



### We are undertaking a project to consolidate our administration functions into a central location at 2 Biripi Way Taree.

The current administration offices are spread across three buildings in Taree and Forster.

The new head office location will provide space for 350 staff, a customer service centre and Council Chambers and room for growth.

The move to the former Masters building on Biripi Way was resolved by Council in April 2019 after a lengthy process.

We are now in the process of preparing a detailed design and cost plan which will be submitted to Council for review and approval before a commitment is made to start construction.

#### How will the move be paid for?

A strategy to finance the move has been adopted by Council and this clearly sets out how the move will be paid for.

The strategy has been designed so it does not impact on funding for Council's day-to-day operations, or rates.

It identifies funding from three sources:

- Cash reserves - \$7.2 million
- Sale of property assets - \$4.8 million
- Borrowings - \$8 million, with repayments to be funded through the rental income gained from the currently used administration offices in Taree and Forster

We will not be increasing rates to pay for the move and will not be touching any operational funds such as the \$100 million road program and our capital works and maintenance programs.



For a detailed outline of the processes undertaken to date, along with the impacts and benefits, click on "Background Information" at [www.midcoast.nsw.gov.au/headoffice](http://www.midcoast.nsw.gov.au/headoffice)



### Customer service will remain in all locations

We currently serve hundreds of customers over the counter every week, so retaining an on-the-ground presence across the entire region is a priority.

While our administrative functions will move to the head office location, our customer service points will be maintained. This means you can still visit in person to pay your rates, register your pets, lodge a development application, or drop in to make an enquiry - just as you always have.

In Forster, the customer service centre will relocate to the new Civic Precinct in Lake Street once it's completed. Until that time, customer service will continue to operate from its current location in Breese Parade.

In Taree, the customer service centre will relocate to Biripi Way, a short distance across the Martin Bridge.

There will be no change to our customer service centres located at:

- Gloucester, 89 King Street
- Stroud, 6 Church Lane
- Tea Gardens, Myall Street

This project has no impact on our libraries, Visitor Information Centres, MidCoast Assist, our depots and public facilities such as our waste management facilities. All these services will operate as they do now, in their existing locations.