



Community newsletter

January 2009

We will work with the community to provide high quality services and facilities through excellence in leadership and with consideration for the needs of the environment and of future generations

Many Hands made light work at Sherwood Road working bee

Over the past few months Macleay Water has worked in consultation with residents of Sherwood Road to establish the Sherwood Road Environmental Improvement Precinct project, which will improve the treatment of stormwater from the Sherwood Road catchment.

The project involves the installation of the K.E.W.T system, a series of filter beds that have recirculating channels utilising plant beds to draw up the effluent which has been the source of septic and stormwater problems in the area.

The first working bee on the project, to plant native trees and shrubs for moisture absorption and nutrient uptake, was held on 10 December 2008 at The Ponds Way. Residents of the area and students from Aldavilla Public School worked with staff of Macleay Water and the local LandCare group, to install the first stage of the Bio-treatment swale, which will help remove sediments from stormwater and slow down and improve the water quality flowing into nearby waterways.

Despite the hot conditions on the day, excellent teamwork from everyone involved ensured that many hands made light work and the planting was completed in quick time. Afterwards, a barbecue lunch was enjoyed by all. The Swale is funded by the Australian Commonwealth Government Community Water Grants.



A representative of Landcare talks to the Aldavilla primary school students participating in the working bee about the types of shrubs being planted in the swale.



Waterwise Educator, Bruce Winter, was in the thick of the planting action with students from Aldavilla Public School, which he recently assisted in gaining its Waterwise accreditation.

CULTURAL AWARENESS TRAINING

Twenty people ranging from Councillors to Council Management and staff undertook a four hour Cultural Awareness training program to better understand Aboriginal Culture.



The program was coordinated by Council's Aboriginal Community Development Officer, Tracey Edwards. The training was delivered by Rob Walters, Aboriginal Community Development Officer for Coffs City Council, of the Gomeroi people from north west Tamworth, under the guidance of local elders Uncle Blue (Harold) Smith and Aunty Marj Vale.

The program included things as simple as the importance to the Aboriginal people of knowing who you are and where your mob comes from; together with facts, statistics and information on Aboriginal history and complex political issues which have impacted indigenous people since colonisation.

Planning renovations or additions?

If you are planning a simple home addition, such as a sunroom or a patio, or if you are thinking about building a carport, shed or pool, Council can speed up the approval process of your Development Application.



Development applications that meet pre-set standards can be turned around in 7 days, saving you both time and processing costs.

Council's Customer First Officers welcome your enquiries on complying development on 6566 3200.

Library equipment on show at Macleay Ability Expo

Staff from Kempsey Library participated in the Macleay Ability Expo, held at the newly renovated Kempsey Showground pavillion in early December to celebrate the International Day of People with a Disability.

Visitors to the Library's display were able to inspect the specialised equipment the library has to help people with impaired vision.

The equipment included the MonoMouse magnifier which enlarges very small print to be viewed on a home television or computer screen, and the MP3 Navigator, a small plastic handpiece which stores books in electronic format and plays them back to the listener at the press of a button.



Melville High School student Jack Hersant, pictured above with school staff member Kay Bateman, was especially interested in the CD audio books.

The Library offers many services to people with a disability, including a Home Lending Service for the frail aged, an extensive large print book collection, audio books on cassette and CD, a walker for library use and disabled access.

For more information about any of these services, please contact the Library on 6566 3210.

VIC is well worth the visit!

Situated in South Kempsey Park, the Kempsey Visitor Information Centre (VIC) is part of the Kempsey Cultural Centre, which celebrated its 25th Anniversary in May 2008. The Centre was designed by renowned Australian architect, Glenn Murcutt and, today, attracts many international visitors interested in its unique design.

The Centre operates seven days a week (Monday –Friday 9am to 5pm and on Weekends and Public Holidays - 10am to 4pm) for the convenience of both visitors and residents of the Macleay Valley Coast. It has loads of up to date, relevant information about what to do and where to stay on the Macleay Valley Coast, as well as some excellent information on other regions of New South Wales. The South West Rocks VIC also comes under the umbrella of Kempsey VIC operations.

The friendly, trained staff and volunteers at the Kempsey VIC are there to help you find the information you need. Bus groups, school groups, international visitors, together with independent travellers and locals, all appreciate the guidance and service of the VIC, which has a well-stocked gift shop carrying a comprehensive range of Australian and locally-influenced gift lines. For those who are interested, the VIC also invites all, to view a DVD, courtesy of Akubra Hats, on the hat making process. Akubra is a respected Australian icon, which attracts many customers to our area.

Kempsey VIC coordinates a Calendar of Events for the Shire, which is a "living" document heralding forth coming events in the Shire. This guide encourages all to explore the action alternatives available. If you'd like to have a look at what is coming up the Calendar it is on Council's website (www.kempsey.nsw.gov.au go Community, then Events, then click on the 2009 Calendar). Copies of the Calendar are also available on request from the VIC.

The Kempsey VIC belongs to you, the community. You are always welcome to come to the Centre, just to have a look around or to take the opportunity to learn a little more about the wonderful things the Shire has to offer.

Upper Macleay Weed Field Day

Council, in partnership with the Macleay Landcare Network held a 'Weed Control in the Upper Macleay' Field Day at the Willawarrin Hall on 3 December.

The field day, hosted by Council's Weeds Officer, was attended by 25 interested landholders and provided information on common weeds in the Upper Macleay including woody, pasture and aquatic weeds. Some of the topics discussed were: recommended control methods; the importance of follow-up for weed control; quarantining before and after the purchasing and selling of stock; and Council's weed control projects.

Terry Schmitzer from Mid North Coast Weeds Advisory Committee gave a presentation on the Riparian Vine Weeds Project in the Upper Macleay and the affects of Madeira Vine and Cats Claw Creeper.



Recycling reminders...



waste minimisation & beneficial reuse of materials

Congratulations to Shire residents on the low level of contaminated material making its way into the recycling collections. Even though we are doing well, monitoring of the material coming into the Crescent Head landfill site shows that there are still lots of recyclables making their way into the landfill.

Please double check the rubbish that is going into your green general waste bin – can you find any items on the list below that could be recycled?

- Aluminium and tin cans (you can leave the label on)
- Glass bottles and jars (no lids)
- Junk mail and magazines
- Aerosol cans (empty)
- Juice & milk cartons
- Plastic containers (with triangular 1 to 6 code)

For any enquiries about what you can recycle please contact the JR Richards Recycling hotline on 1300 787 223.

Stuarts Point - River of Life Project



The "River of Life" a community art project (funded by the Country Art Support Project) culminated in the dressing of the new Stuarts Point footbridge over the Macleay River. Four workshops were held in November open to all community members.

Three artists Jo Dormer, Nyella Robinson and Domina Calhoun guided and inspired community members to make individual and community flags using a variety of techniques. Each workshop, of around 30 people, was busy; children and adults sewing, painting, dyeing and drawing many for the first time creating flags.

Over 100 people, plus drummers and didgeridoo players, came out on a rainy morning to decorate the bridge, one flag fell in and had to be rescued however once in place they looked beautiful flying in the wind celebrating the new bridge.



In Brief...

Just a reminder to Shire Residents that, due to refurbishment work being undertaken, the Emergency Department of the Kempsey District Hospital has been temporarily relocated to the Day Hospital until the work is completed in about May 2009.

Access and parking to the relocated Emergency Department is via Polwood Street West Kempsey.



Horseshoe Bay picked up several awards in the Mid North Coast Clean Beach Challenge - Councillor Jim Gribbin and Civic Maintenance staff member, Mark Hamilton, are pictured above receiving one of them.

The 'Ageing 2022, Action on Ageing Strategy' is currently on exhibition at the Customer First Centre, local libraries and on Council's website (www.kempsey.nsw.gov.au).

If you are interested in submitting a written comment on the strategy you have until 13 February 2009 to do so.

Council invites members of the community to attend a meeting regarding Steele Park in West Kempsey on Monday 2 February 2009. The meeting will be held at the West Kempsey Community House, 26 Gordon Nixon Avenue from 10am with morning tea provided.

Come and have your say on the future of the park.

Keeping our Cemeteries Safe and Looking Great!

Cemeteries are special places within our community. Council takes very seriously its responsibility to maintain the cemeteries in its care and takes great pride in preserving their quiet dignity. However, to make this happen your help is needed, too! It is important that everyone understands, and abides, by the guidelines for leaving flowers and ornaments at gravesides. Some of the regulations include:

- No-one, other than Council, is allowed to plant flowers, shrubs, bushes or trees at the cemetery.
- Plastic, metal and non-breakable vases may be used for placing fresh or artificial flowers at burial or memorial sites.
- Breakable items, such as vases, ornaments and ceramics, are not permitted to be left at any Shire cemetery.



- The placement of solar-powered lights with spikes is not allowed. However, you may like to discuss the inclusion of solar lights in the permanent monument with local funeral directors.

- Markers, rocks, pebbles or pavers of any kind are not permitted in the grassed section of the lawn cemetery.

Council conducts regular clean ups to remove deteriorated flowers, breakable vases and prohibited items.

If you would like further information or a brochure (which includes the full list of regulations) sent out to you please phone 6566 3220 or email ksc@kempsey.nsw.gov.au, or visit our Customer First Centre at 22 Tozer Street West Kempsey.



WHAT SHOULD I EXPECT OF MY WATER SUPPLY?

Within an area served by townwater, your water supply should:

- Be reliable and continuous
- Be free from objectionable taste and odour
- Meet Australian Drinking Water guidelines



WHAT SHOULD I EXPECT OF MY SEWERAGE SERVICE?



Within an area served by town sewerage, your sewerage service should:

- Be reliable and continuous
- Be operated so as to minimise odours and be environmentally responsible.

WHAT CAN I DO IF MY WATER OR SEWERAGE SERVICE IS INTERRUPTED?



If you have no water or there is a sewerage spill, please call us, night or day, on the numbers below: **business hours on 6566 3200** or **after-hours on 1300 663 211**. We give a commitment to responding to the problem as quickly as possible.

joining together for a better community

councillors



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Community Survey Results

The results of Council's 2008 Community Survey, conducted by independent research company, Micromex Research, were reported to Council on 16 December, 2008. A brief overview of the Survey results is provided below.

The survey was conducted in accordance with IOCA (Interview Quality Control Australia) Standards and the Market Research Society code of Professional Conduct. It was based on a quadrant formula which enabled analysis of Council's service in key areas, such as Community Facilities, Infrastructure, Human Services, and Corporate Services and Management, to be ranked according to the importance and level of satisfaction to survey participants. This format also enabled Micromex to compare Council's performance in key areas with that of other Councils.

The key findings of the survey were:

• Using quadrant and gap analysis, priority scores were developed for 39 Council services/facilities with the highest priorities ranked as follows:

- Community safety and law and order initiatives;
- Rural roads;
- Financial management;
- Town roads;
- Public toilets;
- Land use planning;
- Economic development;
- Footpaths;
- Affordable housing; and
- Environmental and sustainability initiatives.

• Survey respondents were most satisfied with Council's general garbage collection, libraries, recycling and sewerage management services.

Benchmarking of Council's Survey results against 20 other councils showed that Kempsey Shire Council was equal or above average in the following service areas: general garbage collection; Libraries; recycling; satisfaction with community consultation/communication; town roads; and satisfaction with the way contact with Council was handled.

• 58% of survey respondents were 'satisfied' or 'very satisfied' with Council performance, 23% were neutral and 18% were 'dissatisfied' or 'very dissatisfied'.

• 60% of survey respondents were 'satisfied' with Council's current level of communication with the community, 24% were neutral and only 15% were 'dissatisfied'.

• 54% of respondents had contact with Council in the last 12 months and of these 66% were 'satisfied' with how Council handled this contact, 13% were neutral, and 21% were dissatisfied.

• Respondents identified the highest priority issues for the next 10 years in Kempsey Shire as:

- Roads and footpaths (31%)
- Business and employment (14%)
- Development (14%)
- Services and facilities (13%)
- Health (11%)
- Youth issues (11%)

• The things respondents valued most about living in Kempsey Shire were Lifestyle (72%) and the Natural Environment (55%).

Please note that it is important to read the entire report to gain a full understanding of the Survey results. The full survey report is available to the community for viewing at the Civic Centre and the Shire Libraries and/or it can be downloaded from Council's website (www.kempsey.nsw.gov.au - go to documents, the 'C' for Community Survey 2008).



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Phone 6566 3200

Counter hours
Monday to Friday
8.30am - 4.30 pm

Call Centre hours
Monday to Friday
8.30am - 4.30 pm

Library
6566 3210

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your fingertips

directors