



WE'RE WORKING TO IMPROVE THE SHIRE'S ROADS



A Shire Services crew at work on improvements to Sherwood Road

'Roads to Recovery' is a federally funded program specifically aimed at improving road infrastructure. With over 1,000 kilometres of roads in Kempsey Shire, the funds provided have allowed Council to undertake many projects under the current program, which ends on 30 June 2005.

Recent work carried out includes:

- Pavement rehabilitation in Sea Street and Gladstone Street, Kempsey
- Road reconstruction, including kerb and guttering in Ocean Avenue, Stuarts Point, Gregory Street, South West Rocks and Korogora Street, Crescent Head
- Footpath and drainage work in Straight Street, Had Head.

The picture above shows a Council crew working to realign Sherwood Road west of Link Road. Also underway, and due for completion soon, is the realignment of Hat Head Road near Kinchela Public School. Queen Street, in South Kempsey, has also been targeted for improvement prior to 30 June.

The Federal Government has extended the 'Roads to Recovery' program for a further four years (to 2009), which will allow Council to undertake further essential improvements to the Shire's vast road network.

WATER: PLANNING FOR THE FUTURE

Macleay Water has just completed the public consultation phase as part of the preparation of an Integrated Water Cycle Management Strategy (IWCMS), which is designed to help Council plan for the future of the water supply, sewerage and effluent systems in our Shire.

The development of the IWCMS will help Macleay Water adopt the best ways of managing urban water systems whilst ensuring that the services offered to Kempsey Shire residents, ratepayers and visitors offer value for money and are sustainable in the long term.

Thank you to the many people who

showed an interest in the IWCMS outcomes by putting in a written submission or by attending one of the public meetings held at the end of March. Your contributions have provided valuable input into the process.

The next step for the IWCMS will be to collate the information gathered and prepare a final draft of the Strategy for consideration by Council at its May meeting. Visit the Macleay Water website at www.macleaywater.com.au or contact Eli Ussher on 65 663200 to stay in touch with this process.

Macleay Water at this year's Kempsey Show: Judy Leigh (left) of Dondingalong talks to Toni Kraaymaat from Macleay Water about how our water is treated.

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, here's some good news about how 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.

Many people are discovering how effective this process can be, with nearly 30% of Development Applications now being processed in this way.

So, if you are planning to build, or renovate your home, please come and see Dale Hyde, Council's Complying Development Officer, before you get your plans drawn up. He will let



**Dale Hyde
Complying Development Officer**

you know how you can take advantage of the Complying Development regulations. Dale's direct telephone number is 65663330.



OUR VALUES - Trust, Co-operation, Service, Innovation and Pride

CUSTOMER FIRST: YOU'RE NUMBER 1 WITH US

How can Council improve its service to customers, make business transactions with Council easier and more accessible for everyone and, at the same time, solve critical space shortages at the Civic Centre, which need to be addressed either through building extensions, or the provision of alternative office accommodation?

What is the best way to address community concerns about the inconvenience of having to visit different buildings within the Civic Centre when doing business with Council, and solve the frustrations felt when people phone us and are transferred to a number of staff members to get the answer they require?

Council has determined that the solution to these dilemmas lies in the establishment of a Customer First Centre which will:

- enhance our existing levels of service to you by introducing the convenience of a "one stop shop" and call centre staffed with multiskilled service professionals who will be trained to offer consistent service across all of Council's functions
- review, streamline and improve existing customer service processes resulting in cost efficiencies and avoiding unnecessary duplication of tasks
- provide you with additional meeting rooms within the centre to offer privacy, if required, for you to have discussions with Councillors or staff and
- offer additional space for you to inspect plans and strategies that are placed on public display

Marg Mottee, former Tourism Manager and Public Relations Manager with Council, has accepted the role of

Customer First Manager. "I truly believe that the introduction of a Customer First Centre is a wonderful initiative that will be fantastic for both our customers and Council. We have great staff and whilst we have always tried to offer a good level of service, the design of the building and the systems currently used have sometimes made it difficult to really go the extra mile for our customers."



"This centre, whether housed in a new or existing building, will provide us with the opportunity to work towards meeting the needs of our community by providing them with a "one stop shop" for their enquiries. Existing staff members have already commenced a training program that will see them move through each section of Council, providing them with the knowledge and skills to answer most enquiries at the first point of contact. Our team is excited by the challenge of providing a new level of service to our customers and we are all looking forward to meeting you when the centre opens towards the end of this year."

If you would like to know more about the proposed Customer First Centre or if you have some ideas that you believe could enhance the centre's service levels, call Marg on 6566 3323.

SAFE DISPOSAL OF CHEMICAL CONTAINERS

Kempsey Shire Council is participating in the **drum**Muster program at the Kempsey Waste Disposal site on Crescent Head Road with the next scheduled collection due on 25 May 2005. All you need to do to recycle your eligible farm chemical containers is make sure that you clean the container immediately after use, and store it in a safe location until you are able to take it to our **drum**MUSTER collection point.

If you need more information or would like to make a booking for this program, please phone 65622042. You will also find more information at www.drummuster.com

COMMUNITY SAFETY AND CRIME PREVENTION

Council recently approved the Kempsey Shire Community Safety and Crime Prevention Plan 2005-2008, prepared using crime data, research and community consultation, which helped identify the community safety issues in the Shire. From this, the Community Safety Council has developed several strategies to address these issues.

Council is currently investigating funding opportunities for many of the strategies. However activities that have already been initiated, or will be in the near future, include:

- A monthly tips and hints page to be published in the Happynings with information about community safety and crime prevention.
- Information kits being prepared to assist residents to protect their homes.
- Investigation into methods of reducing domestic violence in consultation with the Kempsey Domestic Violence Committee.
- The ongoing operation of the Kempsey Assistance Patrol.
- A campaign to reduce the incidences of theft from motor vehicles.
- Implementation of Crime Prevention Through Environmental Design (CPTED) principles in the design of public spaces.
- Development of a Youth Advisory Council.

For further information about any of these projects, or any community safety and crime prevention issues, please contact our Community Services and Lifestyle section on 65663227. Input from the community is always appreciated and if you have any ideas about how we can improve community safety in the Shire, please let us know.

NOXIOUS WEED CONTROL PROGRAM CONTINUES

At present, extensive spraying and cut and paint treatment is being carried out on groundsel bush throughout the Shire, especially in the Stuarts Point area. For more information on the program, please contact Greg Egan, Council's Noxious Weeds Officer, on 65663200

YOUR COUNCILLORS

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contacting your Council

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