



# Community Newsletter

The Macleay Valley Coast  
...Lifestyle - second to none

**OCTOBER 2006**

## 2005/06 savings add up to better value

Kempsey Shire Council saved \$605,570 through cost reductions and process improvements in the 2005/06 financial year.

One of Council's organizational goals is to provide value for money services in Kempsey Shire. To achieve this Council is working towards a culture of continuous improvement, high safety standards, and increased efficiency.

Among the items and savings listed in a report by the General Manager, tabled at the Extraordinary meeting of Council in mid September, are:

- \$16,500 in telephone costs;
- \$102,000 in Workers Compensation premiums;
- \$10,500 through payment of Creditors by EFT;
- \$135,711 at East Kempsey cemetery;
- \$66,893 on job recruitment;
- \$10,000 on debt recovery.

The introduction of the Customer First Centre in October 2005 made possible a reduction in workload in other Council departments (valued at \$100,000). This allowed staff in these departments to tackle backlogs in outstanding work caused by staff and skill shortages.

The benefit of this re-allocation of duties has resulted in measurable improvements in services levels. For example:

- The number of Development Applications approved within 21 days improved from 57% in 2004/05 to 78% in 2005/06.
- Council rangers are now able to respond to nearly 80% of complaints within 5 days.
- 92% of planning certificates are now issued within 5 days.

Encouraged by these outstanding results, Council will continue to strive, on your behalf, for greater efficiency and improvements in all areas of its activities so that we achieve the very best value for every ratepayer dollar.

## Awards recognise excellence

In the same week in mid September Council was notified that it been recognized for excellence in two different areas of its activities. The Customer First Centre project was awarded the Local Government Managers Australia, NSW (LGMA) Gold Award for Management Excellence in Rural Councils and Macleay Water won a NSW Sustainable Water Challenge Award in the Greenfield Development Category for its South West Rocks Wastewater Recycling Project.

The introduction of the Customer First Centre involved enormous change for us all. Staff had to learn new procedures and our customers had to get used to a new way of doing business with Council. In many ways this award belongs to the whole community because we have all played a part in it.

Several Councils including Great Lakes, Hastings, Bellingen, and Coffs Harbour have visited the centre for a first hand look at our Customer

First operation. A number of other Councils from further a field have contacted us for further information on the Knowledge Management System that was implemented as part of the Customer First project.

The award won by the Macleay Water Wastewater Recycling project at South West Rocks, which is now in the final design stages of development, clearly shows Council's commitment to effective management of our water resources through a water demand strategy that includes the use of recycled water.

The system means that recycled water will be available for toilet flushing, cold water in the washing machine and outdoor uses. Recycled water will be delivered to the golf course, the ovals and as dual reticulation to new subdivisions within South West Rocks. The first subdivision to be connected to the dual reticulation is Seascape Grove, located towards the eastern end of Belle O'Connor St.

## Kerbside Recycling - Keep up the good work!

Kerbside recycling kicked off on 2 October and so far Council has had excellent feedback from the Materials Recycling Facility (MRF) at Cairncross about the quality of the recycled material being received.

Troy Pemberton, MRF manager at Cairncross said "Kempsey's new service is one of the best starts we've seen. The contamination level is extremely low and the residents of the Macleay are to be commended for the conscientious effort they're making to master the do's and don'ts of successful recycling."

If you have any questions about what can and can't be recycled don't hesitate to call the Recycling Hotline on 1300 787 223 !



Above: Tom Vermeulen, Council's Director Shire Services (front right) inspects one of the new recycling collection vehicles with representatives from contractor JR Richards.



Left: Council had a display at this year's Celebrate the Macleay. Many residents called in to find out more about recycling.

## Surplus Hardware helps Macleay Options

Earlier this month Council presented Michael Milicevic from Macleay Options with 5 computers and a laser printer.

This surplus hardware from Council will be used by the group to teach students the fundamentals of computer technology. The group were ecstatic with the donation and thanked Council for their generous support.



Above: Jim Dumay, from Council's computer section, hands over the laser printer to representatives of Macleay Options.

## Help fight Giant Parramatta Grass

Council's annual program to control Giant Parramatta Grass is underway with Fluproponate being used to minimise the spread of this noxious weed.

Greg Egan, Council's Weeds Officer, will be co-ordinating a Giant Parramatta Grass Field Day from 10am on Friday 10 November in the reserve opposite the Kempsey Tennis Club courts in Sea Street, West Kempsey.

The purpose of the field day is so that people can learn to identify Giant Parramatta Grass and how



*Giant Parramatta Grass* to control its spread through on-site demonstrations, shared information and access to experts in the field. Carol Rose from the Department of Primary Industries will also be on hand giving talks on grass identification and Giant Parramatta Grass.

For more information on the field day please call Greg Egan on 65663200.

## Here's your chance to help Council plan ahead

Council will undertake consultation with the community to assist in reviewing its Corporate Strategic Plan and 10 year financial plan between 1 November and 15 December. The program of consultation will be in the form of a series of workshops to be held at various locations within the Shire.

All discussion points raised will be passed on to a proposed review panel that may include councillors, staff and community representatives, which will present a report to February's Council meeting.

Please take advantage of this opportunity to contribute to the future direction of your Council. The planning that is being undertaken will guide Council over the next 10 to 20 years.

The schedule of workshops will be advertised in the next few weeks in the local media.

## South West Rocks water quality improving

The new South West Rocks Water Filtration plant is now delivering better water quality to South West Rocks, which is excellent news for residents.

Please note that Macleay Water staff are still monitoring processes at the plant as there are a couple of technical difficulties that are yet to be overcome to ensure a reliable, consistent water supply.

Macleay Water staff are to be congratulated on the significant commitment they have made and continue to make, in terms of hours and effort, to keep this vitally important project on track.

If you see our Macleay Water personnel around the traps, please let them know that you appreciate their efforts.

## SCHOOL HOLIDAY ACTIVITIES

### Kempsey Library Activities

One hundred and eighteen children participated in the school holiday activities run by the Shire Libraries in October. The seven activities included storytelling and craft sessions, mask making and rockpool magic. Pictured right are the participants in the teen modelling and self image workshop which was also held by Lee Walder from the Emalexis School of Department.



### Family Fun Day at Kempsey Pool

Kempsey Family Community Centre, which incorporates both the West and South Kempsey Community Renewal Projects, organised a Family Fun Day at Kempsey Pool on 11 October as part of its school holiday activities.

The event was very popular with over 500 community members of all ages sharing the fun of the day together.



## YOUR COUNCILLORS

Mayor Betty Green	6562 8938 0418 289 151
Deputy Mayor John Howell	6562 5122 0438 625 122
Councillor Brian Sowter	6567 4281
Councillor Terry Hunt	6561 7157 0414 356 197
Councillor Janet Hayes	65617188
Councillor Jim Gribbin	6566 6907
Councillor Bob McWilliam	6566 5465
Councillor Dean Saul	6567 4682
Councillor Ellis Walker	6562 2119

How can we help you?  
Please contact us



Cnr Elbow and Tozer Streets  
PO Box 78, West Kempsey NSW 2440  
Phone: 6566 3200 Fax: 6566 3205  
Email: [ksc@kempsey.nsw.gov.au](mailto:ksc@kempsey.nsw.gov.au)  
Website: [www.kempsey.nsw.gov.au](http://www.kempsey.nsw.gov.au)