement is made in accordance with Clause 203(2) of the Local Government (General) Regulation 2021:

It is my opinion that the Quarterly Budget Review Statement for Richmond Valley Council for the quarter ended 31 March 2025 indicates that Council's projected financial position at 30 June 2025 will be satisfactory, having regard to the projected estimates of income and expenditure and the original budgeted income and expenditure.

From a cash perspective, the projected overall cash result for 2024/2025 has improved to an estimated deficit as at 31 March 2025 of \$5,832,597. The improvement is largely due to a revision of the capital works program resulting in several significant projects being moved into 2025/2026. The unrestricted cash surplus has remained unchanged at \$272,799.

Council continually focuses on taking steps to reduce cash deficits whilst still being able to maintain adequate expenditure on capital projects and maintenance of existing assets. Delivery of capital budgets will continue to be monitored in future budgeting processes as this has a significant effect on the cash result.

Signed:



Hayley Martin
Responsible Accounting Officer

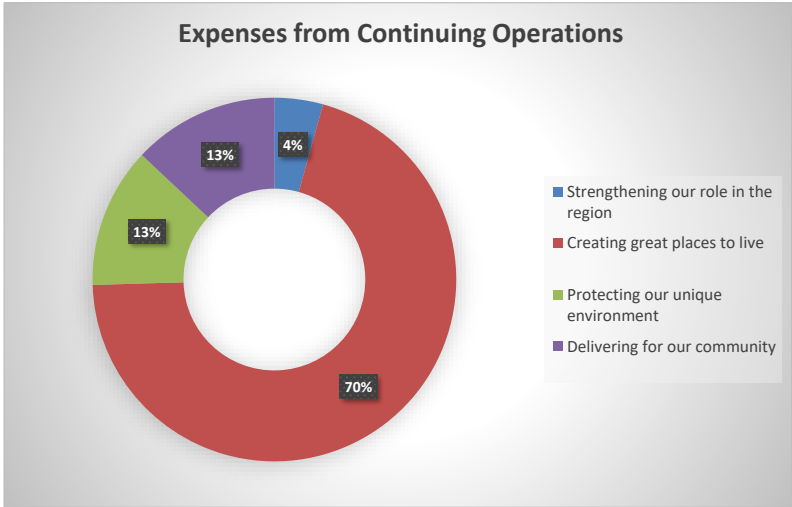
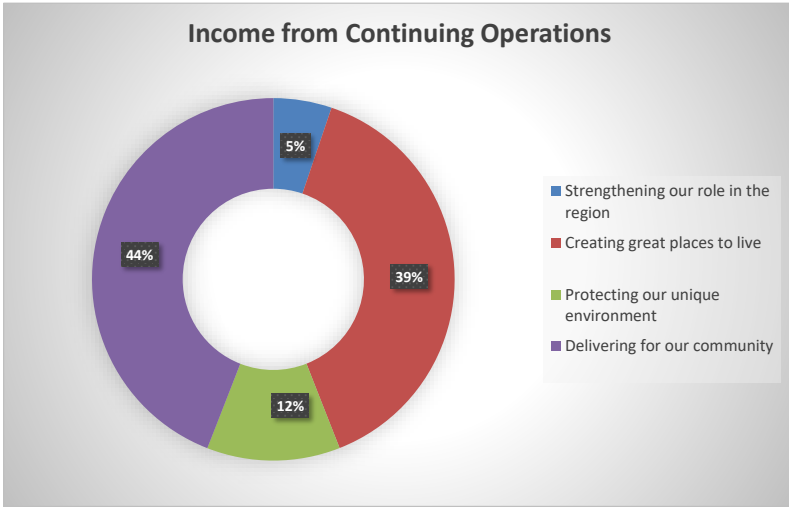
Date: 7/05/2025

**Richmond Valley Council Quarterly Budget Review Statement
for the quarter ended 31 March 2025**

Income & Expenses Budget Review Statement

	Original Budget 2024/2025	Approved Changes for Council Carry-Overs From 2023/2024	Approved Changes Monthly Adjustments	Approved QBRS Changes Sep QBRS	Approved QBRS Changes Dec QBRS	Revised Budget 2024/2025	Recommended Changes for Council Resolution Mar Qtr	Projected Year End Result	Actual YTD 31-Mar-25
Summary Budget Result									
Income									
Strengthening our role in the region	482,165	-	-	7,137,395	261,697	7,881,257	(3,680,100)	4,201,157	4,069,577
Creating great places to live	30,696,879	-	-	465,167	90,234	31,252,280	70,876	31,323,156	20,467,397
Protecting our unique environment	9,537,300	-	-	-	75,000	9,612,300	(18,267)	9,594,033	8,900,433
Delivering for our community	34,385,125	-	-	53,317	(139,643)	34,298,799	1,249,161	35,547,960	25,960,043
Total Operating Income	75,101,469	-	-	7,655,879	287,288	83,044,636	(2,378,330)	80,666,306	59,397,449
Expenses									
Strengthening our role in the region	2,470,521	36,637	17,781	7,138,685	247,302	9,910,926	(6,114,249)	3,796,677	2,097,851
Creating great places to live	54,415,669	109,863	-	6,546,180	134,796	61,206,508	523,289	61,729,797	41,623,543
Protecting our unique environment	10,843,907	49,832	3,583	-	76,207	10,973,529	5,000	10,978,529	8,600,286
Delivering for our community	9,827,021	200,418	47,786	103,847	9,158	10,188,230	1,236,661	11,424,891	8,771,128
Total Operating Expenses	77,557,117	396,750	69,150	13,788,712	467,463	92,279,192	(4,349,299)	87,929,893	61,092,809
Net Operating Result before Capital Grants and Contributions	(2,455,648)	(396,750)	(69,150)	(6,132,833)	(180,175)	(9,234,556)	1,970,969	(7,263,587)	(1,695,360)
Add: Capital Revenue									
Capital Grants & Contributions	38,195,588	-	2,955,072	10,306,306	141,889	51,598,855	(13,197,211)	38,401,644	26,579,553
Net Operating Result including Capital Grants and Contributions	35,739,940	(396,750)	2,885,922	4,173,473	(38,286)	42,364,299	(11,226,242)	31,138,057	24,884,193
Budget Result Reconciliation:									
Add: Non-Cash Expenses									
Depreciation & Amortisation	20,357,643	-	-	6,176,637	-	26,534,280	-	26,534,280	13,774,370
Loss from the disposal of assets	-	-	-	-	-	-	-	-	-
Rehabilitation Borrowing Expenses	61,554	-	-	-	-	61,554	-	61,554	-
Add: Non-Operating Funds Employed									
Loan Funds Utilised	-	-	-	-	-	-	-	-	-
Deferred Debtor Repayments	1,950	-	-	-	-	1,950	-	1,950	-
Proceeds from the Disposal of Assets	3,460,862	-	-	(2,209,546)	866	1,252,182	-	1,252,182	423,310
Less: Funds Deployed for Non-Operating Purposes									
Capital Expenditure	64,815,644	1,832,042	7,549,619	11,767,885	(870,273)	85,094,917	(24,438,679)	60,656,238	37,056,847
Loan Principal Repayments	3,891,584	-	-	-	-	3,891,584	-	3,891,584	2,902,210
Estimated Funding Result - Surplus/(Deficit)	(9,085,278)	(2,228,792)	(4,663,697)	(3,627,321)	832,853	(18,772,235)	13,212,437	(5,559,798)	(877,185)
Equity Movements									
Restricted Funds - Increase/(Decrease)	(9,358,077)	(2,228,792)	(4,663,697)	(3,627,321)	832,853	(19,045,034)	13,212,437	(5,832,597)	(877,185)
Working Funds - Increase/(Decrease)	272,799	-	-	-	-	272,799	-	272,799	-
Total Equity Movements	(9,085,278)	(2,228,792)	(4,663,697)	(3,627,321)	832,853	(18,772,235)	13,212,437	(5,559,798)	(877,185)

Richmond Valley Council Quarterly Budget Review Statement
for the quarter ended 31 March 2025
Income & Expenses Budget Review Statement - Summary by Priority



for the quarter ended 31 March 2025

Income & Expenses Budget Review Statement

Income & Expenses - by Service	Original Budget 2024/2025	Approved Changes for Council	Approved Changes	Approved QBRs Changes	Approved QBRs Changes	Revised Budget 2024/2025	Recommended Changes for Council Resolution	Notes	Projected Year End Result	Actual YTD 31-Mar-25
		Carry-Overs from 2023/24	Monthly Adjustments	Sep QBRs	Dec QBRs		Mar			
Income										
<i>Strengthening our role in the region</i>										
Recovery	-	-	-	-	14,395	14,395	-		14,395	14,395
Economic Development	-	-	-	-	-	-	-		-	-
Real Estate Development	-	-	-	7,007,539	-	7,007,539	(3,680,100)	1	3,327,439	3,327,980
Strategic Planning	12,500	-	-	-	245,000	257,500	-		257,500	245,000
Tourism	41,657	-	-	-	2,302	43,959	-		43,959	37,243
<i>Creating great places to live</i>										
Festivals and Events	103,729	-	-	94,471	10,000	208,200	116,299	3	324,499	295,381
Libraries	1,601,461	-	-	500	539	1,602,500	-		1,602,500	1,590,246
Community Programs and Grants	-	-	-	-	3,803	3,803	-		3,803	3,803
Sports Grounds, Parks and Facilities	338,490	-	-	32,640	-	371,130	-		371,130	300,418
Community Centres and Halls	118,607	-	-	-	-	118,607	-		118,607	78,109
Swimming Pools	-	-	-	-	-	-	-		-	-
Cemeteries	451,121	-	-	-	-	451,121	-		451,121	308,704
Planning & Development Services	747,685	-	-	-	-	747,685	-		747,685	522,680
Emergency Management	1,452,647	-	-	11,988	-	1,464,635	3,407		1,468,042	1,008,118
Building and Maintaining Roads	6,153,662	-	-	324,168	-	6,477,830	(107,400)	11	6,370,430	6,154,140
Stormwater Management	208,764	-	-	-	-	208,764	-		208,764	207,485
Water Supplies	8,327,452	-	-	-	26,178	8,353,630	-		8,353,630	4,143,915
Sewerage Services	11,133,913	-	-	1,400	49,714	11,185,027	-		11,185,027	5,753,054
Engineering Support & Asset Management	59,348	-	-	-	-	59,348	58,570	15	117,918	101,342
<i>Protecting our unique environment</i>										
Environmental Health	549,593	-	-	-	75,000	624,593	(18,267)	16	606,326	425,384
Environmental Management	66,666	-	-	-	-	66,666	-		66,666	17,840
Waste Management	8,921,041	-	-	-	-	8,921,041	-		8,921,041	8,457,208
<i>Delivering for our community</i>										
Governance & Advocacy	634,671	-	-	-	-	634,671	-		634,671	27,765
Community Connection	-	-	-	-	-	-	-		-	-
Financial Services	25,765,825	-	-	-	-	25,765,825	1,200,000	18	26,965,825	20,772,862
People & Culture	23,082	-	-	31,334	28,494	82,910	14,489	19	97,399	89,205
Work Health & Safety	-	-	-	-	81,863	81,863	12,500	20	94,363	94,363
Fleet Management	5,856,871	-	-	-	-	5,856,871	-		5,856,871	3,892,772
Quarries	1,987,004	-	-	-	(250,000)	1,737,004	-		1,737,004	1,000,104
Private Works	98,390	-	-	-	-	98,390	-		98,390	25,841
Customer Service	6,749	-	-	-	-	6,749	7,000	22	13,749	10,833
Information Technology Services	12,533	-	-	21,983	-	34,516	15,172	23	49,688	46,298
Total Income from Continuing Operations	75,101,469	-	-	7,655,879	287,288	83,044,636	(2,378,330)		80,666,306	59,397,449

for the quarter ended 31 March 2025

Income & Expenses Budget Review Statement

Income & Expenses - by Service	Original Budget 2024/2025	Approved Changes for Council	Approved Changes	Approved QBRs Changes	Approved QBRs Changes	Revised Budget 2024/2025	Recommended Changes for Council Resolution	Notes	Projected Year End Result	Actual YTD 31-Mar-25
		Carry-Overs from 2023/24	Monthly Adjustments	Sep QBRs	Dec QBRs		Mar			
Expenses										
<i>Strengthening our role in the region</i>										
Recovery	68,000	-	-	-	-	68,000	-		68,000	9,932
Economic Development	756,263	10,000	-	-	-	766,263	-		766,263	568,838
Real Estate Development	567,982	-	-	7,007,539	-	7,575,521	(6,107,539)	1	1,467,982	451,608
Strategic Planning	38,645	-	17,781	-	245,000	301,426	1,290		302,716	37,749
Tourism	383,625	26,637	-	1,290	2,302	413,854	(8,000)	2	405,854	241,502
<i>Creating great places to live</i>										
Festivals and Events	368,020	-	-	73,854	10,000	451,874	124,299	3	576,173	395,154
Libraries	2,823,149	-	-	500	539	2,824,188	-		2,824,188	2,248,843
Community Programs and Grants	272,652	-	-	11,580	3,803	288,035	-		288,035	184,082
Sports Grounds, Parks and Facilities	4,574,320	69,863	-	67,419	17,098	4,728,700	-		4,728,700	3,389,363
Community Centres and Halls	942,679	-	-	-	-	942,679	-		942,679	750,749
Swimming Pools	1,501,683	-	-	-	-	1,501,683	-		1,501,683	1,033,472
Cemeteries	450,717	-	-	-	-	450,717	-		450,717	397,980
Planning & Development Services	3,359,422	40,000	-	120,000	-	3,519,422	(120,000)	9	3,399,422	2,483,407
Emergency Management	2,749,810	-	-	11,988	-	2,761,798	3,407		2,765,205	1,995,330
Building and Maintaining Roads	18,573,272	-	-	1,067,924	-	19,641,196	270,384	11	19,911,580	14,191,090
Stormwater Management	1,124,270	-	-	-	-	1,124,270	220,106	12	1,344,376	892,285
Water Supplies	8,218,221	-	-	635,924	52,356	8,906,501	-		8,906,501	6,242,365
Sewerage Services	9,398,107	-	-	3,221,991	51,000	12,671,098	(477)		12,670,621	7,317,451
Engineering Support & Asset Management	59,348	-	-	1,335,000	-	1,394,348	25,570	15	1,419,918	101,974
<i>Protecting our unique environment</i>										
Environmental Health	1,656,071	15,347	-	-	76,207	1,747,625	5,000	16	1,752,625	1,366,608
Environmental Management	623,723	29,485	-	-	-	653,208	-		653,208	463,153
Waste Management	8,564,113	5,000	3,583	-	-	8,572,696	-		8,572,696	6,770,525
<i>Delivering for our community</i>										
Governance & Advocacy	3,369,416	-	-	-	-	3,369,416	-		3,369,416	2,414,225
Community Connection	207,010	5,518	-	-	-	212,528	-		212,528	50,510
Financial Services	106,972	79,756	-	-	-	186,728	-		186,728	90,821
People & Culture	-	32,144	-	12,761	9,158	54,063	1,203,500	19	1,257,563	1,208,915
Work Health & Safety	-	-	-	33,322	-	33,322	-		33,322	-
Fleet Management	5,324,825	-	-	-	-	5,324,825	-		5,324,825	4,446,065
Quarries	529,917	-	-	-	-	529,917	-		529,917	385,366
Private Works	95,538	-	-	-	-	95,538	-		95,538	36,747
Customer Service	6,749	83,000	-	-	-	89,749	17,989	22	107,738	8,406
Information Technology Services	186,593	-	47,786	57,764	-	292,143	15,172	23	307,315	130,073
Total Expenses from Continuing Operations	77,557,117	396,750	69,150	13,788,712	467,463	92,279,192	(4,349,299)		87,929,893	61,092,809
Net Operating Result from Continuing Operations	(2,455,648)	(396,750)	(69,150)	(6,132,833)	(180,175)	(9,234,556)	1,970,969		(7,263,587)	(1,695,360)

for the quarter ended 31 March 2025

Capital Budget Review Statement

Capital Budget	Original Budget 2024/2025	Approved Changes for Council	Approved Changes	Approved QBRs	Approved QBRs	Revised Budget 2024/2025	Recommended Changes for Council Resolution	Notes	Projected Year End Result	Actual YTD 31-Mar-25
		Carry-Over from 2023/24	Monthly Adjustments	Sep QBRs	Dec QBRs		Mar			
Capital Expenditure										
Strengthening our role in the region										
Recovery	-	-	-	-	-	-	-		-	-
Economic Development	-	-	-	-	-	-	-		-	-
Real Estate Development	1,850,000	-	63,330	824,606	980	2,738,916	(320,000)	1	2,418,916	2,304,964
Strategic Planning	-	-	-	-	-	-	-		-	-
Tourism	-	-	-	30,000	6,524	36,524	10,000	2	46,524	36,524
Creating great places to live										
Festivals and Events	-	-	-	3,045	-	3,045	-		3,045	3,045
Libraries	322,569	57,396	14,590	-	-	394,555	(101,140)	4	293,415	74,692
Community Programs and Grants	-	-	-	-	-	-	-		-	-
Sports Grounds, Parks and Facilities	2,250,586	150,695	1,359,657	3,973,314	480,574	8,214,826	(2,422,198)	5	5,792,628	4,485,351
Community Centres and Halls	283,283	37,273	11,696	377,727	6,922	716,901	(264,218)	6	452,683	304,778
Swimming Pools	426,875	-	20,263	-	-	447,138	151,304	7	598,442	349,225
Cemeteries	40,000	-	35,954	19,262	(35,000)	60,216	(5,000)	8	55,216	19,262
Planning & Development Services	-	-	-	-	1,808	1,808	-		1,808	1,808
Emergency Management	-	-	-	-	-	-	49,877	10	49,877	-
Building and Maintaining Roads	37,708,826	159,168	5,665,994	5,738,795	(278,056)	48,994,727	(11,359,459)	11	37,635,268	21,761,328
Stormwater Management	1,595,000	57,000	151,740	-	-	1,803,740	(187,343)	12	1,616,397	1,191,312
Water Supplies	4,504,998	815,793	143,511	(287,397)	(2,162,298)	3,014,607	(1,499,784)	13	1,514,823	697,569
Sewerage Services	7,402,305	278,500	-	181,011	3,335,958	11,197,774	(7,228,507)	14	3,969,267	2,116,505
Engineering Support & Asset Management	65,000	-	1,501	500,000	(447)	566,054	-		566,054	47,510
Protecting our unique environment										
Environmental Health	138,703	66,592	12,908	-	1,723	219,926	(116,026)	16	103,900	53,900
Environmental Management	-	-	-	-	-	-	-		-	-
Waste Management	886,363	10,000	68,475	202,541	191,032	1,358,411	(202,939)	17	1,155,472	910,578
Delivering for our community										
Governance & Advocacy	-	-	-	25,702	6,865	32,567	-		32,567	32,567
Community Connection	-	-	-	-	-	-	-		-	-
Financial Services	-	-	-	-	-	-	-		-	-
People & Culture	-	-	-	2,798	2,123	4,921	-		4,921	4,921
Work Health & Safety	-	-	-	-	-	-	-		-	-
Fleet Management	3,831,136	-	-	176,481	71,019	4,078,636	41,767	21	4,120,403	2,605,030
Quarries	-	-	-	-	-	-	-		-	-
Private Works	-	-	-	-	-	-	-		-	-
Customer Service	10,000	-	-	-	-	10,000	14,987	22	24,987	22,517
Information Technology Services	-	-	-	-	-	-	-		-	-
Total Capital Expenditure	64,815,644	1,832,042	7,549,619	11,767,885	(870,273)	85,094,917	(24,438,679)		60,656,238	37,056,847

for the quarter ended 31 March 2025

Capital Budget Review Statement

Capital Budget	Original Budget 2024/2025	Approved Changes for Council	Approved Changes	Approved QBRs	Approved QBRs	Revised Budget 2024/2025	Recommended Changes for Council Resolution	Notes	Projected Year End Result	Actual YTD 31-Mar-25
		Carry-Overs from 2023/24	Monthly Adjustments	Sep QBRs	Dec QBRs		Mar			
Capital Revenue										
Capital Grants and Contributions										
<i>Strengthening our role in the region</i>										
Recovery	-	-	-	-	-	-	-	-	-	-
Economic Development	-	-	-	-	-	-	-	-	-	-
Real Estate Development	-	-	-	2,472,106	-	2,472,106	-	-	2,472,106	2,472,106
Strategic Planning	-	-	-	-	-	-	-	-	-	-
Tourism	-	-	-	-	-	-	-	-	-	-
<i>Creating great places to live</i>										
Festivals and Events	-	-	-	-	-	-	-	-	-	-
Libraries	45,400	-	-	-	-	45,400	-	-	45,400	45,400
Community Programs and Grants	-	-	-	-	-	-	-	-	-	-
Sports Grounds, Parks and Facilities	771,314	-	566,542	2,745,623	34,850	4,118,329	(1,789,394)	5	2,328,935	2,825,052
Community Centres and Halls	140,787	-	-	2,727	-	143,514	-	-	143,514	143,515
Swimming Pools	328,125	-	-	-	-	328,125	-	-	328,125	328,125
Cemeteries	-	-	-	-	-	-	-	-	-	-
Planning & Development Services	452,923	-	-	-	150,000	602,923	58,882	9	661,805	557,440
Emergency Management	-	-	-	-	-	-	49,877	10	49,877	-
Building and Maintaining Roads	30,213,415	-	2,388,530	5,015,747	(665,752)	36,951,940	(7,414,544)	11	29,537,396	17,698,559
Stormwater Management	-	-	-	-	-	-	-	-	-	-
Water Supplies	1,738,819	-	-	(6,557)	(938,666)	793,596	(512,577)	13	281,019	182,881
Sewerage Services	2,242,305	-	-	76,660	3,823,957	6,142,922	(3,592,915)	14	2,550,007	2,326,475
Engineering Support & Asset Management	-	-	-	-	-	-	-	-	-	-
<i>Protecting our unique environment</i>										
Environmental Health	-	-	-	-	-	-	-	-	-	-
Environmental Management	-	-	-	-	-	-	-	-	-	-
Waste Management	-	-	-	-	-	-	3,460	-	3,460	-
<i>Delivering for our community</i>										
Governance & Advocacy	-	-	-	-	-	-	-	-	-	-
Community Connection	-	-	-	-	-	-	-	-	-	-
Financial Services	-	-	-	-	-	-	-	-	-	-
People & Culture	-	-	-	-	-	-	-	-	-	-
Work Health & Safety	-	-	-	-	-	-	-	-	-	-
Fleet Management	-	-	-	-	-	-	-	-	-	-
Quarries	-	-	-	-	-	-	-	-	-	-
Private Works	-	-	-	-	-	-	-	-	-	-
Customer Service	-	-	-	-	-	-	-	-	-	-
Information Technology Services	-	-	-	-	-	-	-	-	-	-
Total Capital Grants and Contributions	38,195,588	-	2,955,072	10,306,306	141,889	51,598,855	(13,197,211)		38,401,644	26,579,553

~~Financial Policy Council Quarterly Budget Review~~
for the quarter ended 31 March 2025

Capital Budget Review Statement

Capital Budget Review Statement										
	Original Budget 2024/2025	Approved Changes for Council	Approved Changes	Approved QBRs Changes	Approved QBRs Changes	Recommended		Notes	Projected Year End Result	Actual YTD 31-Mar-25
		Carry-Overs from 2023/24	Monthly Adjustments	Sep QBRs	Dec QBRs	Revised Budget 2024/2025	Changes for Council Resolution Mar			
Capital Budget										
Capital Revenue (continued)										
Loan Funds Utilised										
Total Loan Funds Utilised	-	-	-	-	-	-	-		-	-
Deferred Debtor Repayments										
<i>Delivering for our community</i> Financial Services	1,950	-	-	-	-	1,950	-		1,950	-
Total Deferred Debtor Repayments	1,950	-	-	-	-	1,950	-		1,950	-
Asset Sales										
<i>Creating great places to live</i> Libraries	500	-	-	-	866	1,366	-		1,366	1,529
<i>Strengthening our role in the region</i> Real Estate Development	2,627,727	-	-	(2,209,546)	-	418,181	-		418,181	-
Northern Rivers Livestock Exchange	-	-	-	-	-	-	-		-	-
<i>Protecting our unique environment</i> Waste Management	100,727	-	-	-	-	100,727	-		100,727	-
<i>Delivering for our community</i> Fleet Management	731,908	-	-	-	-	731,908	-		731,908	421,781
Total Asset Sales	3,460,862	-	-	(2,209,546)	866	1,252,182	-		1,252,182	423,310
Total Capital Revenue	41,658,400	-	2,955,072	8,096,760	142,755	52,852,987	(13,197,211)		39,655,776	27,002,863

Richmond Valley Council Quarterly Budget Review Statement
for the quarter ended 31 March 2025

Budget Variation Explanations
Recommended changes to Revised Budget

The following notes detail budget variations of \$5,000 or more (or if material to the overall program) from the Revised Budget as at 31 December 2024 to the Revised Budget as at 31 March 2025, excluding monthly budget adjustments previously adopted by Council.

Notes	Details	Variation
1	Real Estate Development	
	<i>Income from Continuing Operations</i>	(\$3,680,100)
	<i>Expenses from Continuing Operations</i>	(\$6,107,539)
	<i>Capital Expenditure</i>	(\$320,000)
	Proposed reduction to operational income of \$3.68 million and operational expenditure of \$6.11 million in line with an updated work schedule for the Casino Industries Activation Project which encompasses the construction of a roundabout on the Bruxner Highway adjacent to the proposed industrial development funded through the Bushfire Local Economic Recovery Fund. In addition, it is proposed to transfer \$320,000 into the 2025/2026 budget for Stage 3 of Reynolds Road development works due to a revision of the design.	
2	Tourism	
	<i>Expenses from Continuing Operations</i>	(\$8,000)
	<i>Capital Expenditure</i>	\$10,000
	It is proposed to transfer \$8,000 from the Tourism operational budget across to festivals and events for the Casino Country Music Muster. In addition, an increase to capital expenditure of \$10,000 is proposed from Hall renewals towards security upgrades at the Woodburn Visitor Information Centre.	
3	Festivals and Events	
	<i>Income from Continuing Operations</i>	\$116,299
	<i>Expenses from Continuing Operations</i>	\$124,299
	Proposed increase in operational income and expenses for the Casino Truck Show and the Casino Country Music Muster to bring the budget in line with revised forecasts.	
4	Libraries	
	<i>Capital Expenditure</i>	(\$101,140)
	Proposed reduction of \$101,140 in capital expenditure with the proposed transfer of \$46,509 in Public Library Infrastructure Grant funds to the 2025/2026 budget for the mobile library solar installation project along with \$14,590 for an online PC booking system and \$10,000 for a work room at the Casino Library. It has also been proposed to remove the budget of \$10,000 for the replacement of door and people counters at the Casino Library.	

**Richmond Valley Council Quarterly Budget Review Statement
for the quarter ended 31 March 2025**

Budget Variation Explanations**Recommended changes to Revised Budget**

The following notes detail budget variations of \$5,000 or more (or if material to the overall program) from the Revised Budget as at 31 December 2024 to the Revised Budget as at 31 March 2025, excluding monthly budget adjustments previously adopted by Council.

Notes	Details	Variation
5	Sports Grounds, Parks and Facilities	
	<i>Capital Grants and Contributions</i>	(\$1,789,394)
	<i>Capital Expenditure</i>	(\$2,422,198)
	A review of the capital works program for sports grounds, parks and facilities has resulted in a proposed reduction in capital grants and contributions and capital expenditure with a number of grant funded projects expected to continue into the 2025/2026 year in line with variations to work schedules. Significant adjustments have been outlined below:	
	Colley Park - Irrigation training field (SPN Grant)	Grant Funded - Funds reallocated to other projects within the funding program (\$51,500)
	Colley Park - Master Plan Implementation	Section 7.12 Funded - Further investigations needed (\$150,000)
	Casino QE Park - Rugby League Clubhouse (CAP)	Grant Funded - Transfer to 2025/2026 Budget (\$1,507,825)
	Woodburn Oval - Irrigation connection (SPN)	Grant Funded - Transfer to 2025/2026 Budget (\$127,911)
	Woodburn Oval - Pony & Tennis Clubhouse (CAP)	Grant Funded - Transfer to 2025/2026 Budget (\$790,000)
	Woodburn Oval - Tennis Court repairs - Insurance flood	Insurance Funded - Transfer to 2025/2026 Budget (\$79,387)
	Woodburn Oval - Tennis Fence - Insurance flood	Insurance Funded - Transfer to 2025/2026 Budget (\$50,000)
	Crawford Square - Shade Sails (CBP)	Grant/Section 7.12 Funded - Completed under budget (\$62,003)
	Airforce Beach Access Upgrade	Section 7.12 Funded - Transfer to 2025/2026 Budget (\$180,000)
	Woodburn Riverside Park - Jetty Upgrade	Grant/Insurance Funded \$80,165
	Showground Casino - Maintenance Plant Purchases	Insurance Funded \$75,000
	Showground Casino - Facility Upgrade	Insurance Funded \$632,636
6	Community Centres and Halls	
	<i>Capital Expenditure</i>	(\$264,218)
	Proposed reduction in capital expenditure largely due to the deferral of \$100,000 for the Evans Head Senior Citizens Hall whilst further investigations are undertaken, along with transferring \$65,000 for toilet renewals at the Evans Head Scout Hall and \$45,000 for toilet upgrades at the Coraki Museum into the 2025/2026 year for completion.	
7	Swimming Pools	
	<i>Capital Expenditure</i>	\$151,304
	Proposed increase in capital expenditure for the Casino Swimming Pool Clubhouse Betterment Project in line with the completed costs of the project which was part funded through Regional NSW under the Community Asset Program.	
8	Cemeteries	
	<i>Capital Expenditure</i>	(\$5,000)
	Proposed reduction in capital expenditure of \$5,000 for infrastructure expansion in line with a revised cemetery capital program.	

**Richmond Valley Council Quarterly Budget Review Statement
for the quarter ended 31 March 2025**

Budget Variation Explanations**Recommended changes to Revised Budget**

The following notes detail budget variations of \$5,000 or more (or if material to the overall program) from the Revised Budget as at 31 December 2024 to the Revised Budget as at 31 March 2025, excluding monthly budget adjustments previously adopted by Council.

Notes	Details	Variation
9	Planning & Development Services	
	<i>Capital Grants and Contributions</i>	\$58,882
	<i>Expenses from Continuing Operations</i>	(\$120,000)
	Proposed increase to the capital grant and contribution budget of \$58,882 in line with Section 7.12 contributions received. In addition it has been proposed to transfer \$120,000 for the Casino CBD masterplan to the 2025/2026 year for completion.	
10	Emergency Management	
	<i>Capital Grants and Contributions</i>	\$49,877
	<i>Capital Expenditure</i>	\$49,877
	Proposed increase to capital income and expenses of \$49,877 in line with the Unit Building Grant funded by NSW State Emergency Service for upgrades at the Casino SES Unit building.	
11	Building and Maintaining Roads	
	<i>Income from Continuing Operations</i>	(\$107,400)
	<i>Expenses from Continuing Operations</i>	\$270,384
	Proposed reduction in operational income of \$107,400 with roads to recovery grant funding expected to be received next financial year in line with expenditure along with an increase to operating expenditure budgets for rural west unsealed grading in line with expenses incurred year to date.	
	<i>Capital Grants and Contributions</i>	(\$7,414,544)
	<i>Capital Expenditure</i>	(\$11,359,459)
	Proposed reduction in capital grants and capital expenditure following a comprehensive review of the roads program with delays being experienced due to Cyclone Alfred along with the continuing wet weather. The most significant adjustments include transferring \$4.45 million to the 2025/2026 year for Essential Public Asset Restoration works (from the Feb 2022 event) funded by Transport NSW in line with a revised work schedule along with \$3 million for the Casino Suspension Bridge project, funded by Regional NSW under the Community Asset Program. A further reduction of \$954,140 from the Crown Land Flood Recovery Program for Stage 3 of Halstead's Drive whilst further discussions with Crown Lands are undertaken.	
12	Stormwater Management	
	<i>Expenses from Continuing Operations</i>	\$220,106
	<i>Capital Expenditure</i>	(\$187,343)
	Proposed decrease in capital expenditure with funds being transferred to operational to allow stormwater network camera investigations to occur to inform the programming of capital works.	

**Richmond Valley Council Quarterly Budget Review Statement
for the quarter ended 31 March 2025**

Budget Variation Explanations**Recommended changes to Revised Budget**

The following notes detail budget variations of \$5,000 or more (or if material to the overall program) from the Revised Budget as at 31 December 2024 to the Revised Budget as at 31 March 2025, excluding monthly budget adjustments previously adopted by Council.

Notes	Details	Variation
13	Water Supplies	
	<i>Capital Grants and Contributions</i>	(\$512,577)
	<i>Capital Expenditure</i>	(\$1,499,784)
	Proposed reduction in capital income of \$512,577 and capital expenditure by \$1.5 million with significant adjustments listed below following a revision of the capital works program.	
	Leak Reduction Works	Partly Grant Funded - Transfer to 2025/2026 (\$146,946)
	Reservoir Casino - Sth Booster Stn upgrade	Water Reserves - Transfer to 2025/2026 (\$76,235)
	Casino Water Security Project	Grant Funded - Transfer to 2025/2026 (\$200,000)
	Raw Water Pump Station Solar Installation	Water Reserves - Transfer to 2025/2026 (\$484,527)
	Water Treatment Plant Casino Process Approvals (eg Ozone dosing WTP)	Grant Funded - Transfer to 2025/2026 (\$425,000)
	Water Treatment Plant Casino New Shed for RWPS & CW pumps	Water Reserves - Transfer to 2025/2026 (\$59,147)
14	Sewerage Services	
	<i>Capital Grants and Contributions</i>	(\$3,592,915)
	<i>Capital Expenditure</i>	(\$7,228,507)
	It is proposed to reduce capital income by \$3.59 million and capital expenditure by \$7.22 million, with the deferral of \$5.69 million in capital expenditure and \$3.75 million in capital grants for the Rappville Sewer Treatment Plant funded by the Bushfire Local Economic Recovery Fund to the 2025/2026 year, along with a reduction of \$1.5 million for the Casino STP Replacement project in line with the revised project plan with detailed design works now expected to occur in 2025/2026.	
15	Engineering Support & Asset Management	
	<i>Income from Continuing Operations</i>	\$58,570
	<i>Expenses from Continuing Operations</i>	\$25,570
	Proposed increase in operational income of \$58,570 and operational expenditure of \$25,570 in line with employment grants and subsidies received from the NSW Department of Education.	
16	Environmental Health	
	<i>Income from Continuing Operations</i>	(\$18,267)
	<i>Expenses from Continuing Operations</i>	\$5,000
	Proposed reduction of operational income of \$18,267, with \$23,267 due to a revised program schedule for the Flying Fox Habitat Restoration Program, offset by an increase of \$5,000 in operational income and expenditure for the North Coraki Riparian Restoration Project funded by Friends of the Koalas.	
	<i>Capital Expenditure</i>	(\$116,026)
	Proposed reduction of \$116,026 in capital expenditure largely due to the transfer of the pound upgrades budget funded by the Office of Local Government to the 2025/2026 year in line with the expected timeframes for completion.	
17	Waste Management	
	<i>Capital Expenditure</i>	(\$202,939)
	Proposed reduction to capital expenditure of \$202,939 following a comprehensive review of Waste Management capital program with the most significant adjustments including transferring \$20,000 to the 2025/2026 year for a weighbridge roof and \$80,000 to the 2026/2027 year for a new shed both at the Evans Head transfer station.	

**Richmond Valley Council Quarterly Budget Review Statement
for the quarter ended 31 March 2025**

Budget Variation Explanations**Recommended changes to Revised Budget**

The following notes detail budget variations of \$5,000 or more (or if material to the overall program) from the Revised Budget as at 31 December 2024 to the Revised Budget as at 31 March 2025, excluding monthly budget adjustments previously adopted by Council.

Notes Details	Variation
18 Financial Services	
<i>Income from Continuing Operations</i>	\$1,200,000
Proposed increase to operating income of \$1.2 million in line with actual interest revenues generated on Councils investments due to favourable economic conditions.	
19 People & Culture	
<i>Income from Continuing Operations</i>	\$14,489
<i>Expenses from Continuing Operations</i>	\$1,203,500
Proposed increase of \$14,489 in operational income and \$1.2 million in operational expenses towards employee entitlements and staff training along with revised oncost calculations due to disaster restoration works creating oncost shortfalls due to claiming limits. In addition a further \$10,989 in operational income has been added in line with staff paid parental leave funding received.	
20 Work Health & Safety	
<i>Income from Continuing Operations</i>	\$12,500
Proposed increase in operational income in line with work health and safety incentive funds of \$12,500 received from Statecover.	
21 Fleet Management	
<i>Capital Expenditure</i>	\$41,767
Proposed increase of \$41,767 due to Coraki Fabrication shed extension and equipment renewals funded from insurance reserves.	
22 Customer Service	
<i>Income from Continuing Operations</i>	\$7,000
<i>Expenses from Continuing Operations</i>	\$17,989
Proposed increase of operational income and expenditure of \$7,000 for wage subsidies from the NSW Department of Education along with \$10,989 an additional to operational expenditure in line with customer service staff paid parental leave funding received.	
<i>Capital Expenditure</i>	\$14,987
Proposed increase in capital expenditure of \$14,987 towards air conditioner renewals at the Casino office.	
23 Information Technology Services	
<i>Income from Continuing Operations</i>	\$15,172
<i>Expenses from Continuing Operations</i>	\$15,172
Proposed increase in operational income and expenses of \$15,172 with \$4,379 for wage subsidies from the NSW Department of Education along with an additional \$10,793 for records fees in line with actuals received.	

Richmond Valley Council Quarterly Budget Review Statement
for the quarter ended 31 March 2025

Cash & Investments Budget Review Statement

Comment on Cash & Investments Position

Investments

Investments have been made in accordance with Council's Investment Policy.

Fair Value of Investments as at 31 March 2025 is \$77,972,682.

Cash

As at 31 March 2025, bank statements have been reconciled up to 28 February 2025.

Richmond Valley Council Quarterly Budget Review Statement for the quarter ended 31 March 2025									
Cash & Investments Budget Review Statement									
	Opening Cash and Investments 1/07/2024	Original Budget Net Transfer to/(from)	Approved Changes Carry-Over from 2023/24	Approved Changes Monthly Adjustments	Approved Changes Sep QBRs	Approved Changes Dec QBRs	Recommended Changes for Council Resolution Mar	Interest Earned	Projected Cash and Investments 30/06/2025
General Fund - External Restrictions									
Unexpended Grant - Evans Head Landcare	571	-	-	-	-	-	-	-	571
Unexpended Grant - Roads to Recovery	247,854	-	-	(247,854)	-	-	430,000	-	430,000
Unexpended Grant - Regional Roads Block Grant	74,966	-	-	-	(74,966)	-	-	-	0
Unexpended Grant - Industry & Investment NSW Manyweathers Weir	4,393	-	-	-	-	-	-	-	4,393
Unexpended Grant - Richmond Valley Floodplain Risk Management Plan	6,750	-	-	-	-	-	-	-	6,750
Unexpended Grant - NSW EPA Better Waste and Recycling Grant	19,485	-	(19,485)	-	-	-	-	-	0
Unexpended Grant - Office of Env & Heritage - Koala Survey & Habitat Mapping	3,170	-	-	-	-	-	-	-	3,170
Unexpended Grant - NSW RFS Subsidy Northern Rivers Zone	27,250	-	-	-	-	-	-	-	27,250
Unexpended Grant - Elsa Dixon Aboriginal Employment Funding	7,791	-	-	-	-	-	20,000	-	27,791
Unexpended Grant - LPMA - Surf Club Grant	41,740	-	-	(30,961)	(10,779)	-	-	-	0
Unexpended Grant - CPTIGS MR145 Woodburn Coraki Rd Bus Shelter	1,674	-	-	-	-	-	-	-	1,674
Unexpended Grant - Stronger Country Communities Fund	746,134	(156,384)	-	(594,673)	4,956	-	-	-	23
Unexpended Grant - Local Government Association - Flying Fox Colony QE Park	3,059	-	-	-	-	-	-	-	3,059
Unexpended Grant - Crown Lands - Plan of Management Implementation	1,461	-	-	-	-	-	-	-	1,461
Unexpended Grant - North Coast Region Waste Investment Report	79,135	-	-	-	-	(54,333)	-	-	24,802
Unexpended Grant - Fixing Country Roads - Country Lane	359,887	(293,750)	-	(66,137)	-	-	-	-	0
Unexpended Grant - Fixing Country Bridges	415,189	-	-	(415,190)	-	-	-	-	0
Unexpended Grant - DPIE - Flying Fox Colony Manifold Rd	1,207	-	-	-	-	(1,207)	-	-	0
Unexpended Grant - Resilience NSW - Flood Recovery \$3mil	822,513	(138,703)	-	(159,974)	-	(1,723)	135,150	-	657,263
Unexpended Grant - Mobile Library Solar	46,509	-	(46,509)	-	-	-	46,509	-	46,509
Unexpended Grant - Heritage Advisory Grant	1,812	-	-	-	-	-	-	-	1,812
Unexpended Grant - DPIE - Crown Lands Flood Clean-up 2022	31,429	-	-	-	-	-	-	-	31,429
Unexpended Grant - Foundation for Rural Regional Renewal - Rappville Military History	2,273	-	-	-	-	-	-	-	2,273
Unexpended Grant - A Sporting Chance - Rappville Sporting Grounds	78,183	-	-	(33,183)	-	-	-	-	45,000
Unexpended Grant - PWA - Rappville Sewerage	202,050	-	-	-	-	(202,050)	1,942,985	-	1,942,985
Unexpended Grant - Sporting Priority Needs Program	383,991	(299,088)	(17,844)	-	50,544	-	82,107	-	199,710
Unexpended Grant - Multi Sports Community Facility Fund	296,271	(257,800)	(42,200)	-	272,875	-	(269,146)	-	0
Unexpended Grant - Crown Lands Flood Recovery Program	1,004,593	(947,500)	-	(21,123)	(35,726)	-	954,140	-	954,384
Unexpended Grant - Public Library Infrastructure Grant 2022/23	173,803	(173,803)	-	-	-	-	-	-	0
Unexpended Grant - DPI Fishing Trust - McDonald Park Riparian	3,228	-	-	-	-	-	-	-	3,228
Unexpended Grant - DPIE - Bushfire Affected Coastal Waterways	8,897	-	-	-	-	-	-	-	8,897
Unexpended Grant - BLERF - Casino Industrial Precincts	24,418	-	-	-	-	-	2,427,439	-	2,451,857
Unexpended Grant - TINSW - Regional and Local Road Repair Program	2,732,353	(1,092,131)	-	-	(88,224)	-	156,896	-	1,708,894
Unexpended Grant - Evans Head Sewage Treatment Project - SSWP412	125,000	-	-	-	-	(125,000)	-	-	0
Unexpended Grant - Casino Water Security Project - SSWP410	62,064	-	-	-	-	-	-	-	62,064
Unexpended Grant - Flying Fox Habitat Restoration Grant	108,749	(32,142)	-	-	-	-	(23,267)	-	53,340
Unexpended Grant - Planning Portal Integration to T1	35,781	-	-	-	(35,781)	-	-	-	0
Unexpended Grant - Betterment of Casino Pool Clubhouse Upgrade	119,013	(98,750)	-	(20,263)	-	-	-	-	0
Unexpended Grant - Richmond River Flood Model Study	22,024	-	-	-	-	-	-	-	22,024
Unexpended Grant - Richmond Valley Council Koala Vehicle Strike Mitigation Project 2023	79,332	(6,370)	(72,962)	-	-	-	12,692	-	12,692
Unexpended Grant - Community Asset Program - Betterment of Woodburn Memorial Hall Carpark	93,859	(93,859)	-	-	-	-	-	-	0
Unexpended Grant - Community Asset Program - Betterment of Woodburn Oval - Pony & Tennis Clubhouse	336,000	(336,000)	-	-	-	-	286,000	-	286,000
Unexpended Grant - Betterment of NRLX Effluent Management System	1,437,125	(1,237,500)	(199,625)	-	-	237,500	1,000,000	-	1,237,500
Unexpended Grant - NRRRP Taham Bridge Raising	19,827	-	-	(19,827)	-	-	-	-	0
Unexpended Grant - NRRI MR145 Thearles Canal Culvert Upgrade	432,412	-	-	(432,412)	-	-	-	-	0
Unexpended Grant - NRRI Dairy Flat	1,169,408	-	-	(1,169,408)	-	-	938,914	-	938,914
Unexpended Grant - Community Assets Program - Betterment of Casino Footbridge	1,045,908	-	-	(194,178)	(851,730)	-	545,908	-	545,908
Unexpended Grant - Place and Adaptation Plans for Mid Richmond Communities	9,145	-	-	(9,144)	-	-	-	-	0
Unexpended Grant - Rappville Hall Chair Lift (Community Rebuilding Trust)	27,273	-	(27,273)	-	-	-	-	-	0
Unexpended Grant - Community Asset Program - Betterment of Casino Netball Clubhouse	554,300	-	-	-	(554,300)	-	-	-	0
Unexpended Grant - Regional Leakage Reduction Program	62,576	-	-	-	(62,576)	-	-	-	0
Unexpended Grant - Destination NSW Regional Event Fund Casino Truck Show	20,000	-	-	-	(20,000)	-	-	-	0
Unexpended Grant - Transport for NSW - Open Streets Program - Richmond Valley Street Fair	17,200	-	-	-	(17,200)	-	-	-	0
Unexpended Grant - Australian Sports Commission - Indigenous Youth Cricket Program	11,580	-	-	-	(11,580)	-	-	-	0
Unexpended Grant - 2022 Storm and Flood Recovery Package - Community Officers	-	-	-	-	-	14,395	-	-	14,395
Unexpended Grant - Community Asset Program - Rugby League Clubhouse	-	-	-	-	-	-	543,130	-	543,130
Unexpended Grant - Betterment of Naughtons Gap	-	-	-	-	-	-	-	-	0

Richmond Valley Council Quarterly Budget Review Statement for the quarter ended 31 March 2025									
Cash & Investments Budget Review Statement									
	Opening Cash and Investments 1/07/2024	Original Budget Net Transfer to/(from)	Approved Changes Carry-Over from 2023/24	Approved Changes Monthly Adjustments	Approved Changes Sep QBRS	Approved Changes Dec QBRS	Recommended Changes for Council Resolution Mar	Interest Earned	Projected Cash and Investments 30/06/2025
Unexpended Contribution - RUCRL Mobile Library Replacement Fund	302,906	36,400	-	-	-	-	9,000	-	348,306
Unexpended Contribution - Hannigan DA 2005/188 Bennis Rd	10,338	-	-	-	-	-	-	-	10,338
Unexpended Contribution - Statecover WHS Incentive Works	337,251	(15,480)	-	-	(35,231)	79,740	12,500	-	378,780
Unexpended Contribution - Fire Fighting Infrastructure	10,000	-	-	-	-	-	-	-	10,000
Unexpended Contribution - Broadwater Sugar Mill DA Bridge Approaches	90,000	-	-	-	-	-	-	-	90,000
Unexpended Contribution - Casino Healthy Towns	2,700	-	-	-	-	-	-	-	2,700
Unexpended Contribution - North Coast Waste Investment Report	35,667	-	-	-	-	54,333	-	-	90,000
Unexpended Contribution - LEMC Technology Improvements from LCC & Kyogle Council	20,000	-	-	-	-	-	-	-	20,000
Unexpended Contribution - Broadwater Bridge Maintenance (LCC)	8,181	-	-	-	-	-	-	-	8,181
Unexpended Contribution - Pacific Complete Asset Handover	1,392,002	-	-	-	(125,607)	-	(10,982)	-	1,255,413
Unexpended Contribution - LCC Broadwater Bridge Upgrade	477,450	-	-	-	-	-	(477,450)	-	0
Unexpended Loan - Illawong Lane	1,051,740	(900,000)	-	(151,740)	-	-	-	-	0
Domestic Waste Management	4,913,743	721,425	(15,000)	(72,058)	(7,904)	(191,032)	230,649	94,859	5,674,683
On-Site Sewerage Fees	229,274	-	-	-	-	-	-	4,426	233,700
Stormwater Management Service Charge	1,328,103	(561,881)	(57,000)	-	-	-	55,333	25,639	790,195
Section 7.11 - Quarry Road Contributions	70,530	6,646	-	-	-	-	-	1,362	78,537
Section 7.11 - Rural Development Heavy Haulage	1,353,307	252,923	-	-	-	-	-	26,125	1,632,355
Section 7.12 Development Contributions Plan	2,053,745	113,200	-	(280,000)	(1,020,000)	164,776	1,053,334	39,647	2,124,702
Controlled Trust Funds	41,792	-	-	-	-	-	-	-	41,792
Bonds & Deposits (General Fund)	535,174	-	-	-	-	-	-	-	535,174
Total General Fund External Restrictions	27,906,505	(5,510,547)	(497,898)	(3,918,125)	(2,623,229)	(24,601)	10,101,841	192,059	25,626,005
General Fund - Internal Restrictions									
Employee Leave Entitlements	1,575,874	-	-	-	18,573	19,336	-	30,422	1,644,205
Employee Leave Entitlements - Richmond Upper Clarence Regional Library	55,645	-	-	-	-	-	-	1,074	56,719
Richmond Upper Clarence Regional Library	44,234	(15,427)	(10,887)	(14,590)	-	866	50,751	854	55,801
Unexpended Rates Variation	832,767	(21,000)	(263,484)	(121,926)	28,933	(105,180)	620,512	-	970,622
Financial Assistance Grant Advance Payment	5,767,227	-	-	-	-	-	-	-	5,767,227
Insurance Reserve	1,847,876	(180,000)	-	(1,091)	(627,740)	(308,745)	(544,579)	35,673	221,394
Plant Replacement	2,388,236	(1,287,182)	-	(1,501)	-	447	-	46,105	1,146,105
Real Estate and Infrastructure	4,287,816	(12,199)	-	(63,330)	(562,046)	(980)	320,000	82,776	4,052,036
Petersons Quarry	1,448,942	461,419	(10,000)	-	553,274	(211,394)	(233,838)	27,972	2,036,375
Woodview Quarry	1,693,206	310,781	-	-	(620,000)	(50,000)	120,000	32,687	1,486,675
Quarry Rehabilitation	633,772	50,000	-	-	-	-	-	12,235	696,007
Road Rehabilitation Reserve	2,648,935	252,923	-	-	-	-	-	51,137	2,952,996
Other Waste Management	3,360,354	(236,395)	-	-	-	-	-	64,871	3,188,831
Other Waste Management - Plant Reserve	1,021,862	(45,636)	-	-	(194,637)	-	-	19,727	801,316
Rural Road Safety Program	120,615	-	-	-	-	-	-	-	120,615
RMS State Roads Maintenance Contract	6,387	-	-	-	-	-	-	123	6,511
Public Cemeteries Perpetual Maintenance Reserve	114,269	31,404	-	(5,954)	(19,262)	35,000	5,000	2,206	162,664
Northern Rivers Rail Trail Maintenance Reserve	639,561	(83,938)	-	-	-	-	-	12,347	567,970
Events Funding	43,065	9,605	-	-	54,772	-	-	831	108,273
Carry Over Works	3,779,511	(352,538)	(352,230)	(378,669)	185,954	(533,113)	92,459	-	2,441,374
Total General Fund Internal Restrictions	32,310,155	(1,118,182)	(636,601)	(587,061)	(1,182,179)	(1,153,763)	430,305	421,041	28,483,715
Total General Fund Restrictions	60,216,660	(6,628,729)	(1,134,499)	(4,505,186)	(3,805,408)	(1,178,364)	10,532,146	613,100	54,109,720

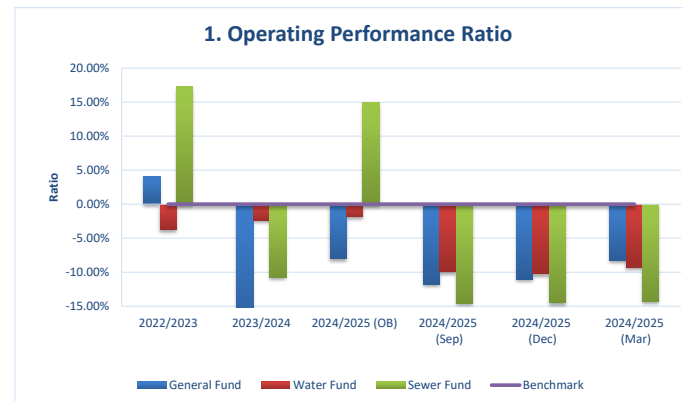
Richmond Valley Council Quarterly Budget Review Statement for the quarter ended 31 March 2025									
Cash & Investments Budget Review Statement									
	Opening Cash and Investments 1/07/2024	Original Budget Net Transfer to/(from)	Approved Changes Carry-Overs from 2023/24	Approved Changes Monthly Adjustments	Approved Changes Sep QBRS	Approved Changes Dec QBRS	Recommended Changes for Council Resolution Mar	Interest Earned	Projected Cash and Investments 30/06/2025
Sewerage Fund									
External Restrictions									
Section 64 Contributions	6,479,940	(979,430)	-	-	76,660	124,530	158,817	179,430	6,039,947
Infrastructure Replacement	6,140,895	(1,925,990)	(278,500)	(7,500)	(241,989)	689,233	1,534,267	170,039	6,080,365
Total Sewerage Fund Restrictions	12,620,745	(2,905,420)	(278,500)	(7,500)	(165,329)	813,763	1,693,084	349,469	12,120,312
Water Fund									
External Restrictions									
Section 64 Contributions	3,203,323	170,800	-	-	-	-	-	29,200	3,403,323
Infrastructure Replacement	6,055,911	(1,041,797)	(815,793)	(151,011)	343,416	1,197,454	987,207	55,300	6,630,688
Total Water Fund Restrictions	9,259,234	(870,997)	(815,793)	(151,011)	343,416	1,197,454	987,207	84,500	10,034,010
Total Restrictions (All Funds)	82,096,639	(10,405,146)	(2,228,792)	(4,663,697)	(3,627,321)	832,853	13,212,437	1,047,069	76,264,042

**Richmond Valley Council Quarterly Budget Review Statement
for the quarter ended 31 March 2025**

Key Performance Indicators Budget Review Statement

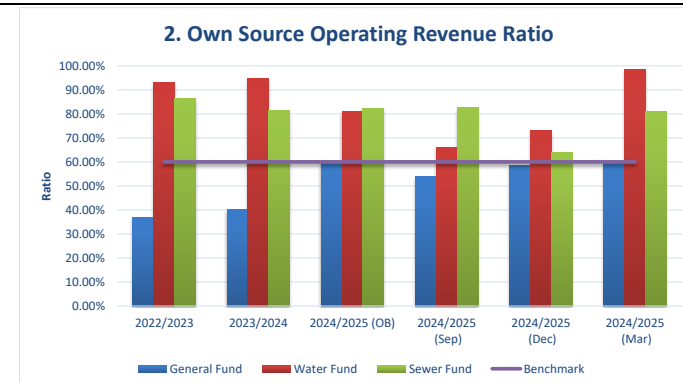
	Current Projection			
	General	Water	Sewerage	
	Fund	Fund	Fund	Total
The Council monitors the following Key Performance Indicators:				
1. Operating Performance Ratio	-8.29%	-9.33%	-14.24%	-9.23%
Total Continuing Operating Revenue ⁽¹⁾ (excl. Capital Grants & Contributions) - Operating Expenses	(4,928,491)	(741,963)	(1,565,344)	(7,235,798)
Total Continuing Operating Revenue ⁽¹⁾ (excl. Capital Grants & Contributions)	59,429,883	7,956,119	10,990,912	78,376,914
⁽¹⁾ Excludes fair value adjustments and reversal of revaluation decrements, net gain/(loss) on sale of assets and net share of interests in joint ventures.				
Prior Periods:				
Revised Budget 2024/2025 - as at 31 December 2024	-11.03%	-10.25%	-14.52%	-11.43%
Revised Budget 2024/2025 - as at 30 September 2024	-11.79%	-9.97%	-14.57%	-12.01%
Original Budget 2024/2025	-8.02%	-1.88%	-14.94%	-3.60%
2023/2024	-20.46%	-2.38%	-10.80%	-16.63%
2022/2023	4.07%	-3.76%	17.24%	4.94%

Purpose: This ratio measures Council's achievement of containing operating expenditure within operating revenue.
 Commentary: Council's Operating Performance Ratio is below the benchmark of 0%.
 Council is taking steps to address this ratio as part of the current 10 year Long Term Financial Plan.



2. Own Source Operating Revenue Ratio	59.37%	98.48%	81.17%	64.66%
Total Continuing Operating Revenue ⁽¹⁾ (less ALL Grants & Contributions)	56,388,209	8,112,119	10,990,912	75,491,240
Total Continuing Operating Revenue ⁽¹⁾	94,972,712	8,237,138	13,540,919	116,750,769
⁽¹⁾ Excludes fair value adjustments and reversal of revaluation decrements, net gain/(loss) on sale of assets and net share of interests in joint ventures.				
Prior Periods:				
Revised Budget 2024/2025 - as at 31 December 2024	58.58%	72.86%	64.09%	60.23%
Revised Budget 2024/2025 - as at 30 September 2024	53.77%	66.10%	82.48%	57.71%
Original Budget 2024/2025	60.10%	81.00%	82.31%	64.77%
2023/2024	40.19%	94.74%	81.19%	49.63%
2022/2023	37.00%	92.90%	86.57%	45.20%

Purpose: This ratio measures fiscal flexibility. It is the degree of reliance on external funding sources such as operating grants and contributions.
 Commentary: Council's consolidated Own Source Operating Revenue Ratio is just above the benchmark of 60%.
 Council is taking steps to address this ratio with the introduction of the Invest and Live team.



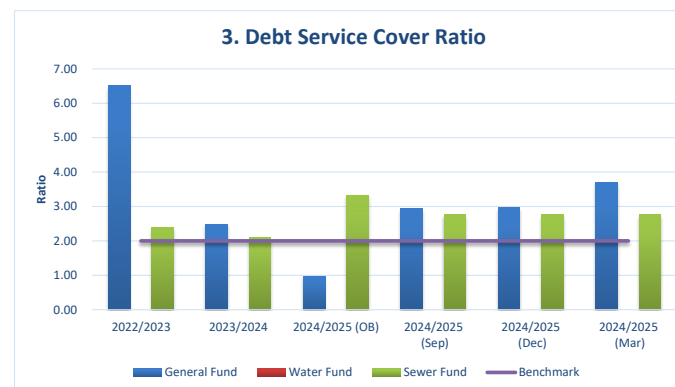
**Richmond Valley Council Quarterly Budget Review Statement
for the quarter ended 31 March 2025**

Key Performance Indicators Budget Review Statement

	Current Projection			
	General	Water	Sewerage	Total
	Fund	Fund	Fund	
3. Debt Service Cover Ratio	3.70	0.00	2.76	4.07
Operating Result ⁽¹⁾ before capital excluding interest and depreciation/impairment/amortisation (EBITDA)	9,809,166	3,713,462	5,748,065	19,270,693
Principal Repayments + Borrowing Interest Costs	2,652,206	0	2,080,237	4,732,443
⁽¹⁾ Excludes fair value adjustments and reversal of revaluation decrements, net gain/(loss) on sale of assets and net share of interests in joint ventures.				
Prior Periods:				
Revised Budget 2024/2025 - as at 31 December 2024	2.96	0	2.76	3.66
Revised Budget 2024/2025 - as at 30 September 2024	2.93	0.00	2.76	3.69
Original Budget 2024/2025	0.98	0.00	3.32	1.25
2023/2024	2.48	0.00	2.11	2.68
2022/2023	6.51	0.00	2.38	5.11

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

Commentary: Council's Debt Service Cover Ratio is above the benchmark minimum of 2.0.



**Richmond Valley Council Quarterly Budget Review Statement
for the quarter ended 31 March 2025**

Contracts & Other Expenses Budget Review Statement

Income & Expenses Budget Review Statement

Part A - Contracts Listing - contracts entered into during the quarter

Contractor	Contract detail & purpose	Contract Value (exc GST)	Start Date	Duration of Contract	Budgeted (Y/N)
Winslow Infrastructure Pty Ltd	Construction of Bruxner Highway & Patricia St SFRC Roundabout	\$ 3,892,519.05	26/03/25	12 Mths	Y

Notes:

1. Minimum reporting level is 1% of estimated income from continuing operations of Council or \$50,000 - whatever is the lesser.
2. Contracts listed are those entered into during the quarter being reported and exclude contractors on Council's Preferred Supplier list.
3. Contracts for employment are not required to be included.

Part B - Consultancy & Legal Expenses

Expense	Expenditure YTD \$	Budgeted (Y/N)
Consultancies (including Capital Expenditure)	760,157	Y
Legal Expenses (including Capital Expenditure)	201,179	Y

Definition of a consultant:

A consultant is a person or organisation engaged under contract on a temporary basis to provide recommendations or high level specialist or professional advice to assist decision-making by management. Generally it is the advisory nature of the work that differentiates a consultant from other contractors.

Comments:

All consultancies and legal expenses incurred to date are within budget allocations. All figures exclude GST.



Concise Investment Report Pack

Richmond Valley Council

1 April 2025 to 30 April 2025



Contents

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2. Portfolio Valuation By Categories As At 30 April 2025
3. Investment Revenue Received For 1 April 2025 to 30 April 2025
4. Comparison of Investment Revenue Earned to Original Budget and Investment Portfolio by Month 2024 - 2025 YTD
5. Environmentally Sustainable Investment Performance Report for the Period Ending 30 April 2025 Relative To 31 March 2025



1. Portfolio Valuation As At 30 April 2025

	Security Rating	Face Value Original	Face Value Current	Market Value	% Total Value	Running Yield	Weighted Running Yield
Fixed Interest Security							
At Call Deposit							
CBA Business Online Saver Acct RVC At Call	S&P ST A1+	4,645,000.00	4,645,000.00	4,645,000.00	6.26%	3.98%	
CBA General Fund Bk Acct RVC At Call	S&P ST A1+	1,820,999.29	1,820,999.29	1,820,999.29	2.45%	3.10%	
CBA Trust Acct RVC At Call	S&P ST A1+	87,050.17	87,050.17	87,050.17	0.12%	2.80%	
MACQ 940323454 At Call	Moodys A2	8,031,366.35	8,031,366.35	8,031,366.35	10.82%	4.65%	
NAB Business Cheque Acct RVC At Call	S&P ST A1+	20.00	20.00	20.00	0.00%	0.00%	
		14,584,435.81	14,584,435.81	14,584,435.81	19.66%		0.83%
Floating Rate Note							
Auswide 1.5 17 Mar 2026 FRN	Moodys Baa2	1,000,000.00	1,000,000.00	1,000,000.00	1.35%	4.34%	
Auswide 1.6 22 Mar 2027 FRN	Moodys Baa2	1,500,000.00	1,500,000.00	1,500,000.00	2.02%	4.52%	
CACU 1.7 21 Sep 2026 FRN	S&P BBB-	1,750,000.00	1,750,000.00	1,750,000.00	2.36%	5.37%	
MACQ 0.48 09 Dec 2025 FRN	Moodys A2	1,000,390.00	1,000,390.00	1,000,390.00	1.35%	4.77%	
MYS 0.65 16 Jun 2025 FRN	Moodys Baa2	1,500,000.00	1,500,000.00	1,500,000.00	2.02%	4.47%	
		6,750,390.00	6,750,390.00	6,750,390.00	9.10%		0.43%
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	2.70%	1.10%	
JUDO 6.4 26 Sep 2025 Fixed	S&P BBB-	1,500,000.00	1,500,000.00	1,500,000.00	2.02%	6.40%	
BOQ 4.7 27 Jan 2027 Fixed	S&P BBB+	1,000,000.00	1,000,000.00	1,000,000.00	1.35%	5.60%	
		4,500,000.00	4,500,000.00	4,500,000.00	6.06%		0.26%
Unit Trust							
NSWTC Long Term Growth Fund UT		3,000,000.00	3,659,107.55	3,659,107.55	4.93%	5.76%	
NSWTC Medium Term Growth Fund UT		11,005,029.35	13,704,365.79	13,704,365.79	18.47%	5.40%	
		14,005,029.35	17,363,473.34	17,363,473.34	23.40%		1.28%



1. Portfolio Valuation As At 30 April 2025

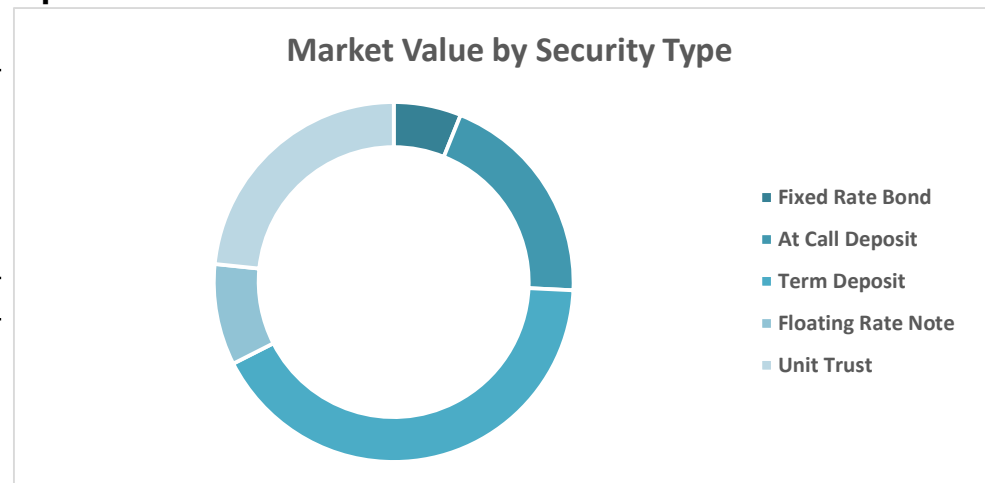
Term Deposit

AMP 5.1 23 Jul 2025 182DAY TD	Moody's ST P-2	2,000,000.00	2,000,000.00	2,000,000.00	2.70%	5.10%
AMP 5.05 31 Jul 2025 182DAY TD	Moody's ST P-2	3,000,000.00	3,000,000.00	3,000,000.00	4.04%	5.05%
AMP 4.45 30 Sep 2025 153DAY TD	Moody's ST P-2	1,000,000.00	1,000,000.00	1,000,000.00	1.35%	4.45%
AMP 5.30 Oct 2025 273DAY TD	Moody's ST P-2	2,000,000.00	2,000,000.00	2,000,000.00	2.70%	5.00%
BBA 4.75 03 Sep 2025 182DAY TD	S&P ST A2	4,000,000.00	4,000,000.00	4,000,000.00	5.39%	4.75%
BOQ 5.07 May 2025 181DAY TD	S&P ST A2	2,000,000.00	2,000,000.00	2,000,000.00	2.70%	5.00%
BOQ 5.15 28 May 2025 181DAY TD	S&P ST A2	2,000,000.00	2,000,000.00	2,000,000.00	2.70%	5.15%
BOQ 4.8 30 Sep 2025 183DAY TD	S&P ST A2	2,000,000.00	2,000,000.00	2,000,000.00	2.70%	4.80%
CCU 5.15 05 Jun 2025 182DAY TD	Moody's ST P-3	2,000,000.00	2,000,000.00	2,000,000.00	2.70%	5.15%
DEF 4.8 03 Oct 2025 182DAY TD	S&P ST A2	2,000,000.00	2,000,000.00	2,000,000.00	2.70%	4.80%
ING 5.31 04 Jun 2025 365DAY TD	S&P ST A1	2,000,000.00	2,000,000.00	2,000,000.00	2.70%	5.31%
ING 5.17 21 Nov 2025 365DAY TD	S&P ST A1	1,000,000.00	1,000,000.00	1,000,000.00	1.35%	5.17%
NAB 5.05 07 May 2025 181DAY TD	S&P ST A1+	2,000,000.00	2,000,000.00	2,000,000.00	2.70%	5.05%
NAB 4.65 10 Jul 2025 91DAY TD	S&P ST A1+	2,000,000.00	2,000,000.00	2,000,000.00	2.70%	4.65%
RCU 4.8 10 Sep 2025 182DAY TD	Unrated ST UR	2,000,000.00	2,000,000.00	2,000,000.00	2.70%	4.80%
		31,000,000.00	31,000,000.00	31,000,000.00	41.78%	2.07%
Portfolio Total		70,839,855.16	74,198,299.15	74,198,299.15	100.00%	4.87%



2. Portfolio Valuation By Categories As At 30 April 2025

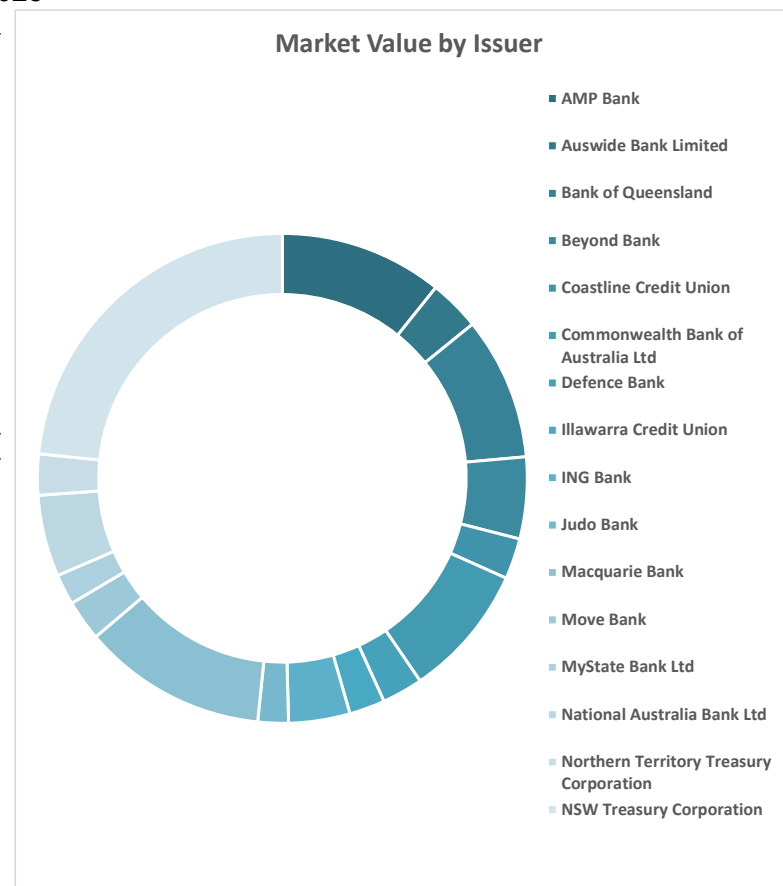
Security Type	Market Value	% Total Value
Fixed Rate Bond	4,500,000.00	6.06%
At Call Deposit	14,584,435.81	19.66%
Term Deposit	31,000,000.00	41.78%
Floating Rate Note	6,750,390.00	9.10%
Unit Trust	17,363,473.34	23.40%
Portfolio Total	74,198,299.15	100.00%





2. Portfolio Valuation By Categories As At 30 April 2025

Issuer	Market Value	% Total Value
AMP Bank	8,000,000.00	10.78%
Auswide Bank Limited	2,500,000.00	3.37%
Bank of Queensland	7,000,000.00	9.43%
Beyond Bank	4,000,000.00	5.39%
Coastline Credit Union	2,000,000.00	2.70%
Commonwealth Bank of Australia Ltd	6,553,049.46	8.83%
Defence Bank	2,000,000.00	2.70%
Illawarra Credit Union	1,750,000.00	2.36%
ING Bank	3,000,000.00	4.04%
Judo Bank	1,500,000.00	2.02%
Macquarie Bank	9,031,756.35	12.17%
Move Bank	2,000,000.00	2.70%
MyState Bank Ltd	1,500,000.00	2.02%
National Australia Bank Ltd	4,000,020.00	5.39%
Northern Territory Treasury Corporation	2,000,000.00	2.70%
NSW Treasury Corporation	17,363,473.34	23.40%
Portfolio Total	74,198,299.15	100.00%



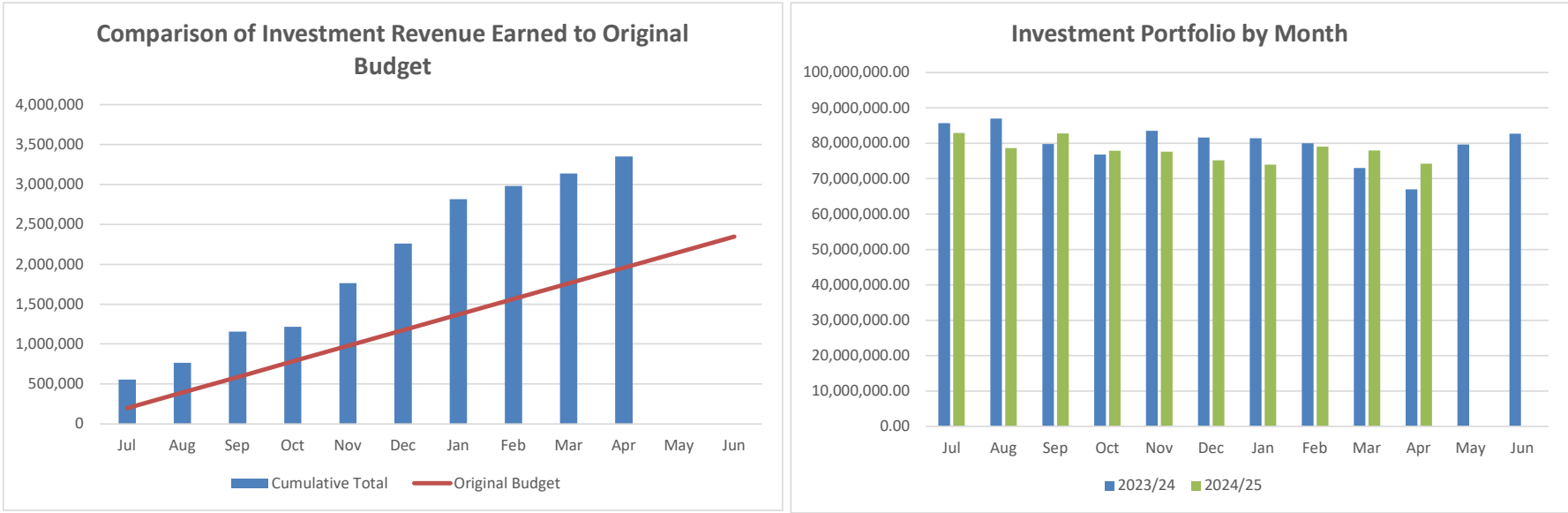


3. Investment Revenue Received For 1 April 2025 to 30 April 2025

Security	Issuer	Settlement Date	Face Value (Basis of Interest Calculation)	Consideration Notional	Income Type
JUDO 5.05 10 Apr 2025 182DAY TD	Judo Bank	10 Apr 2025	2,000,000.00	50,361.64	Security Coupon Interest
AMP 5 30 Apr 2025 92DAY TD	AMP Bank Ltd	30 Apr 2025	1,000,000.00	12,602.74	Security Coupon Interest
NAB 4.95 30 Apr 2025 90DAY TD	National Australia Bank Ltd	30 Apr 2025	1,000,000.00	12,205.48	Security Coupon Interest
Other	Macquarie Bank Ltd	30 Apr 2025		31,366.35	Bank Interest
Other	Commonwealth Bank	30 Apr 2025		16,341.73	Bank Interest
Other	Commonwealth Bank	30 Apr 2025		3,417.28	Bank Interest
Other	Commonwealth Bank	30 Apr 2025		200.33	Bank Interest
				126,495.55	
Medium Term Growth Fund	NSW Treasury Corporation			61,407.49	Fair Value Gain/(Loss)
Long Term Growth Fund	NSW Treasury Corporation			17,363.87	Fair Value Gain/(Loss)
				78,771.36	
TOTAL				205,266.91	



4. Comparison of Investment Revenue Earned to Original Budget and Investment Portfolio by Month 2024 - 2025 YTD





5. Environmentally Sustainable Investment Performance Report for the Period Ending 30 April 2025 Relative To 31 March 2025.

Portfolio Summary by Fossil Fuel Lending ADIs

ADI Lending Status	% Total	Current Period	% Total	Prior Period
Fossil Fuel Lending ADIs				
AMP Bank	10.8%	8,000,000.00	10.3%	8,000,000.00
Bank of Queensland	1.3%	1,000,000.00	1.3%	1,000,000.00
Commonwealth Bank of Australia Ltd	8.8%	6,553,049.46	10.1%	7,900,092.99
ING Bank Australia Limited	4.0%	3,000,000.00	3.8%	3,000,000.00
Macquarie Bank	12.2%	9,031,756.35	16.1%	12,537,867.12
National Australia Bank Ltd	5.4%	4,000,020.00	3.8%	3,000,020.00
	42.6%	31,584,825.81	45.4%	35,437,980.11
Non Fossil Fuel Lending ADIs				
Auswide Bank Limited	3.4%	2,500,000.00	3.2%	2,500,000.00
Bank of Queensland	8.1%	6,000,000.00	7.7%	6,000,000.00
Beyond Bank	5.4%	4,000,000.00	5.1%	4,000,000.00
Coastline Credit Union	2.7%	2,000,000.00	2.6%	2,000,000.00
Defence Bank	2.7%	2,000,000.00	0.0%	0.00
Illawarra Credit Union	2.4%	1,750,000.00	2.2%	1,750,000.00
Judo Bank	2.0%	1,500,000.00	4.5%	3,500,000.00
Move Bank	2.7%	2,000,000.00	2.6%	2,000,000.00
MyState Bank Ltd	2.0%	1,500,000.00	1.9%	1,500,000.00
Northern Territory Treasury Corporation	2.7%	2,000,000.00	2.6%	2,000,000.00
NSW Treasury Corporation	23.4%	17,363,473.34	22.2%	17,284,701.98
	57.4%	42,613,473.34	54.6%	42,534,701.98
Total Portfolio		74,198,299.15		77,972,682.09

All amounts shown in the table and charts are Current Face Values.

Fossil Fuel vs Non Fossil Fuel Lending ADI





Disclaimer:

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