

Operational Plan

2015 – 2016





Amendments	
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Overview

Message from the General Manager

Council's Operational Plan is the most fundamental document within Council. It describes the functions of Council and the intended achievements and measures for a 12 month period. Under Local Government's Integrated Planning and Reporting Framework it provides detail of one year of the four year Delivery Plan. The Delivery Plan describes the activities of a full term of the elected Council and derives its direction from the 30 year Community Strategic Plan.

Council is part of the Australian Local Government sector, which is the level of Government that is closest to the people. This means our services are real and tangible to the community. In delivering these services we focus on a positive customer experience and efficiency.

This plan is divided into frontline services, the visible services that the community sees and support services that are either legislated by the State Government or are essential in the delivery of the frontline services (such as Payroll, Finance, and Technology).

The plan describes each functional area, what the focus is for this year, the key performance measures for that function and the specific initiatives that the area will achieve across the year.

In many areas of Council's operations, 2015/16 will see a continuation of a focus on efficiency and streamlining our processes to provide the most cost effective service to the community. This year will also see tangible works on the ground resulting from the environmental levy introduced in 2014/15. Council has used these funds to levy additional grant funding that increases the outcomes in this important area.

We will also finalise a review of our developer contributions process this year, which will ensure the limited funds we receive from developers are spent in a manner that delivers the best value to the community.

We continue to work internally on our organisational capability and capacity. With such a large component of our expenditure on labour, we need to ensure we have the best people performing at a high level.

We expect that the Aviation Business Park will progress with the sale of lots and the construction of buildings during 2015/16 adding to the Manning Valley economy. We are also pleased to be working with local landowners to rezone land for a transport interchange north of Cundletown.

We welcome feedback on this plan as we welcome feedback on any aspect of Council's operations.

Ron Posselt
General Manager

Frontline Services

These are the front line services that Council delivers to the community on a daily basis.

Aboriginal Cultural Engagement

Our efforts in Aboriginal cultural engagement support the preservation and revitalisation of Biripi culture, identity and heritage in the Manning Valley while being responsive to the changing needs, issues and expectations of the Aboriginal community. This is achieved through extensive consultation with other organisations, service providers and government agencies.

Our Aboriginal Community Officer establishes partnerships to deliver programs, services, events and workshops relevant to the Aboriginal community.

Key functions:

- provide cultural perspective to community plans, programs and activities;
- act as a channel of communication between the Aboriginal community and Council;
- facilitate and coordinate the Manning Aboriginal Community Working Party and 'Manning Valley as One' reconciliation group;
- link Aboriginal people with appropriate services, events, activities and opportunities;
- partner with other agencies to run significant local Aboriginal events; and
- enhance the relationship between First Peoples and other cultures in the Manning Valley through activities such as Harmony Day and other multicultural festivals.

Focus for the year

We will work cooperatively towards the development of a Reconciliation Action Plan for the Manning Valley.

KEY PERFORMANCE INDICATOR	STANDARD
Meet external funding specifications and reporting requirements	100%
Partner in four major events of significance to the Aboriginal community	100%
Deliver two Aboriginal Family history workshops	100%

INITIATIVE	TARGET DATE
Partner with other agencies to develop a program of workshops to support local research of Aboriginal family history	February 2016
Undertake stakeholder consultation and develop a framework for a Manning Valley Reconciliation Action Plan	June 2016

Budget

Operational Income	34,594	Operational Expenditure	82,757
Capital Income	0	Capital Expenditure	0

Responsible Officer

Senior Leader Cultural Services

Building and Development Services

Our building and development services team facilitate the approvals process for development across the Manning Valley.

Key functions:

- assist clients through the development assessment process;
- provide technical building and development related advice to internal and external clients;
- process development applications, construction, complying development, building and occupation certificates ;
- undertake development compliance;
- undertake inspections during the course of construction;
- undertake fire safety audits and inspections; and
- implement the essential fire safety service program.

Focus for the year

We will focus on the continuous improvement of internal processes and on providing improved service delivery to our customers.

KEY PERFORMANCE INDICATOR	STANDARD
Provide determinations on complete Complying Development Applications within 10 days where notification is not required ¹	100%
Provide determinations on complete Complying Development Applications within 20 days where notification is required ¹	100%
Provide determinations on complete ¹ Development Applications within 40 days where submissions are not received and referral is not required to external agencies	90%
Provide determinations on complete ¹ Development Applications within 60 days where submissions are not received and referral is required to external agencies	80%
Make requests for further information: <ul style="list-style-type: none"> • within 25 days of lodgement; and/or • within 10 days from receipt of advice from external agencies requesting further information 	90%
Provide determinations on complete subdivision certificates applications within 21 days	90%
Carry out initial inspection on Building Certificate applications within seven days	100%
Provide determinations on Building Certificate applications within five days of satisfactory inspection	100%

Building and Development Services (cont)

Carry out initial inspection on Swimming Pool Compliance Certificate applications within seven days	100%
Provide determinations on Swimming Pool Compliance Certificate applications within five days of satisfactory inspection	100%
Provide determinations on complete ² Construction Certificate Applications within 14 days	90%
Process Dwelling Entitlement Certificate Applications within 10 business days	90%
Provide determinations on Review of Environmental Factors (REF) within 14 days	10%
Complete internal development referrals within 15 days	100%

1. A complete application is one where all information necessary to facilitate assessment has been provided and no further details are required
2. A complete construction certificate is one where all information necessary to facilitate assessment has been provided, no further details are required and an operative development consent is in place

INITIATIVE	TARGET DATE
Develop quarterly Building Contractors Newsletter	September 2015
Review reporting systems to monitor application workflows	September 2015
Develop a framework for the electronic lodgement of Development Applications	September 2015
Develop electronic inspection reporting system	December 2015
Develop electronic assessment document	March 2016
Develop a Safer Pool Strategy	March 2016
Review the Development Application lodgement package	June 2016

Budget

Operational Income	561,700	Operational Expenditure	1,315,654
Capital Income	0	Capital Expenditure	0

Responsible Officer

Senior Leader Regulatory Services

Community and customer engagement

Our community engagement and customer service teams provide a central point of access to information and services for our customers. The teams are often the first and only point of contact the community has with Council and are a key filter for information.

Key functions:

- drive online transactions and communication;
- deliver counter and call centre services;
- provide targeted information, consultation, and referral;
- work closely with many organisations to enhance service delivery; and
- identify and generate website content.

Focus for the year

We will work to enhance the service provided to key customer segments by continuing to improve our website and extend the range of services provided online. This area will also work toward providing broader community engagement across all of our business units.

KEY PERFORMANCE INDICATOR	STANDARD
Complete transactions at first point of contact	80%
Answer incoming telephone calls within 30 seconds	80%
Hold eight training events and capacity building activities with community based organisations	100%

INITIATIVE	TARGET DATE
Review and improve the key forms used by customers	Sept 2015
Develop a social media strategy to enhance utilisation of social media channels for informing and referring	Dec 2015
Develop a framework for proactive engagement prior to, and during Council exhibition periods	Dec 2015
Improve our customer service response to real estate agents and funeral directors acting on behalf of clients	Dec 2015
Evaluate and review the service centre knowledge management system platform for effectiveness	June 2016

Budget

Operational Income	193,700	Operational Expenditure	781,621
Capital Income	0	Capital Expenditure	0

Responsible Officer

Senior Leader Governance

Economic Development

Council has a Memorandum of Understanding (MOU) with the Manning Valley Business Chamber to deliver against the 2015 – 2016 Economic Development Strategy, endorsed by the Chamber and Council in 2014. The Economic Development Partnership Board which oversees progress against the Strategy comprises representatives of the Chamber and Council's elected body as well as the General Manager.

The MOU will be reviewed following the 2016 Local Government elections.

INITIATIVE	TARGET DATE
Implement the activities described in the Economic Development Strategy 2015-2016.	30 June 2016

Budget

Operational Income	0	Operational Expenditure	120,000
Capital Income	0	Capital Expenditure	0

Responsible Officer

General Manager

Environmental Health & Compliance

The Environmental Health and Compliance team provides a range of services to control and enhance environmental health standards and protect the community against physical danger, environmental discomfort and exposure to health risk.

Key functions:

- deliver ranger services;
- manage the registration and impounding of companion animals;
- undertake food surveillance and control;
- investigate and manage illegal dumping;
- investigate and manage pollution incidents;
- manage licensing and inspection of caravan parks;
- manage licensing of inspection of regulated activities;
- undertake parking control;
- manage compliance activities; and
- implement and monitor Council's on-site sewerage program.

Focus for the year

We will continue to focus on enhancing the delivery of core business functions and improving both online service provision and our internal processes.

KEY PERFORMANCE INDICATOR	STANDARD
Conduct at least 150 days of parking patrols annually to ensure turnover and accessibility of public parking	100%
Inspect all food premises annually	100%
Inspect regulated premises including tattooists, beauticians, commercial cooling towers and caravan parks annually	100%
Undertake a minimum of 20 annual Environmental Audits of industrial premises	100%
Provide determinations on complete On Site Sewerage Management Applications within 40 days	90%
Inspect 100 existing on-site sewerage management systems annually	100%
Complete internal development referrals within 15 days	100%
Complete all on-site sewerage management pre-purchase reports within 28 days	100%

INITIATIVE	TARGET DATE
Review the Compliance Policy and Guidelines	December 2015
Develop guidelines and an approval process for the transportation of liquid waste	December 2015

Environmental Health & Compliance (cont)

Develop a plan for the upgrade of the Companion Animals Pound in line with amended legislation	March 2016
Review processes for managing use of public car parks	March 2016
Develop an Asbestos Waste Management Plan	June 2016

Budget

Operational Income	835,100	Operational Expenditure	993,212
Capital Income	0	Capital Expenditure	0

Responsible Officer

Senior Leader Regulatory Services

Environmental Services

The Environmental Services team is responsible for environmental planning, assessment, education, monitoring and works as well as overseeing expenditure of the Environmental Levy, which is collected specifically for environmental projects identified by the community and documented in the Environmental Action Plan.

Key functions:

- prepare environmental impact assessments for Council projects;
- undertake environmental assessment of development applications and planning proposals;
- manage Cattai Wetlands;
- coordinate dredging and foreshore improvements;
- manage environmental performance of Council assets; and
- inspect and coordinate control of noxious weeds.

Focus for the year

We will focus on the delivery of projects identified in the Environmental Action Plan developed in partnership with the community.

KEY PERFORMANCE INDICATOR	STANDARD
Prepare Review of Environmental Factors within 30 business days	100%
Provide environmental assessment of Development Applications within 15 business days	100%
Monitor acidity (pH) levels at Big Swamp every six weeks	100%
Undertake water quality testing (turbidity, Chlorophyll A and pH) in the lower Manning River estuary six times annually to inform the State of the Manning Report Card	100%
Inspect 360 properties for noxious weeds annually	100%

INITIATIVE	TARGET DATE
Undertake sand tracing survey at Old Bar Beach following the winter storm season	October 2015
Establish a sand transport monitoring program to assess the effectiveness of maintenance dredging within the Farquhar Inlet.	October 2015
Undertake stage one works for the Endeavour Place boating facility upgrade	November 2015
Undertake maintenance dredging of the Harrington Backchannel in partnership with the Farquhar Inlet Management Group (FIMG) to improve navigation	December 2015
Undertake stage one works for the Bohnock boating facility upgrade	March 2016

Environmental Services (cont)

Install stormwater quality improvement infrastructure in Browns Creek in partnership with Friends of Browns Creek	April 2016
Install effluent treatment systems on dairy farms on the Manning River floodplain in partnership with the Dairy Advancement Group (DAGs)	April 2016
Undertake one kilometre of riverbank restoration on priority sites identified in the Manning Riverbank Management Study	May 2016
Undertake a strategic assessment of acid sulfate soil areas to identify priority areas for remediation	June 2016
Conduct an investigation into the processes affecting the dynamics of the two Manning River entrances to determine the affect (if any) on coastal erosion.	June 2016

Budget

Operational Income	1,474,812	Operational Expenditure	1,744,659
Capital Income	0	Capital Expenditure	0

Responsible Officer

Senior Leader Planning & Environmental Services

Infrastructure Services

The Infrastructure Services team is responsible for the maintenance and construction of roads, bridges, drainage, footpaths and associated roadside infrastructure.

Key functions:

- maintain and construct public infrastructure assets including roads, bridges, kerbing, footpaths, stormwater drainage, car parks and other associated road infrastructure; and
- provide emergency response services for Council's infrastructure network in natural disaster events.

Focus for the year

We will focus on quality control in all of our construction and maintenance work practices. This includes improved engagement with the community in order to better plan, co-ordinate and deliver services.

KEY PERFORMANCE INDICATOR	STANDARD
Respond to high priority road, bridge and drainage defects within industry standard timeframes	100%
Conduct formal monthly inspections along all Regional Roads	100%
Initiate resident meetings to discuss planned infrastructure projects	100%

INITIATIVE	TARGET DATE
Review and improve road response ratings	Dec 2015
Implement an electronic roads maintenance management system for field staff	March 2016
Evaluate and review the maintenance procedures for all key road maintenance activities	May 2016
Implement identified components of capital works project management framework following audit	May 2016

Budget

Operational Income	744,000	Operational Expenditure	7,267,891
Capital Income	0	Capital Expenditure	0

Responsible Officer

Senior Leader Infrastructure Services

Landuse Planning

The Landuse Planning team is responsible for developing strategies and plans to manage the expansion and development of towns and villages. These strategies/plans are developed in consultation with the community and take into consideration environmental, economic, agricultural and heritage constraints and opportunities.

Key functions:

- manage land use planning,
- review planning controls annually;
- process planning proposals;
- co-ordinate developer contribution plans;
- provide heritage protection advice; and
- undertake coastal zone management planning.

Focus for the year

We will focus on enhancing the effectiveness of our employment and residential zones, work with businesses in town centres to improve vibrancy and develop a local strategy for the Manning Valley. A review of infrastructure contribution plans (Section 94) will provide an updated and consistent method to meet our future infrastructure.

KEY PERFORMANCE INDICATOR	STANDARD
Provide heritage assessment of Development Applications within 10 business days	90%
Report Planning Proposals to Council within three months	90%
Undertake quarterly town centre inspections to facilitate vibrant spaces activities	100%

INITIATIVE	TARGET DATE
Review infrastructure contribution (Section 94) plans	Dec 2015
Complete the planning proposal to enable rural residential development in exchange for the developers constructing the realignment of Old Soldiers Road, Rainbow Flat	April 2016
Develop a local strategy to identify growth opportunities in the Manning Valley	April 2016
Complete stage one rezoning for the Northern Gateway, Cundletown	April 2016
Review the Local Environmental Plan (LEP) 2010 to include recommendations from the residential and employment zone review	June 2016

Budget

Operational Income	53,000	Operational Expenditure	777,489
Capital Income	0	Capital Expenditure	0

Responsible Officer

Senior Leader Planning and Environmental Services

Leisure Facilities

Our leisure facilities include the Manning Aquatic Leisure Centre (MALC) and Wingham pools, both of which are operated by the YMCA on behalf of Council. The Krambach swimming pool, Croki and Manning Point river pools and Blackhead ocean pool are unsupervised, but also form part of our leisure infrastructure. Old Bar pool sits on Crown land, under the management of the Manning Entrance State Trust, of which Council is a member and is managed under a lease arrangement with public access facilitated by the Old Bar Park caravan park operators.

Key services provided at the MALC:

- casual swimming facilities;
- gym facilities;
- crèche facilities;
- pool hire;
- fitness programs;
- swim coaching;
- learn to swim classes; and
- recreational programs.

Focus for the year

We will continue to focus on maintaining our leisure facilities and managing the external operational arrangements currently established.

KEY PERFORMANCE INDICATOR	STANDARD
Number of facility memberships at the MALC	>1,100
Number of visitations (including casual visitors) at the MALC	>165,000
Number of visitations (including casual visitors) at the Wingham Pool	>6,000
Hold quarterly contract review meetings with YMCA	100%

INITIATIVE	TARGET DATE
Replace the MALC indoor swimming pool liner	December 2015
Upgrade the MALC male toilets/changerooms	June 2016

Budget

Operational Income	283,500	Operational Expenditure	1,122,645
Capital Income	0	Capital Expenditure	0

Responsible Officer

Senior Leader Property and Procurement

Library Services

Our Library Services team provides a diverse collection of resources, programs and technology for the community across five locations and online to meet the growing and changing needs of the community.

Key functions:

- offer diverse collections of library resources for information and recreation;
- undertake community engagement through outreach programs, workshops and events;
- provides public access computers, internet and free wi-fi;
- supports literacy and lifelong learning activities;
- offers family history research facilities; and
- maintains a digital archive of local historical material.

Focus for the year

We will focus on enhancing online services, maintaining a balance of eBooks and print media and making our unique local history resources accessible.

KEY PERFORMANCE INDICATOR	STANDARD
Average visits per resident per annum	5.0
Average items borrowed per resident per annum	6.9
Average loans per item	3.8
Amount of collection less than five years old	51%
Number of attendees at library programs	5000
Deliver eight pop-up library at significant community events/locations	100%

INITIATIVE	TARGET DATE
Develop local partnerships to enhance the scope of online historical images collection	December 2016
Implement interactive content including book reviews and community features on Library website	April 2016
Scope partnership opportunities with tertiary providers to engage with the growing numbers of online/external students	June 2016

Budget

Operational Income	121,000	Operational Expenditure	1,793,550
Capital Income	0	Capital Expenditure	191,500

Responsible Officer

Senior Leader Cultural Services

Manning Entertainment Centre

The team at the Manning Entertainment Centre promote cultural development and performing arts in the Manning Valley. The Manning Entertainment Centre is a 500 seat theatre with accompanying spaces.

The strategic direction of the Centre is supported by the *Manning Entertainment Centre Business Plan 2014-17*.

Key functions:

- provide venue hire for touring external productions;
- stage entrepreneurial productions;
- provide venue hire for community productions including schools, dance, and drama groups;
- host major regional events including Taree and District Eisteddfod;
- deliver performing arts skills development including drama and technical workshops; and
- provide a conference and seminar venue.

Focus for the year

We will focus on strengthening the Centre's marketing strategy with a view to diversifying its usage and income sources.

KEY PERFORMANCE INDICATOR	STANDARD
Generate profit on a majority of entrepreneurial shows	70%
Increase visitation over the previous three-year average	5%
Online bookings as a percentage of all sales	40%
Increase annual kiosk profit	5%

INITIATIVE	TARGET DATE
Develop a strategy to attract philanthropic support for projects	March 2016
Upgrade Green Room/dressing rooms	March 2016
Identify and deliver new interactive program opportunities utilising the National Broadband Network	June 2016
Deliver a program of workshops to build local performing arts, technical and performance capacity	June 2016

Budget

Operational Income	327,000	Operational Expenditure	683,248
Capital Income	0	Capital Expenditure	70,000

Responsible Officer

Senior Leader Cultural Services

Manning Regional Art Gallery

The team at the Manning Regional Art Gallery provide a range of cultural and artistic experiences to residents and visitors. Gallery staff work closely with the Friends of the Manning Regional Art Gallery (FOGS).

Key functions:

- operate a venue for established and emerging regional artists to exhibit and sell art work;
- provide a venue for touring art exhibitions from state and national institutions;
- provide professional development opportunities and support for local artists;
- operate a venue for hire by community, corporate and private functions;
- deliver creative workshops and public programs for children, youth and adults;
- provide support and expertise for public art programs; and
- deliver artist-in-residence programs.

Focus for the year

We will concentrate on maximising usage of the facilities and marketing the Gallery as a cultural community hub.

KEY PERFORMANCE INDICATOR	STANDARD
Increase visitation over the previous three year average	5%
Deliver exhibitions and public programs aimed at engaging with Arts NSW target groups including Aboriginal, multicultural, youth	20%
Fill places at art workshops	80%
Increase annual Gallery shop profit	5%

INITIATIVE	TARGET DATE
Develop online catalogue of Greater Taree Art Collection	December 2015
Establish partnerships with tourism operators to promote cultural tourism	February 2016
Establish a wi-fi hot spot to enhance gallery user experience	March 2016
Deliver a program of niche market art fairs	June 2016

Budget

Operational Income	70,000	Operational Expenditure	286,413
Capital Income	0	Capital Expenditure	0

Responsible Officer

Senior Leader Cultural Services

Parks and Reserves

Our Parks and Reserves team maintains open spaces for the community to use through the mowing of parks, maintaining garden beds and the maintenance of structures, such as playgrounds and toilet blocks.

Key functions:

- manage our parks and reserves;
- clean boat ramps for public safety; and
- manage beach access points, foreshore trails and public signage.

Focus for the year

We will focus on enhanced delivery of our core business functions.

KEY PERFORMANCE INDICATOR	STANDARD
Undertake 27 cycles of the sports field mowing program	100%
Undertake 12 cycles of 3 urban broadscale mowing programs	100%
Undertake 42 cycles of 2 horticultural maintenance programs	100%
Undertake 5 cycles of the weed spray program in parks	100%
Undertake 7 cycles of the boat ramp cleaning program	100%
Undertake 4 cycles of playground safety inspections	100%
Undertake 4 cycles of water safety sign inspections	100%
Manage the public amenities cleaning contract through monthly inspections	100%

INITIATIVE	TARGET DATE
Develop and implement enhanced maintenance programs for parks and reserves assets	Dec 2015
Develop an open space improvements works program incorporating outcomes of the Open Space Improvement Plan consultation	June 2015

Budget

Operational Income	475,750	Operational Expenditure	2,675,284
Capital Income	0	Capital Expenditure	0

Responsible Officer

Senior Leader Property & Procurement

Taree Regional Airport

Our team at the Taree Regional Airport support commercial and private aviation activities.

Key functions:

- manage the operation of the runway, terminal and associated infrastructure;
- liaise with regular private aviation carriers; and
- manage landing fees.

Focus for the year

We will focus on the ongoing review and improvement of internal processes and the development of airport facilities. We will also look to stimulate economic activity through promotion of the new aviation business park.

KEY PERFORMANCE INDICATOR	STANDARD
Comply with airport operational regulations (CASA, Department of Infrastructure and Transport, Air Services Australia, Bureau of Meteorology, Australian Federal Police)	100%
Record aircraft takeoff and landing movements	100%

INITIATIVE	TARGET DATE
Implement Aviation Business Park sub brand	August 2015
Secure sales for 75% of Aviation Business Park lots	May 2016
Scope viability of Stage 2 of the Aviation Business Park	June 2016

Budget

Operational Income	237,667	Operational Expenditure	316,112
Capital Income	0	Capital Expenditure	0

Responsible Officer

Senior Leader Property and Procurement

Tourism

Our Tourism service team supports development of the sector by marketing the Manning Valley as a visitor location of choice for target and key growth markets. The team works closely with tourism providers to promote the Manning Valley as a desirable destination, which creates economic, environmental, social and cultural benefits for the whole community.

Key functions:

- develop and maintain digital platforms including the www.manningvalley.info website and the Visit Manning Valley Facebook site;
- operate the Visitor Information Centre;
- co-ordinate the Tourism Industry Partnership Program;
- develop and support the tourism industry;
- co-ordinate events; and
- undertake destination marketing and promotional activities.

Focus for the year

We will focus on implementing priority strategies identified in the Manning Valley Destination Management Plan. This plan was developed in partnership with the Manning Valley Tourism Committee, which is made up of sector representatives who provide support and advice to achieve outcomes identified in the Destination Plan.

KEY PERFORMANCE INDICATOR	STANDARD
Increase engagement (shares and likes) Tourism social media to 3,000	100%
Increase accommodation bookings via Manning Valley website	5%
Provide Partner updates monthly from February to November	100%
Deliver three education sessions for tourism operators	100%
Conduct two Manning Valley tourism campaigns	100%

INITIATIVE	TARGET DATE
Develop an events and festivals strategy	Sept 2015
Develop conference packages for marketing	Nov 2015
Implement pop up Visitor information sites at key locations	Dec 2015
Implement Destination Management Plan initiatives including focus on recreation vehicles	March 2016

Budget

Operational Income	85,400	Operational Expenditure	436,173
Capital Income	0	Capital Expenditure	0

Responsible Officer

Senior Leader Governance

Waste Management

The Waste Management team is responsible for the delivery of waste services including domestic and commercial waste and landfill management. We also coordinate waste and sustainability improvement programs including community education and information.

Key functions:

- manage the collection of kerbside waste, recycling products, green waste, park bins, street bins and bulky waste under contract;
- manage landfill and transfer station operations under contract;
- undertake waste management education and information activities; and
- pursue waste management innovations.

Focus for the year

Over the coming year a second weighbridge will be used to accurately determine the tonnage of all waste deposited at the landfill. This will allow for better management of the landfill, increased sorting of mixed waste and a potential reduction in the NSW Waste Levy.

We will focus on working with the community through education and engagement activities to decrease the level of waste going into landfill and decrease contamination of resource recovery streams.

KEY PERFORMANCE INDICATOR	STANDARD
Pick up household waste on the day collection is due	100%
Empty overflowing public place litter bins within 24 hours of notification	100%
Undertake weekly landfill compliance audits	100%

INITIATIVE	TARGET DATE
Review bulk waste collection program with a focus on reducing the large volume of unsorted waste being deposited into landfill	December 2015
Implement program to identify and address unauthorised collection services	December 2015
Develop and implement illegal dumping strategy	March 2016
Prepare a relocation strategy for the resource recovery area of the Bucketts Way Landfill	June 2016

Budget

Operational Income	11,535,710	Operational Expenditure	9,498,016
Capital Income	0	Capital Expenditure	0

Responsible Officer

Senior Leader Regulatory Services

Youth Engagement

Through youth engagement, we work with other organisations to establish opportunities for young people to actively participate in community affairs and activities.

Key functions:

- provide avenues for young people to express their views;
- encourage partnerships and resource sharing amongst youth service providers;
- co-ordinate the Manning Youth Action Team (MYAT) and Manning Youth Support Services Team (MYSST);
- link young people with services, events, activities and opportunities; and
- create development opportunities for young people and youth service providers.

Focus for the year

The Youth Development Officer will partner with other organisations and service providers to deliver youth focused events and workshops. We will also develop Council's social media and website presence to actively engage young people.

KEY PERFORMANCE INDICATOR	STANDARD
Meet external funding specifications and reporting requirements	100%
Deliver 12 youth activities and events	100%
Deliver 50 youth relevant media posts in social media, print and website	100%
Facilitate 20 youth network meetings including MYSST and MYAT	100%

INITIATIVE	TARGET DATE
Establish a formal communication exchange with local high schools to ensure engagement in organised activities	December 2015
Develop a digital media strategy for youth engagement	March 2016
Deliver a Youth Week program	April 2016
Develop and deliver a program of intergenerational activities to build connections between youth and seniors groups	June 2016

Budget

Operational Income	83,677	Operational Expenditure	102,256
Capital Income	0	Capital Expenditure	0

Responsible Officer

Senior Leader Cultural Services

Support Services

Support services exist to support Council's front line services and to meet Council's legislated responsibilities. Their link to the Community Plan is through the services above.

Asset Planning

The Asset Planning team manages civil infrastructure (road, bridge, stormwater and flood mitigation) by preparing and implementing long-term asset management programs and managing the replacement of major assets through the rolling capital works program.

The creation of new infrastructure or the upgrade of existing infrastructure is limited to specific 'growth' related grant opportunities, developer contributions or risk management related initiatives.

Key functions:

- identify and prioritise long-term asset management programs for civil infrastructure;
- develop and manage a 4-year rolling capital works program;
- prepare the annual capital works program for the following year in line with the draft budget preparation schedule;
- provide engineering design and survey services for civil infrastructure projects;
- manage Council's road administration functions as a Roads Authority including road opening, closures and public gate applications;
- perform project and contract management for externally resourced civil infrastructure projects;
- provide specialist civil engineering input and advice on public and private development;
- provide oversight on construction of developer contributed assets;
- provide advice and investigation on flooding and drainage issues and manage Council's floodplain development responsibilities, including facilitation of Council's Floodplain Management Advisory Committee; and
- perform traffic and transport planning, including facilitation of Council's Local Traffic Committee and Access Advisory Committee.

Focus for the year

Due to the increasing infrastructure backlog, we will prioritise the renewal of existing infrastructure. This area will also focus on maintaining an ongoing schedule of special rate variation funded works in an effort to meet core infrastructure renewal requirements.

KEY PERFORMANCE INDICATOR	STANDARD
Issue draft 4-year Capital Works Program and draft year one Project Briefs by February	100%
Complete externally contracted capital works within contracted value including approved variations	100%

Asset Planning (cont)

Complete investigation and concept design of projects for annual capital works prior to commencement of the year in which they are funded for delivery, allowing for 'adopted budget' variances	80%
Complete funding agreement reports by prescribed dates (including Roads to Recovery, Road and Maritime Services monthly expenditure, state and federal grants)	100%
Respond to development referrals within 15 business days	100%
Undertake development engineering inspections within two business days of notification	100%
Finalise and issue Project Briefs for capital works projects within one month of the budget being approved	90%

INITIATIVE	TARGET DATE
Implement bridge asset inspection regime in partnership with Infrastructure Services including process, documentation and reporting requirements	December 2015
Prepare a Pedestrian Access Mobility Plan	April 2016
Complete the Lower Manning River Flood Study Review in partnership with the Floodplain Management Advisory Committee	May 2016
Review and improve public car park asset inspection regime in conjunction with Infrastructure Services including process, documentation and reporting requirements.	May 2016
Implement stormwater drainage asset inspection regime in partnership with Infrastructure Services including process, documentation and reporting requirements	June 2016
Implement the Project Management Audit action plan	June 2016

Budget

Operational Income	415,483	Operational Expenditure	2,076,114
Capital Income	6,782,483	Capital Expenditure	8,200,483

Responsible Officer

Senior Leader Asset Planning

Finance and Rates

The Finance team is responsible for providing fiscal and budget management support and associated reporting to, and for the organisation. Team responsibility also involves collating organisational asset management, resource allocation and financial management information and preparing the long term financial management plan.

Key functions:

- undertake rating functions;
- manage Council investments, borrowings and reserves;
- co-ordinate the preparation of fees and charges;
- manage accounts receivable and accounts payable;
- manage debt collection; and
- co-ordinate financial obligations under the Integrated Planning and Reporting Framework.

Focus for the year

We will focus on improving processes and systems identified in the external review undertaken in 2014/2015 in order to create greater efficiencies.

KEY PERFORMANCE INDICATOR	STANDARD
Issue Section 603 certificates within 5 business days of request	100%
Minimise level of outstanding rates and annual charges	<7.5%
Maintain weighted average return on term deposit investments that exceeds the Bank Bill Swap Rates	100%
Maintain liquidity by ensuring a minimum of \$7 million is available in 90 days or less investments	100%
Pay supplier invoices by the invoice due date	100%
Develop payment plans with landholders who have outstanding rates	80%

INITIATIVE	TARGET DATE
Develop a Financial Management Framework to create a single point of reference	September 2015
Review the debt recovery process	December 2015
Issue Section 603 certificates electronically	February 2016
Review policy for preparation of the Long Term Financial Plan	March 2016

Budget

Operational Income	612,917	Operational Expenditure	2,183,324
Capital Income	0	Capital Expenditure	0

Responsible Officer

Senior Leader Finance

Governance

The Governance team is responsible for ensuring that Council operates in accordance with its governing legislation and that its decision making processes are informed, transparent and accountable.

Key functions:

- manage corporate communications;
- implement records framework;
- respond to Government Information (Public Access) requests;
- drive insurance, risk and internal audit functions; and
- provide support for Councillors.

Focus for the year

We will continue to refine the records management framework to enhance our capacity to create, describe, capture and manage information and to ensure good governance surrounding our expanded online presence.

KEY PERFORMANCE INDICATOR	STANDARD
Hold three Internal Audit Committee meetings	100%
Respond to liability claims within five business days	100%
Process Government Information Public Access (GIPA) formal applications within 20 business days	100%
Enter surface mail into Council's records management system by close of the second business day	100%
Enter all Corporate email received by 4pm into Council's records management system on the same day	100%

INITIATIVE	TARGET DATE
Standardise venue and outdoor hire agreements forms and process	September 2015
Implement new record keeping procedure for cemeteries administration	Dec 2015
Implement asset planning records management framework	March 2016
Implement communications strategy for capital works project management framework	April 2016

Budget

Operational Income	92,547	Operational Expenditure	2,191,530
Capital Income	0	Capital Expenditure	0

Responsible Officer

Senior Leader Governance

Organisational Development

The Organisational Development team is responsible for enhancing Council's capability and capacity through human resource (HR) management, process improvement and development and maintenance of corporate reporting systems.

Key functions:

- undertake workforce planning;
- organise employee recruitment, selection and orientation;
- coordinate employee development and evaluation;
- coordinate employee engagement and retention;
- manage workplace health and safety, injury management and return to work; and
- coordinate process improvement and organisational planning.

Focus for the year

We will direct our efforts to organisational capacity building initiatives and delivery of customer focused HR services.

KEY PERFORMANCE INDICATOR	STANDARD
Complete and lodge pay runs within prescribed timeframes	100%
Deliver Monthly Details Reports to Finance within one business day of payroll processing to enable payroll upload to the finance system	100%
Resolve grievances at the local level	90%

INITIATIVE	TARGET DATE
Develop an employee wellbeing program	December 2015
Review team meeting arrangements to determine effectiveness	December 2015
Scope integrated human resource information system options	March 2016
Undertake an audit of the work health and safety management system	March 2016
Implement payroll work order coding to enable direct coding of salaries and wages to projects	March 2016
Implement organisational capacity building programs including succession planning; talent management; and emerging leaders	June 2016
Develop and implement an employment-based training strategy incorporating traineeships, apprenticeships and internships	June 2016

Budget

Operational Income	67,000	Operational Expenditure	1,289,282
Capital Income	0	Capital Expenditure	0

Responsible Officer

Senior Leader Organisational Development

Property and Procurement

The Property and Procurement team is responsible for maintaining Council's buildings and plant, purchasing materials and services as well as managing leases and land stocks.

Key functions:

- maintain Council's buildings and linked assets
- coordinate trade services;
- procure Council materials and services;
- manage Council plant and fleet;
- manage mechanical workshop operations; and
- manage stock inventory.

Focus for the year

We will focus on delivering efficient purchasing to achieve value for money. This area will also focus on improving the long term management of Council's assets.

KEY PERFORMANCE INDICATORS	STANDARD
Maintain inventory accuracy	+ or - 2%
Ensure inventory turnover of five times a year	100%
Goods and services sourced via an established contract	90% of annual expenditure on contract
Review leases three months prior to expiry	100%
Plant utilisation rate	>75%
Complete Trades works in accordance with service level agreement	>95%

INITIATIVES	TARGET DATE
Undertake a review of inventory control	December 2015
Prepare a management plan for future expansion of Dawson River Cemetery	December 2015
Minimise stock on hand through lower item costs and higher order frequency including identification and removal of obsolete and slow moving stock	June 2016
Work collaboratively with 'Tidy Towns Taree' to deliver new amenities in Endeavour Park	June 2016

Budget

Operational Income	3,565,610	Operational Expenditure	7,568,715
Capital Income	1,035,000	Capital Expenditure	0

Responsible Officer

Senior Leader Property and Procurement

Technology

The Technology team is responsible for IT strategy as well as installing, repairing and maintaining all of Council's information and communication systems.

Key functions:

- manage and support Council's information and communication technology applications, systems and network. Including, system upgrades and new system installs, support and education and help desk services;
- manage information security and business continuity;
- undertake database management; and
- manage geographical and land information systems.

Focus for the year

We will focus on the proactive, strategic management of technology, ensuring that Council has the technological capability and system support to deliver effective and efficient services for internal and external customers.

KEY PERFORMANCE INDICATOR	STANDARD
Maintain availability of computer applications to support delivery of services to Council's internal and external customers	99%
Update property and mapping data including property details, constraints and zoning information within three business days of notification	90%
Maintain accuracy of property and mapping data with minimal variation between Council and state government planning data	<2%
Acknowledge and prioritise helpdesk requests within one hour of receipt	100%
Resolve helpdesk jobs in accordance with the internal service level agreement: <ul style="list-style-type: none"> - High Priority within four business hours - Medium Priority within eight business hours - Low Priority within five business days 	90% 85% 80%
Resolve and close all helpdesk jobs within 30 business days	100%

INITIATIVE	TARGET DATE
Implement Disaster Recovery site at Depot	August 2015
Review Council's internet connections to take advantage of the NBN	December 2015
Expand the range of online certificate requests	February 2016
Complete eProcurement implementation project plan	April 2016
Upgrade Standard Operating Environment to take advantage of new Office technologies	June 2016

Budget

Operational Income	0	Operational Expenditure	1,715,250
Capital Income	0	Capital Expenditure	272,000

Responsible Officer

Senior Leader Technology

Corporate

These indicators represent performance across the organisation and are the responsibility of the Leadership Team.

KEY PERFORMANCE INDICATOR	STANDARD
Finance Management	
Budget versus actual variation per quarter	<10%
“Unqualified” annual financial audit achieved	100%
Debt service ratio (indicator of borrowing capacity – adopted position of Council)	Strong <10% Satisfactory <20%
Unrestricted current ratio (indicator of ability to meet short term financial obligations - position adopted of Council)	Favourable 1.5 – 2.5%
Customer Service	
Correspondence answered within 10 business days	90%
Human Resource Management (standard relates to industry average/range or benchmarks)	
Management to staff ratio	4 - 9%
Voluntary turnover rate	4 - 9%
New starter turnover rate	<9%
Unplanned absence rate (overall)	<4%
Lost time injury frequency rate (the number of lost-time injuries relative to the total number of hours worked)	<18
Lost time injury severity rate (the average amount of time lost at work due to work related injuries)	<13
Annual employee performance assessments completed within two months of the end of financial year (measured Quarter 1 annually)	90%
Council Business	
Council business papers published by the Friday of the week before the meeting	100%
Quarterly operational plan status report prepared and presented to Council within one month of the end of the quarter	100%
Progress towards the Delivery Program reported to Council within one month at the end of Quarters 2 and 4.	100%
Council Resolutions commenced within five business days	100%
Advisory Committees	
Draft committee minutes published on website within 10 business days	100%

KEY PERFORMANCE INDICATOR	STANDARD
Internal Communication	
Conduct three All Staff Briefing sessions	100%
Staff survey conducted annually	100%

INITIATIVE	TARGET DATE
Work collaboratively with landowners to prepare a planning proposal to rezone land for a transport interchange north of Cundletown	December 2015
Prepare a cultural precinct concept plan	March 2015
Revise Manning Valley Community Plan	June 2016

Statement of General Revenue Policy 2015/16

Rates

Section 404(1) of the Local Government Act 1993 requires that Councils include in the Operational Plan a statement with respect to ordinary rates and special rates and charges proposed to be levied.

The Independent Pricing and Regulatory Tribunal (IPART) has determined that councils' general rating income may be increased by 2.4% under section 506 of the Local Government Act 1993 for the rating year commencing 1 July 2015.

Ordinary Rates

Council will continue to apply its existing rating structure and levy ordinary rates to each rateable property in the Council's area according to category.

These categories are:

- Business
- Residential
- Farmland
- Mining Eligibility determined in accordance with Local Government Act, 1993. There are no coal mines or metalliferous mines within the Greater Taree City Council local Government area.

In 1994, Council resolved to sub-categorise Residential and Business properties as follows:

(Category: Sub Category)

Residential: Town

All properties within the defined boundaries of Taree, Cundletown and Wingham whose dominant use is for residential accommodation; also includes vacant land zoned or otherwise designated for use for Residential purposes under an environmental planning instrument.

Residential: Village

All properties within the defined boundaries of the villages of Black Head, Coopernook, Croki, Crowdy Head, Diamond Beach, Hallidays Point, Harrington, Johns River, Krumbach, Lansdowne, Manning Point, Old Bar, Red Head, Tallwoods Village, Tinonee and Wallabi Point whose dominant use is for residential accommodation; also includes vacant land zoned or otherwise designated for use for Residential purposes under an environmental planning instrument.

Residential: Rural Estate

All properties zoned for rural residential subdivisions and having been developed for that purpose with dominant use being for residential accommodation; also includes vacant land within these estates.

Residential: Outlying

All properties used for residential purposes that are outside the areas defined as Towns, Villages and Rural Estates. Also included are vacant concessional allotments having designated for use for Residential purposes under an environmental planning instrument.

Business: Town

All properties within the defined town boundaries with dominant use being commercial or industrial activities. Includes property which cannot be categorised as Farmland, Residential or Mining. Includes vacant land zoned for commercial or industrial use.

Business: Village

All properties within the defined village boundaries with dominant use being commercial or industrial activities. Includes vacant land zoned for commercial or industrial use.

Business: Outlying

All properties used for commercial or industrial activities that are outside the town and village defined boundaries. Includes vacant land zoned for commercial or industrial use.

Farmland

All properties that fulfil the definition of Farmland eligibility determined in accordance with (Section 515 of the Local Government Act 1993).

Rating Structure

The rating structure comprises a base amount to which an ad valorem (according to value) amount is added in respect of Residential and Farmland properties and an ad valorem amount with a minimum amount in respect to Business properties. Ad valorem amounts are calculated by multiplying the land value of a property, determined by the Valuer General, by a rate in the dollar for the relevant category/sub category, determined by the Council.

Valuation as a basis for the rate

The Valuer General issues land values to councils for rating at least every four years. These land values are fixed for rating until new land values are issued to council. The Valuer General issued a general valuation list as at the base date 1 July 2013. The values will be used to levy ordinary rates from 1 July 2014 until 30 June 2017. The land value is used to distribute the rating burden and Council does not suffer losses in income or windfall gains where valuations increase or decrease.

The base amount is set at a level to achieve no more than 50% of ordinary rate revenue by category from this component. This limitation is required by legislation.

The Residential Outlying sub-category will be shown as "Residential Rural" on the rate notices.

Rates are set to maintain a differential between categories, with approximately the following yields by category.

Category Yield

For the rating period 2015/16, the proposed rates set so that each category increases equally resulting in the approximate category yields as per below.

Residential	74.88% of total
Farmland	8.98% of total
Business	16.14% of total
Mining	0% of total

This is in alignment to Council's adopted strategy to maintain category yields within parameters approximating:

Residential	76% of total
Farmland	9% of total
Business	15% of total
Mining	0% of total

Ad valorem rates within categories are set to reflect differential levels of service by location. There are different ad valorem rates for each of the Residential and Business sub-categories. The town rate is the highest, followed in descending order by Village, Rural Estates and Outlying.

The Local Government Act under Section 509 requires that maximum general income from rates and charges must not exceed the amount determined for the year by the Minister for Local Government. Compliance will be in accordance with an instrument under Section 508A (1) of the Local Government Act, 1993.

The Ordinary Rating Schedule in respect of 2015/2016 financial year including the 2.4% general rate increase as approved by IPART is shown as follows:

The Ordinary Rating Schedule in respect of 2015/16 financial including the 2.4% general rate increase as approved by IPART is shown as follows:

ORDINARY RATING SCHEDULE (2.4%) – 2015/2016

Category / Sub - Category	Rateable Value (\$s)	Number of Assessments	Rate Ad Valorem (c/\$)	Base/Minimum Amount (\$s)	Base Yield %	Rate Yield (\$s)	Avg. Rate per Assess (\$s)
RESIDENTIAL							
Town	959,265,056	9,578	0.53886	494.88	47.83%	9,909,056	1,034.56
Village	929,449,928	6,558	0.354607	494.88	49.61%	6,541,318	997.46
Rural Estates	173,826,000	788	0.309354	494.88	42.04%	927,703	1,177.29
Rural	872,685,930	4,170	0.309153	494.88	43.35%	4,761,584	1,141.87
Sub-Totals / Avg.	2,935,226,914	21,094				22,139,661	1,049.57
FARMLAND	610,129,710	1,539	0.283728	599.92	34.78%	2,654,386	1,724.75
Sub-Totals / Avg.	610,129,710	1,539				2,654,386	1,724.75
BUSINESS							
Town	192,125,370	826	2.104551	302.43		4,048,542	4,901.38
Village	46,705,782	195	0.771699	302.43		375,471	1,925.49
Rural	39,760,805	322	0.825194	302.43		349,466	1,085.30
Sub-Totals / Avg.	278,591,957	1,343				4,773,479	3,554.34
MINING	0	0				0	0.00
Sub-Totals / Avg.	0	0				0	0.00
TOTAL						29,567,526	
Less Reductions:							
Pensioner Rebates						-1,072,700	
Postponed Rates						2,000	
Abandoned Other						-7,000	
NET INCOME	3,823,948,581	23,976				28,489,826	1,188.26

All rates levied on valuations with a base date 1 July 2013

Concessions to Pensioners

Rebate provided to eligible pensioners determined in accordance with the Local Government Act, 1993.

Interest on Overdue Rates

In accordance with section 566(3) of the Local Government Act 1993, the Minister for Local Government has determined the maximum rate of interest payable on overdue rates and charges for the 2015/2016 to be 8.5%. A notice giving effect to this decision will be published in Government Gazette.

Fees and Charges

The Local Government Act requires councils to include statements with respect to each fee and charge in the annual Operational Plan. This includes the amount of each fee, the amount of each charge, or the unit rate, and the estimated yield.

Fees and Charges may be:

- Full cost recovery
- Commercial return
- Partial cost recovery
- Regulated – set by Legislation

Borrowings

One source of revenue funding for Council is from loans. Council borrows funds from banks secured by a mortgage deed as a charge on the income of Council under Part 9, Clause 229 of the Local Government (General) Regulation 2005. Council currently has no plans to borrow new money in 2015/2016. Opportunities may rise, however through other State and/or Federal Government budget initiatives. Should a significant opportunity arise to fund infrastructure asset renewal, the Council will consider the impact additional borrowings might have on available funding.

Borrowing levels for the past few years are shown in the following table:

New Money Borrowings

	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15
Infrastructure	\$1.15m	\$3.5m				
SRV Infrastructure		\$1.0m	\$5.0m	\$6.5m	\$2.0m	\$0m
Marlee and Duffs Bridge Maintenance	\$1.0m					
Airport Rehabilitation	\$3.75m					
Total	\$5.9m	\$4.5m	\$5.0m	\$6.5m	\$2.0m	\$0m

Domestic Waste Management Charges

Council is required to levy a domestic waste management charge on all rateable land where the service is deemed available, including vacant land.

Rate pegging legislation is not applicable to Domestic Waste charges; however, increases to the charge have always been kept to a minimum. It is proposed that the Domestic Waste Management Charge be increased to \$420.00.

This increase has been a result of the Section 88 Waste and Environment Levy. In addition, Consumer Price Index increases for contracts and services provided as part of this program and an additional contribution to the Waste Management Reserve Fund to make provision for future waste facilities have also impacted on this charge. The Section 88 Waste and Environment Levy has been included in the current fees and charges at \$75.40 for 2015/2016 based on current advice.

The Domestic Waste collection area incorporates the entire Council area with the exception of properties/areas deemed inaccessible or not cost effective, and non-urban land (ie properties not permitted to have a dwelling upon them).

The comprehensive Domestic Waste Service included the following:

- a weekly kerbside collection of garbage using a 140L mobile garbage bin
- a fortnightly kerbside collection of recycling using a 240L mobile garbage bin
- a fortnightly collection of organics (garden waste) using a 240L mobile garbage bin
- one kerbside "Clean Up" Campaign each year
- provision of the Public Place Litter Bin Service
- provision of landfill and landfill recycling services
- community programs
- community education for Waste Management Services
- management and administration services
- technical advice

It is proposed that:

- A domestic waste management charge for the removal of household waste (including kerbside recycling and organics (garden waste)) is applied to each domestic premises/non-rateable property where the service is deemed to be available.
- Properties containing a single residential dwelling utilising more than one 140L mobile garbage bin, 240L recycling or 240L organics (garden waste) bin will be subject to an additional domestic waste management charge for each additional service rendered.
- Properties containing more than one habitable dwelling will be subject to an additional waste management charge for each habitable dwelling (includes units where bulk bin containers or 240L mobile bins are supplied).
- A vacant domestic waste management charge to meet a proportion of the cost of the administrative and fixed cost of the domestic waste management service will be applied to all vacant land where the service is deemed available.

- Where a service to any premises commences after 1 July 2014 the charge/charges shall be reduced in proportion to the number of weeks that have expired before such service commences.

2015/2016 DOMESTIC WASTE CHARGE	
Particulars	Charge Per Unit \$
Vacant Land	64.00
Domestic Waste (3 Bin System)	420.00
Domestic Waste (2 Bin System - Rural Properties)	390.00
Domestic Waste (additional bin/s)	330.00
Domestic Recycling (additional bin/s)	160.00
Domestic Organics (additional bin/s)	200.00

Waste Management Charge

There are at present many other properties that are utilising Council's mobile garbage bin services. These are:

- Rural properties that are serviced by a common collection point;
- Commercial/industrial premises that are not currently being serviced by a privately arranged bulk bin service.

To ensure that these services contribute to the overall cost of providing the mobile garbage bin, kerbside recycling and organics (garden waste) service or common collection point, it is proposed that a waste management charge be levied on all such properties.

The charge is to be levied in respect of each mobile bin provided or for the use of a common collection point. Properties commencing a service after 1 July 2015 will be subject to a reduction in the charge based on the number of weeks that have expired before the service is commenced.

2015/2015 WASTE MANAGEMENT CHARGES	
Particulars	Charge Per Unit \$
Waste Management Common Collection (2 bin system)	390.00
Commercial Waste and Recycling Service	490.00
Commercial Waste (additional bin) Service	375.00
Commercial Recycling Bin Service	255.00
Commercial Recycling (additional bin) Service	180.00
Commercial Garden Waste Service	220.00
Commercial Garden Waste (additional bin) Service	195.00

Stormwater Management Service Charge

Council developed a Stormwater Plan in 2000 for urban areas. There are significant costs associated with the ongoing implementation of this plan. Council has considered numerous reports regarding the impact of localised flooding on residents and businesses. While some problems have been rectified, there are many others that have been beyond Council's financial capacity to address.

In 2006, the NSW Government enacted the Local Government (General) Amendment (Stormwater) Regulation 2006. The Regulation enables councils to make or levy an annual charge for stormwater services in respect of that urban land that is categorised for rating purposes as residential or business.

The stormwater management services charge allows Council to raise additional revenues to cover some or all of the costs of providing additional stormwater management services.

In 2007/08 the charge for residential land was set at \$25 per property, the maximum allowable under the Regulation. Businesses can be charged up to \$25 per 350m² or part thereof. Initially, Council capped the business charge at \$150 per property to minimise the financial impact. This may be reviewed in the future. All strata units, whether residential or business, are charged \$12.50 per assessment.

The above charges will yield \$380,000 per annum to be allocated to additional stormwater management initiatives. The funds can be spent on a range of stormwater management activities including planning, construction and maintenance of stormwater systems (pipes, channels, basins), stormwater quality improvement devices (gross pollutant traps and construction wetlands), stormwater harvesting and reuse, stormwater monitoring and education.

Onsite Sewerage System Licence Fee

Council proposes to levy an annual charge of \$55.00 in 2015/16 for each onsite sewerage system under Section 608 of the Local Government Act 1993, an increase of \$2.00 over the previous year.

This will yield income estimated to amount to \$330,000. The fee will be shown on the 2015/16 Rate Notice as "Septic Admin Charge".

Private Works

Council carries out minor maintenance work for property owners on a cost plus margin basis. The service is considered to have community benefit. The cost to private property owners of having to engage heavy plant such as graders to travel to remote locations to maintain access roads can be substantial. Council can undertake such work when plant is in the area.

Payment Facilities

Council offers a wide range of options for the public for the payment of rates, debtors and other fees and charges. Council's preferred method of payment for Rates is by Direct Debit where payments are automatically deducted from customer accounts fortnightly or on the due instalment date.

The following payment services are offered:

1. Administration Centre – 2 Pulteney Street TAREE NSW 2430.
 - Cash.
 - Cheque.
 - EFTPOS from Savings or Cheque accounts.
 - Credit Card – MasterCard or VISA with a 1% administration fee.
2. Wingham Library – Wynter Street, WINGHAM.
 - Cheque.
 - EFTPOS from Savings or Cheque accounts.
 - Credit Card – MasterCard or VISA with a 1% administration fee.
3. Post Offices and their agencies (Rates only).
 - Cash.
 - Cheque.
 - EFTPOS from Savings or Cheque accounts.
4. BPAY – On line through customer's own banking software. (Rates and Debtor payments only).
5. Direct Debit – Council's preferred method of payment by completing authorisation form.
6. BPOINT Credit Card – Available through automated telephone service or online from Council's website for Rates and Debtor payments only using MasterCard or VISA with a 1% administration fee.