



2018-2022 Delivery Program
Quarterly Delivery Program Review
Quarter 4 of the 2020-2021 reporting year as at
30 June 2021

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
ACTION 1 - Develop relationships with both local and regional communities fostering a healthy and community attitude	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.	Regular media items broadcast to the community.	As at 30 June 2021 - Council has engaged with the community through many broadcasting channels. The Mayor and General Manager conducted monthly radio interviews with Narrandera Community Radio, Triple M Griffith and ABC Riverina. This quarter Council published a total of 198 posts on Facebook. The top engaged post was a request for Community Transport volunteers, with 5,400 users reach, 6 comments, 149 link clicks, 30 'likes' and 28 'shares'. Pages on Council's website have had 21,852 unique pageviews this quarter with news and media collectively viewed 232 unique views for the news page and 16 media releases. Council released 3 print and digital newsletters and 15 print advertisements.	Communications Officer	Ongoing commitment	100%
ACTION 1 - Develop relationships with both local and regional communities	Details of engagement opportunities for each reporting period with cumulative totals.	Number of formal Councillor and Senior Staff engagement opportunities.	As at 30 June 2021 - Council published 3 community newsletters online and two in the Narrandera Argus. This quarter Council conducted community engagement sessions in Barellan and Narrandera discussing budget and projects, both of	Communications Officer	Ongoing commitment	100%

ACTION	Measured By	Performance Target	Comments	Responsible Officer Position	Status	Progress
fostering a healthy and community attitude			<p>which were livestreamed through Facebook. Strategic documents were placed on exhibition, such as the Draft Cultural Plan, tender documents for the Council property cleaning contract also the Lake Talbot Water Park lease. Eight policy documents were updated and published to the website, as were Development Applications for the Kurrajong Waratah Administration Office, Strontian Quarry expansion and the Corobimilla and Buckingbong micro solar farms. Expressions of interest were sought for the "Narrungdera Earth Fest Creative Economy Project". Community activities included a cover letter and resume workshop for youth, as well as daily events for Road Safety Week, including a competition.</p>			
ACTION 1 - Develop relationships with both local and regional communities fostering a healthy and community attitude	Proactive committees with meetings conducted as per terms of reference and held as scheduled. Minutes of Committees made available to	Proactive S.355 Committees with the monitoring of outcomes achieved and compliance with the Local Government Act, 1993.	As at 30 June 2021 - the conduct of meetings has been restricted due to COVID-19 gathering rules along with the closure of halls and museums. With the easing of restrictions Committees are returning to scheduled meetings with halls and the Narrandera Arts & Community Centre now open. The Parkside Museum Committee also the Arts and Community Centre Advisory Committee have been formed and initial meetings held. While the Narrandera Parkside remains closed the	Deputy GM Corporate & Community	Completed	100%

ACTION	Measured By	Performance Target	Comments	Responsible Officer Position	Status	Progress
	Council and the community.		Committee have been active preparing for a staged reopening later in 2021. Staff are commencing a report on the committee structure and effectiveness in conjunction with the end of term for the current Council.			
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 30 June 2021 - the General Manager continued to make representations to Murrumbidgee Local Health District executives in relation to health services in the Shire - specific topics included Doctors, Covid-19 vaccinations and men's health. One meeting was held live, 2 were held using zoom also a number of emails were exchanged. The Mayor Councillor Kschenka attended one meeting of the Riverina and Murray Joint Organisation using zoom.	General Manager	Completed	100%
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 30 June 2021 - the Narrandera Interagency continues to meet with new members attending regularly. The Aboriginal Elders Liaison Committee continue to meet quarterly to discuss important issues surrounding the Aboriginal community, including upcoming Council projects. The newly formed Narrungdera NAIDOC Committee have met regularly to plan the 2021 NAIDC Celebrations, however due to the current	Community Support Manager	Ongoing commitment	100%

ACTION	Measured By	Performance Target	Comments	Responsible Officer Position	Status	Progress
			COVID-19 pandemic the planned events were unfortunately postponed.			
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 30 June 2021 - The Narrandera Shire Library continues to offer activities catering to the needs of the senior community members and those living with a disability including movie days for seniors and mobile library services as well as offering a space for the Kurrajong participants to socialise. The Library continues to host the Knattering Knitters and offers volunteer opportunities as well. Bidgee Boxing and Trinity Yoga continue to offer low impact exercise classes and Third Year Yoga. The Community Transport and Home Support Programs along with Meals on Wheels and other community organisations continue to offer services such as meal delivery, social support and transport to ensure senior residents and those living with a disability are well supported.	Community Support Manager	Ongoing commitment	100%
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	As of 30 June 2021 - Narrandera Leeton Community Transport provided 3,156 trips to residents of the Narrandera and Leeton Shires during the reporting period. Of these trips 1,384 trips were delivered to clients aged 65 years or older, or 50 years for Aboriginal and Torres Strait Islander, a total of 1,220 trips were delivered to those	Community Support Manager	Ongoing commitment	100%

ACTION	Measured By	Performance Target	Comments	Responsible Officer Position	Status	Progress
		Disadvantaged and Aboriginal.	who are transport disadvantaged. The remainder of the trips were delivered through non-emergency health related transport, to NDIS participants and through brokerage agreements. A total of 529 trips were provided to those who identify as Aboriginal and Torres Strait Islander			
ACTION 6 - Information about community services that are accessible within the Shire to be broadcast through various means	The currency and accuracy of information available to the community also the number of website page hits and Facebook page likes.	Current information delivered through traditional print material and also Council social media opportunities.	As at 30 June 2021 - the various Council social media posts received wide attention from the Community - these included information on the following items such as Council's Cultural Plan, activities for Youth Week, school holiday activities and weekly Library activities, Council managed Youth Workshops, monthly newsletters, Community Grant opportunities, Council budget documents, expressions of interest for the Narrungdera Festival and also seeking Volunteers. Of these posts those of Youth Week Activities and seeking Volunteers were shared the most times.	Community Support Manager	Ongoing commitment	100%
ACTION 7 - Where possible ensure socially disadvantaged members of the community have access to or are advised of how services can	The number of persons that have been assisted with social support during the reporting period who may have been referred through the My	Through other activities of Council such as Ageing, Disability and Home Care identify members of the community where social	As at 30 June 2021 - the Narrandera Leeton Social Support program provided 452 hours of Social Support and 35 hours of Flexible Respite to individual clients aged 65 years and over, or 50 years and over for Aboriginal and Torres Strait Islander. All clients are referred through the MyAgedCare Portal. An additional 24 hours of Social Support was provided to	Community Support Manager	Completed	100%

ACTION	Measured By	Performance Target	Comments	Responsible Officer Position	Status	Progress
reduce their isolation	Aged Care portal or NDIS planners.	isolation may be an issue.	National Disability Insurance Scheme participants. Social Support is an individualised service aimed at reducing social isolation amongst vulnerable members of the community - activities include assisting with shopping and errands, home visits, outings and over the phone support.			

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 30 June 2021 - Council worked closely with the Clontarf Academy representatives to engage with students at Narrandera High promoting work experience and traineeship opportunities.	General Manager	Completed	100%
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 30 June 2021 - following a very successful first quarter the Narrandera Arts and Creative Network (with the Arts and Cultural Committee) have continued to deliver a range of grant funded weekend workshops and Arts Fairs under the Create Narrandera banner. All of the classes and events have been very well supported and have been delivered through a substantial volunteer commitment from NACNET. In total the Create Narrandera program has included 11 different projects and events delivered over 9 weekends. The programs included 14 all day workshops and 2 two-day events. In total the program attracted approximately 1,076 attendees. It has been estimated that including the LCAIN exhibition (which itself garnered in excess of 500 attendees) in excess of 1,100 volunteer hours have gone in to delivering these events.	Community Development (including Library) Manager	Ongoing commitment	100%

ACTION	Measured By	Performance Target	Comments	Responsible Officer Position	Status	Progress
ACTION 2 - Develop a Narrandera Shire Cultural Plan to increase community participation in the Arts and cultural activities	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 community involvement.	As at 30 June 2021 - the Draft Cultural Plan has been completed, it has been presented to Council then endorsed and placed on exhibition for a period of 28 days. Following exhibition and the inclusion of feedback from the community the plan was adopted at Council's May 2021 meeting. Copies of the Narrandera Shire Cultural Plan 2021-2031 and the Executive Summary are available on Council's Website.	Community Development (including Library) Manager	Completed	100%

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 Police presence, at the very least the maintenance of current levels	Number of advocacy interactions and outcomes.	Details on the number of advocacy meetings held with decision makers.	As at 30 June 2021 - the quarterly meeting between Council and the area commanders was held and has been complimented by regular telephone contact between the Mayor and the General Manager with Inspector Cormes.	General Manager	Completed	100%
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 30 June 2021 - Council continues to maintain the existing cameras in the CCTV system. Council staff are also currently organising a review of the public facing CCTV equipment to enable long term plans to be created. During the reporting period Council received no requests to view footage from the NSW Police.	Information Technology Manager	Ongoing commitment	100%

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 30 June 2021 - Council staff take measures to ensure minimal harm is caused to the environment through detailed project planning and addressing the compliance requirements through other agencies such as NSW Fisheries and the Environment Protection Authority. Consideration and assessment of all environmental factors are undertaken prior and during all projects.	Deputy GM Infrastructure	Ongoing commitment	100%
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 30 June 2021 - the following results were achieved across the reporting year: 299 private property inspections completed; 62 General Biosecurity Directions given; 36 water way inspections undertaken; 104 high risk site inspections undertaken; 199 high risk pathway inspections undertaken.	Open Space Recreation Manager	Completed	100%
ACTION 1 - Encourage and promote environmental awareness	Works finalised against the schedule of works, progressive and comparative	Update on programs for works originating from the 2nd generation Tree Audit with the aim to do the	As at 30 June 2021 - across the reporting year the following has been achieved: 223 trees planted plus 230 native vegetation and shrubs; 45 removals; 4 tree work packages completed;	Open Space Recreation Manager	Completed	100%

ACTION	Measured By	Performance Target	Comments	Responsible Officer Position	Status	Progress
	statistical data on trees removed, trees replaced and new plantings.	utmost to preserve and maintain our signature treescape.	5 tree irrigation systems; 3 emergency removals.			
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 30 June 2021 - Council staff are working with a consultant to update the Plans of Management for Crown Reserves for which Council is the land manager. The updated Plans of Management will build on the original 2013 documents which already identify significant areas of flora and fauna assets.	Open Space Recreation Manager	Completed	100%

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 30 June 2021 - Council is concentrating on grant funding based projects and has deferred action milestones to reconstruct Bolton Street, Narrandera (west of East Street) as per the adopted Masterplan Design. All funding for this project will be derived from the Narrandera Business Centre Masterplan funding reserves. A review of electrical and stormwater design for Bolton Street, Narrandera will be the first activity to be undertaken when the project recommences.	Projects and Assets Manager	Progressing	75%
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 30 June 2021 - Stage 1 of the Narrandera CBD Master Plan comprising the upgrade of Bolton Street, Narrandera is in the detailed planning stage, however as a result of the large number of additional grant fund projects this has been delayed. Further grant funding is being sort for additional upgrade works within East Street, Narrandera in accordance with the approved Master Plan - funding announcements have not yet been made.	Deputy GM Infrastructure	Ongoing commitment	70%
ACTION 2 - Develop a small parks strategy	Accessible parks that provide for local play, passive recreation, general open	The needs of the community for parks and recreation opportunities are	As at 30 June 2021 - parkland across the Shire continues to be maintained to a high standard. Shade sails and fencing has been installed at two new playgrounds being at the Narrandera Sportsground and the Barellan Sportsground. Soft fall has been replenished	Open Space Recreation Manager	Completed	100%

ACTION	Measured By	Performance Target	Comments	Responsible Officer Position	Status	Progress
	space and urban beautification within easy access of residents and visitors.	met through a hierarchy of parks.	at other playgrounds within the Shire. Two new shade shelters and seating has been constructed at Brewery Flat Reserve and a new shelter and seating installed adjacent to the Narrandera High Level water tower which has been complimented with landscaping.			

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 30 June 2021 - residents continue to utilise the Container Recycling Centre (CRC) to dispose of oils, batteries, paints, gas bottles, toxic and hazardous chemicals, smoke alarms, fluorescent light and fire extinguishers. Sorted greenwaste, construction waste, steel, mattresses, paper & cardboard continue to be diverted from landfill to reuse areas. The Reverse Vending Machine (RVM) continues to be used to collect and recycle plastic, glass & aluminium single use drink containers. The Narrandera Landfill Draft Long Term Plan of Management has concluded its exhibition with only 1 submission received. Council resolved at its March 2021 meeting to adopt the Waste Facility - Long Term Management Plan.	Administration Assistant - Development and Environment	Progressing	75%
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 30 June 2021 - Council has taken significant steps to reduce its environmental footprint including embarking on a program to replace Council's streetlights with LED energy efficient lighting; once complete this will reduce the power usage by over 50% and extend the lifetime of the lights and therefore reducing the ongoing maintenance costs. Council has also applied for grant funding to install a number of solar array systems for the Narrandera Sewerage	Executive Engineer	Completed	100%

ACTION	Measured By	Performance Target	Comments	Responsible Officer Position	Status	Progress
			Treatment Plant, Sewerage Pump Station, Lake Talbot Water Park operations and the Council Administration Centre.			
ACTION 1 - Consider and where possible implement sustainable environmental practices	Council managed parks and reserves to be watered with re-use or untreated water rather than potable water.	Initiate projects to water community parks and reserves with re-use or untreated water rather than potable water.	As at 30 June 2021- stage 3 of the Victoria Avenue, Narrandera irrigation scheme is nearing completion with the last of the lawn areas to be commissioned early July 2021 subject to prevailing weather conditions.	Open Space Recreation Manager	Completed	100%

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).	<p>As at 30 June 2021 - Senior Directors of Reach have reaffirmed that construction of the Yarrabee Park Solar Farm is anticipated to commence the first half 2022. RES representatives have reaffirmed that the Avonlie Solar Farm at Sandigo is scheduled for construction commencement around mid year 2021.</p> <p>The Australian Airline Pilot Academy continues to use Narrandera/Leeton airport with growing frequency of training flights with both on-ground and in air operations. Advice on funding for the parallel taxiway is pending. Land at the Red Hill Industrial Estate has been assessed and a preliminary draft plan prepared for possible subdivision of further land adjacent to Paterson Place. Council Policy POL048 has been updated to include an incentive for purchasers of land at the Estate. Two allotments of 1 hectare and 6,000 square metres respectively have been sold and are subject to Contract.</p>	Economic Development Manager	Completed	100%
ACTION 1 - Continued delivery of actions	Attend Narrandera Business	Support and nurture existing	As at 30 June 2021 - the Economic Development Manager attended Narrandera Business Group meetings in this quarter	Economic Development Manager	Completed	100%

ACTION	Measured By	Performance Target	Comments	Responsible Officer Position	Status	Progress
contained within the Economic Development Strategy	Group Meetings; facilitate guest speakers at Business Group functions; provide information, advice and leverage opportunities for information sharing.	businesses - EDS 3.2	and presented the findings of the Vibe business activity survey to the group. The distribution of business recovery information relating to COVID-19 pandemic as provided by the levels of Government and other agencies continues to be distributed to those on the business database. The Reverse Vending Machine located at the Narrandera Landfill attracted a Tidy Towns Award recognising social, economic and environmental positive outcomes. Planning for Small Business Month for October 2021 has commenced with Narrandera Shire Council working in conjunction with TAFE Connected Learning Centre also the Narrandera Business Group to present Narrandera Connected III, featuring key speakers and a social networking segment.			
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 30 June 2021- the current situation in the porcine industry is essentially unchanged since the industry status previously discussed during a visit to Minister Coulton in Canberra in February 2020. Discussions with the Minister and his advisor revealed that at that time there were no current opportunities for the growth in the industry in Australia despite the African Swine fever epidemic in China and South East Asia generally decimating pig herds where pigs were euthanised as a disease control measure. Since that time trade	Economic Development Manager	Completed	100%

ACTION	Measured By	Performance Target	Comments	Responsible Officer Position	Status	Progress
			<p>relations with China have also deteriorated. No further action to be taken in researching the pig industry at this time, also there are no current opportunities within the chicken industry. However, the Barellan area has been identified as a possible location for future the development of chicken farms and this has been discussed with industry specialists.</p>			
<p>ACTION 1 - Continued delivery of actions contained within the Economic Development Strategy</p>	<p>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.</p>	<p>Facilitate further development of the Red Hill Industrial Estate - EDS 4.2.</p>	<p>As at 30 June 2021- the policy on the sale of Industrial land at Red Hill Estate POL048 was reviewed and endorsed by Council at the 16 March 2021 meeting and is now active. This Policy provides for incentives for purchasers commencing site development within a nominated timeframe. Draft allotments have been drawn for further allotments to be created adjacent to Paterson Place to allow prospective purchasers to identify preferred sites. A 4 lot subdivision has occurred at the western end of Driscoll Road enabling the sale of two industrial lots of 1 hectare and 6,000 square metres respectively. These sales are subject to contract as at 30 June 2021. Signage and flags have been installed to aid promotion and marketing of the Estate. A Small Business Incentive Policy has been prepared and referred to management for consideration which will then proceed to Council for consideration.</p>	<p>Economic Development Manager</p>	<p>Progressing</p>	<p>95%</p>

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 30 June 2021 - the Narrandera Youth Advisory Council have held 2 formal meetings and 4 informal meetings during the reporting period, including a menu testing afternoon at the Narrandera Arts and Community Centre. During these meetings members continued to move forward on the Food Trailer project and continued their efforts to improve access to mental health services within the Shire. The Youth Advisory Council also progressed the Draft Youth Strategy to Council. The Youth Council held another successful Youth Week with several events being held across 3 weeks - events included free activities in the park, pizza afternoon in the Youth Space and a cinema under the stars. The Community Liaison Officer continues to provide support to the Narrandera High School Girls Group each week, creating fun activities and programs for participants to learn and enjoy.	Community Support Manager	Ongoing commitment	100%
ACTION 2 - Strategic advocacy for diverse housing options	Enhanced accommodation options that may be made available to	When opportunities arise advocate for accommodation options that align with our population demographics.	As at 30 June 2021 - Council continues to increase support services available to residents of the Shire. The Domestic Violence Committee hosted State Member for Cootamundra Ms Steph Cooke and the Parliamentary Steering Committee on	Community Support Manager	Ongoing commitment	100%

ACTION	Measured By	Performance Target	Comments	Responsible Officer Position	Status	Progress
	members of the community.		Coercive Control to comment on the report which was recently circulated to raise awareness of Family and Domestic Violence, specifically Coercive Control. The 2 residential aged care facilities at Narrandera continue to provide both long term and short term care for those living with a disability as well as the frail aged community members who can no longer live safely at home. Narrandera Home Modifications and Maintenance continues to support residents with lawn mowing services and safety related home modifications.			

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 30 June 2021 - during the reporting quarter Council submitted no further applications for grant funding. Council was successful in 1 school buses route under the Fixing Local Roads Program being the Sandigo-Kywong route. Council is still awaiting notification for the grant funding for the construction of a new taxiway at the Narrandera-Leeton Airport funding under the Regional Airports Program Round 2 - there is strong optimism that this application will be successful.	Works Manager	Completed	100%
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 30 June 2021 - the following works have been completed for the reporting period, 18.35 kilometres of gravel resheet works and 141.6 kilometres of maintenance grading works.	Works Manager	Completed	100%
ACTION 3 - Maintain the condition rating of	A complete and reliable asset management plan.	Maintain the road network in accordance with	As at 30 June 2021 - no further footpath condition data was collected during the reporting period, however the roughness	Works Manager	Completed	100%

ACTION	Measured By	Performance Target	Comments	Responsible Officer Position	Status	Progress
the road network across the Shire in accordance with agreed service levels		adopted levels of service.	data was captured for the remaining sealed network of approximately 288 kilometers. In addition to these achievements, Council completed the video capture of the remaining network of 540 kilometers.			

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 30 June 2021 - projects for Stronger Country Community Round 3 were completed delivering amenity improvements to community halls and the construction of a footpath along Bendee Street at Barellan. Drought Communities Program projects such as Grong Grong tree planting and road beatification works at the entrance to the Lake Talbot Water Park were completed during this reporting quarter. A storage room and decking works were completed at the Arts and Community Centre in Narrandera, which formed part of the Local Roads & Community Infrastructure Round 1 funding. Staff are waiting for a response on the submissions from 2 grant projects under the Building Better Regions program for the upgrade of the powered sites at the Lake Talbot Tourist Park and an energy efficiency project looking to install 270 KW of solar power panels at various Council sites.	Projects and Assets Manager	Progressing	70%
ACTION 1 - Plan and source funding for redevelopment	Completion of projects identified within projected	Preparation of future plans for the renewal or	As at 30 June 2021 - milestone activities are being met with the Playground on the Murrumbidgee Program. The	Projects and Assets Manager	Completed	100%

ACTION	Measured By	Performance Target	Comments	Responsible Officer Position	Status	Progress
of or the construction of key facilities and infrastructure	timeframe and budget.	replacement of assets.	construction of a new amenity block and camp kitchen at the Lake Talbot Tourist Park has commenced and is scheduled to be completed by December 2021. The final stage of entrance beautification works at the Lake Talbot Tourist Park entrance was completed in June with the construction of disable parking bays. Council has submitted grant funding applications under the Stronger Country Communities Round 4 program for other projects.			
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 30 June 2021 - there were no new additional grant funding applications submitted during the reporting period, however work is progressing on the South West Narrandera Sewer Extension Study worth \$48,000 and the Barellan Sewer Scheme worth \$4.87 million dollars.	Water Sewer Manager	Ongoing commitment	100%
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 30 June 2021 - the Integrated Water Cycle Management Plan options study is underway with an expected completion by the end of November 2021. A 30-year asset replacement program and asset management plan are currently being developed by Public Works Advisory NSW.	Water Sewer Manager	Progressing	80%

ACTION	Measured By	Performance Target	Comments	Responsible Officer Position	Status	Progress
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 measured by a timeline.	Ongoing 10 year Capital Works Program within funding.	As at 30 June 2021 - the capital works program is slightly behind schedule due to a number of reasons however will be on track soon. Major works underway at the end of the 2020-2021 financial year include the Adams Street and King Street watermain replacement, essential sewer mains replacement where necessary, the Pine Hill water reservoir construction project where it has been necessary to subdivide land to create a new allotment for the new infrastructure, also design work and planning for infrastructure for the Barellan sewer scheme.	Water Sewer Manager	Progressing	90%

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 measurable actions contained within the Delivery Program.	As at 30 June 2021 - the reporting on measurables within in the adopted Delivery Program continues on a three-monthly basis.	Governance & Engagement Manager	Complete	100%
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 30 June 2021 - the completed 2021 Community Survey has been posted to the website of Council for community viewing; also placed on the website are the findings from the 2016 Community Survey.	Governance & Engagement Manager	Complete	100%

ACTION	Measured By	Performance Target	Comments	Responsible Officer Position	Status	Progress
ACTION 1 - Accountable, transparent and ensure open communication between the community and Council	Outcomes promised by Council in its Fit for the Future Improvement Plan.	Report on Fit for the Future strategies.	As at 30 June 2021 - Council's general purpose financial reports for the year ending 30 June 2020 indicate that council has met the majority of the Fit For The Future ratios. The Own Source Revenue ratio has been reduced due to Council's success in obtaining grant funding which is not categorised as own source revenue. This ratio was impacted in the same way during the 2018-2019 financial year. Council's Infrastructure Backlog arose as a result of the revaluation of the road network at 30 June 2020. This indicator will be reduced in the current year as the backlog calculation is aligned with Council's road network service levels.	Deputy GM Corporate & Community	Complete	100%
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 30 June 2021 - the revised Customer Service Charter received no submissions during the community consultation phase so is now in force. The document is now on the website of Council for community viewing with the Senior Customer Service Administration Officer tasked with informing Council staff of the contents of the refreshed Charter.	Governance & Engagement Manager	Complete	100%

ACTION	Measured By	Performance Target	Comments	Responsible Officer Position	Status	Progress
ACTION 1 - Accountable, transparent and ensure open communication between the community and Council	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 outcomes.	As at 30 June 2021 - any requests for financial support are considered in accordance with strategic documents and budgetary constraints.	Governance & Engagement Manager	Complete	100%
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.	As at 30 June 2021 - Council's website remains compliant with the respective standards and is equipped with a compliance checking system before internal staff publish information. A website check for compatibility can be completed through WAVE Report https://wave.webaim.org/report#/https://www.narrandera.nsw.gov.au During this quarter the website was viewed 21,852 times by 7,024 unique users. The top 10 pages included the home page, Working at Council, Contact Us, Waste and Recycling, Narrandera Show 'n Shine, Council Meetings, Covid-19 Update, User Login, Waste Depot hours reverted and the Administration Assistant Position.	Communications Officer	Ongoing	100%
ACTION 1 - Accountable, transparent and ensure open	Revise Council's Procurement Policy by 31 December 2018.	Council's procurement provides best value and protects	As at 30 June 2021 - Council has adopted the revised Procurement Policy with the Procurement Manual still being reviewed to incorporate these changes and updated templates. The Procurement Manual is 95% complete and will	Governance & Engagement Manager	Complete	100%

ACTION	Measured By	Performance Target	Comments	Responsible Officer Position	Status	Progress
communication between the community and Council		against fraud and corruption.	be presented to the Executive Leadership Team in coming weeks for review and endorsement.			
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 30 June 2021 - the Human Resources team continues to review Council policies to ensure that they remain contemporary. During the 2020-2021 financial year the team have reviewed 18 policy documents The Human Resources team has recently reviewed a further two policies which will be tabled at the 10 August 2021 Executive Leadership Team meeting which then be presented to the organisation Consultative Committee.	Human Resources Manager	Progress	70%
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 30 June 2021 - the Human Resources Team continue to report monthly to the Executive Leadership Team (ELT) on staff demographics. Recent amendments to the reporting format has allowed for more detailed information to be provided - new information includes gender distribution by management level, workforce distribution by gender and directorate and workforce distribution by directorate.	Human Resources Manager	Complete	100%
ACTION 2 - A highly skilled and	Amendments are made as soon as possible; report	Implement approved revisions of the salary	As at 30 June 2021 - as a prelude to the 2020-2021 Performance Appraisal process the Human Resources team assisted managers and supervisors in completing their requirements by providing a checklist to streamline the face-	Human Resources Manager	Progress	95%

ACTION	Measured By	Performance Target	Comments	Responsible Officer Position	Status	Progress
motivated workforce	September annually performance appraisal outcomes.	administration and Employee Performance Management System.	to-face meeting procedure. The checklist proved beneficial although not all appraisals have been completed but the percentage is better than this time last year. The Human Resources team is in the process of completing documentation for all step increases and training requests. The reporting requirements should be completed on time, allowing the team to report outcomes to the Executive Leadership Team in September 2021.			
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 30 June 2021- Local Government Baseline Training was provided training to manager and supervisors in workplace writing. Internal reminders to staff are issued, when necessary, about the importance of creating accurate, relevant, and easy to read documents. Strategic documents, Corporate Report and Business Papers are proofread before publication.	Human Resources Manager	Ongoing	95%
ACTION 3 - As an organisation the information management capability meets the needs of the users and the community	Implement actions within the Information Management Strategy 2014-2019 also review and update the Information Strategy 2014-2019 during 2020.	Maintain an Information Management Strategy providing best value contemporary services.	As at 30 June 2021 - the Information Management Strategy 2014-2019 continues to be reviewed each year as part of the capital works budget process to include suitable projects. Council Information Technology staff are currently preparing to update the strategy.	Information Technology Manager	Progress	50%

ACTION	Measured By	Performance Target	Comments	Responsible Officer Position	Status	Progress
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 30 June 2021 - Council's Revenue Officer closely monitors assessments which may become rateable during the financial year; this includes the sale of vacant Department of Housing land or land sold by religious institutions or instances where Crown authorities that are currently non-rateable become rateable. The Finance Manager regularly reviews financial investments in accordance with the Investment Policy and reports on investments 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.	Finance Manager	Complete	100%
ACTION 4 - Financial sustainability is critical with maximum rate revenue to be achieved and other income sources maximised	Have systems in place that details grants applied for, and where successful that monies have been received, expended, and acquitted in accordance with the funding body requirements.	Monitor the level of State and Federal Government grants payable to Council.	As at 30 June 2021 - Council has developed a register that details the name of the Council officer who has applied for grant funding and from where the funding is being sourced. Should the funding be successful then the date and the amount of the funding received, the date of acquittal needs to be finalised and the actual date of acquittal are recorded. At present, the Finance Manager and an Information Technology Officer are undertaking a review of the register and an upgraded version will be available soon.	Finance Manager	Progress	75%
ACTION 4 - Financial sustainability is critical	Reported monthly to Council against a timeline.	Ensure that Council funds are invested in	As at 30 June 2021 - a monthly report detailing the invested monies of Council is presented to each Council meeting. The report details all transactions that have taken place within the preceding month and gives a snapshot of the portfolio and	Finance Manager	Complete	100%

ACTION	Measured By	Performance Target	Comments	Responsible Officer Position	Status	Progress
with maximum rate revenue to be achieved and other income sources maximised		accordance with legislative provisions and income yield is maintained within Council's risk profile.	credit limits to make sure that Council remains within the prescribed amount allowed for each financial institution.			
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 the 30 June 2021 - a total of 6 dogs were registered as companion animals for this quarter.	Administration Assistant - Development and Environment	Ongoing	100%

ACTION	Measured By	Performance Target	Comments	Responsible Officer Position	Status	Progress
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 cats registered under the Companion Animals Act.	As at 30 June 2021 - 2 cats were registered as companion animals for this reporting quarter.	Administration Assistant - Development and Environment	Ongoing	100%
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 30 June 2021 - preparatory work has commenced to review the Local Environmental Plan (LEP). The first review will be a 'housekeeping' task to rectify any minor anomalies and omissions with a comprehensive review to align with the completion of the studies identified within the Local Strategic Planning Statements over the next four years. An initial discussion has been held with Department of Planning, Industry and Environment staff to discuss the pending update.	Deputy GM Infrastructure	Progress	70%

ACTION	Measured By	Performance Target	Comments	Responsible Officer Position	Status	Progress
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 30 June 2021 - the Community Participation Plan was adopted by Council in December 2019. The Local Strategic Planning Statement was adopted by Council in August 2020 and preparatory work has commenced to review the Local Environmental Plan. Revisions and additions of other planning instruments are now being conducted in accordance with the adopted and agreed timeline.	Deputy GM Infrastructure	Ongoing	100%
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 past 2 year's data.	Statistical data on Development Applications received, also comparing to previous years.	As at 30 June 2021 - Council received 27 Development Applications during this reporting quarter with a total of 86 Development Applications received this financial year. For the same reporting quarter in 2019-2020 there were 7 Development Applications lodged and in 2018-2019 there were 9 Development Applications lodged.	Administration Assistant - Development and Environment	Ongoing	100%
ACTION 8 - Development	Comparison of assessment timeframe	Compliance with statutory timeframes	As at 30 June 2021 - during this reporting quarter the average Development Application assessment timeframe was 22 days compared to the statutory 40-day timeframe.	Administration Assistant - Development	Ongoing	100%

ACTION	Measured By	Performance Target	Comments	Responsible Officer Position	Status	Progress
Applications received and assessed within statutory timeframes	against Department of Planning & Environment averages.	for assessment.		and Environment		
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 30 June 2021 - during the reporting quarter the Mayor, Deputy Mayor and General Manager attended meetings of the Riverina and Murray Joint Organisation Board and its Committees discussing a wide range of topics.	General Manager	Complete	100%