



**Annual Report
2023 – 2024**

Acknowledgement of Country

Lismore City Council acknowledges the
Widjabul/Wia-bal people of the Bundjalung nation,
traditional owners of the land on which
we work, live and play.

We acknowledge their continuing
connection to the land, sea and community.

We pay our respects to the Widjabul/Wia-bal
people, their culture, their elders
and community leaders past,
present and emerging.

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Executive Summary

Lismore City Council is proud to present our Annual Report for the financial year to 30 June 2024.

This report serves as a critical component of the Integrated Planning and Reporting (IP&R) framework, providing a comprehensive overview of Council's performance over the past 12 months. It aligns Council's activities with our five community priorities as set out in the Community Strategic Plan 2022 – 2032. These are:

- An inclusive and healthy community
- A prosperous and vibrant city
- Our natural environment
- Our built environment
- Leadership and participation

In addition to the above, the Annual Report must also contain Statutory Reporting Information and Financial Statements as required by the Local Government Act 1993 (NSW).

At the commencement of a new Council term, Council must also publish the State of our City Report, a review of Council and the community's progress towards achieving the objectives outlined in the Community Strategic Plan during the previous term. The 2021 – 2024 State of our City Report is appended to the 2023 – 2024 Annual Report.

A message from Mayor Steve Krieg

as at 30 June 2024

Thank you for taking the time to read Lismore City Council's Annual Report.

What a year it's been for our LGA. As a council we have faced many challenges and overcome several obstacles to put ourselves in a position of much greater stability and strength heading into the future. We are still very immature as an organisation in many respects, but we are all working very hard behind the scenes, and also in areas that face our community, to strengthen and refresh many core areas of our business.

The highlights, and there have been many, revolve around the restoration and adaptation of many of Council's main assets. Nearly \$60 million has been spent refurbishing Council buildings such as the library, the art gallery, and City Hall. The airport terminal has also been completed along with the Memorial Baths and historic old Council Chambers.

Road repair remained a high priority of Council with Richmond Hill Road and Union Street fully rebuilt. One neglected duty has been taken up with vigour in an intensive drainage clearing programme which will continue into the foreseeable future.

Most pleasing with all this recovery work is the exceptional quality of our employees who are leading the way. On time and on, or under, budget is a significant step in the right direction for our Council and this could not be achieved without the oversight and direction from the Executive team. We are not there yet but the path to financial sustainability is slowly being cleared and there is now tangible light at the end of the tunnel. Full credit for this work again must go to the Finance team who have managed to deliver a budget that is able to be maintained given the substantial investment from both State and Federal Governments in our recovery post the 2022 flood.

Everyone at Lismore City Council understands we still have a long way to go in our recovery journey both as an organisation and as a city. But I am pleased to say when reading through this report that progress is visible and tangible. With continued commitment we will continue along this path to put Lismore City Council at the forefront of what can be achieved through good governance and management.

A message from General Manager Jon Gibbons

as at 30 June 2024

2023 - 2024 has been a year of transition as Lismore City Council and the Lismore community began the shift from recovery to revitalisation.

The flood restoration works continued right across the local government area (LGA), with bridges replacing causeways, landslips repaired, and sporting facilities restored. Funding was secured to undertake the massive task of restoring our roads damaged during the floods in a landmark agreement with the NSW Government. Work continued on the Lismore Library, Lismore Regional Gallery and City Hall with a return to functionality moving ever closer. But Lismore is more than just roads and buildings; it is our people, our businesses and our culture.

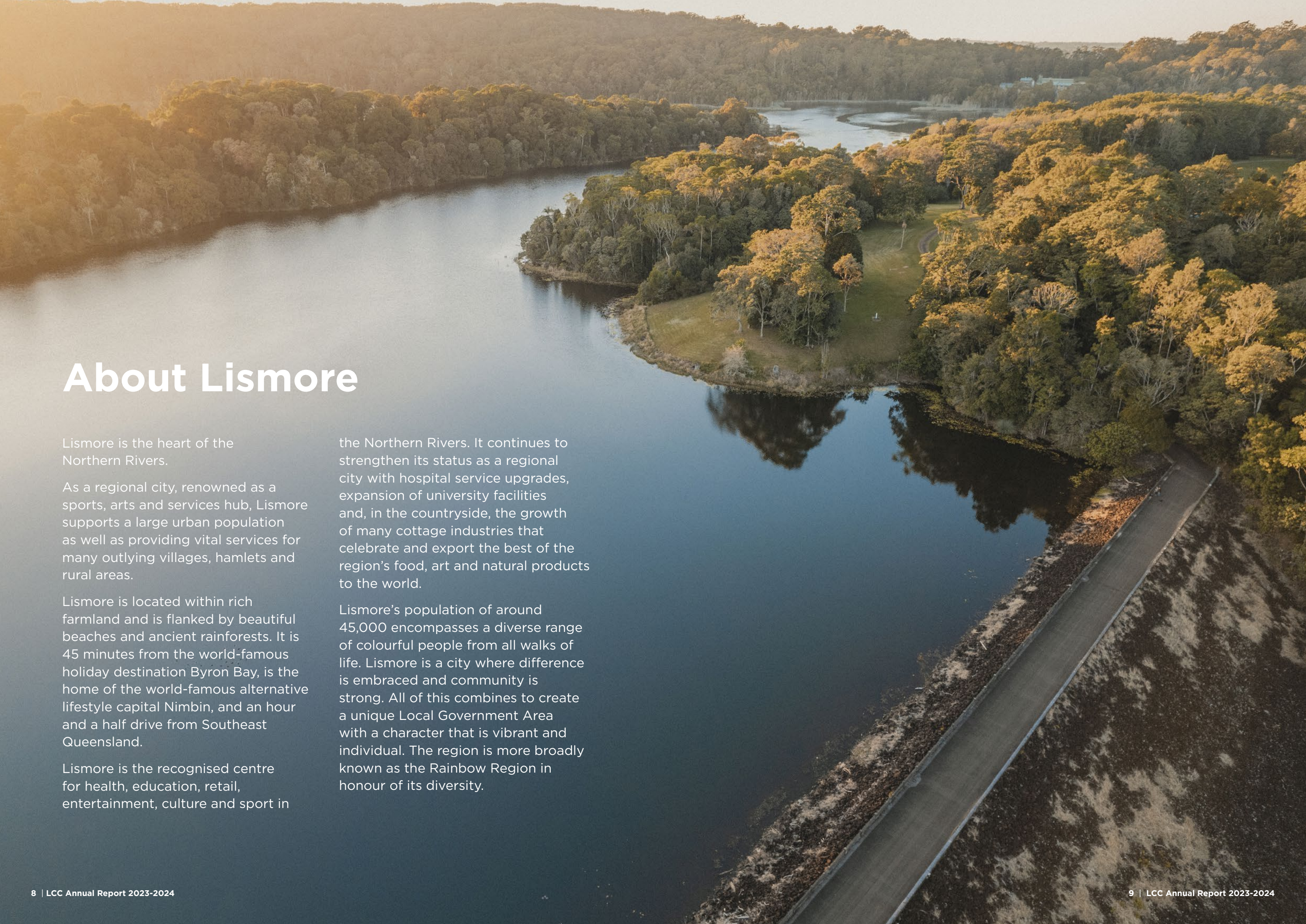
As work finished on the Lismore Memorial Baths, our ArtVenture Art Trail brought art out of the gallery and onto the streets for people to enjoy while spending time in the CBD. As the Albert Park Baseball Complex was completed our Business Activation Plan 2024 - 2026 was developed to activate and promote our business centres. While the CWA Building was receiving finishing touches, Lismore Library opened a community meeting space giving community groups a free place to gather. Restoration milestones continue to be reached and the work carries on alongside our everyday lives and Council's core operations.

Whilst collecting rubbish, maintaining parks and fixing footpaths, Council also embarked on exciting projects across our

city and our villages. Work commenced on the Nimbin Rainbow Walk and the Bentley to Lismore section of the Northern Rivers Rail Trail, giving our community spaces to be active, connect with each other and enjoy the outdoors. The Goonellabah skatepark got a much-needed upgrade making it more accessible for users of all ages and skill levels. The Lismore Housing Expo and the Business Insights Forum provided opportunities for knowledge sharing and community networking while helping local businesses connect with local customers.

The work put in by employees and the community to revitalise Lismore over the past financial year was driven by our love for Lismore and our desire to make the place where we live and work thrive. None of it is done for accolades but when they do come our way they are the icing on the cake. Being named one of the "Coolest Places to Visit in 2024" by Qantas Insider Magazine was recognition of everything the people of Lismore have accomplished since February and March 2022 and serves as a reminder of just how special our home is.

As we embark on another year of rebuilding and revitalising, we will take the time to look at what we want Lismore to be in the future. 2024 - 2025 will see Council work closely with the community to develop a new Community Strategic Plan, a roadmap that will guide our journey over the next ten years. It will be the start of an exciting era for our city, our villages and the people of the Lismore community.



About Lismore

Lismore is the heart of the Northern Rivers.

As a regional city, renowned as a sports, arts and services hub, Lismore supports a large urban population as well as providing vital services for many outlying villages, hamlets and rural areas.

Lismore is located within rich farmland and is flanked by beautiful beaches and ancient rainforests. It is 45 minutes from the world-famous holiday destination Byron Bay, is the home of the world-famous alternative lifestyle capital Nimbin, and an hour and a half drive from Southeast Queensland.

Lismore is the recognised centre for health, education, retail, entertainment, culture and sport in

the Northern Rivers. It continues to strengthen its status as a regional city with hospital service upgrades, expansion of university facilities and, in the countryside, the growth of many cottage industries that celebrate and export the best of the region's food, art and natural products to the world.

Lismore's population of around 45,000 encompasses a diverse range of colourful people from all walks of life. Lismore is a city where difference is embraced and community is strong. All of this combines to create a unique Local Government Area with a character that is vibrant and individual. The region is more broadly known as the Rainbow Region in honour of its diversity.

“Lismore is a beautiful and welcoming city located in the stunning Northern Rivers region of Northern New South Wales. Our lifestyle is second to none, built around a stunning natural environment and within an inclusive community culture.”

Fast Facts - Lismore



\$2.66 Billion*

Gross regional Product
*National Institute of Economic and Industry Research (NIEIR) 2021

146,185*

Overnight visitors to Lismore
*Tourism Research Australia 5 year average to 2019



67%

of waste diverted from
landfill

380 tonnes

of reusable recoverable items
through our Revolve shop

4262

tonnes of repurposed greenwaste

7,475,026

containers processed at the
Wyrallah Rd facility, an increase
from 2022 of 36.9%. Projections
for 2024 are exceeding 8 million
containers returned.



277

parks

288

Hectares of open space
managed = 711 football fields

45

parks with playgrounds



1,215km

sealed and unsealed roads
managed across the LGA

116

Bridges

76km

footpaths

29km

Cycleways



375 km

of water pipes

332 km

wastewater pipes



8245

Koala trees planted

21

hectares of koala
habitat regenerated



33,245m

of creek and waterways
undergoing restoration

Your Councillors

Lismore City Council is made up of 11 Councillors, including a popularly elected Mayor, who were elected to serve until September 2024.

Due to the COVID-19 pandemic, the NSW Office of Local Government extended the previous term of Council by 15 months. This means Councillors elected in 2021 served a shortened term with the local government elections for the new term of Council were held in September 2024.

Our Mayor



Mayor Steve Krieg
E: steve.krieg@lismore.nsw.gov.au
T: 6626 0150



Cr Andrew Bing
E: andrew.bing@lismore.nsw.gov.au
T: 0417 504 957



Cr Elly Bird
E: elly.bird@lismore.nsw.gov.au
T: 0418 639 927



Cr Peter Colby
E: peter.colby@lismore.nsw.gov.au
T: 0428 863 134



Cr Darlene Cook
E: darlene.cook@lismore.nsw.gov.au
T: 6626 0154



Cr Vanessa Ekins
E: vanessa.ekins@lismore.nsw.gov.au
T: 0417 245 502



Cr Andrew Gordon
E: andrew.gordon@lismore.nsw.gov.au
T: 0415 283 068



Cr Adam Guise
E: adam.guise@lismore.nsw.gov.au
T: 0478 684 497



Cr Jeri Hall
E: jeri.hall@lismore.nsw.gov.au
T: 6626 0158



Cr Electra Jensen
E: electra.jensen@lismore.nsw.gov.au
T: 6626 0159



No photo by request

Cr Big Rob
E: big.rob@lismore.nsw.gov.au
T: 0414 347 771

408
Council full-time employees

89
Council part-time employees

120
RTRL full-time equivalent employees

Role of Councillors

- Provide strong and effective leadership, planning and decision-making
- Represent the collective interests of residents, ratepayers and the local community
- Plan strategically, allocate resources and provide services and regulation that meet the diverse needs of the local community
- Facilitate communication between the community and the Council

Councillor Attendance

To successfully execute their role, Councillors attend council meetings, briefings, workshops and other committee and advisory groups to work together and achieve positive results for the community they represent.

Attendance Records for 2023 - 2024 Financial Year

	Council Meetings (20)	Briefings (26)	Workshops (5)	Capacity Capability & Recovery Roadmap Committee Meeting (2)
Councillor	Attended	Attended	Attended	Attended
Krieg	20	21	4	1
Bing	20	26	4	2
Bird	19	20	5	1
Colby	18	21	4	1
Cook	17	20	3	2
Ekins	18	23	4	2
Gordon	19	25	5	2
Guise	15	15	3	1
Hall	17	22	3	1
Jensen	17	17	4	2
Rob	18	25	5	2

Our Structure and Services

As at 30 June 2024 Lismore City Council is managed by an Executive Team with a diverse range of experience and expertise.

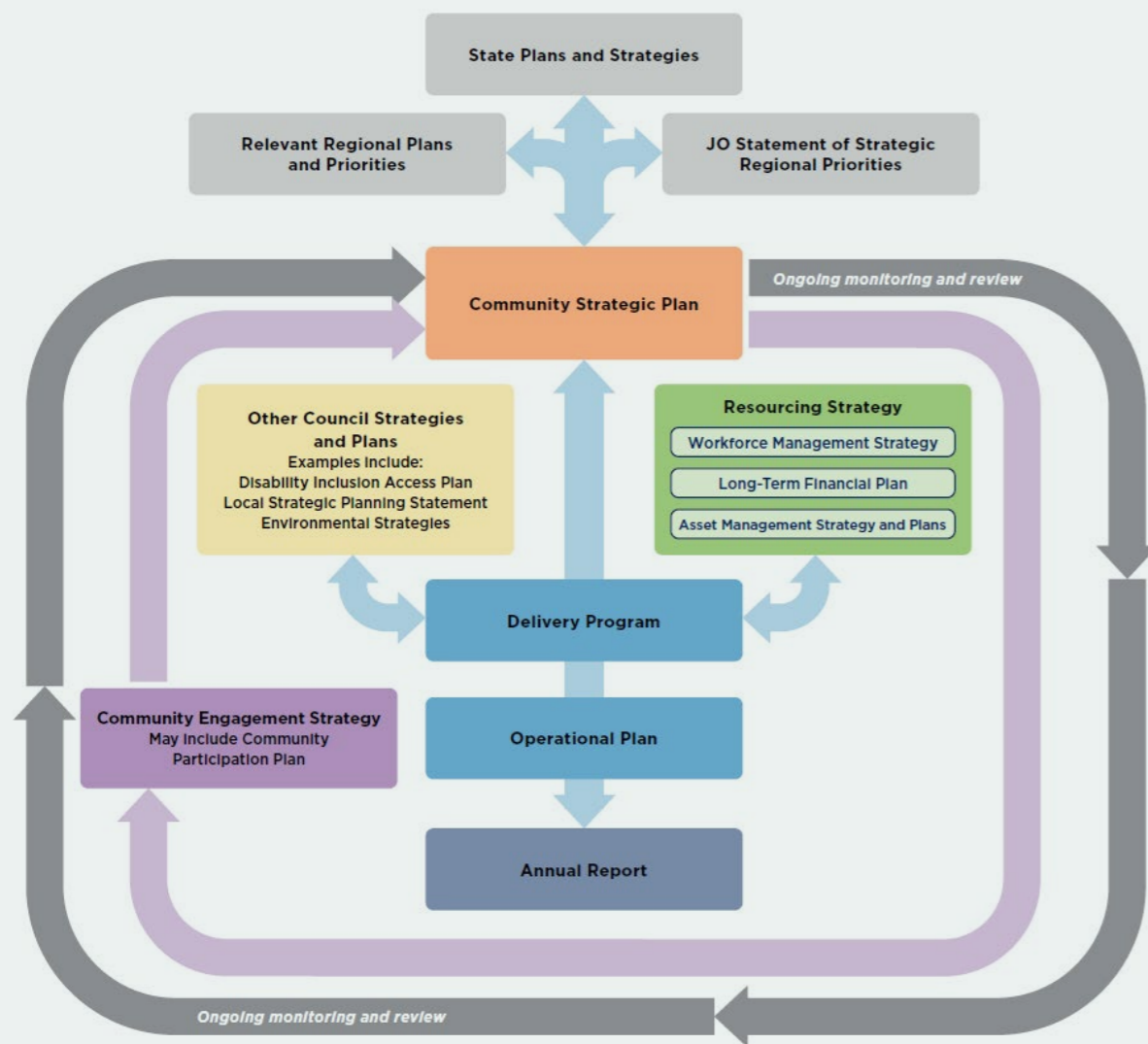
The Executive Team sets strategic and corporate priorities for the organisation, provides strategic vision and advice on the future of Lismore, and provides high level leadership and decision-making to improve and deliver outstanding services to our community.



Integrated Planning and Reporting

Under The NSW Local Government Act 1993, all councils are required to take a rigorous approach to strategic planning, financial management and statutory reporting. The legislation sets out an Integrated Planning and Reporting (IP&R) framework used to connect various plans and enable closer collaboration between Council, the community and our partners.

The diagram below demonstrates how the Annual Report contributes to this framework.



Stakeholder Engagement

The Lismore City Council has an organisation-wide commitment to engage our communities in a transparent, open, and accountable way. Stakeholder engagement provides Council with a better understanding of community views and values and helps us to make more informed decisions and deliver better services.

In 2023 - 24 we sought feedback on 135 projects, which included local park and centre upgrades, community-shaping planning and infrastructure projects, as well as on key strategic documents and plans. We also initiated a strategic project to develop Council's Community Engagement Strategy, which includes the development of Council's Aboriginal Engagement Framework and will guide Council's engagement with the community and detail who, when and how we engage. 'Your Say Lismore' is Council's online community engagement platform. The website makes it easy for the community to search projects and provide feedback. We thank the 50,000+ people who visited the website in the past year and contributed feedback over 2000 times across all projects, including:

Northern Rivers Rail Trail

Flood Restoration - Roads & Bridges

Flood Restoration - Buildings, Parks and Facilities

Goonellabah Skatepark Upgrade

Lismore Skatepark and Youth Precinct

Nimbin Place Plan

Encouraging women and girls participation in sport

Proposed Urban Release Area at Goonellabah

Caniaba Sport and Recreation Upgrades

Rural Land Use Discussion Paper

Council also supported and/or promoted NSW Government-led engagement projects that have a direct impact on Lismore, including the \$1.08B Flood Recovery Program.



Rebuilding Lismore



Lismore Memorial Baths delivered as an early Christmas present.

Lismore's Memorial Baths reopened earlier than expected in December 2023 after extensive repairs from the February 2022 natural disaster.



Damaged buildings made way for new facilities

In a significant step toward rebuilding Lismore, work was completed in May 2024 removing eight buildings flagged for demolition following the 2022 flood disaster. This paved the way for future redevelopment and was an important public safety project.



Flood Recovery Centre closure marked civic milestone

The Flood Recovery Centre at Carrington Street closed its doors in February 2024, marking a major milestone in Lismore's recovery after nearly two years of aiding the community following the February 2022 floods.



Lismore secures historic funding agreement for \$860 Million roads and bridges rebuild

In March 2024, a historic \$860 million agreement was finalised with the NSW Government to fund the rebuild of around 100 roads and bridges devastated by the 2022 natural disaster. This agreement, one of the largest asset restoration funding deals in Australia's history, marks a significant step forward for the city's recovery.

An inclusive and healthy community

Case studies

Youth Week to unleash creativity and empowerment through workshops

Lismore City Council participated in the 2024 Youth Week in April 2024, launching a diverse range of workshops aimed at inspiring and empowering young residents. From 16 April to 20 April, youth aged 12 to 24 were invited to explore their creativity through hands-on activities.

The event included workshops on film writing and production, digital art, storytelling and natural crafts led by renowned artists with the unique opportunity to delve into zine-making alongside artist Chris Lego. Lismore City Council's Quad Placemaking Officer Mykaela Baillie noted the

event's focus on fostering peer connections and encouraging self-expression.

Aligned with this year's theme, "Express. Empower. Get Loud!," Youth Week 2024 encouraged young people across NSW to celebrate their individuality and unite. Supported by Lismore City Council, this initiative aimed to provide a platform for young individuals to showcase their talents and contribute to their community. Since 1989, Youth Week has been a cornerstone celebration for young Australians nationwide.

Lismore City Councils cultural visit to sister city Yamato Takada, Japan

To commemorate the 60th anniversary of the Sister City friendship between Lismore and Yamato Takada, Japan, a nine-member delegation including six self-funded Lismore residents and three self-funded Lismore City Councillors, including Mayor Steve Krieg, Cr Bing and Cr Ekins, embarked on a meaningful four-day cultural journey to Yamato Takada, Japan. This visit was made possible through a special invitation extended by Yamato Takada City Council to celebrate the longstanding bond between the two cities through diplomatic and cultural exchanges and to join in the vibrant Cherry Blossom Festival from 1-4 April.

This significant visit symbolised the commitment to mutual understanding and cooperation, with both cities reaffirming their dedication to fostering cultural, educational, and economic exchanges. Highlights included cherry blossom viewing at Onaka Park, formal meetings with Mayor Horiuchi and other dignitaries, and tours of local landmarks such as the Kashihara Shrine. Mayor Krieg expressed his gratitude, stating, "Lismore City Council is thankful for Yamato Takada's hospitality and looks forward to a strengthened partnership that will continue to flourish for years to come."

Lismore as host to National sporting competitions

In December 2023, Lismore was selected as the host city for two major junior championship baseball events in 2024 at the newly upgraded Albert Park Baseball Facility. The Junior League (Under 15) and Intermediate League (Under 14) championships, major events on the Australian baseball calendar, were set to take place from 27 to 31 May 2024.

This competition was a feeder to the World Series in the USA, offering Lismore a unique opportunity to highlight its capacity as a world-class host city. Games were livestreamed, bringing Lismore into the global spotlight for sports enthusiasts worldwide.

Highlights

High Schoolers Haven kicked off to transform youth opportunities in Lismore

In June 2024, Lismore City Council, in collaboration with ABC Takeover Lismore winners from the leadership summit, launched a transformative initiative for local youth: High Schoolers Haven. This project aimed to create new opportunities for young people through engaging pop-up events where they could develop skills, connect with peers and mentors and provide valuable community feedback to Council projects.

Lismore Library opened new community meeting room

In May 2024, Lismore Library unveiled its new fully equipped community meeting room at Lismore Central, offering free access to non-profit organisations and community groups.

Funded by Create NSW's disaster relief, the room seats up to 50 people and includes Wi-Fi, a projector, screen, whiteboard, and accessibility features. Conveniently located near shops, cafes and covered parking, this modern space supports a variety of activities, from workshops to meetings and presentations.

41st Battalion provided Freedom of Entry to the city

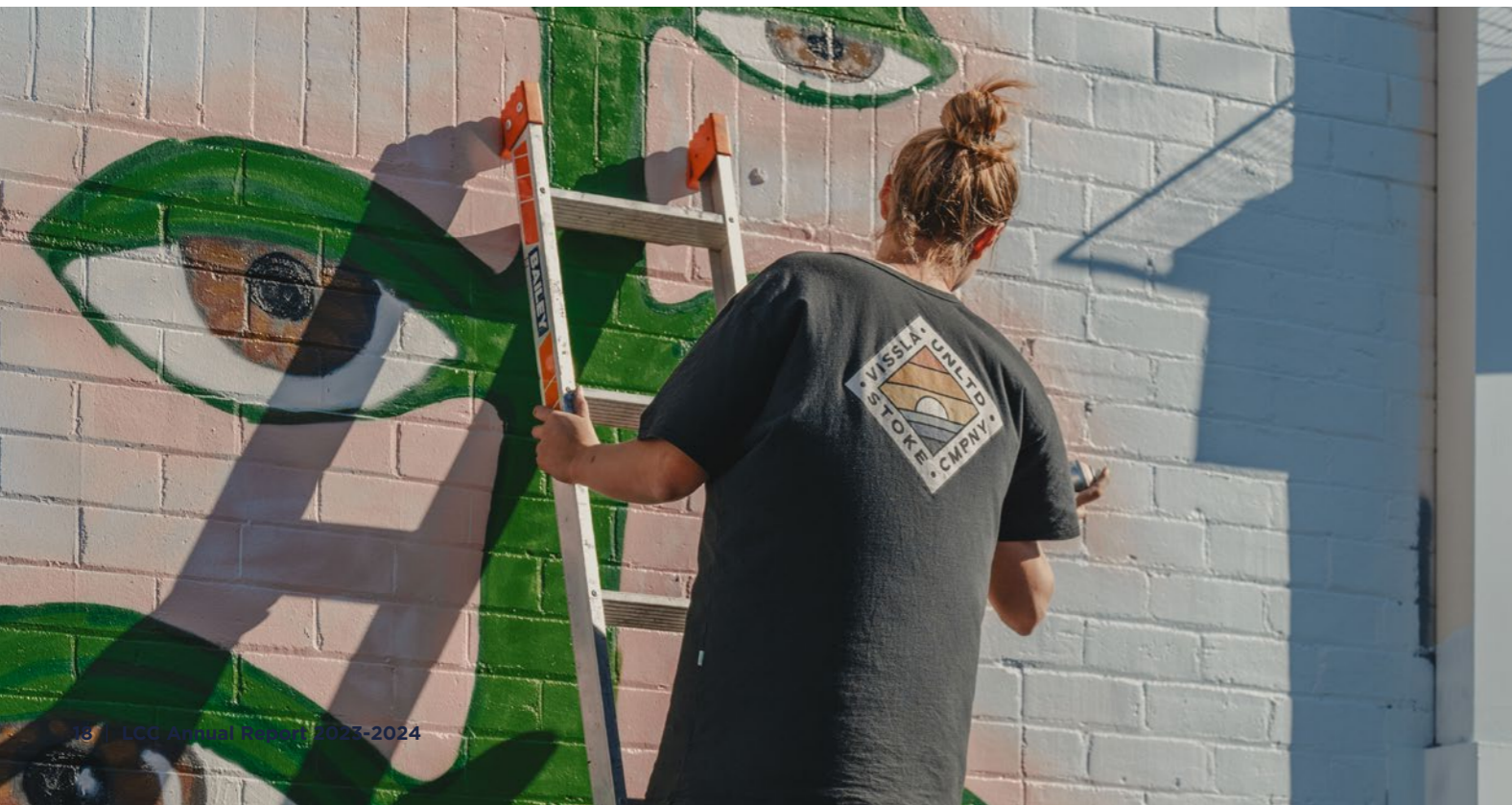
Lismore proudly hosted a Freedom of Entry Parade by the 41st Battalion on 22 June 2024, a revered tradition dating back to medieval times, before joining the iconic Lismore Lantern Parade that evening. The ceremonial parade featured up to 200 soldiers from the Northern Rivers, supported by a military marching band and celebrated the strong bond between Lismore and the 41st Battalion, which had recently assisted the community during the February 2022 floods and the 2019 bushfires.

Masters Games return after four-year hiatus

After being put on hold due to COVID-19, the Lismore Workers Masters Games returned bigger and better than ever. With over 1000 competitors across 13 sports, the games in September 2023 provided a great social occasion with added boost to the region's economy.

Free swim season at Memorial Baths

Recognising the pivotal role of the Lismore Memorial Baths in promoting well-being and community engagement, Council voted to waive entry fees for five weeks at the end of the 23-24 season. The decision meant the Lismore community not only could go to the baths for free to stay fit but also to spend time with family, friends and the broader community.



A prosperous and vibrant city

Case studies

CONVERGE artists announced

Lismore City Council, in collaboration with the NSW Reconstruction Authority, launched Converge, a disaster recovery initiative to revitalize Lismore's CBD by supporting the creative sector.

From over 40 submissions, ten artists were selected and provided with a space to develop their work, offering professional development, entrepreneurial training, community engagement,

and opportunities for public exhibitions.

Building on the success of the Lismore Art in the Heart program, Mayor Steve Krieg stated that Converge aims to energize CBD spaces with artistic and entrepreneurial spirit, benefiting the local economy and fostering community connections in Lismore's arts and culture.

Lismore City Council adopts plan to drive tourism

Lismore City Council approved the Lismore Destination Management Plan, a comprehensive roadmap to enhance the visitor economy. The plan highlights the city's commitment to leveraging cultural, economic, and social potential through tourism.

Mayor Steve Krieg emphasised the plan's goal to position Lismore, Nimbin, and surrounding villages as a premier alternative tourism destination on the NSW North Coast, highlighting the region's hinterland landscapes bordered by UNESCO-listed Gondwana Rainforests, as key attractions.

CBD occupancy rates rise again as spending increases

A Lismore City Council CBD Audit conducted in December found that 73.4% of all inner CBD premises were occupied, up from 70.1% in the June audit. Mayor Steve Krieg highlighted this trend as a sign of renewed business confidence following the 2022 disaster, thanking local businesses for their commitment and urged continued support for local shopping.

An independent analysis found a 6% overall spending increase, with dining and entertainment rising 22%. Visitor spending also jumped 13% compared to December 2022, contributing to a 3.89% overall increase in the Lismore Local Government Area. This audit, the fourth since the disaster, tracked recovery progress across streets like Keen and Molesworth, showing significant improvements.



Highlights

Lismore secures global tourism ranking for 2024

Lismore earned a prestigious accolade, being named one of the world's "Coolest Places to Visit in 2024" by Qantas Travel Insider magazine. The city was ranked No. 11, alongside renowned destinations like New York, Shanghai, London and Venice.

Lismore City Council unveils innovative ArtVenture Trail in the CBD

Lismore City Council, in partnership with the Lismore Regional Gallery and CBD property owners, transformed the CBD with an interactive ArtVenture Trail. This initiative repurposed empty shopfronts into exhibition spaces featuring reproduced artworks from the gallery, showcasing Lismore's unique character and creative spirit.

Discover current trends and opportunities at the Council's Business Insights Forum

The second Business Insights Forum was held as part of Lismore City Council's commitment to supporting local businesses. Featuring insights to drive regional economic growth, and panel discussion with representatives from Southern Cross Uni, NSW Local Health District and Astrolabe.

Northern Rivers Rail Trail workshop aims to boost local business opportunities

Lismore City Council hosted a workshop with Blue Sky Trails to guide local operators on how to prepare for and leverage the anticipated tourism boost from the Rail Trail.

Council unveils spectacular upcycled Christmas tree

In December 2023, Lismore City Council unveiled its iconic sustainable Christmas tree following a one-year hiatus after the 2022 natural disaster.

General Manager Jon Gibbons noted the tree's return as a significant recovery milestone.

"It represents our resilience and spirit, showing that we are re-open for business and highlighting how we can reimagine and renew through hard work," he said.

Our natural environment

Case studies

Battling for the environment

Lismore City Council staff prioritised environmental and species protection through flood restoration works, when they came across a microbat colony during a routine project on Rogerson Road, McKees Hill.

The project involved replacing two large steel pipes with reinforced concrete pipes. During the process, workers discovered at least half a dozen Southern Myotis Macropus bats, known for their

fish-catching abilities, residing in one of the pipes.

Staff promptly recognised the need to accommodate the bats and paused works. Local contractors for the project Rugendyke and Bashforths monitored the bats, then sealed the pipe and installed a timber bat box as a temporary home. Following project completion, plans were made to relocate the bats and their box into the new concrete pipes.

Koala Conversations highlight local population insights

Lismore City Council is one of six regional councils participating in the Northern Rivers Koala Partnership, which also includes Friends of the Koala. With the support of the NSW Government, the partnership developed Koala Conversations, an initiative to unite communities in protecting koalas and their habitats.

Koala Conversations took place across the Northern Rivers, welcoming over 500 attendees

to 20 different events such as workshops, tree plantings, field days and online talks, aimed at deepening knowledge of koala conservation in the region.

The events culminated in a one-day symposium at Southern Cross University on 1 June 2024, where experts in koala conservation discussed crucial topics, such as protecting, restoring, and creating koala habitats.

Popular Rural Landholder Initiative workshops return for 2024

Lismore City Council's Rural Landholder Initiative field days returned for 2024 with the workshop "Principles of Landscape Hydration," featuring guest presenter Stuart Andrews from Tarwyn Park Training.

The workshop focused on practical techniques for soil and waterway restoration, including principles for managing water flow and integrating vegetation, livestock, and infiltration to improve

landscape health, biodiversity, and rural production.

Environmental Strategies Coordinator Kate Steel highlighted the event as a unique opportunity for landholders to gain knowledge from land management leaders. The event included engaging presentations, on-site visits and networking opportunities.



Highlights

Urban Wildlife Ways: Birds, Bees, Trees, and Weeds

Lismore Council, in collaboration with Duck Pond and South Lismore Landcare, hosted an event to raise awareness about urban biodiversity and wildlife at South Lismore Duck Pond. The event featured informative presentations and a hands-on planting session with Ngulingah Nursery.

Lets Talk about Climate Change

January 2024 saw the launch of Lismore City Council's Climate Change News, a monthly newsletter aimed at keeping the community informed about efforts taken to address climate change in our community and sharing tips on how to be part of the solution. This was part of Council's new Climate Change webpage where the community can find resources, join community action groups and learn about Councils Climate Change Commitments.

National Tree Day 2023

Wilsons River Landcare, St Carthages School and Lismore Council joined forces for the environment in July 2023 to plant over 1100 trees and grasses along the Wilsons Riverbank at Trinity sports field. Over 60 members of the community attended to help support riverbank health and water quality.

30 Years of Big Scrub Conservation

An extravaganza of multi-day festivities were held in November to celebrate Big Scrub Rainforest Day with activities for all ages. Multi-school planting activities at Rocky Creek Dam, a meditative walk in nature at Bodhi Tree Monastery and Science at the Pub ensured there was something for everyone.

Our built environment



Case studies

Call for feedback on proposed flood-free land development

Lismore City Council invited public feedback in March 2024 on a proposal to rezone over 70 hectares of flood-free land in Goonellabah. The plan included a mix of residential, commercial and industrial developments and would allow for approximately 350 new residential lots, including a medium-density precinct, and over 100 commercial and industrial lots. A Public Recreation zone along

Tucki Tucki Creek would also enhance recreational areas, rehabilitate an ecological corridor, and extend the Birdwing Butterfly walking track.

The Voluntary Planning Agreement with landowners promised around 6000 square meters for affordable housing and the creation of a green corridor along Tucki Tucki Creek.

New Greens Bridge officially opens

City Mayor Steve Krieg inaugurated the new 38-meter concrete bridge on Stoney Chute Road, funded by \$4,395,000 from the NSW Government's Fixing Country Bridges Program and \$140,000 from the Council. The project employed over 30 local subcontractors, suppliers, and workers.

The original 1930 wooden bridge, which had undergone multiple repairs, was replaced due to safety concerns. The new bridge, designed with

bored pier foundations, is elevated 1.2 meters higher, providing better flood resilience. The old bridge was demolished and the creek banks were rehabilitated.

Lismore City Mayor Steve Krieg emphasised the bridge's importance in connecting Kyogle and Nimbin, improving transport and market access for farmers. The project also included a new Flood Monitoring Station, symbolising progress toward a more resilient and connected region.

Goonellabah Skatepark Upgrade

The upgrades saw the introduction of new skate elements, alongside essential maintenance and remediation works to enhance the experience for all users of the facility.

Lismore City Mayor Steve Krieg praised the upgrades as a win for the growing skating community, noting that the park, already popular, would continue to be well-used. The new features, designed by Trinity Skateparks with input from

local enthusiasts, provided an improved space for the growing skating community and diverse needs of all users.

Completed works also addressed drainage issues and improved the deteriorated skate floor surface, ensuring a smoother and safer experience. The park's fresh paint further revitalised the facility, making it an even more attractive destination for skaters and spectators alike.

Highlights

Richmond Hill Rd upgrade reflects commitment to safety

Lismore City Council completed upgrades on sections of Richmond Hill Road to improve road safety. The project, totalling 2.7km at completion, included removal of old surface, followed by in-situ stabilisation of the sub-base pavement. Enhancing both safety and the road's lifespan.

Funded by the State Government and Lismore City Council through regional road programs, the successful reconstruction also included adjustments to driveways and stormwater improvements.

Council urges swift removal of Terania Street Bridge

Lismore City Council passed a resolution calling on Transport for NSW to urgently remove the 130-year-old Terania Street Bridge due to ongoing safety risks and significant disruptions. The resolution also included several other bridges owned by Transport for NSW, including those on Union Street, Frank Street, Crane Street, Alexandria Parade and Winterton Parade.

Lismore City Council addresses recovery of drainage system

Lismore City Council intensified efforts to address drainage maintenance, shifting drainage programs from flood repair to regular maintenance and clearing. Council will continue working with funding agencies to address bottlenecks in the drainage system, and NEMA-led Northern Rivers Recovery and Resilience Program to focus on revitalising South and East Lismore drains.

Leadership and participation

Case studies

Council slashes residential DA processing time to help spur growth

In April 2024, Lismore City Council significantly reduced the processing times for residential Development Applications from around 40 days to just five to ten days. Council's Head of Planning and Environment, Graham Snow, emphasised that this change aimed to make Lismore more business-friendly and attract more investment.

The Council reintroduced a fast-track system that had previously been used by many councils in NSW. After the Minns Government challenged councils to expedite approval processes, Lismore

revamped this system with a modern approach. In the first three months, the system supported approvals for \$7.5 million worth of residential developments.

The fast-track approach uses risk-weighting to prioritise low-risk applications for quicker processing. Lismore City General Manager Jon Gibbons commended the planning team for enhancing both the customer experience and efficiency, positioning Lismore as an attractive option for investors.

Lismore City Council's Housing Grant program spurs growth in affordable housing

Since its launch in July 2023, Lismore City Council's Housing Grant program has received applications to build 28 new units and dwellings, all meeting the Affordable Housing guidelines.

With a dedicated \$1.2 million available on a 'first-come-first-serve' basis, the program aims to boost the development of affordable housing options within the community.

The Housing Grant program provides \$15,000 grants for each new dwelling in six categories, including:

- Secondary dwellings,
- New constructions for first home buyers,
- Relocation of flood-affected dwellings within Lismore LGA,
- New dwellings constructed by recipients of a buyback from the NSW Reconstruction Authority,

- Housing by Community Housing Providers (CHP) or Indigenous Community Housing Organisations (ICHO),
- Multi-dwelling projects managed by CHPs as affordable rentals for at least 15 years.

Council's Chief Community Officer, Eber Butron, noted the program's strong response and highlighted that addressing the housing crisis requires collaboration across all levels of government.

Additional initiatives include discounts on developer contributions and a Landcom partnership to deliver over 50 new dwellings on Council-owned land.

Funded by the Federal Government's Building Better Regional Cities program, the grants are available until funds are fully allocated.

Library's Lucy Kinsley wins Local Government Award

Lismore Library Manager Lucy Kinsley won the Woman of Distinction Award in the Regional/Rural category at the 2023 Ministers' Awards for Women in Local Government in October 2023. Established in 2008, the awards recognise exceptional women in local government.

Mrs Kinsley expressed humility and gratitude upon receiving the award, acknowledging that local government had given her life a profound sense of purpose. She highlighted that her accomplishments were the result of collective effort, attributing her success to the teamwork and support of her colleagues.

With 45 years in public libraries, Mrs Kinsley began her career as a library assistant at Casino Public Library in 1971 before joining Lismore Library in 1974. Under her leadership, Lismore, Goonellabah and the Mobile Library expanded their services, including Baby Time, Story Time, Indigenous Story Time and more.

Lismore City Council General Manager Jon Gibbons and Richmond Tweed Regional Library Committee Chair Darlene Cook praised her dedication, particularly her response during the COVID-19 pandemic and natural disasters. Mrs Kinsley also received the Public Service Medal for Outstanding Public Service in 2018.



Lucy Kinsley at the Richmond Tweed Regional Library 50th anniversary.

Highlights

Lismore City Council unveils insights from record Customer Experience Survey

In March 2024, Lismore City Council unveiled results from its largest Customer Experience Survey, with insights from 530 participants. Key findings showed 80% found it easy to connect with Council, while 61% resolved issues on first contact. The feedback will guide improvements in future customer engagement and service strategies.

Council passes unprecedented \$301 million budget

In June 2024, Lismore City Council approved a record \$301 million budget, allocating \$209.9 million for core services like water, waste, roads and bridges. The budget prioritises sustainability, growth, and community services, with no increases in stormwater or sewer charges, a 4.7% rate peg, and zero new borrowings.

Lismore Housing Expo designed to tackle housing crisis

The inaugural Lismore Housing Expo was held in November at South Lismore Bowling Club. Attendees had free access to a range of seminars and personal advisory sessions with Council staff to help navigate the DA process and better understand Council's Housing Grant Program. Activities were held to keep the young ones entertained making it a great event for the whole family.

Locally Led Lismore

The Mayor and Councillors met with the NSW Minister for Planning and Minister for Emergency Services in July 2023 to discuss leadership of Lismore's recovery from the 2022 floods. Council strongly advocated for the need for local leadership during the reconstruction efforts and emphasised the need for a community centred, locally led approach.

Community Finance Report 2023/24

What information is included?

The Community Financial Report provides a plain English explanation of our financial statements so that they can be easily understood by our community, business partners, customers, and employees. It is a snapshot of:

- our financial performance for 2023-24;
- our financial position at 30 June 2024;
- what the results mean in terms of financial sustainability.

What were the results?

Council finished the financial year with an operating surplus of \$95.452 million, but after excluding capital grants and contributions Council reported a deficit of (\$8.128) million. Council received significant grant funding in 2023 - 24 associated with disaster recovery works in response the floods experienced in February/March 2022.

Council invested over \$137 million into infrastructure, being property, plant, and equipment. This comprised the renewal of existing infrastructure of \$51.25 million, new infrastructure of \$35.49 million and reinstated cost for impaired assets \$50.39 million. Total equity of Council increased by \$199.7 million to \$2.088 billion.

Council is still addressing the impacts of the natural disasters that occurred in the 2022 year.

The Lismore LGA suffered two catastrophic flood events in February and March 2022, these events caused considerable damage to Council's infrastructure assets.

Council faces ongoing challenges in recovering from the catastrophic flood events of 2022, it is expected to take several years to address the impact to its infrastructure. Council has secured Commonwealth and State Government funding to assist in this process. In addition, there are further challenges to adequately fund the maintenance and renewal of its assets, particularly roads, as our community grows and expectations and needs increase. This is not a unique issue to Lismore, but an issue experienced by many other local governments in NSW.

Net Worth: \$2.088 billion
up \$199.7 million from last year

Net Operating Result: \$95.452 million surplus
(after capital grants and contributions) up by \$47.657 million from last year

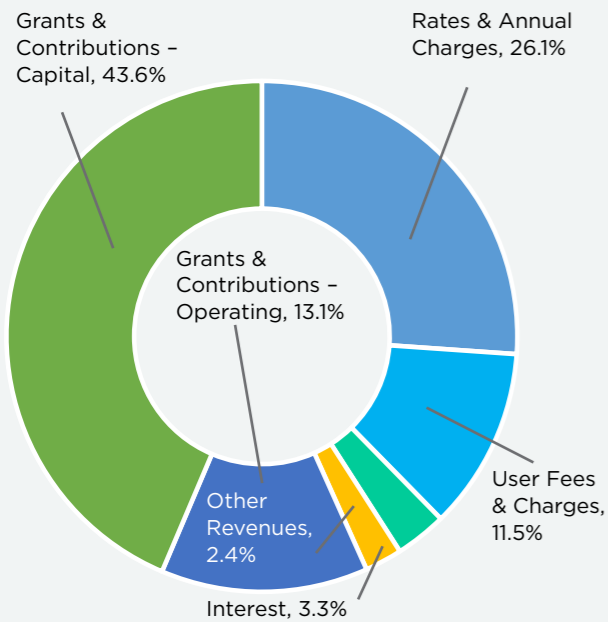
Net Operating Result before grants and contributions provided for capital purposes: (\$8.128) million deficit.
down by \$5.29 million from last year

Total Revenue: \$237.55 million
up \$34.68 million from last year

Total Expenses: \$142.10 million
down \$12.98 million from last year

Financial Performance

Where did the money come from? (%)



Major changes from 2022-23:

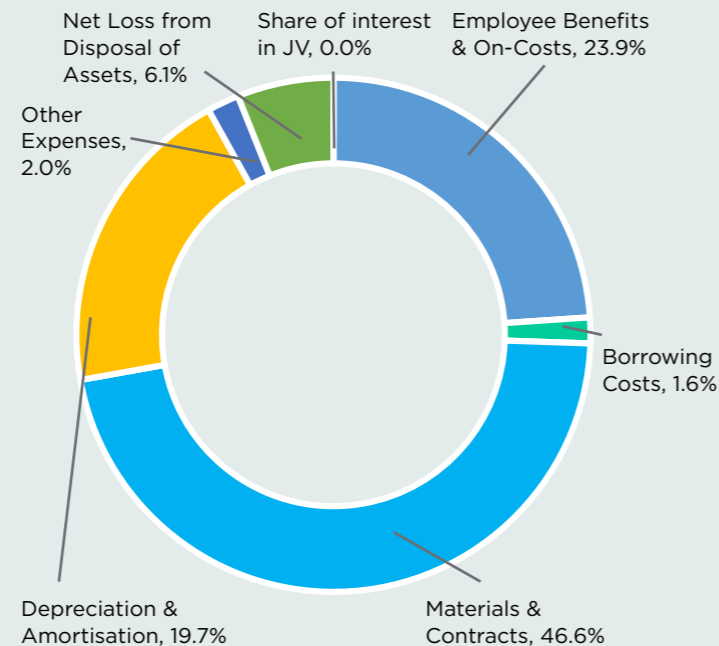
- (\$15.12) million decrease in Op Grants relating to Emergency works and Immediate reconstruction works.
- \$42.37 million increase in Cap Grants associated with the 2022 natural disaster events and restoration works.
- \$3.835 million increase interest revenue from investments due to higher portfolio balance and increased rates of returns from 2022/23

Grants and contributions

Council's grants and contributions increased by \$27.2 million from the previous financial year to a total of \$134. million. This included operating grants of \$31.16 million and capital grants and contributions of \$103.6 million.

Major increase was associated with the flood recovery. Council will continue to advocate all levels of government for additional funding to assist in the recovery phase as it will play a significant role in rebuilding our regional city and infrastructure.

How was the money spent? (%)



Major changes from 2022-23:

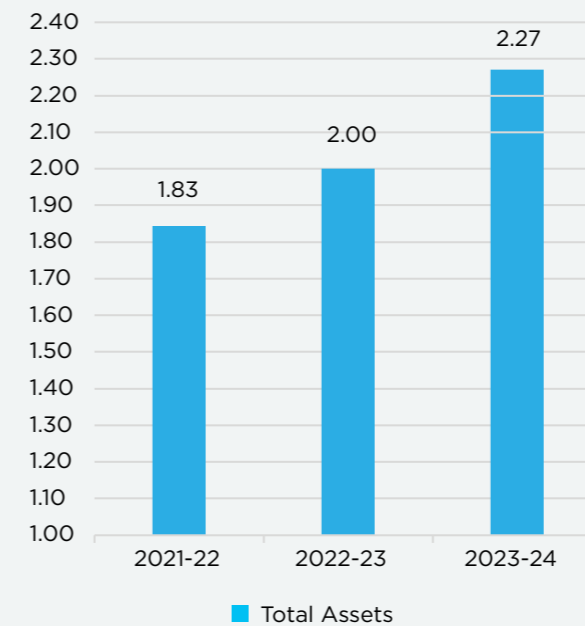
- Employee benefits and on-costs increased by \$7.154 being: 3.5% award increase, super payments \$1.063 million and workers compensation increase \$0.689 million.
- Materials & Contracts decrease (\$16.426) million. Lower emergency works associated with 2022 floods.
- Net loss from disposal of assets -decrease of (\$2.519). 2022 included disposal of assets impacted by floods.

Did You Know?

A capital grant or contribution includes money provided by the Government or contributions from developers for Council to renew or build new community assets. The money cannot be spent on Council's day-to-day operating activities or services.

Financial Position

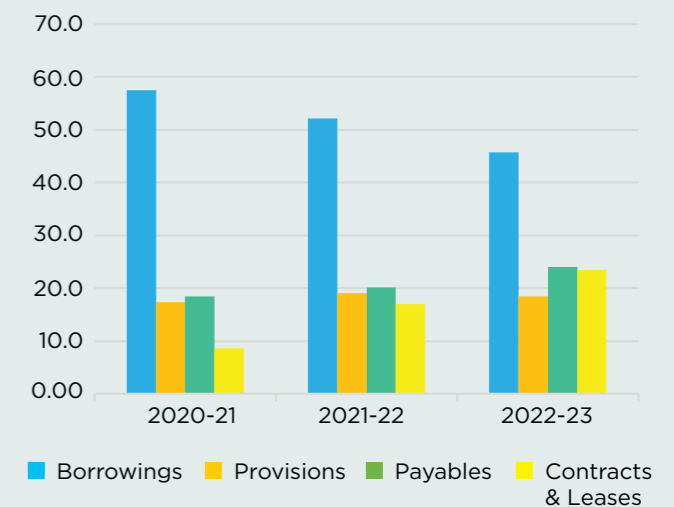
Total Assets: \$2.270 billion
up \$269.48 million from last year



89% of Council's assets were infrastructure, property, plant, and equipment, including:

- Roads, bridges, and footpaths
- Water infrastructure
- Wastewater infrastructure
- Stormwater infrastructure
- Land and buildings
- Plant and equipment
- Open space and recreation assets (including parks)

Total Liabilities: \$182 million
increased by \$69.76 million from last year



Major changes from 2022-23:

- \$50.4m increase in cash and investments - flood funds in advance.
- \$7.37m increase in contract assets
- \$6.3m increase in receivables
- \$204.4m increase in infrastructure, property, plant, and equipment
- \$66.55m increase in contract liabilities
- \$5.6m decrease in loan liabilities
- \$7.95m increase in payables

Financial Sustainability

Performance measures

Each year, we report a series of performance measures, which are local government benchmarks set by the State Government and reflect expectations for financial sustainability. The measures use figures from the Audited Financial Statements (Appendix 2) to demonstrate relationships between key numbers.

There are two types of measures:

- Financial measures, which show how well Council is managing its finances
- Infrastructure asset measures, which show how well Council is managing its assets

Infrastructure Asset Measures

What does this mean?

The infrastructure asset measures, which are focussed on longer-term sustainability, is impacted by the work undertaken to address the impacts of the 2022 Floods through grant funding. This is expected to continue until 2029 until the scope of works are completed.

The underlying position suggests that Council faces an ongoing challenge to adequately fund the maintenance and renewal of its infrastructure.

Council will need to address the underlying issues through adequate asset plans and development of a financial sustainability model.

Financial Measures

What does this mean?

Our financial sustainability measures for 2023-24 suggest that we are able to cover our immediate expenses, service our debts, and fund operating

expenses during the year however cannot fund the usage of our assets (that is depreciation) to deliver these services.

Operating Performance Ratio

This measures the extent to which revenue raised covers operational expenses.

Benchmark: > 0%
Council's result: (2.08)%



Debt Service Cover Ratio

This measures the availability of Council's operating cash to service its debt, including interest, principal and lease payments.

Benchmark: > 2 times
Council's result: 3.60 times



Own Source Operating Revenue Ratio

This measures financial flexibility by assessing Council's reliance on external funding sources such as grants and contributions.

Benchmark: > 60%
Council's result: 43.28%



Rates and Annual Charges Outstanding Percentage

This measures the impact of uncollected rates and annual charges on Council's liquidity and the adequacy of Council's recovery efforts.

Benchmark: < 10.0%
Council's result: 12.24%



Unrestricted Current Ratio

This measures whether Council has enough short-term resources to cover short-term financial obligations.

Benchmark: > 1.5 times
Council's result: 2.18 times



Cash Expenses Cover Ratio

This measures the number of months Council can continue paying for its immediate expenses without additional cash inflows.

Benchmark: > 3 months
Council's result: 19.61 months



Asset Maintenance Ratio

This measures actual maintenance for the year as a percentage of the required maintenance for the year.

Benchmark: > 100%
Council's result: 121.84%



Buildings and Infrastructure Renewal Ratio

This measures the rate at which existing assets are being renewed against the rate at which they are depreciating.

Benchmark: > 100%
Council's result: 192.19%



Infrastructure Backlog Ratio

This measures Council's infrastructure backlog as a proportion of the total value of Council's infrastructure assets.

Benchmark: < 2%
Council's result: 8.47%



Achieving Financial Sustainability

What does this mean?

Financial sustainability is Council's ability to meet the reasonable expectations of current residents whilst maintaining its financial capital and infrastructure capital over the long-term or put at risk the capacity of the future generations to meet their own needs.

Council will be considered financial sustainable if it can meet the KPI ratios specified by the Office of Local Government.

To be financially sustainable in the long-term Council will need to find and allocate increased funding to infrastructure to meet the benchmarks. This is best achieved through the development of its key planning documents including the Asset Management Plan, the Workforce Management Plan, and the Long-Term Financial Plan.

Statutory Information 2023/24

Annual Report 2023/24

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Anti-slavery Action

In accordance with the Local Government Act 1993 Section 428(4)(c) and (d), an annual report must contain a statement detailing the action taken by the council in relation to any issue raised by the Anti-slavery Commissioner during the year concerning the operations of the council and identified by the Commissioner as being a significant issue.

Inclusion of a Modern Slavery Statement has been adopted into the new Sustainable Procurement Policy that was released in February 2024.

Anti-slavery Statement

In accordance with the Local Government Act 1993 Section 428(4)(c) and (d), an annual report must contain a statement of steps taken to ensure that goods and services procured by and for the council during the year were not the product of modern slavery within the meaning of the Modern Slavery Act 2018.

Council is committed to maintaining high ethical standards and conducting its business responsibly. In alignment with the NSW Modern Slavery Act 2018, which came into effect on 1 January 2022, the Council diligently undertakes reasonable steps to ensure that goods and services procured are not the products of modern slavery. As a local government entity, we recognise our obligations under the NSW Act and strive to ensure transparency in our business transactions and procurement processes. Our officers, contractors, and suppliers are expected to promptly raise any concerns or suspicions about potential instances of modern slavery in any segment of our organisation or supply chains.

Contracts Awarded

In accordance with the Local Government Regulation 2021 cl217(1)(a2), an annual report must provide details (names, nature, amounts) of contracts awarded for amounts exceeding \$150 000.

Order no.	Supplier	Contractor	Value
105901	Hazell Bros (QLD) Pty Ltd	Construction of Lismore to Bentley Rail Trail	\$8,625,905
102635	GHD Pty Ltd	Flood Recovery Roads & Bridges Design Partner	\$7,674,656
101201	Rous County Council	Rous County Council - Bulk Water purchases	\$6,600,000
100671	Ledonne Constructions Pty Ltd	Northern Front Wastewater - Pineapple Road	\$6,262,274
101814	Davbridge Properties Pty Ltd T/A	Tender T20235 Walsh Bridge Replacement	\$5,350,676
107755	Bennett Constructions (NSW) Pty Ltd	Bennett Construction PC13 - Project Management	\$4,445,243
109708	Bennett Constructions (NSW) Pty Ltd	Bennett Construction PC15 - Visitor Information	\$4,196,789
101989	Quickway Constructions Pty Ltd	Fixing Country Bridges - Tender T22224 Greens Bridge	\$3,871,627
104737	Bennett Constructions (NSW) Pty Ltd	Bennett Construction PC9 - Project Management	\$3,689,335
108457	Civil Mining & Construction Pty Ltd	Blue Knob Rd Slips Remediation	\$3,599,040
104826	Ledonne Constructions Pty Ltd	CBD Water Main Replacement Program 23/24	\$3,381,629
105715	Bennett Constructions (NSW) Pty Ltd	Bennett Construction PC10 - Project Management	\$3,349,498
103342	Ti Tree Bioenergy	Waste to Queensland - T21/9 Emergency Waste Disposal	\$3,093,442

Order no.	Supplier	Contractor	Value
101813	Davbridge Properties Pty Ltd T/A	Tender T20236 Ridgewood Bridge Replacement	\$3,068,413
104003	Bennett Constructions (NSW) Pty Ltd	Bennett Construction PC8 - Project Management	\$2,788,480
107194	Bennett Constructions (NSW) Pty Ltd	Bennett Construction PC12 - Project Management	\$2,717,523
106271	Bennett Constructions (NSW) Pty Ltd	Bennett Construction PC11 - Project Management	\$2,634,816
108076	Westrac	Fleet Item v3222 CAT 150T3 Trimble GPS Mastle	\$2,020,725
102916	Bennett Constructions (NSW) Pty Ltd	Bennett Construction PC7 - Project Management	\$1,910,885
102202	Bennett Constructions (NSW) Pty Ltd	Bennett Constructions - PC6 - Project Management	\$1,822,879
101301	RPQ Asphalt Pty Ltd	ASPHALT LAYER MR65 Seg 6250, 6260, 6270 AC Re	\$1,760,000
105494	A&D Civil Earthworks Pty Ltd	Approved contractor for Nimbin Rainbow Walking Track	\$1,733,078
103121	Civil Consult Pty Ltd	Geotechnical Investigations	\$1,457,130
101528	Interflow Pty Ltd	23/24 Reticulation sewer mains lining package	\$1,439,150
101453	Bennett Constructions (NSW) Pty Ltd	Bennett Constructions - PC5 - Project Management	\$1,253,638
100826	Ti Tree Bioenergy	Waste to Queensland - T21/9 Emergency Waste Disposal	\$1,192,304
107046	HXR Pty Ltd	Crofton Road (LCC46) EPAR Pavement - Restoration	\$994,184
101529	O'Brien Electrical and Plumbing	23/24 Reticulation sewer lateral lining package	\$890,099
100893	Bennett Constructions (NSW) Pty Ltd	Bennett Constructions - PC4 - Project Management	\$842,062
108926	Engenicom Pty Ltd	Engagement of site-based Flood Restoration Portfolio	\$808,500
103602	Regional Geotechnical Solutions Pty Ltd	Geotechnical investigations EPAR	\$759,336
101222	Alder Constructions Pty Ltd	Civil construction for LEL project	\$741,263
103341	Remondis Australia Pty Ltd	Disposal of Food Organics Garden Organic	\$729,300
107742	Duratec Limited t/a Duratec Australia	Tender VP389172 - Esmonde Street Reservoir Wall	\$709,000
109756	HXR Pty Ltd	IRW Grading Works AGRN1101 & AGRN1119	\$674,933
109137	Roach Civil Contracting & Plant Hire P/L	IRW Grading Works AGRN1101 & AGRN1119	\$646,862
104886	Urban Play Pty Ltd	Heritage Park Adventure Tower - Supply and install	\$624,377
101116	Engenicom Pty Ltd	Further engagement of Josh Hartcher services - Director Flood Restoration Portfolio	\$582,120
106327	Roach Civil Contracting & Plant Hire P/L	Dorroughby Road DM00756 - Repair Landslip Site	\$567,657
108119	Stabilised Pavements Of Australia	Wyrallah Road Pavements (LCC99) - Pavement In	\$536,627
109141	Smith Plant Hire (NSW) Pty Ltd	IRW Grading Works AGRN1101 & AGRN1119	\$517,235

Order no.	Supplier	Contractor	Value
101202	Unibridge Australasia Pty Limited	Final 50% payment for Town bridge structure	\$515,654
101088	GHD Pty Ltd	Engagement of Document Control system (Aconex).	\$511,670
102152	GHD Pty Ltd	Continued engagement of Project	\$500,000
103601	Douglas Partners Pty Ltd	Geotechnical investigations for EPAR.	\$496,331
103444	Roach Civil Contracting & Plant Hire P/L	Carabeen Place DM01000 - Landslip Repair	\$481,151
109925	Richmond Valley Council	Co-contribution towards Broadwater Bridge project.	\$480,000
104865	Lismore Toyota	Fleet Item 4285: Toyota Hilux SR 4x4 Space Cab	\$477,434
104006	The Trustee for A J & L J Irwin Family	DM01968 - Boatharbour Road	\$469,442
101115	Engenicom Pty Ltd	Further engagement of Matthew Brady	\$463,320
109142	Rugendyke and Bashforth Contracting Pty	IRW Grading Works AGRN1101 & AGRN1119	\$461,934
108080	James Frizelles Automotive Group	Fleet Item v1252 Isuzu NPR45-155AMT MWB Gang	\$459,153
101113	Datacom Systems Pty Ltd	AAD-33177 - M365 E5 Unified FSA Sub (LCC), AA	\$450,262
107657	Kyogle Earthworx	Newton Drive DM01067 - Minor Landslip	\$447,293
101439	Thearle Electrical	Provision of services quoted under TP22/119 Oakes	\$440,641
106994	Rugendyke and Bashforth Contracting Pty	Rogerson Road Culvert Replacement LCC59. MMW	\$437,841
108079	Southside Agencies	Fleet Item v1241 Volvo FM11-380 6x4 Tipper Truck	\$400,345
109558	Willow & Sparrow Pty Ltd	Engagement of Project Manager for Blue Knob Road	\$377,520
104431	InQuik Pty Ltd	Eureka Road, Graham Road & Haywood Lane flood	\$366,300
101438	Civilwise Pty Ltd	Acceptance of Tender T202327 Rotary Park	\$362,543
108081	Brown and Hurley	Fleet Item v1882 Kenworth T410SAR Prime Mover	\$361,349
101302	Peter Gow Electrical Contractors Pty Ltd	Supply and installation of Musco TLC LED 1200 watt lighting	\$354,844
110104	Quickway Constructions Pty Ltd	Quickway progress payment for Greens Bridge	\$353,817
108243	Work Structures Unit Trust t/as Work	Fleet Item v5622 Trailblazer Series 7	\$335,280
104989	Boyd's Bay Landscaping Pty Ltd	Nimbin Wayfinding Project - Civic and Landscaping	\$334,540
107523	Quadracon Building Pty Ltd	Tender No: T2023-140 Lismore Animal Shelter	\$314,277
101888	Southside Agencies	Fleet Item v1510 - Hino FC1124 Auto Truck	\$304,205
107081	Willow & Sparrow Pty Ltd	Lismore Rail Trail Project - Contract Management	\$298,144
105465	Ardill Payne & Partners	Project Controls Lead Flood Recovery Trim	\$295,340
107277	Brecat Pty Ltd	Engagement of BreCat Pty Ltd	\$285,736

Order no.	Supplier	Contractor	Value
104004	Half Tide Plumbing and Roofing	Replace roof of Corporate Centre.	\$284,719
108077	JCB Construction Equipment Australia	Fleet Item v3502 Dynapac CA60000PD Padfoot Roller	\$281,490
103684	Roach Civil Contracting & Plant Hire P/L	TfNSW Bruxner Highway SH16 - Tatham Rd Intersection	\$279,000
109005	Roach Civil Contracting & Plant Hire P/L	Stony Chute Road DM000637 - Landslip Repair	\$273,122
103620	Trinity Skateparks Pty Ltd	Design master plan, supply and install trick	\$272,690
107025	Harper Contractors Pty Ltd	Engagement of Senior Project Manager (John	\$260,975
105940	GHD Pty Ltd	Engagement of Document Control system	\$250,097
108758	Steel Post & Rail Pty Ltd	Supply and install 10 bus shelters	\$246,057
109234	Terania Consulting Pty Ltd	Cross Road DM01385 RRTRP Betterment Causeways, etc	\$240,086
103481	Kinelyn Property Trust	Rent FRRB Project Management Office - 70 Carrington St	\$236,958
107558	Phoenix Power Recyclers Pty Ltd	Disposal of Green Waste to Phoenix Power Recyclers	\$236,249
105034	HXR Pty Ltd	Crushing and Screening services - November 2023 20	\$234,517
101097	Civil Contractors (Aust) Pty Ltd	Civil Construction of Run-up Bay and Plane Parking	\$234,098
101562	Phoenix Power Recyclers Pty Ltd	Procurement T21/26 Transport and Disposal of Waste	\$231,994
105995	Nation Partners Pty Ltd	Development of a comprehensive Risk Management Framework	\$228,184
108976	Steady State Pty Ltd	The main switchboard and Nimbin wastewater treatment electrical works	\$227,659
101563	Remondis Australia Pty Ltd	Procurement T21/26 - Transport FOGO and Green Waste	\$224,529
101988	GDR 1012 Pty Ltd	Further engagement of Brendan Smith EPAR works Program	\$219,576
102414	PCA Ground Engineering	Boomerang Creek bridge - supply and installation	\$217,921
103115	HXR Pty Ltd	September Crushing services	\$217,090
108078	KC Farm Equipment	Fleet Item v2793 Massey Ferguson 2710ES.4C 4W	\$215,450
109751	Protection Barriers Pty Ltd	MR65 Bangalow Road - Network Wide Guardrail ET	\$207,174
100785	Local Government Legal	Statutory Planning Legal Costs - Allure Parklands	\$200,000
101160	GHD Pty Ltd	Continued engagement of Project design for EPAR work	\$200,000
108980	Ardill Payne & Partners	Waste Facility - Flood Restoration Portfolio	\$197,472
104908	Stabilised Pavements Of Australia	Crofton Rd flood stabilising works	\$195,000
101299	MMT Contracting Pty Ltd	Acceptance of Tender T202382 - Albert Park to River	\$194,014
101117	HXR Pty Ltd	June Crushing per	\$193,848
102366	HXR Pty Ltd	August Crushing	\$193,818

Order no.	Supplier	Contractor	Value
108979	Blair & Sons Engineering Contractors	Project Management Pineapple Road Sewerage Scheme	\$193,527
101901	HXR Pty Ltd	July Crushing Services	\$193,052
103027	Ron Southon Pty Ltd	Drilling and blasting	\$192,192
106538	RGS Engineered Project Solutions Pty Ltd	Engagement of Project Engineer	\$188,760
107678	Interflow Pty Ltd	Bruxner Crescent - Engagement of lining contractors	\$188,689
102802	NSW Spray Seal Pty Ltd	Bitumen spray seal for Richmond Hill Road	\$176,000
108187	Komatsu Australia Pty Ltd	Fleet Item v2413 PC88MR-11 Tracked Excavator	\$175,120
105486	HXR Pty Ltd	Crushing December 2023	\$171,451
107278	Gracosway Pty Ltd	Development of a 12-month proactive strategic communications plan	\$170,500
101957	Ardill Payne & Partners	Continued Engagement of Senior Project Manager	\$166,320
102523	Con-Tec Pty Ltd	Supply of pre-stressed concrete bridge beams	\$165,785
109758	Sumitomo (SHI) Hansen Aust Pty Ltd	Gearboxes to replace four aerators at East Lismore	\$165,132
100830	RPQ Asphalt Pty Ltd	HW16 SEG2380 Tunstall Street Asphalt	\$165,000
104089	HXR Pty Ltd	Crushing - October 2023	\$164,912
107784	Willow & Sparrow Pty Ltd	East Lismore STP. Engagement of Project Engineer	\$163,328
104907	Tom Thumb Earthmoving	Flocon Hand Patching	\$163,206
101889	Road Safety Barriers Pty Ltd	TfNSW SEG2420 Coraki Road Guardrail Reinstatement	\$160,000
109771	Wotherspoon Foodservice Design Pty Ltd	Tidal Pavilion Commercial Kitchen Fitout	\$157,046
102495	Diodrone Pty Ltd T/A Diospatial	Conventional Survey - Package A. DM00690	\$156,184
109548	Kyanndale Pty Ltd T/A Vidotto Group	Flood Recovery Portfolio Program Scheduler	\$156,097
101226	Rohlig Australia Pty Ltd	Payment for import taxes and duties	\$155,927
104401	FEFO Pty Ltd	Continue engagement of WHS Advisor, Alex Geikie	\$154,000
101300	Peter Gow Electrical Contractors Pty Ltd	Supply and install Musco TLC LED 1200 watt lighting	\$153,918
105131	Civil Contractors (Aust) Pty Ltd	Completion of Airport Run-up Bay construction work	\$153,405
104088	Northern Rivers Concreting (Pearce)	Driveways & Hardstands	\$151,938
102353	Stabilised Pavements Of Australia	Part Service stabilising of subbase on Richmond Hill	\$150,000
102555	RPQ Asphalt Pty Ltd	Supply & lay of asphalt for Union Street	\$150,000
103758	The Control Group Pty Ltd	TfNSW Bruxner Highway HW16 - Tatham Road Intersection	\$150,000

Beneficiaries of Financial Assistance (grants and donations)

In accordance with Local Government Regulation 2021 cl217(1)(a5), an annual report must include details of the total amount contributed or otherwise granted under the Local Government Act s356 to financial assist others.

Assistance Category	Amount (\$)
FNC Life Education Van Relocation	\$3,295
Mayor's Discretionary Funding	\$1,193
Drought Relief	\$400
Rural Halls - Maintenance and Insurance	\$60,000
Rural Halls - Rates	\$23,575
Contribution to Friends of Lismore Rainforest Botanic Gardens	\$59,653
Lismore Musical Festival Society	\$10,000
Northern Rivers Autism Association Limited	\$5,000
Total	\$163,116

External Bodies (controlled by Council)

In accordance with Local Government Regulation 2021 cl217(1)(a7), an annual report must include a statement of all corporations, partnerships, trusts, joint ventures, syndicates or other bodies (whether or not incorporated) in which the council (whether alone or in conjunction with other councils) held a controlling interest during the year.

NIL for 2023/24.

External Bodies (delegated by Council)

In accordance with Local Government Regulation 2021 cl217(1)(a6), an annual report must include a statement of all external bodies that during that year exercised functions delegated by the council.

Council recognises Richmond Tweed Regional Library (RTRL) as an associate in its financial reporting. Council has a 23% interest in RTRL.

External Bodies (participated in by Council)

In accordance with Local Government Regulation 2021 cl217(1)(a8), an annual report must include a statement of all corporations, partnerships, trusts, joint ventures, syndicates or other bodies (whether or not incorporated) in which the council participated during the year.

Council has an interest in a joint operation - North East Weight of Loads Group (NEWLOG). This organisation is responsible for reducing damage to Council roads.

Capital Works Projects

In accordance with the Division of Local Government Capital Expenditure Guidelines (2010), councils should provide a report on capital works projects in annual reports.

Capital Works Projects undertaken during the 2023/24 period:
• Northern Rivers Rail Trail (Lismore to Bentley) - \$9.8m
• Lismore Urban Sports Precinct (Skatepark) - \$3.9m
• Nimbin Rainbow Walk - \$2.5m
• Safer Cities Her Way - \$1m
• Lismore Employment Lands Project - \$14.2m
• CBD Upgrade - \$2.8m
• Lismore Regional Restart Program - \$1.87m

Environmental Upgrade Agreements

In accordance with Local Government Act 1993 s54D(2) and s54P(1), an annual report must include particulars of any environmental upgrade agreement entered into by the council.

A council may enter into an environmental upgrade agreement with a building owner and a finance provider in relation to a building. An environmental upgrade agreement is an agreement under which:

- a building owner agrees to carry out environmental upgrade works in respect of a building, and
- a finance provider agrees to advance funds to the building owner to finance those environmental upgrade works, and
- the council agrees to levy a charge on the relevant land for the purpose of repaying the advance to the finance provider.

Council did not enter into any Environmental Upgrade Agreements during the 2023/24 reporting period.

Stormwater Management Services

In accordance with Local Government Regulation 2005 cl217(1)(e), an annual report must include a statement detailing the stormwater management services provided by the council during the year.

For the period 2023/24 Council collected \$390,960 in SMS Levies (see GL Master: 1226). \$102,300 of this income was spent on operational and asset inspection and maintenance activities, and a further \$13,400 spent on Stormwater Treatment Device renewals. A review of the USMP was conducted within the financial year with the results currently being prepared for community consultation and a future report to Council.

Works on Private Land

In accordance with Local Government Regulation 2021 cl217(1)(a4), an annual report must include details or a summary of resolutions made during that year under Local Government Act s67 concerning work carried out on private land and details or a summary of such work if the cost of the work has been fully or partly subsidised by the council, together with a statement of the total amount by which the council has subsidised any such work during that year

Council has not performed any works on private property during the 2023/24 reporting period.

Companion Animal Enforcement

In accordance with the Local Government Regulation 2021 cl217(1)(f), an annual report must include a statement of the Council's activities during the year in relation to enforcing and ensuring compliance with the Companion Animals Act 2008.

Council funded a total of \$464,000 on companion animal management activities in 2023/24.

This covered enforcement, education and information activities such as:

- Community education programs and community liaison to promote and assist in responsible pet ownership, microchipping and de-sexing of dogs and cats.
- Maintenance of four off-leash areas at Riverside Park South (fenced area), Lismore Gasworks, Elizabeth Gardens, and Hepburn Park Recreational Area (fenced area).
- Provision of appropriate management and care of animals that come into Council's custody at the Lismore Animal Care Facility.
- Investigation of 106 reported dog attack incidents (includes when a dog threatens, harasses, chases, or bites a person or another animal). Following investigations 55 of the reported attacks were recorded within the Companion Animals Register.

Council has an obligation under the Companion Animal Act 1998 to consider alternative courses of action before any animals that come into its care are euthanised. Animals are temperament assessed to determine suitability for rehoming. Council works closely with other welfare agencies to maximise rehoming outcomes. Wherever possible, animals are released back to owners or offered for adoption directly through Councils Pound or released for rehoming to animal rescue organisations. Animals not suitable for rehoming due to poor health or temperament are euthanised.

In 2023/24, of the 108 dogs impounded, 54 were released to owners, 6 were rehomed as part of Council adoption packages and 34 were released to organisations for rehoming. Of the 11 cats seized, 1 was released, 3 were rehomed as part of Council adoption packages, 6 were released to organisations for rehoming and 0 were euthanised.

Swimming Pool Inspections

In accordance with Swimming Pools Act 1992 s22F(2) and Regulation 2018 cl23, an annual report must include information in relation to swimming pool inspections carried out in accordance with the Act and Regulation.

Details	#
Number of inspections of tourist and visitor accommodation	18
Number of inspections of premises with more than two dwellings	3
Number of inspections that resulted in issuance of a certificate of compliance	41
Number of inspections that resulted in issuance of a certificate of non-compliance	17

Councillor Expenses and Facilities

In accordance with Local Government Regulation 2021 cl217(1)(a1), an annual report must include details of the total cost during the year of the payment of the expenses of, and the provision of facilities to, councillors in relation to their civic functions (as paid by the council, reimbursed to the councillor or reconciled with the councillor), including separate details on the total cost of each of the following:

Councillor Expenses & Facilities	\$
Office Equipment and Facilities	\$590
Telephone calls	\$415
Conferences and Seminar Attendance	\$21,167
Training and Professional Development Inc Induction	\$10,912
Vehicle mileage	\$3,256
Interstate Visits (including transport, accommodation and other out-of-pocket travelling expenses)	\$0
Overseas Visits (including transport, accommodation and other out-of-pocket travelling expenses)	\$0
Expenses for spouses (spouse, partner or other person who accompanied a councillor, being expenses payable in accordance with the Guidelines)	\$0
Childcare (or expenses involved in the provision of care for an immediate family member of a Councillor)	\$0
Total	\$36,340

Allowances	\$
Mayoral Allowance	\$61,300
Total Councillor Allowances	\$272,899
Total	\$334,199

The name of the Mayor and each individual councillor that completed council's induction program (where an induction program has been delivered during the relevant year).

Not applicable

The name of the Mayor and each councillor who participated in any ongoing professional development program during the year

Councillors Bing, Bird, Ekins, Hall, Jensen, Krieg, Rob

The number of training and other activities provided to the Mayor and councillors during the year as part of a professional development program:

0

Overseas Visits

In accordance with Local Government Regulation 2021 cl217(1)(a), an annual report must include details (including the purpose) of overseas visits undertaken during the year by councillors, council staff or other persons while representing the council (including visits sponsored by other organisations).

Councillors Krieg, Bing and Ekins travelled at their own expense to Yamato Takada to celebrate the 60th anniversary of Lismore City Council's sister city relationship with the Japanese city.

Development Contributions and Development Levies

Disclosure of how development contributions and development levies have been used or expended under each contributions plan.

(Commencing 1 July 2022. Reporting does not apply retrospectively - not required 21-22)

Environment Planning and Assessment Regulation 2021 cl 218A(1)

SECTION 7.11 & 64 PLANS SUMMARY TO 30 JUNE 2024					
Section 7.11 Plan	Opening Balance	Contributions Received	Interest	Expenditure/Commitment	Balance 30/06/24
Emergency Services	43,200	5,000	1,800	(15,900)	34,000
Community Services & Facilities	827,400	79,000	42,100	0	948,500
Public Domain Facilities	564,600	26,300	28,100	0	619,000
Open Space & Recreation Facilities	1,165,100	13,600	56,500	(18,100)	1,217,100
Cycleways Facilities	678,600	30,400	33,300	(18,000)	724,400
Rural North & South Traffic Management Facilities	961,600	112,600	49,000	(18,400)	1,104,800
Urban Traffic Management Facilities	4,443,200	234,500	221,600	0	4,899,300
Carparking	80,900	0	2,300	0	84,800
Stormwater	(40,000)	2,100	0	0	(37,900)
Street Trees	52,200	14,500	1,300	0	69,600
Heavy Haulage	210,700	79,500	5,600	(268,900)	26,900
Section 94 Plan Administration	122,000	6,900	6,100	0	135,000
Total S7.11 Contributions	9,109,500	604,400	447,700	(339,300)	9,825,500
	9,109,313	604,530	451,050	\$339,300	
S7.4 Planning Agreements***	0	0	0	0	0
Section 64 Plan	Opening Balance	Contributions Received	Interest	Expenditure/Commitment	Balance 30/06/24
Sewerage 02056.0301.2703 (7530.2035.2015)	0	451,848	0	(451,848)	0
Water 03066.0301.2703 (8530.2035.2015)	0	72,689	0	(72,689)	0
Total S64 Contributions	0	524,537	0	(524,537)	0

Detailed Projects - Contributions Levies

Details for projects for which contributions or levies have been used must contain:

- project identification number and description
- the public amenity or public service the project relates to
- amount of monetary contributions or levies used or expended on project
- percentage of project cost funded by contributions or levies
- amounts expended that have been temporarily borrowed from money to be expended for another purpose under the same or another contributions plan
- value of the land and material public benefit – other than money or land
- Whether project is complete

(Commencing 1 July 2022. Reporting does not apply retrospectively – not required 21-22)

Reg 218A

(2)(a),(b),(c),(d),(e),(f),(g)

Section 7.11 Plan	Purpose	Amount
Emergency Services	Rural Fire Services	\$ 900
Community Services & Facilities	Rezoning Public Land	\$ 18,100
Public Domain Facilities	Emergency Services	\$ 15,000
Open Space & Recreation Facilities	Tucki Reserve - Cost to acquire	\$ 18,100
Rural North & South Traffic Management Facilities	Roads - Rural Nth	\$ 18,400
Urban Traffic Management Facilities	Rural Roads Heavy Haulage	\$ 268,900
		\$ 339,400

Total Contributions and Levies Expended

Total value of all contributions and levies received and expended during the year.

(Commencing 1 July 2022. Reporting does not apply retrospectively – not required 21-22)

Reg 218A(3)(a),(b)

SECTION 7.11 & 64 PLANS SUMMARY TO 30 JUNE 2024					
Section 7.11 Plan	Opening Balance	Contributions Received	Interest	Expenditure/Commitment	Balance 30/06/24
Emergency Services	43,200	5,000	1,800	(15,900)	34,000
Community Services & Facilities	827,400	79,000	42,100	0	948,500
Public Domain Facilities	564,600	26,300	28,100	0	619,000
Open Space & Recreation Facilities	1,165,100	13,600	56,500	(18,100)	1,217,100
Cycleways Facilities	678,600	30,400	33,300	(18,000)	724,400
Rural North & South Traffic Management Facilities	961,600	112,600	49,000	(18,400)	1,104,800
Urban Traffic Management Facilities	4,443,200	234,500	221,600	0	4,899,300
Carparking	80,900	0	2,300	0	84,800
Stormwater	(40,000)	2,100	0	0	(37,900)
Street Trees	52,200	14,500	1,300	0	69,600
Heavy Haulage	210,700	79,500	5,600	(268,900)	26,900
Section 94 Plan Administration	122,000	6,900	6,100	0	135,000
Total S7.11 Contributions	9,109,500	604,400	447,700	(339,300)	9,825,500
	9,109,313	604,530	451,050	\$339,300	
S7.4 Planning Agreements***	0	0	0	0	0
Section 64 Plan	Opening Balance	Contributions Received	Interest	Expenditure/Commitment	Balance 30/06/24
Sewerage 02056.0301.2703 (7530.2035.2015)	0	451,848	0	(451,848)	0
Water 03066.0301.2703 (8530.2035.2015)	0	72,689	0	(72,689)	0
Total S64 Contributions	0	524,537	0	(524,537)	0

Voluntary Planning Agreements

Environmental Planning and Assessment Act 1979 No 203, Division 7.1(2)(7.5)(5) (formerly s93G)

A planning authority that has entered into one or more planning agreements must, while any such planning agreements remain in force, include in its annual report particulars of compliance with and the effect of the planning agreements during the year to which the report relates.

There have been no Voluntary Planning Agreements for the 2023/24 period.

Disability Inclusion Action Plan

Disability Inclusion Act 2014, s. 13

Council must include in its annual report information on the implementation of its Disability Inclusion Plan.

Council's Disability Inclusion Action Plan (DIAP) promotes equal rights for everyone in our community. It also recognises Council's responsibility to support people living with disabilities to access the same human rights as everyone else in the community.

There are four key areas that are the focus in the 2022-2026 DIAP:

1. Developing positive community attitudes and behaviour toward disability through community awareness and education;
2. Creating a more liveable community for people by continuing to make Lismore easier to access and get involved in;
3. Increasing access to valuable employment for people with disability in our community; and
4. Improving access to mainstream services through better systems and processes such as accessing information, lodging a complaint or finding Council services.

Key achievements in the delivery of actions in the DIAP 2022-2026 during 2023/24 include:

- The Lismore City Council website was refreshed to ensure accessibility and compliance with accessibility guidelines WCAG 2.1 Level AA standards.
- Council worked closely with the Disability and Inclusion Advisory Group to review accessibility across the CBD, Goonellabah and at Lismore Base Hospital to identify improvements to disability parking, tactile ground surface indicators and signage.
- Council's Disability and Inclusion Advisory Group worked with Local Traffic Committee to identify and support Disability Parking spaces at various public spaces within the LGA including, Lismore Court House and the Hospital precinct.
- Council's Disability and Inclusion Advisory Group provided feedback regarding style guide for Lismore City Council Walking Track Wayfinding signage that promote accessibility, inclusivity, and clear communication for individuals of all abilities.
- Council's Disability and Inclusion Advisory Group provided feedback to amendments to Lismore City Council's Local Street Guide for Outdoor Dining, ensuring it is accessible, inclusive, and beneficial for both people of all abilities and business owners.
- Council's Disability and Inclusion Advisory Group provided feedback on Footpath Activation pilot program around footpath trading/signage informing processes that promote accessibility, safety, and ease of navigation for all community members.
- Council's Disability and Inclusion Advisory Group provided valuable feedback on Lismore City Council's Walking, Cycling, and Micromobility Strategy, assessing the suitability and accessibility of proposed new footpaths.
- Council's GSAC (Goonellabah Sports and Recreation Centre) facility is highly utilised by community members living with disabilities. The design of GSAC's pool entry and disability access apparatus on-site is accessibility-friendly and highly utilised, and GSAC regular hosts disability group exercise classes.
- Lismore Library incorporated its dyslexia collection into Junior Fiction & Learn to Read collections.
- Lismore Library maintained home library services to 45 individuals on a regular basis and 5 Aged Care Homes in Lismore LGA.

Government Information (Public Access) Applications

In accordance with the Government Information (Public Information) Act 2009 s125 and Regulation 2009 cl7(3), an annual report must provide:

- Details of the review of its program for the release of government information in the public interest.
- Statistical information about access applications received during the reporting year.

	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/deny whether information is held	Application withdrawn
Media	0	0	0	0	0	0	0	0
Members of Parliament	0	0	0	0	0	0	0	0
Private sector business	0	1	0	0	0	0	0	0
Not for profit organisations or community groups	0	0	0	0	0	0	0	0
Members of the public (application by legal representative)	1	5	0	4	0	0	0	0
Members of the public (other)	4	11	2	4	5	0	0	0

* More than one decision can be made in respect of a particular access application. If so, a recording must be made in relation to each such decision. This also applies to Table B.

	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/deny whether information is held	Application withdrawn
Personal information applications*	3	0	0	0	0	0	0	0
Access applications (other than personal information applications)	2	17	0	17	5	0	0	0
Access applications that are partly personal information applications and partly other	0	0	0	0	0	0	0	0

* A personal information application is an access application for personal information (as defined in clause 4 of Schedule 4 to the Act) about the applicant (the applicant being an individual).

Table C: Invalid applications	
Reason for invalidity	Number of applications
Application does not comply with formal requirements (section 41 of the Act)	3
Application is for excluded information of the agency (section 43 of the Act)	0
Application contravenes restraint order (section 110 of the Act)	0
Total number of invalid applications received	3
Invalid applications that subsequently became valid applications	3

Table D: Conclusive presumption of overriding public interest against disclosure: matters listed in Schedule 1 to Act	
	Number of times consideration used*
Overriding secrecy laws	0
Cabinet information	0
Executive Council information	0
Contempt	0
Legal professional privilege	0
Excluded information	0
Documents affecting law enforcement and public safety	0
Transport safety	0
Adoption	0
Care and protection of children	0
Ministerial code of conduct	0
Aboriginal and environmental heritage	0

* More than one public interest consideration may apply in relation to a particular access application and, if so, each such consideration is to be recorded (but only once per application). This also applies in relation to Table E.

Table E: Other public interest considerations against disclosure: matters listed in table to section 14 of Act	
	Number of times consideration used*
Responsible and effective government	0
Law enforcement and security	0
Individual rights, judicial processes and natural justice	12
Business interests of agencies and other persons	2
Environment, culture, economy and general matters	0
Secrecy provisions	0
Exempt documents under interstate Freedom of Information legislation	0

Table F: Timeliness	
	Number of applications
Decided within the statutory timeframe (20 days plus any extensions)	22
Decided after 35 days (by agreement with applicant)	0
Not decided within time (deemed refusal)	1

Table G: Number of applications reviewed under Part 5 of the Act (by type of review and outcome)		
	Decision varied	Decision upheld
Internal review	0	0
Review by Information Commissioner*	0	0
Internal review following recommendation under section 93 of Act	0	0
Review by NSW Civil and Administrative Tribunal	0	0

* The Information Commissioner does not have the authority to vary decisions but can make recommendations to the original decision-maker. The data in this case indicates that a recommendation to vary or uphold the original decision has been made by the Information Commissioner.

Table H: Applications for review under Part 5 of the Act (by type of applicant)	
	Number of applications for review
Applications by access applicants	0
Applications by persons to whom information the subject of access application relates (see section 54 of the Act)	0

Table I: Applications transferred to other agencies under Division 2 of Part 4 of the Act (by type of transfer)

	Number of applications transferred
Agency-initiated transfers	0
Applicant-initiated transfers	0

Legal Proceedings

In accordance with the Local Government Regulation 2021 cl217(1)(a3), an annual report must include a summary of the amounts incurred by the council during the year in relation to legal proceedings taken by or against the council (including amounts, costs and expenses paid or received by way of out of court settlements, other than those the terms of which are not to be disclosed) and a summary of the state of progress of each legal proceeding and (if it has been finalised) the result.

Details	Costs (\$) FY23/24	Status	Result
Council & Ors ats Widjabul Wal Bai Native Title Federal Court Proceedings No SAD1174/2013	\$325.50	Complete	This matter is in the progress of a Native Title claim. It is not a claim against Council but a claim on Crown Land managed by LCC. Consent determination issued December 2022. Legal matters still ongoing.
Land & Environment Court Proceedings. McCloy Appeal 226 Invercauld Rd Goonellabah	\$1,593.00	Complete	An appeal was lodged against council's refusal - the appeal was heard in July 2023 and the refusal upheld. Matter is now complete.
Council V Zelandoni Class 4 proceedings failure to comply with development control order - 575 Jiggi Rd Goolmangar	\$2,000.00	Complete	Proceedings commenced December 2022 to gain compliance with development control order issued 9 July 2021 regarding structures and shipping containers at 575 Jiggi Rd. Final orders issued 19 May 2023. Matter is now complete
Telstra Corporation v Lismore City Council - Land Environment Court - appeal against refusal	\$18,155.61	Complete	Proceeding listed for a direction hearing on 14 November 2022. A conciliation conference arranged for 27 March 2023. Applicant's Notice of Motion filed 4 July 2023. Brought before the LEC on 26 March 2024 and appeal upheld with development consent granted to Telstra. Council recovered \$11,000 in thrown away costs. Matter is now complete.

Details	Costs (\$) FY23/24	Status	Result
Lismore City Council v Feldmann & Others 171 Repentance Creek Road - Rainbow Temple	\$15,984.02	Complete	Court order issued 25 September 2023 with the respondents to apply for a Building Information Certificate within 6 months or demolish nominated parts of the structure known as The Rainbow temple. The order contained additional conditions relating to structures and wastewater. The matter is now closed.
Lismore City Council ats Mackycorp Pty Ltd Development Application No. DA5.2021.221.1	\$131,180.90	Ongoing	Appeal against Northern Regional Planning Panel refusal of DA 2021/221. Section 34 mediation in February 2024 did not resolve the matter and a full hearing is set down in late August 2024.
NSW Civil and Administrative Tribunal - Grande GIPA	\$8,774.50	Ongoing	Decision on a GIPA application that was referred to NCAT by applicant.
NSW Civil and Administrative Tribunal - McMahan GIPA	\$2,318.40		Decision on a GIPA application that was referred to NCAT by applicant.
NSW Civil and Administrative Tribunal - GGP	\$10,415.80	Ongoing	Privacy complaint referred to NCAT.
Land & Environment Court Proceedings 2024/00009938	\$25,608.86	Ongoing	Class 4 Appeal against a Council approval of modification to consent for extractive industry (DA92/523, hard rock quarry). Directions hearing scheduled for August, to receive hearing dates.
Total Legal Expenses	\$216,356.59		

Public Interest Disclosure

In accordance with the Public Interest Disclosure Act 1994 s31 and Regulation 2011 cl4, Council must include the following information:

Component	#
Number of public officials who have made a public interest disclosure to the public authority.	0
The number of public interest disclosures received by the public authority in total and the number of public interest disclosures received by the public authority relating to each of the following:	0
• corrupt conduct	0
• maladministration	0
• serious and substantial waste of public money or local government money (as appropriate)	0
• government information contraventions	0
• local government pecuniary interest contraventions	0
Number of public interest disclosures finalised by the public authority in this reporting period.	0
Whether the public authority has a public interest disclosure policy in place.	Yes
What actions the head of the public authority has taken to ensure that his or her staff awareness responsibilities under section 6E (1) (b) of the Act have been met.	Online Code of Conduct training is available for all staff.

Equal Employment Opportunity

In accordance with Local Government Regulation 2021 cl217(1)(a9), an annual report must include a statement of the activities undertaken by the council during the year to implement its equal employment opportunity management plan.

Council's Equal Employment Opportunity (EEO) Plan details our commitment to deliver equal employment opportunity through the Reconciliation Action Plan, Disability Inclusion Action Plan and other measures, to ensure a workforce that is representative of the demographics of our community.

Key achievements in 2023/24 in implementing the EEO Plan include:

- Since the launch of the Leap Program in 2023, Lismore City Council has 22 trainee and apprenticeships across the organisation. Of those 22, 7 female and 6 applicants identify as indigenous. There has been one participant who has successfully completed their traineeship, and 3 others have resigned from the organisation.
- 2024's International Woman's Day was celebrated with two events, held at our corporate offices and The Wyrallah Street Depot. These events underscored our commitment to gender equality and professional development within our organisation. The highlights of the event were the launch of the Elevate Program aimed at supporting and advancing woman in our workforce. Additionally, attendees were inspired by a fireside chat featuring two of our senior female leaders. They shared their personal leadership journeys, discussing the challenges they faced and the successes they achieved along the way.
- The Elevate Program is a 12-week initiative aimed at fostering the personal and professional growth of women employees. Through diverse learning methods, the program facilitates growth, networking, and goal setting. It supports career advancement, life skill enhancement, stress management, and health and wellbeing improvement. Twelve participants were selected through an Expression of Interest (EOI) process. Of these, eleven successfully completed the program, while one participant withdrew before its conclusion. The reported positive outcomes from the program, include increased confidence, enhanced communication skills, and well-defined goals for personal and professional development.
- The Reconciliation Action Plan (RAP) for 2022-2024 has seen significant progress, with the implementation of actions and the initiation of a new RAP document. An internal working group, inclusive of Aboriginal employees who were identified through an EOI process, has been formed and have developed the Terms of Reference.
- Reconciliation Week was marked by various activities, including a flag-raising ceremony at the Corporate Centre and a BBQ and Yarn held at The Wyrallah Rd depot. The Corey James Memorial Scholarship was awarded to a council staff member and artwork commissioned by a local artist for inclusion in the RAP. Progress was made towards increased Aboriginal employee involvement, stronger community ties, and greater recognition of Aboriginal culture within the organisation.
- We have reviewed the 2018-2021 EEOMP to assess its effectiveness and identify areas for improvement. An initial review of the draft 2023-2026 EEOMP has been conducted to pinpoint potential enhancements. Refining the 2024 EEOMP draft is a crucial step before sharing it with relevant stakeholders, ensuring collaborative efforts to finalise the document. This process underscores our commitment to continuous improvement and stakeholder engagement in develop the future EEOMP.

Rates and Charges Written Off

Local Government Regulation 2021 – cl132

The annual report must include the amount of rates and charges written off during 2023/24.

Details	2023/24
Pensioner Abandonments	
• General	\$674,953
• Water	\$217,331
• Wastewater	\$236,477
• Domestic Waste	\$183,350
Other Abandonments	\$0
Postponed Rates & Interest	\$0
Written off due to hardship	\$0
Total	\$1,312,111

Recovery and Threat Abatement Plans

Fisheries Management Act 1994, s220ZT (2)

Recovery and threat abatement plans – Councils identified in a recovery and threat abatement plan as responsible for implementation of measures included in the plan, must report on actions taken to implement measures as to the state of the environment in its area.

Local councils have partial responsibility for three actions in the Threat Abatement Plan for Removal of Large Woody Debris from NSW Rivers and Streams. These are:

CRA 2: Ensure the development, administration and implementation of legislative and policy frameworks to protect riparian vegetation and maintain future supply of large woody debris. This includes development consents, State Environmental Planning Policies, property vegetation plans, private native forestry codes of practice, native vegetation regulations, integrated forest operations approvals and forest operating procedures.

CRA 3: Review environmental impact assessment processes and procedures used by consent and determining authorities when considering developments or activities that have the potential to impact on large woody debris. Identify anomalies, inconsistencies or deficiencies and modify processes as required.

CRA 4: Identify options to utilise regulatory and voluntary incentive-based mechanisms to protect large woody debris in priority areas known to support threatened species populations or ecological communities and implement as appropriate.

Lismore City Council assessment processes include referral to a staff ecologist to ensure compliance with the Biodiversity Conservation Act and relevant plans under the Fisheries Management Act. An Environment Officer – Flood Recovery Roads & Bridges also reports on riverine projects that may impact the recovery and threat abatement plans. During the reporting period, no development applications involving removal of large woody debris from a river or stream was received. No project work undertaken by Lismore City Council involved removal of large woody debris from waterways.

Special Rate Variation Expenditure (Biodiversity Management)

Councils must report on special rate variation expenditure (granted under s508) in accordance with conditions of any instruments of approval made by the Minister. For the Biodiversity Management SRV, Council is required to report in its annual report:

- the program of expenditure that was actually funded by the Special Variation;
- any significant differences between the Proposed Program and the program of expenditure that was actually funded by the Special Variation and the reasons for those differences; and
- the outcomes achieved as a result of the Special Variation

		Total Income Received (\$): \$557,800			
No.	Details (Program/Project Expenditure as funded by SRV)	Budget (\$)*	Actual (\$)	Difference (\$)	Reason for \$ Difference
1	Cleaning up our own backyard: Planning and processes	\$53,000.00	\$40,750	\$12,249.83	4516 - overcommitted for 22/23 as no budget was set aside for traffic control 4532 - underspend on roadstrike report as budget had to be rolled over for works and invoice that was not received during 22/23
2	Cleaning up our own backyard: Supporting the community	\$37,000.00	\$35,702	\$1,297.95	Preparation of Annual Community Report on BMS implementation not completed - outstanding action
3	Working with rural landholders	\$166,000.00	\$150,780	\$15,219.90	Underspend on field day events due to ongoing flood impacts, and underspend on RLI budget due to project cancellations/scope changes
4	Working in the urban environment	\$165,800.00	\$153,719	\$12,081.42	Flood affected riparian habitat restoration and weed management sites in the Lismore urban area remained inaccessible and received less maintenance than anticipated, projects are ongoing. Reduced capacity of community groups to work on flood impacted sites
5	Koala Plan of Management	\$26,000	\$10,934	\$15,066	Partnership project with FOK was not receipted as a result of project delays, flood impacts and contractor availability.
Total Expenditure		\$447,800	\$391,885	\$55,915	

Strategy Area/Project	No. (SRV area)	Outcome
<p>Identification and inspection of areas of High Conservation Value roadside vegetation and implementation of weed control</p> <ul style="list-style-type: none"> HCV roadside sites were worked as per ongoing maintenance commitments. Six priority sites at Bridge Street, Numulgi Road, Woodlawn Road, Kilgin Road, Nimbin Road and Boerrie Hill were all worked. Bush regeneration undertaken on 2.76ha across the six priority sites consisting of mostly follow-up weed control and maintenance work. 4 new roadside reserve sites were worked including Dorrobbbee Grass reserve at Dunoon, Rogerson Road at Ruthven, Connor Road at Tregagle and Mackie Road at Clunes Primary bush regeneration work was undertaken on 1.78ha across 4 new sites with a total of 38.5 person days worked. 	1	<ul style="list-style-type: none"> Weed control and habitat regeneration undertaken on High Conservation Value roadside vegetation. Improved protection of threatened species and endangered ecological communities on roadsides. Maintenance of safer road corridors Protect and enhance key koala habitat along Kilgin Road. Control of exotic vegetation species contributing to an emerging bell miner colony at Connor Road, Tregagle Collaborated with WWF ARK project to protect and enhance koala habitat at Ruthven reserve
<p>GIS project</p> <ul style="list-style-type: none"> VMP/KMP backlog entered into GIS and Authority checklist. Roadside priority vegetation markers reviewed and re-installed where damaged. Facilitated the use of upgraded technology to import data. Ongoing capture of on-ground project sites into GIS platform Provided general GIS support work to Environmental Strategy programs such as visual presentations, technical advice on submissions, and knowledge transfer. 	1	<ul style="list-style-type: none"> GIS outputted all Private Rural Incentives-based projects, and all current Vegetation Management Plan works zones are available on internal mapping systems as a product
<p>Landcare partnership and support to groups</p> <ul style="list-style-type: none"> Major partnership with Richmond Landcare supporting the delivery of the Urban Landcare Program (ceased October). Annual grants paid out to 10 urban Landcare groups as per Urban Landcare Program. Groups supported include Wilsons River Landcare Inc, Browns Creek Catchment Landcare, Clunes Landcare, Wilson Nature Reserve Landcare, Goonellabah Tucki Creek Landcare Inc, Martin Drive Landcare, South Lismore Duckpond Landcare Inc, Tuntable Creek Landcare Inc, Just St Landcare and Lismore Lake Landcare. Non-financial support provided to a further 2 groups including Banyam Baigham Landcare and Bush Fruits LGBTIQ+ Landcare. Through the Urban Landcare Program support, Landcare groups worked across 10 public land sites, restoring >45ha of native vegetation, planting >20,833 native plants with a survival rate of average of 84% and usually over 95%. Over 211 volunteers contributed >9400 hours. A riparian reach of >3769m was cared for by these groups. The in-kind value of Landcare's contribution is in excess of \$567,220. A very large proportion of these outputs were contributed by Goonellabah Tucki Landcare Group Inc. Additional one-off funding was provided to Goonellabah Tucki Landcare Group Inc in recognition of the scale of their work in the Upper Tucki Creek Reserves. Survey of Landcare groups completed, seeking feedback on delivery of Urban Landcare Program. Feedback strongly positive. Capacity building of Landcarers and professional bush regenerators was supported through provision of 21 sponsored places at the Rainforest Connections Conference (Ballina). 	2 and 3	<ul style="list-style-type: none"> Enhanced capacity of community groups working on biodiversity outcomes. Improved biodiversity and ecological function in key urban reserves. Support the professional development and technical understanding of Landcarers in the Lismore LGA

Strategy Area/Project	No. (SRV area)	Outcome
<p>Biodiversity events and workshops</p> <ul style="list-style-type: none"> Delivered the Urban Wildlife Event- "Birds, Bees, Trees & Weeds" at South Lismore Duck Pond. Engaged several experts to present on important local species conservation and bush regeneration to approx. 50 attendees. Collaborated with the South Lismore Duck Pond Landcare group to deliver the event. Participated in and promoted both the Koala Count and the Aussie Bird Count in September and October 2023 through the Biodiversity Newsletter, reaching over 900 subscribers. Big Scrub Day October 2023 staff presented an information stall promoting the Environmental programs, with audience of approx. 2000. Hosted a "Meditative Walk in Nature" activity at the event in conjunction with Bodhi Tree Monastery to approx. 40 participants. Environmental display and messaging delivered at the 2023 Lismore Show in conjunction with Rous Country Council. Hosted a Landscape Hydration workshop in Goolmangar to 34 local landholders. The workshop included presentations and visits to local sites implementing landscape hydration techniques. ES staff hosted the 'Imagining the Dream Workshop' as part of the RLI program, showcasing a resident's property and the creative land management practices they had implemented. The workshop engaged 20 attendees ES staff hosted the 'Realising the Dream' workshop, inviting 10 industry partners and engaging 25 attendees. The workshop focused on providing landholder support, property plans, and education about available programs. RLI field day, inviting industry partners and local residents to showcase an RLI project. The event engaged 17 attendees. Koala Conversations Event- Staff delivered a Koala Habitat Field Day for rural landholders and restoration practitioners to understand the practical side of koala habitat conservation- how to maintain, improve and restore koala forests in the specific context of the Lismore area. The event engaged 25 attendees. Provided a nature walk for seniors in the Birdwing Butterfly Gully as part of Seniors Week festival, partnering with Goonellabah Tucki Landcare Group (21 attendees) Tree planting with Yamato Takada sister city Japanese exchange students on the banks of the Wilsons River (35 trees, 6 students). Supported the Wilsons River Schools Education and Restoration Project (partnership with Wilsons River Landcare & EnviTE Environment, funded by NSW Environmental Trust) including: <ul style="list-style-type: none"> Lismore National Tree Day at Trinity HS site in July (60 attendees and 1150 riparian plants planted) Schools event with St Carthages (100 Year 6 students, 6 activities with local educators and planting 500 trees in September 2023) Schools event with Richmond River High school (5 Primary industries students- cultural awareness, mentoring, water bug survey, 450 trees planted in September 2023) 	2	<ul style="list-style-type: none"> Strengthened connections between community and environment, and enhanced capacity in the community to support biodiversity outcomes. Promoted citizen science initiatives, gained further knowledge into species movement across the LGA, educating the public on species movements. Promoted nature connection through a local conservation event and engaged community members. Provided ecological messaging and engagement with residents. Educated rural landholders on effective landscape hydration techniques to improve water management and soil health. Strengthened community connections by bringing together local landholders to share experiences, collaborate, and support each other in implementing sustainable techniques. Built skills and knowledge of local residents, offering practical insights and strategies for land management that attendees could apply to their own properties. Encouraged creative and innovative property use ideas and educated residents on improved property management practices. Showcased the benefits of restoration projects in action and improved environmental education within the community. Educated rural landholders and restoration practitioners on practical techniques for maintaining and improving koala habitats and provided attendees with hands-on experience and knowledge to better manage and conserve koala habitats on their own properties. Educating the community by providing practical knowledge and inspiration for property improvement. Building community through connecting residents and fostering collaboration. Fostering LCC's ongoing relationship with Sister City, Yamato Takada and educated the participants on local Environmental initiatives. Fostered the ongoing partnership with local schools to promote environmental education and improve biodiversity outcomes

Strategy Area/Project	No. (SRV area)	Outcome
<p>Coastal Management Program (CMP)</p> <ul style="list-style-type: none"> Council invested in Stage 2 of the Richmond River Estuary Coastal Management Planning process supporting a collaborative study of the vulnerabilities and opportunities in the Richmond River catchment. The CMP is developed through the NSW Coastal Management statutory framework. Engagement in collaborative partnerships programs for the Richmond River (governance arrangements) Engagement in steering committee for the Tuckean Swamp management project 	2	<ul style="list-style-type: none"> Stage 1 SCOPING STUDY provided and used to inform Stage 2. The CMP is a collaborative on going planning process led by Rous County Council. Improved communications and knowledge sharing regarding multiple agencies work on riparian habitat, flood mitigation, and water quality issues
<p>Landholder projects under the Rural Landholder Initiative</p> <ul style="list-style-type: none"> 1 Expressions of Interest process delivered to rural landholders to undertake approx 12 new on ground projects. 58 active projects within the RLI program managed. Bush regeneration undertaken on 59.41ha of native vegetation (incl 23.27 ha of Koala habitat), with 10,766 trees planted (incl 4,726 Koala trees) 7.34 ha of area revegetated with native vegetation (i.e. tree planting) 4.0 km of fencing installed/maintained for habitat protection. 9.1 km of riparian area restored and 8.0km excluded from stock. 	3	<ul style="list-style-type: none"> Strengthened relationships between LCC and rural landholders. Enhanced capacity of rural landholders to maintain and improve the biodiversity values of Lismore's rural lands. Enhanced landscape connectivity and habitat values on privately-owned rural land.
<p>Bush regeneration in urban reserves</p> <ul style="list-style-type: none"> Council's SRV-fund contributed to bush regeneration in urban bushland reserves, with works ongoing on 20 sites totalling 51 ha of urban bushland under active restoration. 780 native plants were planted, with a total of 331 person-days spent on site. Commenced review of Urban Green Corridors Plan. Review the collaborative booklet "My Local Native Garden Guide" 2000 copy reprint funded by external funds. 	4	<ul style="list-style-type: none"> Enhanced landscape connectivity and habitat values. Improved protection of threatened species on Council-managed land.
<p>Bush regeneration in high-value riparian vegetation</p> <ul style="list-style-type: none"> Bush Regeneration in 11 riparian sites completed for 23-24 FY in alignment with Wilsons River Riparian Vegetation Management Plan. Outputs include: <ul style="list-style-type: none"> 9.3Ha assisted natural regeneration including 3Ha Primary works 0.12 Ha revegetation of subtropical rainforest through the planting of 534 flood tolerant riparian trees Wilsons River & Slaters Creek riparian condition improved across 2,981m 97 person days work effort 		<ul style="list-style-type: none"> Improved riparian function and ecosystem services for aquatic environments including water quality. Flood impact amelioration including pollution management and vegetation restoration.
<p>Feel Blue Touch Green program</p> <ul style="list-style-type: none"> Collaborated with 4 Lismore-based community groups to deliver "RiverTime", an event aimed at supporting community resilience through celebration and storytelling about waterway connections and cultural knowledge sharing. 35 participants. Reviewed the content of the Feel Blue Touch Green brochure. Reprint 1000 copies. 	4	<ul style="list-style-type: none"> Strengthened connections between community and environment. Fostered a sense of community and environmental healing post-flood and offered an opportunity to reconnect with the riverine environment. Supporting mental health and well-being as well as biodiversity.

Strategy Area/Project	No. (SRV area)	Outcome
<p>Koala Habitat Restoration</p> <ul style="list-style-type: none"> Council provided a co-contribution to the Friends of Koala Project 'Hanging out at East Coraki - koala resilience and viability in an agricultural landscape', a partnership project with industry co-funded by the Federal Government. This project included on-ground works, landscape and site action planning, koala survey work and health checks, and community engagement activities. One key koala habitat site at North Lismore received 6 person days maintenance (0.5 Ha) 15 koala habitat projects were delivered via the RLI, 5 koala habitat projects were funded under the BMS (Round 9 Yr 2), the remainder funded by NSW DCCEEW. 	5	<ul style="list-style-type: none"> Improved quantity and quality of koala habitat in the floodplains landscape. RLI outcome- Improvement of koala habitat on private lands through assisted regeneration, revegetation and fencing in key priority areas.
<p>Koala population and density survey</p> <ul style="list-style-type: none"> CKPoM area Koala population monitoring survey completed over 75 sites and yielding an 88% habitat occupancy rate and no significant change in koala activity since the previous survey. Report and summary distributed. Supported koala survey work at Blakebrook Quarry. 	5	<ul style="list-style-type: none"> Improved understanding of the presence and density of koalas in this area at the time of the survey.
<p>Contributions to collaborative research into distribution pathways and strategies for koala conservation</p> <ul style="list-style-type: none"> Participation in the Northern Rivers Koala Network and Northern Rivers Regional Koala Partnership Steering Committee, contributing to regional collaborative projects and research including Regional Koala Strategy, Regional Koala Population monitoring Collaboration with NSW DCCEEW Koala Strategy team to support acoustic monitoring across the LGA Contribution to NSW Koala Strategy review Ongoing support of Friends of the Koala, supporting operation of koala hospital and supporting their projects including chlamydia vaccine research. 	5	<ul style="list-style-type: none"> Decision-making and resource allocation for habitat restoration based on high quality information.
<p>Road and Traffic Management for Wildlife</p> <ul style="list-style-type: none"> Maintenance of existing roadstrike mitigation infrastructure including vehicle activated signage for koalas on Wyrallah Road Worked with NSW DCCEEW to capture and analyse koala roadstrike data to assist with adaptive management of current and future wildlife strike zones 		<ul style="list-style-type: none"> Upgrade of vehicle activated signage for koalas on Wyrallah Road to ensure ongoing connection to the 4G network Biolink report - Lismore Local Government Area: impact of roadside signage on koala vehicle strike. This report is being used to help determine the effectiveness of various forms of signage for koala conservation efforts

Remuneration (General Manager)

In accordance with Local Government Regulation 2021 cl217(1)(b), an annual report must include a statement of the total remuneration package of the General Manager during the year that includes the total of the following:

Component	Amount (\$)
Salary	\$290,553
Bonus/Performance/Other payments	\$0
Superannuation	\$33,754
Non-cash benefits	\$16,305
Fringe Benefits Tax payable	\$0
Total Remuneration	\$340,613

Remuneration (Senior Staff)

In accordance with Local Government Regulation 2021 cl217(1)(c), an annual report must include a statement of the total remuneration packages for senior staff members (expressed as the total, not of individual members) during the year that includes the total of the following:

Component	Amount (\$)
Salary	\$736,661
Bonus/Performance/Other payments	\$0
Superannuation	\$84,401
Non-cash benefits	\$906
Fringe Benefits Tax payable	\$233
Total Remuneration	\$822,201

Employee report

Councils must publish a statement of the total number of persons who performed paid work for them on Wednesday 14 February 2024 including, in separate statements, the total number of the following:

Labour Statistics Lismore City Council

Total number of persons who performed paid work	601
Number of persons directly employed by council on a:	
• Permanent Full-time basis	408
• Permanent Part-time basis	94
• Casual basis	83
• Fixed Term/Temporary Contract	69
The number of staff members employed by the council who are "senior staff" for the purposes of the Local Government Act 1993 (the Act)	4
The number of persons engaged by the council, under a contract or other arrangement with the person's employer, that is wholly or principally for the labour of the person, and	39
The number of persons supplied to the council, under a contract or other arrangement with the person's employer, as an apprentice or trainee.	18

Special Rate Variation Expenditure (Business Promotion)

Councils must report on special rate variation expenditure (granted under s508) in accordance with conditions of any instruments of approval made by the Minister. For the Business Promotion SRV, Council is required to report in its annual report:

- the program of expenditure that was actually funded by the Special Variation;
- any significant differences between the Proposed Program and the program of expenditure that was actually funded by the Special Variation and the reasons for those differences; and
- the outcomes achieved as a result of the Special Variation.

Total Income Received (\$):	\$598,143 - including: \$282,600 Lismore SRV fees collected 2023-2024 \$304,300 reserves from previous financial years \$11,200 interest at 3.81% Please note regarding: • SRV fees - due to 2022 flood disaster impacts, Council resolved to suspend collection of SRV from Lismore ratepayers in the 2022-23 year. • Reserves - unexpended funds are due to disruptions including floods and COVID disasters.
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Details (Expenditure as funded by SRV)	Budget (\$)*	Actual (\$)	Diff (\$)	Reason for \$ Difference
Promotion - Businesses and events. Budget included:	\$80,000	\$62,399	\$17,601	Delays to the delivery of the refreshed Visit Lismore website and associated branding, which have extended production times for photoshoots and other branded content for digital marketing and visual materials in CBD.
• Shop local marketing campaigns	\$28,000	\$26,580		
• Christmas marketing and advertising	\$20,000	\$19,483		
• Content creation through CBD photoshoots	\$9,000	\$6,336		
• New Visit Lismore website development (in process)	\$10,000	\$10,000		
• CBD banners and activation materials (postponed).	\$13,000	-		

Details (Expenditure as funded by SRV)	Budget (\$)*	Actual (\$)	Diff (\$)	Reason for \$ Difference
Vibrancy – Activation and Events. Budget included:	\$174,000	\$103,589	\$70,711	Due to 2022 disaster, Christmas activations were delivered in a pop-up location with additional overheads (Santa’s Wonderland) and activated CBD for renewal and recovery. Laneways placemaking project and launch activation postponed to seek further grant funding.
• Christmas activations	\$55,000	\$60,020		
• CBD Event Sponsorship	\$40,000	\$27,473		
• New events and pop-up activities	\$50,000	\$13,362		
• Arts and heritage placemaking	\$9,000	\$2,734		
• Lismore Laneways activation (postponed)	\$20,000	-		
Experience - Placemaking and CBD Improvements. Including:	\$40,000	\$4,441	\$35,589	
• Parklet project	\$5,000	\$4,411		
• CBD lighting project	\$35,000	-		
Support for Businesses and Events. Including:	\$15,000	\$10,000	\$49,483	Business communications materials are in development for 2024/25.
Coordination and Overheads Including:	\$95,200	\$120,021	\$25,796	Budget has been adjusted to reflect actual costs for 2024/25.
• Salaries, oncosts and labour hire	\$95,200	\$120,021		
• Contingency	-	-		
Totals	\$404,000	\$300,420	\$104,080	

Strategy Area/Project	Outcome
Promotion – Businesses and Events	<ul style="list-style-type: none"> New promotional campaigns including Easter Bilby Discovery and Mother’s Day giveaway competitions, with 47 participating stores and hundreds of people entering the activities
	<ul style="list-style-type: none"> Expansion of the ‘Loving Local Gift Card’ program with over 110 participating stores (and counting), new digital card option, and over \$19,000 total value loaded onto more than 300 cards for spending at local businesses between July 2023 and June 2024 (data provided by Why Leave Town platform on which the gift cards operates). Targeted Christmas advertising (TV, Radio, Lismore App), social media, email and Council printed promotions. Lismore business promotions to boost Christmas trade was identified as a critical priority in 2023 Business Renewal Engagement, and effectively aligned with the Back Lismore campaign. Transition underway to merge Council’s @cometotheheart social media channels to @visitlismore account, for more destination and local marketing impact. Visit Lismore engagement up 126% in Facebook and 48% in Instagram, and followers up 2% FB and 5% IG between January-June 2024. Spendmapp transactional data across Lismore CBD showed total local spending in December 2023 of 60.80M, up 6% since December 2022, and approaching to pre-disaster spending of \$63.95M in December 2021. CBD revitalisation through banner promotions, with new seasonal banners across greater CBD promoting a range of local events, organisations, culture, sporting and natural attractions.
Vibrancy – Activation and Events	<ul style="list-style-type: none"> Christmas activations in the CBD were popular and beneficial for the business and broader community, including: <ul style="list-style-type: none"> Santa’s Wonderland pop-up on Woodlark Street throughout December - 1,500+ people, estimated \$107k economic impact. Lismore Delights activations on 16 and 22 December around CBD with live music, entertainment, family and festive activities in public spaces - \$53k estimated economic impact (.id Profile); \$4.95M spending in CBD across two dates, up 19% from \$4.17M on same dates in 2022; \$1.85M visitor spending in CBD across two dates, up 35% from \$1.39M on same dates in 2022. Sponsorship of Christmas events including Carols in the Heart event (3,750+ audiences, estimated \$89k economic benefit); and in-kind support of the Very Merry Markets held at the Quad (promotional, waste and portaloos costs covered which were necessary during reconstruction ongoing at this site). Tree lighting across CBD and Goonellabah. Event activation sponsorship including: <ul style="list-style-type: none"> Flow concert by NORPA - 1,500+ at concert and 150+ at Lismore workshops, estimated \$115k economic impact. LisAmore! - 4,600+ at festival and 100+ at CBD activities, estimated \$283k economic impact. Lismore Lantern Parade daytime activations - estimated \$1,918,998 total economic impact for overall event.

<p>Experience - placemaking initiatives</p>	<ul style="list-style-type: none"> • Parklet relocation to new business 'hosts' • Footpath Activation Pilot evaluation in process • Tree lighting in CBD and Goonellabah delivered.
<p>Support for Businesses and Events</p>	<ul style="list-style-type: none"> • Microgrants are available to help local businesses and organisations trial new ways to collaborate in activating and promoting Lismore. In 2023-4 Microgrants were awarded to new community-led initiatives, including Project Pride, the Tinnie Army Commemorative Mural, NAIDOC Scavenger Hunt. Acquittal highlights to feature in next reporting. • CBD Occupation Audits are held in June and December to help inform local businesses and stakeholders. Growth in occupation rates continues to be recorded since the 2022 disaster, with 76.4% occupation recorded across audited premises in June 2024, up from 73.4% recorded in December 2023. • Renewal and promoting Lismore's strengths is an ongoing priority for the local business community. Along with the September Business Renewal Engagement session, regular meetings with Business Lismore, face-to-face engagement and targeted surveys help our team learn about the vision, opportunities changing needs for our stakeholders.



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