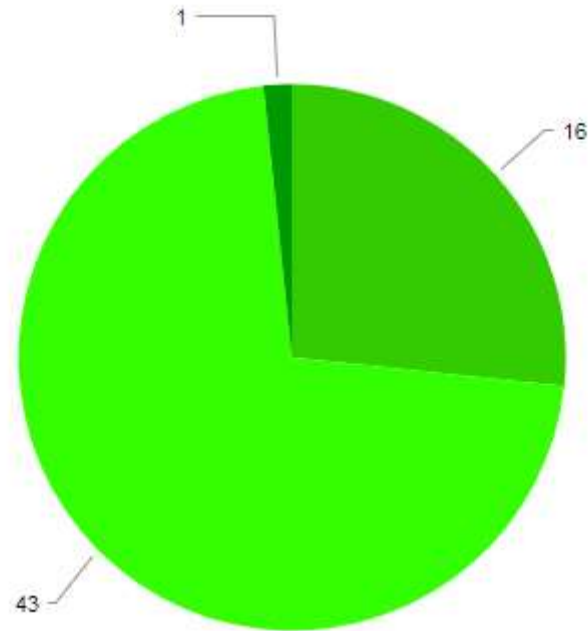




2018-2022 Delivery Program
Quarterly Delivery Program Review
Quarter 2 of the 2018-2019 reporting year as at
31 December 2018

Action status snapshot as at 31 December 2018



- 43 actions or 71.67% are progressing;
- 16 actions or 26.66% have an ongoing commitment;
- 1 action or 1.67% has been completed.

THEME 1 - OUR COMMUNITY

STRATEGY 1 - TO LIVE IN AN INCLUSIVE, TOLERANT AND HEALTHY COMMUNITY WHICH DEMONSTRATES A POSITIVE ATTITUDE

ACTION	Measured By	Performance Target	Comments	Responsible Officer Position	Status	Progress
<p>ACTION 1 - Develop relationships with both local and regional communities fostering a healthy and community attitude</p>	<p>The number of items broadcast for each reporting period with cumulative totals combined along with available web page and Facebook statistics. In 2020 the community survey will measure success since the 2016 survey.</p>	<p>Regular media items broadcast to the community.</p>	<p>As at 31 December 2018 - At the end of the reporting period Council published 24 media releases for public information; for the month of October there were 5 releases, November there were 6 releases and during December there were September 12 releases.</p> <p>Council's website continues to be a growing point of reference with the media releases landing page viewed 142 times with the website having 14,379 page views in total.</p> <p>Social media interaction is increasing with Council's Facebook page publishing 200 items including media releases, general activities, general photos as well as the sharing of information and providing urgent notifications to the community. The 200 Facebook posts have engaged</p>	<p>Communications Officer</p>	<p>Ongoing commitment</p>	<p>100%</p>

ACTION	Measured By	Performance Target	Comments	Responsible Officer Position	Status	Progress
			with 18,795 unique users with comments, post likes and posts being shared.			
ACTION 1 - Develop relationships with both local and regional communities fostering a healthy and community attitude	Details of engagement opportunities for each reporting period with cumulative totals.	Number of formal Councillor and Senior Staff engagement opportunities.	<p>As at 31 December 2018 - Council has organised and participated in various activities and events during the reporting period to engage with the community. The Economic Development Team hosted two Small Business Month events being Narrandera Activated and Narrandera Connected in partnership with TAFE NSW Narrandera Campus. Council together with Totem Skating held a fun filled activity day for the reopening of the Narrandera Skate Park.</p> <p>Councillor and constituent meetings are held monthly and on a rotational basis, during the reporting period 10 one-on-one meetings were held with members of the community.</p>	Communications Officer	Ongoing commitment	50%
ACTION 1 - Develop relationships with both local and regional communities fostering a healthy and community	Proactive committees with meetings conducted as per terms of reference and held as scheduled.	Proactive S.355 Committees with the monitoring of outcomes achieved and compliance with the Local Government Act,	As at 31 December 2018 - Committees have now conducted their initial meetings and elected Chairpersons; the development of Operational Plans and budgets to align to outcomes contained within the Community Strategic Plan has	Deputy GM Corporate & Community	Progressing	75%

ACTION	Measured By	Performance Target	Comments	Responsible Officer Position	Status	Progress
attitude	Minutes of Committees made available to Council and the community.	1993.	commenced and will be included within the 2019-2020 budget and the Council Operational Plan deliberations.			
ACTION 2 - Continue with strategic advocacy for the delivery of integrated health and wellbeing programs	Details of advocacy efforts during the reporting period and outcomes.	Details of the number of meetings held and details of outcomes from these meetings.	As at 31 December 2018 - The General manager attended meetings with Murrumbidgee Health lobbying for accessible health services. The General Manager also attended health forum discussions at the Local Government NSW State Conference which has paved the way for the establishment of a health alliance in the Council area and the completion of petitions & letters advocating on behalf of rural medicine	General Manager	Progressing	50%
ACTION 3 - Continue positive interactions with the Narrandera Interagency also the Aboriginal representative bodies within the community	Number of meetings attended and outcomes from the meetings.	Where possible attend meetings with the outcome being stronger links for inclusiveness in service planning and delivery.	As at 31 December 2018 - All meetings of the Interagency Group are co-ordinated by the Community Development Library Manager (CDLM) with reminders and agendas forwarded to group members; the CDLM also circulates information from and to the group via an e-mail list. The CDLM along with Cr Lewis attended a 'Yarn Up' held at Narrandera TAFE campus which was co-ordinated through the Narrandera Aboriginal Community and the AMP 18 project which is being jointly run by Charles	Community Development (including Library) Manager	Ongoing commitment	45%

ACTION	Measured By	Performance Target	Comments	Responsible Officer Position	Status	Progress
			Sturt University as an outreach project for Masters students. Further meetings are being organised for 2019.			
ACTION 4 - Implementation and monitoring of the Positive Aging Strategy & Disability Inclusion Action Plan	Details of progressive achievements measured against the relevant plan.	Documented achievements arising from both the Positive Aging Strategy and the Disability Inclusion Action Plan.	As at 31 December 2018 - Council continues to lobby for increased and improved services for our aged and disabled residents to Murrumbidgee Local Health District through the Narrandera Local Health Advisory Committee. Although grant funding was not received for Seniors Week 2019, Council has co-ordinated a program of activities for Seniors Week to be held during February 2019. The program co-ordinated by the Community Development and Library Manager will include a series of Tech Savvy Seniors classes held at the Narrandera Library as an outcome of the Positive Aging Strategy.	Community Development (including Library) Manager	Ongoing commitment	55%
ACTION 5 - Transport options are available to identified members of the community	The number of clients provided with community transport during the reporting period.	Details of the number of clients utilising the service and cumulative totals categorised as Aged, Transport Disadvantaged and Aboriginal.	As at 31 December 2018 - The Narrandera-Leeton Community Transport service provided a total of 7,663 trips to residents of Narrandera and Leeton Shires; of those trips 4,342 were provided to residents aged 65 years and over or 50 years and over for Aboriginal and Torres Strait Islanders through the Commonwealth Home Support Programs. A total of 2,385 trips were provided to residents	Community Transport and Home Support Manager	Progressing	25%

ACTION	Measured By	Performance Target	Comments	Responsible Officer Position	Status	Progress
			<p>who are transport disadvantaged, the remainder of the trips were delivered to either National Disability Insurance Scheme clients, allied health services, non-emergency health related transport or through taxi vouchers and other brokerage agreements. A total of 1,150 trips were delivered to residents who identify as Aboriginal or Torres Strait Islander.</p>			
<p>ACTION 6 - Information about community services that are accessible within the Shire to be broadcast through various means</p>	<p>The currency and accuracy of information available to the community also the number of website page hits and Facebook page likes.</p>	<p>Current information delivered through traditional print material and also Council social media opportunities.</p>	<p>As at 31 December 2018 - the Narrandera Shire Council Facebook page posted one item which contained information about Community Transport and Home Support services; this item providing information to clients about the introduction of a new automated phone service to be launched by the service early 2019. The post received 5 shares and 4 likes.</p>	<p>Community Transport and Home Support Manager</p>	<p>Progressing</p>	<p>25%</p>
<p>ACTION 7 - Where possible ensure socially disadvantaged members of the community have access to or are advised of how services can reduce their isolation</p>	<p>The number of persons that have been assisted with social support during the reporting period who may have been referred through the My Aged Care portal</p>	<p>Through other activities of Council such as Ageing, Disability and Home Care identify members of the community where social isolation may be an issue.</p>	<p>As at 31 December 2018 - Narrandera-Leeton Social Support provided 1,063 hours of Social Support and 78 hours of respite to 60 individual clients under the Commonwealth Home Support Programs (CHSP) during the reporting period. Most referrals were received through the My Aged Care portal with one client funded through the NDIS;</p>	<p>Community Transport and Home Support Manager</p>	<p>Progressing</p>	<p>25%</p>

ACTION	Measured By	Performance Target	Comments	Responsible Officer Position	Status	Progress
	or NDIS planners.		activities range from in home visits with clients, lunch or coffee outings, assistance in the running of errands and social bus trips.			

STRATEGY 2 - TO ADVOCATE FOR QUALITY EDUCATIONAL AND CULTURAL OPPORTUNITIES

ACTION	Measured By	Performance Target	Comments	Responsible Officer Position	Status	Progress
ACTION 1 - Continued strategic advocacy for strengthening of the Narrandera centres of learning	When required details of advocacy efforts.	Outcomes of advocacy efforts for Narrandera TAFE as well as early childhood centres to secondary schools.	As at 31 December 2018 - The Mayor, Councillors and General Manager attended the opening of the Connected Learning Centre and also attended the Narrandera Business connected forum. Following these meetings the General Manager has twice met separately twice with representatives from TAFE NSW to progress the delivery of courses at the Narrandera campus.	General Manager	Progressing	50%
ACTION 2 - Develop a Narrandera Shire Cultural Plan to increase community participation in the Arts and cultural activities	Details of events held at the centre including type of event and attendance statistics.	Increased usage and patronage of the Narrandera Arts and Community Centre.	As at 31 December 2018 - Action on the Narrandera Shire Cultural Plan is ongoing, examination of available plans from other Local Government Authorities and organisations with an emphasis on those from areas with similar characteristics is being undertaken prior to the establishment of a basic framework. Once a framework and consultation plan have been established, community consultation will begin during 2019.	Community Development (including Library) Manager	Progressing	25%
ACTION 2 - Develop a Narrandera Shire Cultural Plan to increase community participation in the	Regular review of strategies and target groups in response to event statistics.	Events that cater for a wide spectrum of the community, making the Arts accessible and increasing	As at 31 December 2018 - While the Cultural Plan is being developed actions to increase community participation in the Arts have already commenced. The Activating Narrandera Arts Centre program, funded through Western	Community Development (including Library) Manager	Progressing	25%

ACTION	Measured By	Performance Target	Comments	Responsible Officer Position	Status	Progress
Arts and cultural activities		community involvement.	Riverina Arts, has seen a range of exhibitions, performances and projections delivered at the Narrandera Arts Centre over the past 2 years with the final exhibition planned for the first half of 2019. These events have provided the community with the opportunity to participate in a wide range of arts and cultural activities. Future plans include touring the Murru Aboriginal Art exhibition from the Griffith Regional Gallery to Narrandera in the first quarter of 2019. The Arts and Cultural 355 Committee has now been established uniting the interests of the Arts and Community Centre and the Parkside Cottage Museum along with the skills and experience of organisations such as NACNET and the Western Riverina Arts Board and other interested individuals from the community.			

STRATEGY 3 - TO FEEL CONNECTED AND SAFE

ACTION	Measured By	Performance Target	Comments	Responsible Officer Position	Status	Progress
ACTION 1 - Strategic advocacy for an enhanced	Number of advocacy interactions and	Details on the number of advocacy meetings held with	As at 31 December 2018 - The Mayor and General Manager continue to raise the issue of local policing with the local	General Manager	Progressing	50%

ACTION	Measured By	Performance Target	Comments	Responsible Officer Position	Status	Progress
Police presence, at the very least the maintenance of current levels	outcomes.	decision makers.	State Member for Cootamundra also at the Regional Command level.			
ACTION 2 - Maintain and enhance the current network of CCTV cameras in key locations	Number of cameras within current network and a timeline for upgrade and/or the installation of new cameras; also ongoing statistical information on how many times the footage has been requested for viewing by NSW Police.	Maintain current CCTV cameras in working order and plan for enhancements so to assist the Police and the local community to discourage crime and anti-social behaviour.	As at 31 December 2018 - The Manager of Information Technology has a comprehensive specification of each CCTV camera within the network with the Manager currently working on prioritising the replacement schedule. During the reporting period only one formal request for the release of footage was received and this was by the NSW Police.	Information Technology Manager	Ongoing commitment	30%

THEME 2 - OUR ENVIRONMENT

STRATEGY 1 - TO VALUE, CARE FOR AND PROTECT OUR NATURAL ENVIRONMENT

ACTION	Measured By	Performance Target	Comments	Responsible Officer Position	Status	Progress
ACTION 1 - Encourage and promote environmental awareness	Project delivery and works programs result in minimal environmental harm.	Council's key environmentally sensitive areas are managed to ensure those areas are protected and enhanced.	As at 31 December 2018 - Narrandera Shire Council was successful in obtaining a grant under the Roadside Reserves Environment grant program enabling a wide cross section of staff to be trained in roadside environment awareness in particular environments most at risk. The next phase is the development of strategic plans and a flow chart on how to carry out on-ground assessment of reserves and the implementation of management actions.	Deputy GM Infrastructure	Progressing	50%
ACTION 1 - Encourage and promote environmental awareness	Statistical information on the number of inspections performed also a summary of the inspections results – are we being effective, are we achieving control.	Update on targeted 300 property inspections across the Shire for noxious weeds.	As at 31 December 2018 - During the reporting period 47 property inspections were completed with no general biosecurity directions issued.	Open Space Recreation Manager	Progressing	65%
ACTION 1 - Encourage and promote	Works finalised against the schedule of works,	Update on programs for works originating from the 2nd	As at 31 December 2018 - the following works have occurred within the Open Space and Recreation Team	Open Space Recreation Manager	Progressing	80%

ACTION	Measured By	Performance Target	Comments	Responsible Officer Position	Status	Progress
environmental awareness	<p>progressive and comparative</p> <p>statistical data on trees removed, trees replaced and new plantings.</p>	<p>generation Tree Audit with the aim to do the utmost to preserve and maintain our signature treescape.</p>	<p>during the reporting period:</p> <ul style="list-style-type: none"> - 4 trees were removed due to significant factors such as deterioration and the potential for harm; - no additional tree work packages have been completed due to budget constraints and changing priorities during the very dry weather; - additional watering has commenced to increase the frequency of watering of replacement trees planted up to 4 years ago; - 184 trees replanted as part of the 2018 replacement program; - water irrigation system installed along part of Irrigation Way, Narrandera to provide for automated tree watering. 			
ACTION 1 - Encourage and promote environmental awareness	Strategies and plans to preserve a unique feature of our native fauna.	Update on preservation measures to protect our unique koala population.	As at 31 December 2018 - The requirements contained within State Environmental Planning Policy No. 44 - Koala Habitat Protection requires an assessment for the presence of Koala vegetation prior to development approval. Council continues to provide support the Koala Regeneration Committee.	Open Space Recreation Manager	Progressing	50%

STRATEGY 2 - TO EFFECTIVELY MANAGE AND BEAUTIFY OUR PUBLIC SPACES

ACTION	Measured By	Performance Target	Comments	Responsible Officer Position	Status	Progress
ACTION 1 - Focus on the Narrandera CBD Masterplan	Achieving project milestones.	Finalise design concepts, costings and identify funding opportunities for the Narrandera CBD upgrade.	As at 31 December 2018 - Council was unsuccessful with its application under the Stronger Country Communities Fund Round 2 to commence Stage 1 activities to reconstruct Bolton Street as per the adopted Master plan Design. Council is planning to commence reconstruction of Bolton Street using Narrandera Business Centre Master Plan funding reserves.	Manager of Projects and Assets	Progressing	70%
ACTION 1 - Focus on the Narrandera CBD Masterplan	Spaces where the needs of the community as a whole are considered.	The needs of all members of the community are considered within designs such as pedestrian access, disabled parking and loading zones.	As at 31 December 2018 - The construction and fit out of the Barellan change room complex at the Barellan Sportsground is progressing, At Marie Bashir Park at Narrandera, 3 new family friendly barbeque areas have been constructed and work has significantly progressed with the basketball pit also at Marie Bashir Park.	Open Space Recreation Manager	Progressing	80%
ACTION 2 - Develop a small parks strategy	Accessible parks that provide for local play, passive recreation, general open space and urban beautification within easy access	The needs of the community for parks and recreation opportunities are met through a hierarchy of parks.	As at 31 December 2018 - At Marie Bashir Park, Narrandera construction of a walking/jogging track surrounding the sporting oval has been completed. Refurbishment and extensions to the skate park at Marie Bashir Park have been completed as has an adjoining family barbeque area. Works on the Basketball Pit is nearing completion with	Open Space Recreation Manager	Progressing	80%

ACTION	Measured By	Performance Target	Comments	Responsible Officer Position	Status	Progress
	of residents and visitors.		painting of the surface to take place late February 2019 when the weather is more appropriate.			

STRATEGY 3 - TO LIVE IN A COMMUNITY WHERE THERE ARE SUSTAINABLE PRACTICES

ACTION	Measured By	Performance Target	Comments	Responsible Officer Position	Status	Progress
ACTION 1 - Consider and where possible implement sustainable environmental practices	Progress of the Masterplan also statistical data on the tonnage of waste diverted from landfill by recycling and other waste diversion methods. Lobbying efforts for and promotion of a container deposit scheme facility for Narrandera.	Develop a Waste Management Masterplan to minimise waste to landfill and promoting recycling and resource recovery.	As at 31 December 2018 - The landfill audit is scheduled to occur during 2019, audit outcomes will help to determine priority actions identified within the Masterplan. The community use of the community recycling centre at the entrance to the facility continued to increase during the reporting period. The Economic Development Team continues to investigate potential locations and operators to progress a container deposit scheme (CDS) facility within the Shire.	Manager Development and Environment	Progressing	10%
ACTION 1 - Consider and where possible implement sustainable environmental practices	Actions taken by Council to reduce its environmental footprint such as quantifiable billing trends.	Council continues to implement energy saving infrastructure at its facilities to reduce costs and CO2 emissions where economically viable.	As at 31 December 2018 - Council continues to track power usage and generation as well as bill accuracy. For this reporting period Council's solar system has produced over 25 Megawatt of power per hour reducing the equivalent of 22 tonnes of carbon gas emissions; this equates to an estimated saving of \$6,320 in electricity costs. Council is currently looking for areas to expand its solar footprint.	Executive Engineer	Progressing	50%
ACTION 1 - Consider and where possible implement	Council managed parks and reserves to be watered with	Initiate projects to water community parks and reserves	As at 31 December 2018 - Locations recently connected and using the Narrandera reuse water include the	Open Space Recreation Manager	Progressing	80%

ACTION	Measured By	Performance Target	Comments	Responsible Officer Position	Status	Progress
sustainable environmental practices	re-use or untreated water rather than potable water.	with re-use or untreated water rather than potable water.	Narrandera Cemetery (lawn cemeteries only), Henry Mathieson Oval and Marie Bashir Park Oval. Automated watering systems have been installed along parts of Victoria Avenue adjacent to the Narrandera Sports Stadium and the Narrandera Sportsground. A pending irrigation project is Hankinson Park which will be funded as part of Round 2 of the Stronger Country Communities Fund.			

THEME 3 - OUR ECONOMY

STRATEGY 1 - TO ENCOURAGE NEW BUSINESS AND INDUSTRY THAT CAN BE SUSTAINED ALSO SUPPORT LOCAL BUSINESS AND INDUSTRY TO GROW AND PROSPER

ACTION	Measured By	Performance Target	Comments	Responsible Officer Position	Status	Progress
ACTION 1 - Continued delivery of actions contained within the Economic Development Strategy	Information to Council and the community on efforts to encourage new business and industry but also support existing enterprises.	Report on actions and outcomes contained within the Economic Development Strategy (EDS).	As at 31 December 2018 - Monthly reports continue to be provided to the Economic Development Taskforce Committee against the template of Council's Economic Development Strategy. October 2018 was Small Business Month with activities widely communicated through traditional media and social media opportunities; also there was a Drought Assistance Initiative promoted at 4 locations across this Shire with 18 people counselled by expert business advisers, Narrandera Activated was launched with 30 people attending also Narrandera Connected occurred with 50 people attending. All of these activities were successfully conducted within a budget of \$5,000 provided by the NSW Department of Industry.	Economic Development Manager	Progressing	65%
ACTION 1 - Continued delivery of actions contained within the Economic Development	Attend Narrandera Business Group Meetings; facilitate guest speakers at Business Group	Support and nurture existing businesses – EDS 3.2	As at 31 December 2018 - During the reporting period there were regular attendances at meetings of the Narrandera Business Group also facilitated road closure arrangements	Economic Development Manager	Progressing	65%

ACTION	Measured By	Performance Target	Comments	Responsible Officer Position	Status	Progress
Strategy	functions; provide information, advice and leverage opportunities for information sharing.		<p>for the 2018 Christmas Fair. October 2018 was Small Business Month and activities included Narrandera Activated, a small business forum with guest presenter Ms Marguerite Bell, principal retail consultant from Retail Life - 30 people attended this event with 50 people attending the Narrandera Connected event.</p> <p>All Small Business Month activities including the Drought Assistance initiative conducted within \$5,000 budget.</p> <p>The activities within this reporting quarter focussed on the wide spectrum and diversity of business types in Narrandera Shire and were designed to inform, assist and promote business opportunity in the Shire.</p>			
ACTION 1 - Continued delivery of actions contained within the Economic Development Strategy	Facilitate an industry specific forum to inform landholders and investors of opportunities in the Shire for the pig and chicken industry.	Strengthen and grow key sectors; explore new development opportunities for processing and value-adding opportunities also use of waste products – EDS 3.3.	As at 31 December 2018 - Mr David Farley, an agri -business sector expert, is currently following up on business leads from attendees at the recent pig forum. At this stage it is not possible to facilitate a poultry forum as principal industry leader, Baiada are unable to support the conduct of a forum at this time; this will be followed up during 2019.	Economic Development Manager	Progressing	55%

ACTION	Measured By	Performance Target	Comments	Responsible Officer Position	Status	Progress
			A number of private enquiries about establishing sheds for chicken fattening were referred to a local real estate agent for land availability.			
ACTION 1 - Continued delivery of actions contained within the Economic Development Strategy	Review sales policy for Council owned land in the Industrial Estate to address incentives for developers; enhance appearance of the Estate with signage, flags and landscaping including 'gateway' treatment.	Facilitate further development of the Red Hill Industrial Estate – EDS 4.2.	<p>As at 31 December 2018 - In the previous reporting period there was been a partial review of Policy ES270 (Sale of Industrial Land Policy) to ensure that competitive arrangements were in place for licensed agents wishing to represent Council through open listing agreements for the sale of industrial land at the Red Hill Estate.</p> <p>Appearance of the Estate has been enhanced through placement of a large sale board with a locality plan and legend placed at the entrance to the Estate as well as individual for sale signs on available blocks; new tree plantings and verge mowing has also been undertaken. Entrance flag poles will also be installed as gateway treatment in due course. Incentives for developers will be considered as the next step to developing the Estate.</p>	Economic Development Manager	Progressing	70%

STRATEGY 2 - POPULATION GROWTH, RETENTION AND IDENTIFY NEEDS FOR OUR YOUTH

ACTION	Measured By	Performance Target	Comments	Responsible Officer Position	Status	Progress
ACTION 1 - Strategic advocacy to support population retention with particular focus on the youth of our Shire	Youth projects and engagement opportunities.	Report on the outcomes achieved by the Youth Development Officer.	As at 31 December 2018 - Preparation for Youth Week 2019 has begun with the confirmation that Totem will return to host their very successful Skate School at the newly expanded and improved Narrandera Skate Park. The search for a part time Youth Development Officer unsuccessful to date has now been expanded to become a Community Liaison Officer position which will be offered with increased hours and at a higher graded salary. Following further consultation with the community it is expected that the successful applicant will be acting in this role during the first quarter of 2019. Draft documentation for the Youth Advisory Council has been completed and an interim implementation group has been selected so that the project can move forward.	Community Development (including Library) Manager	Progressing	35%
ACTION 2 - Strategic advocacy for diverse housing options	Enhanced accommodation options that may be made available to members of the community.	When opportunities arise advocate for accommodation options that align with our population demographics.	As at 31 December 2018 - Following consultation with service providers and an examination of funding, Council has been advised that a Narrandera based Women's Refuge would not be feasible. Refuge services are currently in place within	Community Development (including Library) Manager	Ongoing commitment	10%

ACTION	Measured By	Performance Target	Comments	Responsible Officer Position	Status	Progress
			<p>the region and assistance with emergency crisis accommodation is provided through the Linking Communities Network. Flexible housing solutions are currently under discussion due to the potential influx of labour during the construction phase of the proposed solar farms within the Shire.</p>			

THEME 4 - OUR INFRASTRUCTURE

STRATEGY 1 - TO HAVE AN IMPROVED AND ADEQUATELY MAINTAINED ROAD NETWORK

ACTION	Measured By	Performance Target	Comments	Responsible Officer Position	Status	Progress
ACTION 1 - Through advocacy seek funding commitments for identified roadway projects and strategies	Advocacy efforts and the reporting of successful outcomes using a timeline.	Secure funding from each of the transport strategy funding streams.	As at 31 December 2018 - Projects for funding application for the 2019-2021 year have been completed and will be reported to the February 2019 meeting of Council. A funding application valued at \$650,000 was made to the State Government prior to the end of December 2018 for the upgrade of the Cowabbie Creek crossing. Council is currently in the process of developing a funding deed for \$ 1.3 million dollars with the NSW Government to upgrade the Colinroobie Road. Council is also working with the Federal government to commence a \$434,000 project at Kamarah.	Works Manager	Progressing	60%
ACTION 2 - Road assets are managed in accordance with the road service review and asset management plans	Strategic mapping of reseal, re-sheeting or grading works made available to the community also details of works undertaken during the reporting period.	The road service review and asset management plans are to be consulted when planning for works.	As at 31 December 2018 - All operational and strategic activities for transport infrastructure management has been directed towards the adopted Road Service Review recommendations such as: - A well developed maintenance grading program that is communicated to the community through Council's website and	Works Manager	Progressing	70%

ACTION	Measured By	Performance Target	Comments	Responsible Officer Position	Status	Progress
			<p>executed according to the relevant plans;</p> <ul style="list-style-type: none"> - Working with the roadside shoulder and table drain maintenance program; - Finalising works to achieve an initial milestone of "Making roads serviceable during wet weather events". After successfully achieving this milestone staff will work towards reducing the surface roughness with continued exploration for better gravel material; - Twenty kilometres (20 Km) of Otta Seal is proposed to be installed during the 2018/2019 financial year with almost 10 Km completed by the end of December 2018. 			
ACTION 3 - Maintain the condition rating of the road network across the Shire in accordance with agreed service levels	A complete and reliable asset management plan.	Maintain the road network in accordance with adopted levels of service.	As at 31 December 2018 - Council staff have just completed a project of checking gravel depth of entire unsealed road network, once all analysis results are received Council will be in position to develop a 4 years re-sheeting program. Following on from the successful completion of "Investigation of seal life" project, a robust tool has been developed to assess the condition of sealed road	Works Manager	Progressing	20%

ACTION	Measured By	Performance Target	Comments	Responsible Officer Position	Status	Progress
			<p>network into the future. The tool which was trialed for development of reseal program for 2018/2019 reseal program, will be extensively used to perform condition assessment of entire sealed road network. This work will enable staff to develop a four years resealing program.</p>			

STRATEGY 2 - TO IMPROVE, MAINTAIN AND VALUE-ADD TO OUR ESSENTIAL PUBLIC AND RECREATIONAL INFRASTRUCTURE

ACTION	Measured By	Performance Target	Comments	Responsible Officer Position	Status	Progress
ACTION 1 - Plan and source funding for redevelopment of or the construction of key facilities and infrastructure	Availability of accurate and relevant data for all classes of assets.	Implementation of an asset management system.	As at 31 December 2018 - Staff are continually looking for opportunities to apply for Grant funding on facility and infrastructure assets that have been identified in Councils Delivery Program. Council has submitted applications for grant funding on a variety of State and Commonwealth programs with mixed results. Council has been successful in gaining access to grant funding up to \$1 Million dollars under the Drought Communities Program and are developing an application for submissions. Council was also successful in being invited to submit a detailed application under the Regional Growth Environmental Trust for the Playground on the Murrumbidgee application which is due 4 February 2019.	Manager of Projects and Assets	Ongoing commitment	60%
ACTION 1 - Plan and source funding for redevelopment of or the construction of key facilities and infrastructure	Completion of projects identified within projected timeframe and budget.	Preparation of future plans for the renewal or replacement of assets.	As at 31 December 2018 - All funded infrastructure projects have been scheduling for commencement and resourcing. Stakeholders meet fortnightly to review and update all project action plans which is chaired by the Deputy General Manager	Manager of Projects and Assets	Progressing	50%

ACTION	Measured By	Performance Target	Comments	Responsible Officer Position	Status	Progress
			Infrastructure. The quarterly budget review and monthly capital works program updates are actioned to inform progress of all projects. The Project Management control software is updated to provide all stakeholders of the high level of progress for each activity.			
ACTION 1 - Plan and source funding for redevelopment of or the construction of key facilities and infrastructure	Details of applications submitted and the outcome.	Funding opportunities to replace key facilities and infrastructure.	As at 31 December 2018 - Grant funding applications for the Narrandera Town Water Treatment Plant, the west Narrandera Sewer Extension and the Barellan Sewer project are being developed and are planned to be submitted prior to December 2019.	Water Sewer Engineering Officer	Progressing	15%
ACTION 2 - Continuation and monitoring of the Integrated Water Cycle Management Plan (IWCMP).	Reporting of milestones achieved within the IWCMP.	Implement IWCMP; report on direct actions derived from the IWCMP with relevant timeline and Key Performance Indicators.	As at 31 December 2018 - The project reference group for the Integrated Water Cycle Management Plan has been formed and an issues paper has been compiled.	Water Sewer Engineering Officer	Progressing	40%
ACTION 3 - An ongoing program of capital works for both water and sewer operations of Council	Progress of proposed works followed by the completion of projects within budget and effectiveness	Ongoing 10 year Capital Works Program within funding.	As at 31 December 2018 - A 10 year capital works program is on target.	Water Sewer Engineering Officer	Progressing	40%

ACTION	Measured By	Performance Target	Comments	Responsible Officer Position	Status	Progress
	measured by a timeline.					

THEME 5 - OUR CIVIC LEADERSHIP

STRATEGY 1 - TO HAVE A COUNCIL THAT DEMONSTRATES EFFECTIVE MANAGEMENT CONSISTENTLY, ALSO A COUNCIL THAT COMMUNICATES AND ENGAGES WELL WITH THE COMMUNITY AND WORKS COLLABORATIVELY

ACTION	Measured By	Performance Target	Comments	Responsible Officer Position	Status	Progress
ACTION 1 - Accountable, transparent and ensure open communication between the community and Council	Delivery Program update report submitted to Council and community during September, December, March and June annually on outcomes achieved.	Continued three monthly reporting on measureables contained within the Delivery Program.	As at 31 December 2018 - The reporting on measurables on a three monthly basis continues, at a future Senior Management Team meeting the need for better reporting on what has actually been achieved and current performance compared to say the same reporting period 12 months ago will be explained as a prelude to better performance reporting.	Governance & Engagement Manager	Progressing	90%
ACTION 1 - Accountable, transparent and ensure open communication between the community and Council	Scheduled for early 2020 and will inform Council of the views of the community against industry benchmarks.	Undertake a second Community Survey early 2020.	As at 31 December 2018 - Preliminary 2020 Community Survey tasks have commenced by looking at other community surveys to ascertain what new questions can be introduced into the survey.	Governance & Engagement Manager	Progressing	5%
ACTION 1 - Accountable, transparent and ensure open communication between the community and	Outcomes promised by Council in its Fit for the Future Improvement Plan.	Report on Fit for the Future strategies.	As at 31 December 2018 - Council's audited general purpose financial statements as at 30 June 2018 indicate that Council has surpassed the NSW Local Government industry indicators for all financial benchmarks in both the Consolidated	Deputy GM Corporate & Community	Progressing	70%

ACTION	Measured By	Performance Target	Comments	Responsible Officer Position	Status	Progress
Council			and General Fund with the exception of the Own Source Operating Revenue Ratio. The consolidated ratio of 55% is below the benchmark of 60%, however the ratio was impacted by Council achieving additional State Government Grants during the year reducing the ratio of own source funds to total operating revenue.			
ACTION 1 - Accountable, transparent and ensure open communication between the community and Council	Amendments to the Customer Service Charter to be made by 31 December 2018 also review the Customer Request System reporting to ensure requests are being dealt with as per the Charter and determine ways to gauge if the customer is happy with the outcome.	Update the Customer Service Charter to include reference to AS/NZS 1002:2014 'Guidelines for complaint management in organisations'.	As at 31 December 2018 - Originating from the Executive Leadership Team, the Customer Service Think Tank group was created to resolve a number of issues such as the responsibility for closing the customer service loop, that is from the service request initiation to the action then to gauging customer satisfaction. The outcomes of this Think Tank will be incorporated into the Draft Customer Service Charter to be presented to both the Executive Leadership Team then Council in coming months.	Governance & Engagement Manager	Progressing	50%
ACTION 1 - Accountable, transparent and ensure open communication between the	Council to consider any requests in accordance with the Community Strategic Plan 2017-2030.	Where possible support community projects where groups or organisations have clear goals and	As at 31 December 2018 - Any requests for support shall be considered in accordance with strategic documents and budgetary constraints.	Governance & Engagement Manager	Ongoing commitment	100%

ACTION	Measured By	Performance Target	Comments	Responsible Officer Position	Status	Progress
community and Council		outcomes.				
ACTION 1 - Accountable, transparent and ensure open communication between the community and Council	Compliance with Australian Government Digital Service Standard also details of website content review and where possible details of website visits and pages most frequently visited.	Ensure that the Council website is compliant with current industry standards.	<p>As at 31 December 2018 - Narrandera Shire Council is in the process of developing a new website due for completion by the end of June 2019.</p> <p>The Federal Digital Service Standard requires that all websites designed or re-designed after 6 May 2016 must be assessed against the Standard for items such as Understanding the needs of the user, agile and user-centred process, website security, consistent and responsive design, accessibility and measuring performance. Council's current website was created about 2005 and is therefore not required to be assessed against the Standard.</p> <p>At present the current website contains 108 online pages; for this reporting quarter the website has been viewed 14,379 times with the top five pages being the Home Page (2,050 views), Positions Vacant (1,437 views), Contact Information (1,230 views), Lake Talbot Aquatic Park (1,016 views) and the Waste Depot (561 views).</p>	Communications Officer	Progressing	50%

ACTION	Measured By	Performance Target	Comments	Responsible Officer Position	Status	Progress
ACTION 1 - Accountable, transparent and ensure open communication between the community and Council	Revise Council's Procurement Policy by 31 December 2018.	Council's procurement provides best value and protects against fraud and corruption.	As at 31 December 2018 - The review of the Procurement Policy has commenced by looking at the policies of other Councils to gauge the scope of the review.	Governance & Engagement Manager	Progressing	10%
ACTION 2 - A highly skilled and motivated workforce	Reviewed at least every 2 years or when there is legislative or award changes.	Ensure workforce policies remain current in a changing work environment.	As at 31 December 2018 - The Human Resources team continues to be under resourced which has had an impact on policy review and development. The Human Resources Manager and recently enlisted the services of a Work Health and Safety consultant who is providing policy review across a broad range of topics as well as staff refresher training. Currently six policies have been reviewed and staff training will take place in early 2019.	Human Resources Manager	Progressing	30%
ACTION 2 - A highly skilled and motivated workforce	Action recommendations within the Workforce Strategic Plan 2017-2021; report September annually on staff demographics in comparison to previous 3 years.	Develop and implement succession planning.	As at 31 December 2018 - The Human Resources Team continue to provide both the Executive Leadership Team and Senior Management Team with monthly reports on staff demographics as detailed in the 2017-2021 Workforce Strategic Plan. Two years of comparative data will be available for the September 2019 report as prior	Human Resources Manager	Ongoing commitment	100%

ACTION	Measured By	Performance Target	Comments	Responsible Officer Position	Status	Progress
			to 2017 no reliable data was maintained. The Price Waterhouse Cooper comparative data for Australian Local Government is a valuable tool allowing Council to compare data from other Group Ten Council authorities.			
ACTION 2 - A highly skilled and motivated workforce	Amendments are made as soon as possible; report September annually performance appraisal outcomes.	Implement approved revisions of the salary administration and Employee Performance Management System.	As at 31 December 2018 - The 2017-2018 Employee Performance Appraisal process has been completed with the exception of staff training plans. The training requested by staff and managers has been provided to the Executive Leadership Team for approval however has not yet been finalised.	Human Resources Manager	Progressing	85%
ACTION 2 - A highly skilled and motivated workforce	Information presented is accurate, relevant and easy to read.	Identified Council staff to undertake training for excellent written communication and presentation skills.	As at 31 December 2018 - Two separate training programs for report writing were provided to staff in 2017/2018. The level of training was determined by the skill level required whereby comprehensive training was provided for management and basic to intermediate training provided for other staff. The 2017/2018 Employee Performance Management process has not identified any staff that would benefit from additional training.	Human Resources Manager	Completed	100%
ACTION 3 - As an organisation the information	Implement actions within the Information Management Strategy	Maintain an Information Management	As at 31 December 2018 - The Information Management Strategy 2014-2019 is assessed each year for	Information Technology	Ongoing commitment	50%

ACTION	Measured By	Performance Target	Comments	Responsible Officer Position	Status	Progress
management capability meets the needs of the users and the community	2014-2019 also review and update the Information Strategy 2014-2019 during 2020.	Strategy providing best value contemporary services.	relevant items to be included in the Capital Works Budget. The Information Management Strategy is scheduled for review and update in 2020.	Manager		
ACTION 4 - Financial sustainability is critical with maximum rate revenue to be achieved and other income sources maximised	Recommendations to maximise Council's financial position.	Monitor Council's financial situation and progress against Fit for the Future benchmarks.	As at 31 December 2018 - Council's Revenue Officer closely monitors assessments which may become rateable during the financial year; including the sale of vacant Department of Housing land. or land sold by religious institution or instances where Crown authorities that are currently non- rateable become rateable. The Finance Manger regularly reviews Investments in accordance with the Investment Policy and reports to Council on a monthly basis. The budget is reviewed on a quarterly basis and reported to Council with any variations that have been made during the reporting period.	Senior Finance Officer	Ongoing commitment	50%
ACTION 4 - Financial sustainability is critical with maximum rate revenue to be achieved and other income sources	Have systems in place that details grants applied for, and where successful that monies have been received, expended and acquitted in	Monitor the level of State and Federal Government grants payable to Council.	As at 31 December 2018 - Council have developed a register which details the name of the officer who has applied for funding, from where the funding is being sourced, if the funding was successful the date and the amount of the funding and then finally the date that the acquittal	Senior Finance Officer	Ongoing commitment	100%

ACTION	Measured By	Performance Target	Comments	Responsible Officer Position	Status	Progress
maximised	accordance with the funding body requirements.		needs to be finalised.			
ACTION 4 - Financial sustainability is critical with maximum rate revenue to be achieved and other income sources maximised	Reported monthly to Council against a timeline.	Ensure that Council funds are invested in accordance with legislative provisions and income yield is maintained within Council's risk profile.	<p>As at 31 December 2018 - A monthly report detailing Councils invested monies is presented to Council each month; the report details all transactions that have taken place within the preceeding month and gives a snapshot of the portfolio credit limits to make sure that Council remains within the prescribed amount allowed for each institution.</p> <p>A report for local expenditure is also now tabled in conjunction with the budget quarterly review.</p>	Senior Finance Officer	Ongoing commitment	100%
ACTION 5 - The community displays a high level of understanding and compliance with legislative in regard to the keeping of and control of companion animals and other animals	Updated statistics for each reporting period with cumulative totals also to be reported.	Number of dogs registered under the Companion Animals Act.	As at 31 December 2018 - Data is entered into the NSW Companion Animals Register at the time of registration of each dog or cat. Monthly data (including numbers impounded, released, rehomed) are also recorded in the NSW Companion Animals Register. This Register includes cumulative also annual totals.	Manager Development and Environment	Ongoing commitment	10%
ACTION 5 - The community displays a high level of understanding and	Updated statistics for each reporting period with cumulative totals also to be	Number of cats registered under the Companion	As at 31 December 2018 - Data is entered into the NSW Companion Animals Register at the time of registration of each dog or cat.	Manager Development and Environment	Ongoing commitment	10%

ACTION	Measured By	Performance Target	Comments	Responsible Officer Position	Status	Progress
compliance with legislative in regard to the keeping of and control of companion animals and other animals	reported.	Animals Act.	Monthly data (including numbers impounded, released, rehomed) are also recorded in the NSW Companion Animals Register. This Register includes cumulative also annual totals.			
ACTION 6 - The Narrandera Shire Local Environmental Plan 2013 (LEP) is reviewed within a 5 year cycle	Review the current LEP within the timeframe established by the Department of Planning and Environment.	Maintain the LEP to meet community aspirations, land needs and environmental outcomes.	As at 31 December 2018 - Council has advertised for the recruitment of a permanent part-time Planning Officer that will assist to undertake strategic planning work including any Local Environment Plan (LEP) reviews. During this reporting quarter the focus has been on development assessment and solar farm developments that have drawn resources away from commencing the LEP Review.	Deputy GM Infrastructure	Progressing	5%
ACTION 7 - Planning instruments reflect the intent and direction of land use strategies and facilitate development and growth of the Shire	Compliance with guidelines from the Department of Planning and Environment.	Documents are reviewed against intended outcomes.	As at 31 December 2018 - Council has various planning documents that will be reviewed over a period of time. The priority at the present is to review the Local Environment Plan and make minor housekeeping amendments; leading into a more substantive review in the future. Council's Development Control Plan is also scheduled for review when resources allow.	Deputy GM Infrastructure	Progressing	10%

ACTION	Measured By	Performance Target	Comments	Responsible Officer Position	Status	Progress
ACTION 8 - Development Applications received and assessed within statutory timeframes	The number of Development Applications received during the reporting period also financial year cumulative totals also provide comparative yearly data to paste 2 year's data.	Statistical data on Development Applications received, also comparing to previous years.	As at 31 December 2018 - The Development Services report to Council provides lists all development applications (DA's) lodged and determined each calendar month; cumulative totals are included for the current financial year. Comparative data is graphed and indicates the previous two years' data in both numbers of DA's and the value of development.	Manager Development and Environment	Ongoing commitment	10%
ACTION 8 - Development Applications received and assessed within statutory timeframes	Comparison of assessment timeframe against Department of Planning & Environment averages.	Compliance with statutory timeframes for assessment.	As at 31 December 2018 - Comparative assessment timeframes for the previous financial year are included in monthly Development Services reports submitted to Council with the information made available to and re-presented by the Department of Planning & Environment.	Manager Development and Environment	Progressing	5%
ACTION 9 - Maintain a strong voice in regional groups such as RAMROC, the proposed RAMJO also Destination NSW	Details of engagement opportunities.	Proactive engagement at appropriate forums and continued political lobbying with our partners.	As at 31 December 2018 - The Mayor, Deputy Mayor and the General Manager continue to attend the recently formed Riverina and Murray Joint Organisation (RAMJO) meetings to represent the interests of Narrandera Shire residents at a regional forum. The intent of RAMJO is for Council's to collaboratively and effectively undertake strategic planning, establish regional priorities,	General Manager	Progressing	50%

ACTION	Measured By	Performance Target	Comments	Responsible Officer Position	Status	Progress
			<p>advocate and engage with other levels of Government on behalf of the member communities. RAMJO comprises Albury City Council, Berrigan Shire Council, Carrathool Shire Council, Edward River Council, Federation Council, Griffith City Council, Hay Shire Council, Leeton Shire Council, Murray River Council, Murrumbidgee Council and Narrandera Shire Council.</p>			