



Delivery Program 2017-2021
Annual Report
as at 30 June 2018

: THEME - OUR COMMUNITY

GOAL - TO LIVE IN A HEALTHY COMMUNITY AND ONE THAT DEMONSTRATES A POSITIVE ATTITUDE

Strategy Code	Strategy	Action Code	Action	Responsible Position	Comment
1	STRATEGY - Support and foster a healthy and progressive community attitude and ownership	1.1	ACTION - Continue to develop relationships with local and regional communities through positive media items and actively encourage positive community interaction through community involvement on committees and volunteering opportunities	General Manager	As at 30 June 2018 - Across the past twelve months, Council has proactively used the media to strengthen the relationship between the community and Council.
1	STRATEGY - Support and foster a healthy and progressive community attitude and ownership	1.2	ACTION - Share resources through cross promotion and sharing of regional events	Communications Officer	As at 30 June 2018 - The tourism staff work collaboratively with neighbouring Councils to include local events and products within regional promotional guides and also actively participate in regional promotions such as Taste Riverina. The new Narrandera Shire Visitor Guide was launched in March 2018 and includes information on surrounding regions.
2	STRATEGY - Support community education on important health and wellbeing matters such as preventative health measures like good eating habits also on other social issues such as domestic violence and drug & alcohol abuse	2.1	ACTION - Continue to advocate for integrated service delivery of programs to the community with a preference for personal contact; however where not possible advocate for an effective remote delivered intervention service. Service delivery to vulnerable groups to be a priority	Community Development (including Library) Manager	As at 30 June 2018 - Following continued advocacy from Council Youth (12-25) Counselling Services began in Narrandera in January 2018. Services for young people with issues assessed as falling into the mild to moderate category are available each Monday in Council's HACC facility. Services for those assessed as having more severe conditions have now also been instituted and have been available since March, 2018. Intereach is now

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					delivering the 'New Access' program developed by Beyond Blue which is a free service for mild to moderate level depression and anxiety sufferers with the service primarily delivered by telephone. A directory of available Mental Health Services for the Community is being compiled. When complete it will be available for viewing and download from Council's website
2	STRATEGY - Support community education on important health and wellbeing matters such as preventative health measures like good eating habits also on other social issues such as domestic violence and drug & alcohol abuse	2.2	ACTION - Continue to support the community gardens project to encourage home gardens and healthy eating	Community Development (including Library) Manager	As at 30 June 2018 - The Narrandera Community Garden was originally a Healthy Communities project which is now run under the auspices of Landcare. The garden continues to be maintained by a group of dedicated volunteers. Council actively shares healthy lifestyle messages with the community through a number of mediums including the Narrandera Library, social media and the distribution of pamphlet style literature provided by appropriate organisations.
2	STRATEGY - Support community education on important health and wellbeing matters such as preventative health measures like good eating habits also on other social issues such as domestic violence and drug & alcohol abuse	2.3	ACTION - Continue to support open access to information through the provision of a vibrant and effective library service	Community Development (including Library) Manager	As at 30 June 2018 - The Narrandera Shire Library continues to promote health and well being by providing access access to a range of resources such as books, magazines, pamphlets and DVD's with information on healthy lifestyles, exercise and healthy eating for the community. Staff also assist community members to access resources and information on line. The library also provides a conduit through which organisations and service providers can share information and resources with the community.
3	STRATEGY - Continue to support mental health	3.1	ACTION - Continue to advocate for additional face to face	Community Development (including Library)	As at 30 June 2018 - Following strong advocacy from Council, Mental Health Counselling

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	services to meet the needs of the community, particularly groups at risk		opportunities; however where not possible advocate for an effective remote delivered intervention service	Manager	Services for young people (aged 12-25) began in Narrandera during January 2018. Headspace provides a counseling service for young people assessed as falling in to the mild to moderate category each Monday in Council's HACC facility. Services for those assessed as having more severe conditions are now also available at the same location. In addition Intereach delivers the 'New Access' program developed by Beyond Blue which is a free service for mild to moderate level depression and anxiety sufferers with the service primarily delivered by telephone. Council is currently compiling a directory of available Mental Health Services for the Community.
4	STRATEGY - Advocate for the provision of programs and services that actively work to support the health and wellbeing of our Aboriginal Community	4.1	ACTION - Attend and contribute to meetings and other interactions with the Interagency Committee and representative Aboriginal bodies within the community	Community Development (including Library) Manager	As at 30 June 2018 - Council continues to maintain representation with community bodies such as the Narrandera Interagency Group and the Narrandera Local Health Advisory Committee and is involved in active consultation with the Murrumbidgee Local Health District. Council is awaiting advice of further developments in the setting up of a new Aboriginal consultative group and looks forward to the opportunity to meet with the that group to consult and discuss issues of relevance to the community.
4	STRATEGY - Advocate for the provision of programs and services that actively work to support the health and wellbeing of our Aboriginal Community	4.2	ACTION - Advocate for and support increased involvement by members of the Aboriginal Community in Council forums and on committees	Community Development (including Library) Manager	As at 30 June 2018 - Council advocates for appropriate service provision for Narrandera from those providers who include Narrandera statistics in their catchment data when applying for funding for their services. When it is formally convened Council looks forward to liaising with

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					the proposed Aboriginal consultation group. It is expected that a positive relationship and open communication between Council and the chosen representative committee will ensure that Council is kept up to date with the ongoing needs of the Narrandera Aboriginal Community. Representation from young Aboriginal people will be actively sought for the Youth Advisory Committee.
5	STRATEGY - Maintain and preferably enhance our current health and emergency services	5.1	ACTION - Strong continued advocacy to relevant authorities and political representatives	General Manager	As at 30 June 2018 - Whilst a number of staff appointments have been made and communication with the area command has improved, Council will need to continue efforts to ensure that resources are available locally. Council has taken the opportunity to provide input into the development of the Murrumbidgee Health Service strategic plan. Crime rates remain low and local health services are of the best quality.
6	STRATEGY - Implementation of the Positive Ageing Strategy	6.1	ACTION - Funding for identified projects and opportunities from the strategy to be included and considered by Council as part of the annual budget process	Community Development (including Library) Manager	As at 30 June 2018 - Council completed the initial funded outcomes from the Positive Aging Strategy with the successful Seniors Expo. A small amount of funding for Seniors Week activities was included in the budget resulting in a range of very popular Seniors Week activities being run throughout the Shire. The document itself is an ongoing plan for consultation and the implementation of best practice with regard to services for the aged and aging within the Narrandera Shire. As such this is a living document that will have long term importance.

GOAL - TO ADVOCATE FOR QUALITY EDUCATIONAL AND CULTURAL OPPORTUNITIES

Strategy Code	Strategy	Action Code	Action	Responsible Position	Comment
10	STRATEGY - Provide effective management support for the Narrandera Arts & Community Centre	10.1	ACTION - Manage and promote the Narrandera Arts & Community Centre through an energised Section 355 Committee	Community Development (including Library) Manager	As at 30 June 2018 - The Narrandera Arts & Community Centre is experiencing regular use for exhibitions thanks to grant funding that will continue through 2018. The centre has also been utilised as a venue for Council hosted regional forums and Council events. Committee members continue to support the Centre through voluntarily manning the door during exhibitions as well as through participation in the Section 355 Committee.
11	STRATEGY - The Narrandera Shire Library is committed to developing partnerships with the Community to promote library services and to maintain and reach new readers	11.1	ACTION - To enhance collections and resources also to promote the mobile library service	Community Development (including Library) Manager	As at 30 June 2018 - Library collections are constantly reviewed and annual usage statistics are used to ascertain the popularity of materials. Materials are regularly assessed for currency, relevance and condition and where necessary items are de-accessioned. Library services including the Mobile Library are regularly promoted using social media, local radio and newspapers. In addition to running a full program of holiday activities staff have recently introduced "Little Lego" an additional weekly activity for children. The use of PC's and WiFi remains high and statistics for Centrelink usage are showing a gradual increase
11	STRATEGY - The Narrandera Shire Library is committed to developing partnerships with the Community to promote library services and to	11.2	ACTION - Continue to make technological resources available to the community	Community Development (including Library) Manager	As at 30 June 2018 - The Library continues to make technological resources available to the community in a number of ways which include the provision of high speed internet (which is now being accessed through NBN), public access to PC's, free Wi-Fi, a broadband for

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	maintain and reach new readers				seniors kiosk and a Centrelink Rural Agency. Access is also provided through NSW.net to a range of free access data bases. Library members also have free access to State Library of NSW online resources with their Narrandera Library Card. Through the South West Zone Consortia a range of E-Audio and E-Book and E-Magazine resources are also available to Library members.
7	STRATEGY - That education options delivered provide the basis for life-long learning skills and that special interest courses and training opportunities are made available	7.1	ACTION - Advocate for the retention and enhancement of our centres of learning in particular the Narrandera campus of TAFE NSW	Economic Development Manager	As at 30 June 2018 - Successful lobbying for the retention of the Narrandera TAFE has resulted in the development of a new Connected Learning Centre where skills will be taught utilising latest digital technology complemented by traditional teaching methods. The skills being taught at the Narrandera TAFE campus will be a strong incentive for business and industry considering Narrandera as a location in which to expand, establish or relocate. Available skills is a key factor in attracting business and industry development in regional areas.
8	STRATEGY - Encourage and promote engagement between the learning institutions within the Shire and Council	8.1	ACTION - Continue to support our educational institutions through the sponsorship of annual academic and leadership awards also participating in activities such as promoting local government as a career option	Human Resources Manager	As at 30 June 2018 - Significant improvements have been seen during this annual reporting period with regard to workforce planning and in particular the goal of 'growing our own'. This goal specifically targets the requirement to engage trainees and apprentices to meet skills and resource gaps that may exist with in the Delivery Program such as information technology and geographical information systems, customer service, works, engineering and design, land use planning, building assessment also governance

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					and finance. Council has hosted a large number of work experience students compared to previous years with the hope this will encourage more applicants to apply for school based apprenticeships in 2019.
9	STRATEGY - Develop a Narrandera Shire Arts Strategy to increase community participation in arts and cultural activities	9.1	ACTION - Promotion of arts and cultural opportunities using available media resources	Community Development (including Library) Manager	As at 30 June 2018 - Through Grant funding acquired by the Western Riverina Arts Board an ongoing program of exhibitions is underway at the Narrandera Arts & Community Centre which will continue through 2018. Further to that program the Narrandera Arts Centre Management Committee is developing a donor prospectus and a plan for the establishment of a Friends of the Arts Centre group and a Volunteers Roll. Currently an Arts Strategy has not been developed but it will be included in the proposed Shire Cultural Plan. All activities at the centre are publicised and promoted using a range of mediums including, print, radio and social media with cross promotion through local organisations such as NACNET and Western Riverina Arts.
9	STRATEGY - Develop a Narrandera Shire Arts Strategy to increase community participation in arts and cultural activities	9.2	ACTION - Develop a Narrandera Shire Cultural Plan	Community Development (including Library) Manager	As at 30 June 2018 - Work on a Cultural Plan for the Narrandera Shire has begun with research currently being undertaken as to the best way to progress the development of the Plan. Once fully underway the Cultural Plan is expected to be completed in 2019.

GOAL - TO LIVE IN AN INCLUSIVE AND TOLERANT COMMUNITY

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12	STRATEGY - Promote volunteering within the community and in particular volunteers with a disability and volunteers from the Aboriginal community to engage and share their gifts and talents	12.1	ACTION - Actively encourage participation from all sectors of the community through Council volunteer programs ensuring that volunteers are recognised for their contribution	Community Development (including Library) Manager	As at 30 June 2018 - Library volunteer numbers remain stable with 7 regular volunteers donating approximately 19 hours of their personal time per week. In addition a group of volunteers assists specifically with the annual Christmas craft extravaganza whilst another group manages volunteer judging of the John O'Brien Schools Writing Competition. A volunteer roster has also been established for each exhibition at The Narrandera Arts Centre. As Parkside Cottage Museum transitions to a Section 355 Committee of Council and many of the current volunteers retire there will be changes to the operations of the museum. As a result Council will be advertising for more volunteers to assist with a range of functions at the museum.
13	STRATEGY - Build relationships with the Aboriginal community	13.1	ACTION - Enhanced and new engagement opportunities	Community Development (including Library) Manager	As at 30 June 2018 - A second round of Aboriginal Cultural Appreciation training was conducted during February 2018 for staff and Councillors who were not able to attend the first round held in late 2017. Following implementation of Council's Flying of Flags Policy the Australian National Flag and the Australian Aboriginal Flag are now being flown daily at the Narrandera Visitor Information Centre. In addition the Australian Aboriginal Flag has been installed alongside the Australian National Flag in a place of prominence within the Council Chamber.

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13	STRATEGY - Build relationships with the Aboriginal community	13.2	ACTION - Develop an appropriate 'Welcome to Country' greeting for Councils website	Community Development (including Library) Manager	As at 30 June 2018 - Work is currently underway on the development of a new website for Narrandera Shire Council. The new website will include an appropriate and approved, 'Welcome to Country' greeting.
13	STRATEGY - Build relationships with the Aboriginal community	13.3	ACTION - Commitment to undertaking cultural appreciation for Councillors and staff	Community Development (including Library) Manager	As at 30 June 2018 - Council continued its commitment to recognise the importance of Aboriginal Cultural Appreciation with a second round of training delivered early 2018, this complimented the 2017 training sessions.
14	STRATEGY - Advocate for the provision of programs and services that actively work to support the health and wellbeing of our Aboriginal Community	14.1	ACTION - Support increased involvement from within the Aboriginal community to form a group with which Council can advocate jointly for additional or enhanced services	Community Development (including Library) Manager	As at 30 June 2018 - The re-established Narrandera Aboriginal Community Party is currently in recess. Council has been advised that a new organisation is being formed and is awaiting advice on its development. Council continues to lobby for the provision of services to the community.
15	STRATEGY - Implementation of the Disability Inclusion Action Plan	15.1	ACTION - Funding for identified projects and opportunities from the strategy to be included and considered by Council as part of the annual budget process	Community Development (including Library) Manager	As at 30 June 2018 - Scoping for funding opportunities for all operations of Council is continual. Quarterly budget updates and follow up on Capital Works projects form part of the reporting schedule. Activities such as Youth Week and Seniors Weeks are acknowledged in the budget. Council also ensures services to the community through the offer of in kind support such as venue provision to agencies like Headspace.

GOAL - TO FEEL CONNECTED AND SAFE

Strategy Code	Strategy	Action Code	Action	Responsible Position	Comment
16	STRATEGY - Encourage the community to initiate the development of innovative and regular events	16.1	ACTION - Actively encourage and support new community events and activities by providing guidance for event organisers on how to host an event; keep up to date the 'How to host a successful event' guide	Marketing and Tourism Team Leader	As at 30 June 2018 - Eighteen event applications were received during the year, with four applications for new events. Narrandera Shire Council registered eight events for Taste Riverina 2017. Staff have offered advice and advocacy in relation to event logistics and marketing opportunities to event organisers. Staff and community members also attended the Destination Riverina Murray 'Event Development Workshop' in Griffith held 2018.
17	STRATEGY - Community groups are supported where possible to remain functional into the future	17.1	ACTION - Encourage community groups and other organisations to source grant funding	Governance & Engagement Manager	As at 30 June 2018 - Council has been very proactive through its media releases and social media campaigns promoting any available community grant funding.
17	STRATEGY - Community groups are supported where possible to remain functional into the future	17.2	ACTION - Make grant information available by various social media platforms	Communications Officer	As at 30 June 2018 - Through out the 2017-2018 reporting year, Council has greatly increased the level of grant information communicated to the community using social media and direct contact through email. The intention is to further increase this level of awareness to the community through monthly electronic newsletters and other Council papers. Council is keen to see an increase in the level of grant applications submitted and successful outcomes for community groups, local businesses and individuals.
18	STRATEGY - Enhanced opportunities for community members to better connect with	18.1	ACTION - Review the existing Section 355 Committee Structures and invite nominations from the community for	Deputy GM Corporate & Community	As at 30 June 2018 - During the 2017-2018 reporting year Council has conducted extensive community consultation to adopt a revised structure of Section 355 and Advisory

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	Council such as participating in one of the Section 355 Committees		appointment		Committees. The terms of reference have been adopted for each of the revised committees and nominations have been called for to form the new Committees at the September 2018 meeting of Council.
19	STRATEGY - Support continued education on road and pedestrian safety inclusive of addressing the specific needs of the disabled, youth and the aged population	19.1	ACTION - Hosting of education programs such as promoting road safety to bike riders, mobility scooter usage and etiquette also child restraint checks	Manager of Projects and Assets	As at 30 June 2018 - The planned Road Safety Officer programs for 2017-2018 were successfully promoted and delivered; including recognising fatigue, bicycle workshop, education for mobility scooters, drink drive plan B, slow down around town and a very successful child restraint check program.
19	STRATEGY - Support continued education on road and pedestrian safety inclusive of addressing the specific needs of the disabled, youth and the aged population	19.2	ACTION - Changes that impact positively on pedestrian safety is reported	Manager of Projects and Assets	As at 30 June 2018 - This reporting year saw the successful completion of the shared cycleway along Adams Street between Douglas Street and Twynam Street (being the western boundary of Marie Bashir Park). Community consultation for the construction of a blister across Yapunyah Street at Barellan resulted in the project being withdrawn due to community concerns about the negative impact the project would have on Barellan businesses with heavy vehicle parking bays relocated.
20	STRATEGY - Provide support and advocacy for a high quality and responsive Police service	20.1	ACTION - Advocate for an enhanced Police presence, at the very least the maintenance of current levels	General Manager	As at 30 June 2018 - The appointment of Inspector Wadsworth during the reporting year is a step forward and an opportunity for Council and the community to engage with the Area Command at a very senior level. Council continues to lobby for changes in the procedures to allow for relief staff to step in and to manage situations when permanent staff are on leave.

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21	STRATEGY - Review street lighting against relevant standards	21.1	ACTION - Determine deficiencies in current street lighting and where grant funding or self-financing is an option address these deficiencies	Manager of Projects and Assets	As at 30 June 2018 - Deficiencies in street lighting is scheduled for review during the 2018-2019 reporting year.

: THEME - OUR ENVIRONMENT

GOAL - TO VALUE, CARE FOR AND PROTECT OUR NATURAL ENVIRONMENT

Strategy Code	Strategy	Action Code	Action	Responsible Position	Comment
22	STRATEGY - Preserve and manage our natural environment and native fauna	22.1	ACTION - Encourage environmental awareness and lead by example	Open Space Recreation Manager	As at 30 June 2018 - The 2018-2019 reporting year has proven to be a later than normal season with warmer temperatures and minimal rainfall leading to a lengthy summer weed control program. Environmental awareness handbooks are being distributed at the same time of rural property inspections. Boxthorn is a Weed of National Significance and there is currently a winter removal program in place following the successful prickly pear control program that was conducted late last reporting year.
23	STRATEGY - Assess rural properties for the presence of priority listed weeds on a rotational basis	23.1	ACTION - Schedule rural property inspections (every property to inspected once across a 5 year cycle) with high risk properties to be inspected annually	Open Space Recreation Manager	As at 30 June 2018 - Across the 2017-2018 reporting year 382 property inspections were carried out with 102 being high risk inspections.
23	STRATEGY - Assess rural properties for the presence of priority listed weeds on a rotational basis	23.2	ACTION - Provide information and advice on weed control and preventative practices to the property owners	Open Space Recreation Manager	As at 30 June 2018 - Media releases have been published quarterly advising of what weeds are currently active and to advise property owners of their responsibilities under the Biosecurity Act, 2015.
24	STRATEGY - Maintain knowledge of noxious weeds	24.1	ACTION - Continue with representation on the Riverina Noxious Weeds Advisory Group and ensure staff training needs	Open Space Recreation Manager	As at 30 June 2018 - The Open Spaces & Recreation Manager is a member of the regional strategic working groups and a number of staff have attended regular meetings throughout the

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			are met		reporting year.
25	STRATEGY - Preserve and promote our local Koala population	25.1	ACTION - Support the activities of the Koala Regeneration Committee	Open Space Recreation Manager	As at 30 June 2018 - During the reporting year Council continued to support activities like the annual Koala Count and also encourages Koala awareness within the community; the Ranger also conducts regular patrols of the Wetlands, the Brewery Flat area and the Narrandera Flora and Fauna Reserve.
25	STRATEGY - Preserve and promote our local Koala population	25.2	ACTION - Schedule regular ranger patrols to areas south of Narrandera where koala colonies are known to exist to monitor and reduce risk of attack by feral animals	Manager Development and Environment	As at 30 June 2018 - Council's Compliance and Ranger staff undertake regular patrols each week to monitor feral animal activity. Traps are set and relocated regularly within problem areas to support the routine patrols.
26	STRATEGY - Ensure that effective communication and partnerships with emergency services agencies and personnel are maintained	26.1	ACTION - Provide support to emergency services in preparing and responding to emergency situations	Manager of Projects and Assets	As at 30 June 2018 - Council staff participated in the bi-annual Emergency Airport Exercise that involved all emergency combat agencies. Council staff are made available to attend the Local Emergency Management Committee meetings.
26	STRATEGY - Ensure that effective communication and partnerships with emergency services agencies and personnel are maintained	26.2	ACTION - Assess potential issues and action preventative measures where possible to ensure optimal outcomes in and emergency situation	Manager of Projects and Assets	As at 30 June 2018 - In October 2017 Emergency Services Agencies successfully participated in the bi-annual Airport Emergency Exercise. A new Emergency Management Plan was adopted by the Local Emergency Management Committee, Council and the District Emergency Management Committee.

GOAL - TO EFFECTIVELY MANAGE AND BEAUTIFY OUR PUBLIC SPACES

Strategy Code	Strategy	Action Code	Action	Responsible Position	Comment
27	STRATEGY - To have up to date and revised plans of management that identify how our community spaces are to be managed and to guide future works programs	27.1	ACTION - Updated plans of management and identify projects and opportunities from the strategy to be included and considered by Council as part of the annual budget process	Open Space Recreation Manager	As at 30 June 2018 - Masterplans and Plans of Management are continually referred to and reviewed each reporting year.
28	STRATEGY - Preserve and manage our signature treescape	28.1	ACTION - Ensure completion of the 2nd generation tree audit with recommendations reported to Council	Open Space Recreation Manager	As at 30 June 2018 - During the reporting all high priority works identified in the 2016 tree audit were completed.
29	STRATEGY - Ensure that vehicular parking needs are met for the community and visitors	29.1	ACTION - Review the Narrandera CBD parking arrangements in conjunction with the proposed upgrade of the Narrandera CBD and develop a plan to respond to parking priorities in association with the CBD master plan	Traffic and Airport Engineer	As at 30 June 2018 - The Narrandera CBD parking study will continue throughout the 2018-2019 reporting year to gather data and to ultimately make recommendations to Council.
29	STRATEGY - Ensure that vehicular parking needs are met for the community and visitors	29.2	ACTION - Consider the reintroduction of timed parking in the CBD	Traffic and Airport Engineer	As at 30 June 2018 - This project will continue throughout the 2018-2019 reporting year as part of the overall Narrandera CBD parking strategy review.
30	STRATEGY - Manage the plantings, signage and aesthetics of our population centre entranceways	30.1	ACTION - As a part of the Narrandera Shire Branding Strategy create concept designs for improving the entrances to our population centres	Open Space Recreation Manager	As at 30 June 2018 - Festive banner poles have been installed at major town entrances. Additional banner poles are currently being fabricated for installation at other areas within the Shire.

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30	STRATEGY - Manage the plantings, signage and aesthetics of our population centre entranceways	30.2	ACTION - Consult with the local population on the concept to invoke ownership and to optimise outcomes	Open Space Recreation Manager	As at 30 June 2018 - Council has installed banner poles at key locations across the Shire that are used to promoted community events. Tree watering has been encouraged in some communities to reduce ongoing costs.

GOAL - TO LIVE IN A COMMUNITY WHERE THERE ARE SUSTAINABLE PRACTICES

Strategy Code	Strategy	Action Code	Action	Responsible Position	Comment
31	STRATEGY - That effective waste management practices including recycling are in place and that litter in general is reduced	31.1	ACTION - Participate in regional approaches to enhanced waste management practices including the Riverina and Murray Regional Waste Management Strategy	Manager Development and Environment	As at 30 June 2018 - Council participates in waste management initiatives at a regional level through the RAMROC Waste Group. The group identifies programs, education measures and seeks funding to improve waste minimisation practices.
31	STRATEGY - That effective waste management practices including recycling are in place and that litter in general is reduced	31.2	ACTION - Implement Narrandera Waste Management Centre Master Plan including reduce, re-use and recycle waste concepts, particularly at Council managed facilities and events	Manager Development and Environment	As at 30 June 2018 - The Master Plan for the Narrandera Landfill is being progressed as resources allow and will include programs to maximise waste diversion from landfill. Waste reduction and recycling initiatives are being progressively implemented throughout Council workplaces. The Community Recycling Centre, established at Narrandera Landfill in partnership with the Environment Protection Authority is fully operational and provides free disposal of common household problem wastes that cannot be collected via Council kerbside waste and recycling collection services. Community use of the Community Recycling Centre has increased during 2018 with the most common products being oil and water based paints, cooking oils,

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					fluorescent tubes, and gas bottles.
32	STRATEGY - Investigate and implement energy efficiency measures where practicable and financially viable into Council's own operations	32.1	ACTION - Finalise the current energy audit of all Council facilities and explore innovative ways to introduce energy efficiency measures also source grant funding if available to install or retrofit facilities	Executive Engineer	As at 30 June 2018 - The General Manger has approved the formation of a 'Green Team' within Council to take ongoing ownership and to focus on identifying ways to reduce energy costs. Ideas and projects such as putting timers on hotwater systems, giving incentives for people to ensure lights/heaters are turned off will help to reduce energy costs.
33	STRATEGY - Ensure community needs relating to long term sustainable water allocations remains at the fore	33.1	ACTION - When required advocate for the maintenance of the status quo or even greater water security for our population centres, farming and industry enterprises	General Manager	As at 30 June 2018 - Council will need to continue to advocate for adequate water allocations as the area falls into drought.
34	STRATEGY - Finalise and implement the Integrated Water Cycle Management Plan (IWCMP)	34.1	ACTION - With consultation introduce trade waste agreements and charges for identified non-residential properties	Water Sewer Engineering Officer	As at 30 June 2018 - Liquid trade waste agreements are being rolled out to be finished by end of 2018 calendar year. It is anticipated that full compliance by property owners will be achieved by 2020.
34	STRATEGY - Finalise and implement the Integrated Water Cycle Management Plan (IWCMP)	34.2	ACTION - Identify community willingness to pay for infrastructure to improve water quality	Water Sewer Engineering Officer	As at 30 June 2018 - The Integrated Water Cycle Management Plan is expected to be completed by the end of 2018 calendar year.
34	STRATEGY - Finalise and implement the Integrated Water Cycle Management Plan (IWCMP)	34.3	ACTION - Identify community willingness to pay for sewerage scheme at Barellan	Water Sewer Engineering Officer	As at 30 June 2018 - The Integrated Water Cycle Management Plan is expected to be completed by the end of 2018 calendar year.

: THEME - OUR ECONOMY

GOAL - TO STRONGLY PROMOTE OUR SHIRE AND TO IMPROVE ITS ATTRACTIVENESS

Strategy Code	Strategy	Action Code	Action	Responsible Position	Comment
44	STRATEGY - Implementation of the Narrandera Shire Branding Strategy	44.1	ACTION - Funding for the strategy and any identified projects and opportunities from the strategy to be included and considered by Council as part of the annual budget process and commit to using the branding on appropriate Council documents	Economic Development Manager	As at 30 June 2018 - Approved branding used on documents and other media forms where possible.
44	STRATEGY - Implementation of the Narrandera Shire Branding Strategy	44.2	ACTION - Within established guidelines encourage local business to use the branding to appropriately promote Narrandera Shire	Economic Development Manager	As at 30 June 2018 - There is ongoing encouragement to local business to use approved branding to support Narrandera Shire.
45	STRATEGY - Promote the liveability of the Shire so to attract a skilled workforce that aligns with local service and industry needs	45.1	ACTION - Maintain a strong approach to promoting the Shire as a place to live and work	Economic Development Officer	As at 30 June 2018 - The 2018-2019 reporting year has seen a number of actions or items created: Lifestyle Insert promoting attributes that support a healthy & happy lifestyle in Narrandera Shire; Facilitated production of an RDA Riverina Country Change video including testimonials from 2 new Narrandera residents; Facebook posts promoting events and attractions; Narrandera residents hosted an afternoon tea for the Pacific Cruise Tourism Train through the Riverina in September;

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					<p>Council in partnership with TravelOz assisted in the filming of a segment on the Riverina;</p> <p>Participated in the NRMA Roadshow at Wagga Wagga promoting the Shire as a day trip for Wagga residents;</p> <p>Seven Narrandera Shire service providers participated in the Taste Riverina Festival which is marketed extensively;</p> <p>New residents packs incorporating the new Lifestyle Insert and a range of material about local attributes are made available to new Shire residents via the Narrandera Visitor Information Centre.</p>
46	STRATEGY - Improve the appearance and attraction of entrances to our population centres to include dynamic branding and interesting signage	46.1	ACTION - Develop conceptual designs in accordance with the Narrandera Shire Branding Strategy and the Narrandera Shire Signage Strategy	Economic Development Manager	As at 30 June 2018 - The use of branding on all signage has been optimised.
46	STRATEGY - Improve the appearance and attraction of entrances to our population centres to include dynamic branding and interesting signage	46.2	ACTION - Replacement of existing signage and improved entrance appearance in consultation with the local communities	Economic Development Manager	As at 30 June 2018 - Expressions of Interest have been sought for the design of new Shire entry signage, redundant signage will be removed during July 2018.
47	STRATEGY - Maintain accurate and consistent roadside signage	47.1	ACTION - Maintain the existing and continue to improve rural addressing signage across this Shire in accordance with the Narrandera Shire Signage Strategy	Governance & Engagement Manager	As of 30 June 2018 - Roadway rural addressing signage is installed when necessary such as the replacement of a sign that has been damaged or illegally removed.

Strategy Code	Strategy	Action Code	Action	Responsible Position	Comment
48	STRATEGY - Support the development and maintenance of appropriate infrastructure within significant recreational destinations including river and forest areas	48.1	ACTION - Support where possible community projects that enhance recreational destinations and take advantage of the unique landscapes of the Shire	Marketing and Tourism Team Leader	As at 30 June 2018 - The Australian Tourism Data Warehouse information for Narrandera Shire is continually updated ensuring that information relevant to the Shire appearing on the websites of Destination NSW and Tourism Australia is accurate. Local events and activities are actively promoted through Council's tourism website also in the 'What's on in Narrandera Shire' monthly newsletter and social media pages.
48	STRATEGY - Support the development and maintenance of appropriate infrastructure within significant recreational destinations including river and forest areas	48.2	ACTION - Liaise with Riverina Murray Destination Network and take up opportunities to increase overnight visitation to the Shire	Marketing and Tourism Team Leader	As at 30 June 2018 - Tourism staff have worked with Destination Riverina Murray on the Destination Management Plan for the region, as well as training opportunities for event organisers and tourism operators.
49	STRATEGY - Encourage and support the protection and restoration of privately owned heritage buildings	49.1	ACTION - Continue to support the engagement of a heritage advisor within the annual budget also continued support of local heritage funding	Manager Development and Environment	As at 30 June 2018 - Council's heritage consultant visits Narrandera Shire monthly and liaises with members of the public as requested. Advice is provided in relation to heritage properties and sympathetic development. Funding for building improvement and refurbishment is available to private owners of heritage properties through a financial grant process. Four projects were completed during the 2017-2018 reporting year through the Local Heritage Fund.

GOAL - TO GROW OUR POPULATION

Strategy Code	Strategy	Action Code	Action	Responsible Position	Comment
50	STRATEGY - Support diverse workplace skills training and education for young people to improve retention through increased work opportunities	50.1	ACTION - Facilitate inclusion of young people into the community through the development and implementation of a Youth Development Plan	Community Development (including Library) Manager	As at 30 June 2018 - Council has advertised for the position of Part Time Youth Development Officer with no success to date. The position description is currently being revised and the scope of the position expanded. The officer appointed will be responsible for establishing a Youth Advisory Committee which will drive the development of the Narrandera Youth Strategy. Once this position is filled work on both the Committee and the strategy will progress. Preliminary research into the establishment of the Youth Advisory Committee and the Youth Strategy has commenced.
51	STRATEGY - Implement strategic measures to facilitate involvement of Youth across the Shire on issues relating to both social and work based issues	51.1	ACTION - Include the employment of a Youth Development Officer within the annual budget of Council to support the development and implementation of a Youth Development Plan and support the Youth Advisory Council	Community Development (including Library) Manager	As at 30 June 2018 - Financial provision for the engagement of a part time Youth Development Officer was made in the 2017-2018 budget and has been carried over with increased scope to the 2018-2019 budget. A small amount of program funding has also been included to assist with the establishment of the Youth Advisory Committee and the Youth Strategy.
52	STRATEGY - Assist and partner with employers to ensure that training and development needs are met locally so that we have a healthy skilled workforce	52.1	ACTION - Support measures by employers, TAFE NSW and other education/training providers to map potential skill deficiencies	Economic Development Manager	As at 30 June 2018 - Ongoing support has been and shall continue to be provided to TAFE NSW and other education/training providers.
52	STRATEGY - Assist and	52.2	ACTION - Advocate for training	Economic Development	As at 30 June 2018 - Contact with TAFE NSW

Strategy Code	Strategy	Action Code	Action	Responsible Position	Comment
	partner with employers to ensure that training and development needs are met locally so that we have a healthy skilled workforce		providers to fill gaps	Manager	has been ongoing to monitor training capabilities, especially with newly introduced Connected Learning facility at the Narrandera campus.
53	STRATEGY - Investing resources in projects and encouraging business opportunities that create long term employment	53.1	ACTION - The Economic Development Strategy provides the framework to encourage, support and facilitate economic development within the Shire, funding for any identified projects and opportunities from the strategy to be included and considered by Council as part of the annual budget process	Economic Development Manager	As at 30 June 2018 - The Economic Development Team continually on the lookout for opportunities that can be taken to address economic Development opportunities in the Shire within the framework of the Economic Development Strategy and more widely in accordance with the Western Riverina Regional Economic Development Strategy.
54	STRATEGY - Seek and encourage affordable and diverse accommodation options - not only for our seniors but to attract new residents	54.1	ACTION - Continue to lobby for the provision of both diverse and affordable housing options with strategic partners and funding bodies	Economic Development Manager	As at 30 June 2018 - The Economic Development Team look to maximise opportunities to lobby relevant politicians for diverse housing solution for Narrandera and the wider region.

GOAL - TO ENCOURAGE NEW BUSINESS AND INDUSTRY THAT CAN BE SUSTAINED

Strategy Code	Strategy	Action Code	Action	Responsible Position	Comment
35	STRATEGY - Implementation of the Economic Development Strategy	35.1	ACTION - Implementation of the Economic Development Strategy	Economic Development Manager	As at 30 June 2018 - A sale has been recently negotiated at the Red Hill Industrial Estate for a block of land to accommodate mini warehouses which are in demand in Narrandera. A further strong enquiry for approximately 9,000 sq mtrs

Strategy Code	Strategy	Action Code	Action	Responsible Position	Comment
35	STRATEGY - Implementation of the Economic Development Strategy	35.2	ACTION - Continue to improve internal systems to demonstrate that Council is 'open for business'	Economic Development Manager	of land is being addressed as at the moment; this enquiry is for a significant processing industry looking to relocate from a capital city. As at 30 June 2018 - The Economic Development Manager has attended all monthly Narrandera Business Group meetings since commencement in January 2018 and has also visited individual businesses to meet with proprietors; these include Anton Barton of Bio Ag; Bill and Heidi Hutchins of Hutchins Bros; Bill Grills from Paterson's Transport. Arrangements current as at 30 June 2018 are to visit Proten poultry farm located west of Narrandera on the Sturt Highway and Grants Sawmilling Co Pty Ltd.
36	STRATEGY - To facilitate and promote development within Narrandera Shire	36.1	ACTION - Up to date policies, procedures and strategic planning documents in accordance with legislation and best practice guidelines	Economic Development Manager	As at 30 June 2018 - The Economic Development Strategy template is utilised as a format against which the monthly activity of the Economic Development Team is reported to the Economic Development Taskforce. All relevant policies, procedures and strategic planning documents are reviewed on an ongoing basis.
37	STRATEGY - Ensure a satisfactory level and range of transport options including road, rail, coach and air services are available	37.1	ACTION - Continue to lobby for the development of rail infrastructure to enable a shift in transport mode from road to rail	Economic Development Manager	As at 30 June 2018 - All stakeholders including politicians and representative of National Trunk Rail, Mr Martin Albrecht is ongoing. This project is supported by Mr David Farley of Narrandera who has met with Mr Albrecht and participated in various meetings with other supporters of the project. Government has announced \$60 million for the upgrade of the Griffith-Junee line to enable greater axle loads and faster speeds for trains leading to greater efficiency of freight train

Strategy Code	Strategy	Action Code	Action	Responsible Position	Comment
					movements through the region. An Agri-Freight Express Project has been included in the Western Riverina Regional Economic Development Strategy.
37	STRATEGY - Ensure a satisfactory level and range of transport options including road, rail, coach and air services are available	37.2	ACTION - Maintain and enhance regular passenger transport modes by air, rail and road	Economic Development Manager	As at 30 June 2018 - There is ongoing monitoring of road, rail and air passenger transport systems to ensure passenger connectivity throughout each reporting year.
38	STRATEGY - Seek and encourage innovative tourism opportunities, develop "win/win" situations and examine how other locations have been reinvigorated	38.1	ACTION - Maintain a strong approach to attracting visitors and new events to Narrandera Shire and seek out unique business and industry opportunities that provide Narrandera Shire with a 'point of difference' or a 'competitive advantage'	Marketing and Tourism Team Leader	As at 30 June 2018 - Confidential discussions have been held with a number of entities relating to conducting business (including new tourism businesses) within the Narrandera Shire.
38	STRATEGY - Seek and encourage innovative tourism opportunities, develop "win/win" situations and examine how other locations have been reinvigorated	38.2	ACTION - Continue to support visitor and tour operators within the Shire through the provision of the Narrandera Visitor Information Centre	Events and Visitor Services Supervisor	As at 30 June 2018 - A total of 18,384 people visited the Narrandera Visitor Information Centre during the reporting period; within the centre there is a full complement of information available for purchase, perusal or download.
38	STRATEGY - Seek and encourage innovative tourism opportunities, develop "win/win" situations and examine how other locations have	38.3	ACTION - Support regional activities that will deliver a clear benefit to Narrandera Shire	Economic Development Manager	As at 30 June 2018 - It is planned to develop new tourism experiences for Narrandera based on nature tourism attributes of the Shire during the next reporting period.

Strategy Code	Strategy	Action Code	Action	Responsible Position	Comment
	been reinvigorated				

GOAL - TO SUPPORT LOCAL BUSINESS AND INDUSTRY TO GROW AND PROSPER

Strategy Code	Strategy	Action Code	Action	Responsible Position	Comment
39	STRATEGY - Work with regional organisations, industry and local businesses to improve the economic environment for Narrandera Shire	39.1	ACTION - Actively participate in regional programs, forums and workshops to ensure that the priorities of Narrandera Shire are recognised within regional plans and other strategies	Economic Development Manager	As at 30 June 2018 - Council continues to be a major contributor in the finalisation of Western Riverina Regional Economic Development Strategy. Council staff also ensure attendance at any programs relevant to current priority activity within the Shire.
40	STRATEGY - Continue to promote and advertise local markets and events that support the sale and use of local produce	40.1	ACTION - Assist where possible with the marketing of local produce and general markets also those businesses described as 'boutique' or 'niche'	Economic Development Manager	As at 30 June 2018 - There is a commitment to ongoing assistance with marketing of local produce and general markets where possible.
40	STRATEGY - Continue to promote and advertise local markets and events that support the sale and use of local produce	40.2	ACTION - Encourage local businesses to use local products as the first preference	Economic Development Officer	As at 30 June 2018 - The Narrandera Business Group (NBG) continues to deliver the \$25,000 'Get Local' Project which was jointly funded during 2016-2017 by NSW Industry and Council. An advertising jingle, reusable shopping bags and promotional mats have been part of that promotion. NBG now has a range of design collateral which can be used on printed and digital media into the future. A service agreement between Council and NBG ensured the delivery of the project into the 2018-2019 reporting year if such time was required by NBG. The Visitor's Centre continues to seek out locally designed and produced product for sale at the Centre. NBG members and non-members are provided

Strategy Code	Strategy	Action Code	Action	Responsible Position	Comment
					with information on any training or grant opportunities available to them to improve the management, sales, marketing or franchising elements of their businesses in order to attract and retain local shoppers and to appeal to visiting shoppers.
41	STRATEGY - Provide encouragement and support to 'shop locally' campaigns	41.1	ACTION - Assist where possible with the creation and evolution of such campaigns	Economic Development Officer	As at 30 June 2018 - The Buy Local - Use Local Project was delivered in partnership with the Narrandera Business Group (NBG) to support local business owners and residents to shop locally, use local services and buy locally produced product. The Economic Development Officer attended NBG meetings for part of the year, and provided the group with a range of collateral developed as part of the project.
42	STRATEGY - Promote the Shire and region through active participation in partnerships with other Councils, regional tourism and industry groups	42.1	ACTION - Actively promote that Narrandera Shire is 'open for business' through various media and forum opportunities	Economic Development Officer	As at 30 June 2018 - The Economic Development team promotes the business interests of Narrandera through participation in the regional communication forums and networks, also by attending Narrandera Business Groups Meetings. The team has produced print, digital and video collateral to promote Narrandera industry and lifestyle. During the reporting year a number of meetings have been held with prospective investors.
43	STRATEGY - Support our agricultural sector to address issues such as water entitlements, changes in Government policy or emergency	43.1	ACTION - Assist where possible on issues that affect our valuable agricultural sector and where necessary actively lobby for policy changes that will benefit the economy of the Shire	General Manager	As at 30 June 2018 - Council continues to lobby strongly on behalf of local industry, major lobbying initiatives during the reporting year include freight both road and rail.

Strategy Code	Strategy	Action Code	Action	Responsible Position	Comment
	declarations				

: THEME - OUR INFRASTRUCTURE

GOAL - TO HAVE AN IMPROVED AND ADEQUATELY MAINTAINED ROAD NETWORK

Strategy Code	Strategy	Action Code	Action	Responsible Position	Comment
55	STRATEGY - Flood proof important strategic access roads to population centres	55.1	ACTION - Continue to lobby Ministers also the NSW Roads and Maritime Services to provide flood proof highways to the population centres of the Shire with Council controlled roadways designed where possible to reduce traffic disruption in times of flooding	Deputy GM Infrastructure	As at 30 June 2018 - Staff have lobbied for improved access to funding at any available opportunity. In June 2018 the Mayor was provided information to assist with discussions he was having with Roads Minister The Hon. Melinda Pavey MP. Strategically Council has input into regional freight strategies and via the Newell Highway Task Force Committee and shall continue to promote this issue.
56	STRATEGY - Commence identified actions from the Roads Review including implementation of an effective road hierarchy	56.1	ACTION - Funding for and any identified projects and opportunities from the strategy to be included and considered by Council as part of the annual budget process	Works Manager	<p>As at 30 June 2018 - the following updates are provided for the reporting period:</p> <ul style="list-style-type: none"> - The study of the useful life of road seal has been completed, the project was 70 % funded from Office of Local Government will assist in financial planning and asset renewal programs for our Shire. - Council completed Level 3 structural assessment of 10 significant bridges, this assessment will assist in future funding application for bridge upgrade or renewal. - Council completed 42 km of road surface re-sheeting and 22 km of seal extension, these renewal and upgrade works will ensure that transport assets will meet current and future needs. - Council finalised its grading program for 2018-2019 which is available from the website of

Strategy Code	Strategy	Action Code	Action	Responsible Position	Comment
57	STRATEGY - Advocate for and implement where necessary road transport networks throughout the Shire for b-double and b-triple roadtrains	57.1	ACTION - Advocate for the upgrade of the Newell Highway to further support heavy haulage	Deputy GM Infrastructure	<p>Council. This program will further improve the maintenance and management of our roadways and by having it available in a digital format will inform the community of upcoming projects.</p> <p>As at 30 June 2018 - Staff attend any Newell Highway Task Force meetings if the meetings are held within our region. Council actively supports the task force in its project for a flood impact assessment along the Newell Highway following the 2016 flooding event. Staff continue to advocate for the upgrade to the road bridge across the main canal located on Irrigation Way as a road train link to the Newell Highway. Submissions are also made under the Fixing Country Roads Program to improve road train access throughout the Shire when appropriate.</p>
57	STRATEGY - Advocate for and implement where necessary road transport networks throughout the Shire for b-double and b-triple roadtrains	57.2	ACTION - Advocate for the upgrade of other key road links	Deputy GM Infrastructure	<p>As at 30 June 2018 - Council has been successful in its efforts to advocate and attract funding for road improvements within the Shire. During the 2017-2018 reporting year Council has undertaken grant funded upgrades to the Barellan Sandy Creek Road under the Heavy Vehicle Safety Productivity Program (HVSPP), undertaken works on the Barellan Railway crossing that was funded as private works to service a new development, completed works on Kolkilbertoo Road under the Fixing Country Roads Program and gained additional funding through the flood restoration grant to repair causeways. Further an application has been made for safety improvements to the Kamarah Road under the HVSPP.</p>

Strategy Code	Strategy	Action Code	Action	Responsible Position	Comment
58	STRATEGY - Advocate for the development of appropriate infrastructure to facilitate community and public transport needs including bus stops	58.1	ACTION - At appropriate forums highlight the need for the enhancement of existing options but also the need for additional public transport options	Deputy GM Infrastructure	As at 30 June 2018 - Council was successful in its application for a feasibility study on the opening of the Narrandera to Tocomwal railway line through the Fixing Country Rail program; the project will be administered by Transport NSW. Council has also been successful in attracting a small grant of \$68,000 for school bus stops throughout the Shire. While the Narrandera to Tocomwal line is not a public transport project and is more freight related, it highlights Councils efforts in addressing transport needs strategically.
59	STRATEGY - Implement and periodically review policies associated with transport infrastructure maintenance	59.1	ACTION - Adhere to the process of regularly reviewing the policies of Council	Deputy GM Infrastructure	As of 31 March 2018 - A policy review schedule is managed by the Corporate and Community Administration Officer with action workflows sent to relevant officers to manage. A number of policies have been reviewed throughout the year and this program will continue each year as policies become due for review.

GOAL - TO IMPROVE, MAINTAIN AND VALUE-ADD TO OUR PUBLIC AND RECREATIONAL INFRASTRUCTURE

Strategy Code	Strategy	Action Code	Action	Responsible Position	Comment
60	STRATEGY - Redevelopment of the Narrandera Visitor Information Centre	60.1	ACTION - Redevelopment of the Narrandera Visitor Information Centre	Marketing and Tourism Team Leader	As at 30 June 2018 - An expression of interest was submitted to Create NSW under its Regional Cultural Program for funds to construct a Cultural Centre which would accommodate the Narrandera Visitor Information Centre. The expression of interest did not progress to the application stage however staff will look for other funding opportunities for this project.

Strategy Code	Strategy	Action Code	Action	Responsible Position	Comment
61	STRATEGY - Plan for the long term management and sustainability of the Lake Talbot Swimming Pool and Barellan War Memorial Swimming Pool	61.1	ACTION - Develop and implement a Master Plan for the Lake Talbot Pool complex that is affordable and in consultation with the community	Manager of Projects and Assets	As at 30 June 2018 - Stronger County Community Funding applications were submitted for the construction of a new change room on the pool level and the replacement of the blue slide with the inclusion of an exit flume. Council have also committed funds in the 2018-2019 capital works program for the construction of a disability access ramp. An Expression of Interest was submitted as part of the Regional Sports Infrastructure Program to access funds to construct Stage 1 & 2 activities of the Masterplan excluding the disability access ramp, pool side change rooms and replacement of blue slide that are the focus of separate funding.
61	STRATEGY - Plan for the long term management and sustainability of the Lake Talbot Swimming Pool and Barellan War Memorial Swimming Pool	61.2	ACTION - Source grant funding to help facilitate works at both swimming facilities	Manager of Projects and Assets	As at 30 June 2018 - Council is now awaiting on the results from the funding submissions for the Stronger Country Community Funding also the Expression of Interest for the Regional Sports Infrastructure Program.
62	STRATEGY - Review all recreational facilities assessing current levels of use and potential future need; including exposure to damage by graffiti and vandalism	62.1	ACTION - Through service reviews progressively review the current recreational facilities to establish appropriate service levels	Open Space Recreation Manager	As at 30 June 2018 - Council continually reviews all recreational facilities using Council's booking system to establish services levels and budget for potential upgrades.
62	STRATEGY - Review all recreational facilities assessing current levels of use and potential future	62.2	ACTION - Consider the installation of CCTV or a monitored alarm system to reduce repair costs	Open Space Recreation Manager	As at 30 June 2018 - Council continually assesses security issues at all public facilities and have installed security systems in areas of concern.

Strategy Code	Strategy	Action Code	Action	Responsible Position	Comment
62	need; including exposure to damage by graffiti and vandalism STRATEGY - Review all recreational facilities assessing current levels of use and potential future need; including exposure to damage by graffiti and vandalism	62.3	ACTION - Where possible design or retrofit Council infrastructure with graffiti and vandal proof materials	Open Space Recreation Manager	As at 30 June 2018 - Council has a graffiti policy in place and register all graffiti matters.
63	STRATEGY - Monitor and implement Council asset management plans and conduct regular asset inspections on identified infrastructure assets	63.1	ACTION - Managers are to progressively inspect assets under their control	Manager of Projects and Assets	As at 30 June 2018 - The first stage of the implementation of the Asset Management System is scheduled to be completed by 30 June 2018. Transport assets are set to be the initial assets to be inspected using the new system during the 2018-2019 reporting year.
63	STRATEGY - Monitor and implement Council asset management plans and conduct regular asset inspections on identified infrastructure assets	63.2	ACTION - Review and update building management plans as required	Manager of Projects and Assets	As at 30 June 2018 - An Asbestos Management Plan was implemented during the reporting year 2017-2018 that resulted in the inspection of all Council buildings; staff are currently working through the action plan.
64	STRATEGY - Undertake a strategic review of the Narrandera-Leeton Airport	64.1	ACTION - Review the Narrandera – Leeton Airport Strategic Plan	Deputy GM Infrastructure	As at 30 June 2018 - Council's expression of interest to host the QANTAS flight Training School was not accepted. Council will now support neighbouring regional airports that may be successful in attracting this facility as it will strengthen the regional economy to have this facility in the Riverina.
64	STRATEGY - Undertake a	64.2	ACTION - Progressively review	Deputy GM Infrastructure	As at 30 June 2018 - The strategic Review of the

Strategy Code	Strategy	Action Code	Action	Responsible Position	Comment
	strategic review of the Narrandera-Leeton Airport		the current facility in line with current and potential opportunities		Narrandera Leeton Airport was not progressed during the 2017-2018 reporting year with resources focused on other strategic items like development of the Regional Economic Development Strategy. Opportunities associated with the QANTAS flight training school were fully explored as are opportunities for commercial freight operators with leads being actively pursued.
64	STRATEGY - Undertake a strategic review of the Narrandera-Leeton Airport	64.3	ACTION - Maintain and enhance the appearance and amenity of the facility	Deputy GM Infrastructure	As at 30 June 2018 - Regular maintenance of the facility such as day to mowing is undertaken when scheduled or necessary; other works such as painting and improvements are implemented over a period of time according to budget allocations. Recent major projects include upgrade the runway lighting and lighting of the general aviation parking area; the public car park has also been re-sealed.

GOAL - TO IMPROVE AND ENHANCE OUR WATER AND SEWER NETWORKS

Strategy Code	Strategy	Action Code	Action	Responsible Position	Comment
65	STRATEGY - Ongoing review of the Asset Management Plan to upgrade and maintain the sewerage infrastructure	65.1	ACTION - Complete the Integrated Water Cycle Management Plan (IWCMP) and develop a plan that will ensure the continuance and enhancement of the current sewer system and treatment of effluent at Narrandera	Water Sewer Engineering Officer	As at 30 June 2018 - The Integrated Water Cycle Management strategy is expected to be completed by the end of the 2018 calendar year.

Strategy Code	Strategy	Action Code	Action	Responsible Position	Comment
65	STRATEGY - Ongoing review of the Asset Management Plan to upgrade and maintain the sewerage infrastructure	65.2	ACTION - Examine options for effluent disposal in other population centres	Water Sewer Engineering Officer	As at 30 June 2018 - The Integrated Water Cycle Management strategy is expected to be completed by the end of the 2018 calendar year.
66	STRATEGY - Ongoing review of the Asset Management Plan to upgrade and maintain the water supply infrastructure	66.1	ACTION - Complete IWCMP and develop a plan that will ensure the continuance and enhancement of the current water reticulation network at Narrandera	Water Sewer Engineering Officer	As at 30 June 2018 - The Asset Management plan is to be updated as part of Integrated Water Cycle Management strategy.
67	STRATEGY - Continue to develop and implement the North Narrandera Town Drainage Scheme and update the Narrandera Stormwater Management Plan	67.1	ACTION - Develop a plan that will ensure appropriate management of stormwater at Narrandera also examine options for stormwater collection and disposal at other population centres such as Barellan village	Executive Engineer	As at 30 June 2018 - By modelling catchments Council can assess the impacts of proposed works prior to construction; this will assist council to identify the best options for stormwater management.
68	STRATEGY - Improve the quality and taste of Narrandera water	68.1	ACTION - Maintain drinking water standards through regular testing, industry best practices and NSW Health requirements	Water Sewer Engineering Officer	As at 30 June 2018 - Water testing results are now stored in an electronic database for comparative purposes when necessary. The annual review of Drinking Water Management Plan is to be completed by the end of July 2018.
68	STRATEGY - Improve the quality and taste of Narrandera water	68.2	ACTION - Determine community willingness to pay for water treatment facility upgrades in accordance with the Integrated Cycle Water Management Plan	Water Sewer Engineering Officer	As at 30 June 2018 - The Integrated Water Cycle Management Plan is still being finalised with completion expected by the end of 2018.

GOAL - TO HAVE A SAY WHEN PLANNING FOR NEW FACILITIES OR REFURBISHING EXISTING FACILITIES

Strategy Code	Strategy	Action Code	Action	Responsible Position	Comment
69	STRATEGY - Projects managed through the Project Management & Control module are to include a Community Engagement Plan so that all stakeholders are given an opportunity to be consulted	69.1	ACTION - Adhere to the requirements of the Community Engagement Policy and engage with the community using the appropriate communication type	Deputy GM Infrastructure	As at 30 June 2018 - Council has as part of its project planning process a requirement for all projects to be managed in accordance with the Community Engagement Plan. Recent community consultation has taken place on various projects including the Lake Talbot Swimming Pool Master Plan, the proposed Marie Bashir Park performance stage, the Barellan Sportsground change rooms and lighting and Marie Bashir Park skate park upgrade. Further consultation was undertaken as part of the Stronger Country Communities Grant round 2 projects.
70	STRATEGY - Continue to develop and extend the shared walking/bike path network	70.1	ACTION - Look to add to and enhance the existing bike path infrastructure consulting with the community	Manager of Projects and Assets	As at 30 June 2018 - The 2018-2019 Capital Works program includes the next stage of the cycle way project identified in the five year schedule of works for 2018-2019 to 2022-2023 within the Pedestrian Access and Mobility Plan and Cycle way program. This project will see the cycle way extended along the Douglas Street frontage of Marie Bashir Park. The 2017-2018 reporting period saw Council complete the extension of the cycle way along the Adams Street frontage of Marie Bashir Park and created a link to the skate park.
70	STRATEGY - Continue to develop and extend the shared walking/bike path network	70.2	ACTION - Actively seek available grant funding	Manager of Projects and Assets	As at 30 June 2018 - Staff within the Infrastructure team continually seek to identify financial grant opportunities to develop and extend the current walking/bike path network. Cycleway projects are included in the 5 year

Strategy Code	Strategy	Action Code	Action	Responsible Position	Comment
71	STRATEGY - Continue to keep the community connected through Narrandera Shire PAMP projects	71.1	ACTION - Look to provide connectivity also install concrete footpaths that service both foot traffic and mobility devices along feeder streets to the CBD of population centres in consultation with both able bodies and disabled members of the community	Manager of Projects and Assets	<p>project planner and are also included for funding consideration to the NSW Roads & Maritime Safety annually under the walking communities program.</p> <p>As at 30 June 2018 - A five year Pedestrian Access and Mobility Plan for footpath and cycleway infrastructure has been completed and was adopted by Council; the 2017-2018 projects have now been completed. Funding applications for the 2018-2019 footpath and cycleway projects have been submitted to the NSW Roads & Maritime Service for review and hopefully funding, these proposed works have been included into the 2018-2019 capital works program.</p>
71	STRATEGY - Continue to keep the community connected through Narrandera Shire PAMP projects	71.2	ACTION - Look to provide connectivity between the blocks the length of East Street, Narrandera with crossings and refuges in consultation with both able bodied and disabled members of the community	Manager of Projects and Assets	<p>As at 30 June 2018 - The Narrandera Business Centre Master Plan contains detailed designs also preferred staging options for financial grant funding opportunities. An application has been submitted under the Building Better Regional Fund to fund stage 1 of the project. A grant submission under the Stronger Country Community Funding will also be considered to construct the Bolton Street section of the Master Plan.</p>

: THEME - OUR CIVIC LEADERSHIP

GOAL - TO HAVE A COUNCIL THAT DEMONSTRATES EFFECTIVE MANAGEMENT CONSISTENTLY

Strategy Code	Strategy	Action Code	Action	Responsible Position	Comment
72	STRATEGY - Be accountable and transparent	72.1	ACTION - Adopt good governance and ethical behaviours	General Manager	As at 30 June 2018 - All staff and Councillors have now received training in Code of Conduct and good governance; training in Cultural Awareness across the entire organisation has been completed.
73	STRATEGY - Fair and equitable representation of the community	73.1	ACTION - Engage with the community to understand needs and expectations	General Manager	As at 30 June 2018 - Council has made good use of traditional and social media and has held a number of listening posts to gauge community issues. The establishment of Youth and Aboriginal liaison groups will be a key focus for the 2018-2019 reporting year.
74	STRATEGY - Maintain a strong relationship between government and community	74.1	ACTION - Open, transparent and informed decision making	General Manager	As at 30 June 2018 - During the reporting year the Mayor, General Manager and Councillors held a number of meetings with Ministers, local politicians and Members of the both Federal and State agencies. Included in these meetings have been representatives both Federal and State services that administer road funding, health, police and policy matters.
75	STRATEGY - Ensure Fit for the Future Strategies are implemented to allow Narrandera Shire to continue to remain a standalone Council	75.1	ACTION - Fit for the Future Improvement Plan measures are included with the annual budget deliberations of Council	General Manager	As at 30 June 2018 - Further refinement of the Council's 'Fit For The Future' strategy has been undertaken during the reporting year. Long term financial plans are under review and have been developed and adapted to ensure the ratios can be achieved. Service level reviews continue with

Strategy Code	Strategy	Action Code	Action	Responsible Position	Comment
					the cemeteries and plant and equipment reviews a focus area for the next reporting year. The Integrated Water Cycle Management Plan covering water and sewerage services has commenced and should be finalised by the end of the 2018 calendar year.
76	STRATEGY - Ensure Council is a role model for a safe and accessible place of employment for staff and contractors	76.1	ACTION - Completion of all WHS documentation prior to the commencement of a project and sign off by the WHS officer or project manager	Human Resources Manager	As at 30 June 2018 - A number of significant processes have been implemented in the past 12 months to improve WHS documentation related to Council projects. These have included the implementation of the 'take 5 ' booklets and the review of all JSA's which are the foundation documents of all projects. Training has been provided to all relevant staff on record keeping and risk assessments. An audit process has also been implemented to further monitor and improve project documentation. Further improvements are expected as an outcome of the audit process.
77	STRATEGY - Implement the Workforce Management Plan 2017-2021	77.1	ACTION - Make amendments where necessary to the Plan and have adopted by Council to ensure Council has the skills and capabilities to deliver the Community Strategic Plan and the Delivery Program	Human Resources Manager	As at 30 June 2018 - After reviewing, rewriting and aligning Council's Workforce Strategic Plan 2017-2021; also the Equal Employment Opportunity and Diversity Plan 2017-2021, these plans remain a living document that are in constant use by the Human Resources Team.
78	STRATEGY - Ensure that Council staff are supported with access to appropriate training and professional development	78.1	ACTION - Support the development of mentoring relationships between experienced and young workers	Human Resources Manager	As at 30 June 2018 - The reporting period has seen improvement in the level of support provided to staff through a number of processes. A draft career path plan has also been developed. Staff are supported by the provision of contractors to support and mentor. Staff have

Strategy Code	Strategy	Action Code	Action	Responsible Position	Comment
78	STRATEGY - Ensure that Council staff are supported with access to appropriate training and professional development	78.2	ACTION - Annual staff training plan developed and implemented in line with the Workforce Management Plan	Human Resources Manager	<p>been selected for supervisory roles and supported by job shadowing, intensive training and development plans that include ongoing mentoring.</p> <p>As at 30 June 2018 - The current reporting period has seen a number of organisational training programs offered to staff including; finalisation of cultural awareness training, MAGIQ refresher training, Workplace Health and Safety and 'Take 5' training, customer service training, procurement training and manual handling training.</p>
79	STRATEGY - Council to manage risk by undertaking appropriate assessments	79.1	ACTION - Implementation of an Enterprise Risk Management Plan that includes the methods and processes to be used to manage risks and seize opportunities to achieve the objectives	General Manager	<p>As at 30 June 2018 - During the reporting year the Enterprise Risk Management Plan has been developed and adopted. Its implementation is ongoing with a focus on staff safety and corporate risks as identified by the Auditor General.</p>

GOAL - TO HAVE A PROGRESSIVE COUNCIL THAT COMMUNICATES AND ENGAGES WELL WITH ALL OF THE COMMUNITY AND IS A ROLE MODEL FOR INCLUSIVITY

Strategy Code	Strategy	Action Code	Action	Responsible Position	Comment
80	STRATEGY - Advocate for appropriate representation of the needs of the Community to State and Federal governments and other stakeholder bodies	80.1	ACTION - Proactive engagement at appropriate forums and continued political lobbying with our partners	General Manager	<p>As at 30 June 2018 - Advocacy focus for the reporting year to 30 June has been on health and policing; opportunities have also been taken to make submissions on telecommunications and road funding.</p>

Strategy Code	Strategy	Action Code	Action	Responsible Position	Comment
81	STRATEGY - Maintain a strong voice in regional groups such as RAMROC, Destination NSW also the proposed Murrumbidgee Joint Organisation and provide feedback to the community	81.1	ACTION - Participation in regional initiatives including advocacy and shared services	General Manager	As at 30 June 2018 - Following a series of meetings in which Council led the discussions on Joint Organisations; Narrandera Shire Council has resolved to become a member of the Riverina and Murray Joint Organisation (RAMJO).
82	STRATEGY - Develop processes that ensure appropriate language is used throughout Council communication	82.1	ACTION - Provide training to identified staff on techniques to write simpler plain English reports	Human Resources Manager	As at 30 June 2018 - Within this reporting period two levels of report writing have been organised for staff; one concentrated on complex report writing and was attended by executive and senior managers; the other course was offered to any staff that are required to write communication of a standard nature.
83	STRATEGY - Continue to improve the appearance, usability and content of the Narrandera Shire Council website ensuring its currency	83.1	ACTION - Work toward providing information and services in a non-discriminatory manner to comply with the Web content accessibility guidelines also continue to schedule regular reviews of the website with responsible officers to verify content accuracy and that hyperlinks remain active	Information Technology Manager	As at 30 June 2018 - The Communications Officer is currently finalising the quotation paperwork and is planning to start seeking expressions of interest to develop a new Council website shortly. The website content is being reviewed on the current website and the Communications Officer is randomly checking content as time allows.
84	STRATEGY - Support and foster a healthy and progressive community attitude and ownership	84.1	ACTION - Review recruitment and other policies to reflect inclusivity of persons with a disability with emphasis that the best person for the position is to be employed or engaged	Human Resources Manager	As at 30 June 2018 - During the reporting year a number of strategic policies relating to human resources have been reviewed and it is recognised that where possible persons with a disability are to be considered.

GOAL - TO HAVE A COMMUNITY AND A COUNCIL THAT WORKS COLLABORATIVELY WITH HARMONY, RESPECT AND UNDERSTANDING

Strategy Code	Strategy	Action Code	Action	Responsible Position	Comment
85	STRATEGY - Develop and implement a Council procurement policy that outlines appropriate recognition of local businesses and contractors within procurement processes; being mindful of NSW State Government policy in relation to open and transparent purchasing and best value for money outcomes for ratepayers	85.1	ACTION - Through the local business group or other means explain the policy and ways that local providers can work better with Council	Governance & Engagement Manager	As at 30 June 2018 - The Procurement Policy is scheduled for review with a report to be submitted to Council in due course.
86	STRATEGY - Support and foster a healthy and progressive community attitude and ownership	86.1	ACTION - Provide regular updates to the community regarding about projects and decisions	Communications Officer	As at 30 June 2018 - The reporting year has seen a large increase in communication between Council and the Community. Council distributes a bi-monthly Council Newsletter detailing events, projects, scheduled works also Council meeting outcomes and a message from the Mayor or General Manager. Council continues to distribute the monthly Council meeting agenda before each meeting with the Minutes published shortly after on Council's website. After every Council meeting the Mayor and General Manager are interviewed by the community radio to discuss matters arising from the meeting and to advise of new plans and projects. Advertisements are placed in the local newspaper to inform the

Strategy Code	Strategy	Action Code	Action	Responsible Position	Comment
					community about upcoming projects. Council continues to issue media releases covering ongoing issues, upcoming events and various other announcements. Council's Facebook page constantly engages the community, posting regular informative updates of which the Community are able to follow, share and comment.
86	STRATEGY - Support and foster a healthy and progressive community attitude and ownership	86.2	ACTION - Review the Community Engagement Policy to ensure relevant stakeholder groups are identified for each project	Communications Officer	As at 30 June 2018 - The Community Engagement Plan is currently under review, in correlation with the Community Engagement Policy and Community Engagement Procedure.
86	STRATEGY - Support and foster a healthy and progressive community attitude and ownership	86.3	ACTION - Develop and implement an external communications plan	Communications Officer	As at 30 June 2018 - The External Communications Plan as adopted in March of 2017 expired at 30 June 2018 and is currently under review. Once reviewed, the plan will continue to alignment with the Narrandera Shire Council Strategic Plan and use the themes to ensure Council focuses on the community priorities and messages. The External Communications Plan will include the goals, objectives and benefits gained from implementing the plan, various communication tools and channels available to Council and an overview of the target audience. The Plan will contain specific communication deliverables and actions for completion and continuation to enhance Council's communication with the community.
86	STRATEGY - Support and foster a healthy and progressive community	86.4	ACTION - Welcome comments and submissions from the community about projects and	Communications Officer	As at 30 June 2018 - Council continues to receive strong feedback from the community using a variety of platforms including Facebook,

Strategy Code	Strategy	Action Code	Action	Responsible Position	Comment
	attitude and ownership		decisions		public surveys, direct letters, listening posts and face to face meetings. Each platform caters to particular groups of the community to ensure that all members of the public are able to communicate their opinion and to feel heard by Council. It also enables the community to have an open dialogue with Council regarding any issues in the Shire. The reporting period has seen an increase of engagement through Facebook, opening further dialogue between Council and Community on current topics.

