



Narrandera
Shire Council

2018-2022 Delivery Program

Delivery Program Review

6 months from 1 January 2022 to 30 June 2022

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 2022 - Council has engaged with the community through many broadcasting channels. The Mayor and General Manager participated in monthly radio interviews with Narrandera Community Radio and Triple M Griffith. Council published a total of 413 posts on Facebook - the top engaged post was about the closure of East Street, Narrandera due to the January 2022 flood event - this post had 12,800 reaches, 172 comments, 418 'reactions' and 123 'shares'. Pages on Council's website have had 46,128 unique pageviews, with news and media collectively totalling 545 unique views, there were 22 media releases published. Council released 7 print and digital newsletters and 19 print advertisements for the reporting period.	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 2022 - Council published 7 community newsletters online, documents published to the website for feedback included the statutory Budget documents for 2022-2023, the new Community Strategic Plan, Delivery Program, Operational Plan,	Communications Officer	Ongoing commitment	100%

ACTION	Measured By	Performance Target	Comments	Responsible Officer Position	Status	Progress
fostering a healthy and community attitude			Disability Inclusion Action Plan and the Workforce Strategic Plan. Also 10 Development Applications and 4 projects were published to the community. Community activities promoted included school holiday activities for young people, road safety week activities, seniors and youth weeks, community Listening Posts held across the Shire, a consultation session on the urban stormwater drainage issue and solutions also the opening of the Narrandera Sportsground Clubrooms and the koala art competition.			
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 Council and the community.	Proactive S.355 Committees with the monitoring of outcomes achieved and compliance with the Local Government Act, 1993.	As at 30 June 2022- Council has reviewed its committee structure following the December 2021 ordinary election. Terms of reference for Committees have been adopted by Council. Councillor and community committee members have been appointed.	Deputy GM Corporate & Community	Completed	100%
ACTION 2 - Continue with strategic advocacy for the delivery of integrated health	Details of advocacy efforts during the reporting period and outcomes.	Details of the number of meetings held and details of outcomes from	As at 30 June 2022 - The Mayor and the General Manager continued to lobby health authorities on services for local residents. During the period the main issue at hand included the lack of dialysis services for	General Manager	Completed	100%

ACTION	Measured By	Performance Target	Comments	Responsible Officer Position	Status	Progress
and wellbeing programs		these meetings.	Narrandera residents. The Mayor raised this issue directly with the Minister for Rural health also the Murrumbidgee Local Health District (MLHD) staff in three forums and at the local health committee meetings. Five media statements have been made and a media release issued about this matter. The General Manager has advised MLHD of the existence of suitable land for the development of a partnership for medical staff housing.			
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 2022 - The Narrandera Interagency continues to meet, with new members attending regularly. The Aboriginal Elders Liaison Committee continues to meet quarterly to discuss important issues surrounding the Aboriginal community, including upcoming Council projects. NAIDOC Week 2022 preparations are well advanced through the Narrandera NAIDOC Committee with celebrations to happen during July 2022.	Community Support Manager	Ongoing commitment	100%
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 2022 - The Narrandera Shire Library continues to offer activities catering to the needs of our 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	Community Support Manager	Ongoing commitment	100%

ACTION	Measured By	Performance Target	Comments	Responsible Officer Position	Status	Progress
			<p>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. Council recently completed the review of Disability Inclusion Action Plan with the updated plan adopted by Council at the June 2022 meeting.</p>			
<p>ACTION 5 - Transport options are available to identified members of the community</p>	<p>The number of clients provided with community transport during the reporting period.</p>	<p>Details of the number of clients utilising the service and cumulative totals categorised as Aged, Transport Disadvantaged and Aboriginal.</p>	<p>As at 30 June 2022 - Narrandera-Leeton Community Transport provided 5,673 trips to residents of the Narrandera and Leeton Shires during the reporting period. Of these trips 2,233 trips were delivered to clients aged 65 years or older, or 50 years for Aboriginal and Torres Strait Islander, a total of 2,381 trips were delivered to those who are transport disadvantaged. The remainder of the trips were delivered through non-emergency health related transport, to NDIS participants and through other brokerage agreements.</p>	<p>Community Support Manager</p>	<p>Ongoing commitment</p>	<p>100%</p>

ACTION	Measured By	Performance Target	Comments	Responsible Officer Position	Status	Progress
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 2022 - The various Council social media posts received wide attention from the Community - these included information on the following items such as school holiday activities, upcoming NAIDOC Celebrations, Community Outreach events, grant funding opportunities, the rural health inquiry, extreme weather events and the Narrandera stormwater drainage project proposal.	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 reduce their isolation	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 or NDIS planners.	Through other activities of Council such as Ageing, Disability and Home Care identify members of the community where social isolation may be an issue.	As at 30 June 2022 - The Narrandera Leeton Social Support program provided 1,242 hours of Social Support and 122 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 48 hours of Social Support was provided to 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.	Community Support Manager	Ongoing commitment	100%

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 2022 - Liaison with the education providers continued during the period with a number of school based traineeships commencing. The General Manager has held discussions with the Principals regarding the standard of results across student cohorts and the need for allied services to be made available to students locally. The General Manager has raised the success of the Clontarf Academy for boys with the Minister for Education and the need for a similar strategy for the girls at Narrandera High School.	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 2022 - The Visitor Information Centre continues to be housed in the Performance Space of the Arts Centre and it is estimated that this arrangement will continue into early 2023. While the Arts Centre is operating as a shared space - NACNET, the Arts and Cultural Advisory Committee have continued with the Wide Open Narrandera 2022 program which has seen a new exhibition of work from a local artist or group of artists featured each month. The program has been very well received with good numbers attending the exhibition openings. Delivery of the Wide Open Narrandera initiative has involved a substantial commitment of volunteer	Community Development (including Library) Manager	Ongoing commitment	100%

ACTION	Measured By	Performance Target	Comments	Responsible Officer Position	Status	Progress
			hours from NACNET and Western Riverina Arts.			
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 2022 - The aims and goals from the Narrandera Shire Cultural Plan 2021-2031 have been incorporated into the updated Community Strategic Plan also the Disability Inclusion Action Plan. The newly reconstituted Arts and Cultural Advisory Committee will be workshopping the plan to establish deliverable outcomes and will work with the Narrandera Arts and Creative Network, Local Community Arts Installation Narrandera, Western Riverina Arts as well as local artists and community members to develop Arts and Cultural opportunities within the Narrandera Shire.	Community Development (including Library) Manager	Ongoing commitment	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 2022 - The quarterly meetings between Council and the regional Police have continued with the exchange of information on crime rates and staffing levels. Regular informal contact occurs between the Mayor, the General Manager and the Inspector allowing for the identification of local issues. Crime rates for Narrandera Shire remain low and are decreasing across most categories.	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 2022 - Council continues to maintain the existing cameras in the CCTV system and have replaced damaged CCTV equipment at Marie Bashir Park plus repair several CCTV systems after the January 2022 summer storms. Council staff are currently working with a security contractor to check compatible options to replace some cameras in East Street, Narrandera. During the reporting period Council received 6 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 2022 - 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 2022 - A total of 67 private property inspections completed with 8 General Biosecurity Directions issued. The Biosecurity Officer Position has been vacant for an extended period of time with recruitment unsuccessful to date, however following a recent interview the role is expected to be filled in August 2022.	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 2022 - 129 trees were removed due to the significant cyclonic storm event in Narrandera at the end of January 2022. Replacements have been ordered and replanting has commenced.	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.				
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 2022 - a drive by assessment of the Flora and Fauna reserve trees has now been completed.	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 2022 - Bolton Street, Narrandera works have been delayed due to the flooding remediation works that are currently under investigation. Council has secured \$1.2M of funding under the Local Roads and Community Infrastructure Program Phase 3 to undertake stage 1B of the Narrandera Business Centre Masterplan on East Street, Narrandera from Bolton Street to Twynam Street.	Projects and Assets Manager	Progressing	20%
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 2022 - Stage 1 of the Narrandera CBD Master Plan comprising the upgrade of Bolton Street, Narrandera is in the detailed planning stage with a meeting held with the design consultants. The works were planned to commence in the second quarter of 2022, however the severe storms during January 2022 has resulted in the project being delayed. Further grant funding has been secured to commence the upgrade works within East Street, Narrandera in accordance with the approved Master Plan.	Deputy GM Infrastructure	Progressing	75%
ACTION 2 - Develop a small parks strategy	Accessible parks that provide for local play, passive recreation, general open space and urban	The needs of the community for parks and recreation opportunities are met through a hierarchy of parks.	As at 30 June 2022 - Inclusive Play submission was successful - staff are currently developing designs for community consultation.	Open Space Recreation Manager	Completed	100%

ACTION	Measured By	Performance Target	Comments	Responsible Officer Position	Status	Progress
	beautification within easy access of residents and visitors.					

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 2022 - The reverse vending container facility continues to operate at the Narrandera Waste facility. Council currently diverts bulk green waste, metal and tyres, as well as batteries, oils paints, gas bottles, hazardous chemicals, fluorescent light tubes and empty fire extinguishers from being placed in the landfill cell. The Long-term Waste Management plan has been completed with implementation commencing and physical upgrades to be undertaken in 2022-2023.	Deputy GM Infrastructure	Ongoing commitment	100%
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 2022 - Council submitted another grant application under Building Better Regions Fund Round 6 entitled - Power to Save. This was based on Councils Climate action Strategy Policy which identifies behind the meter solar, Energy efficiency and battery solutions. The proposed works would lead to an emissions reduction of over 300 tonne per year. This complements the 140 tonnes reduction in last years switch to LED streetlighting which is nearly completed. Budgeted works are expected to proceed once successful Grant applications are	Executive Engineer	Ongoing commitment	70%

ACTION	Measured By	Performance Target	Comments	Responsible Officer Position	Status	Progress
			notified in July 2022.			
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 2022 - Additional irrigation systems for avenues of trees have been installed along sections of Elizabeth Street, Narrandera and Douglas Street, Narrandera.	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).	As at 30 June 2022 - Sales on Council's Red Hill Industrial Estate of a large 3.5ha lot to Mod Pod Homes and a further 7ha sale to Bhullar Group are progressing with contracts exchanged and General Managers of both companies publicly announcing their development proposals are predicted to create more than 135 jobs within 2 years. Continuing strong sales activity on the Red Hill Industrial Estate with Council approving the sales of two final lots of land that will exhaust all available land on the estate. Sales progressing for a 2ha solar farm and a 28 hectare special solar facility with storage. Contracts exchanged for the sale of the 2ha lot and contracts expected to be executed for the 28ha lot early in new financial year. Council is advised of sales progress via the Economic Development Taskforce Committee and public announcements have been made via the media. Work progressing on the construction of the new Avonlie Solar Farm.	Economic Development Manager	Completed	100%

ACTION	Measured By	Performance Target	Comments	Responsible Officer Position	Status	Progress
ACTION 1 - Continued delivery of actions contained within the Economic Development Strategy	Attend Narrandera Business Group Meetings; facilitate guest speakers at Business Group functions; provide information, advice and leverage opportunities for information sharing.	Support and nurture existing businesses - EDS 3.2	As at 30 June 2022 - Regular attendance at Narrandera Business Group Meetings and assuming the role of Acting Secretary on occasions when nominated Secretary is absent. Frequent circulation of a variety of information from government agencies etc. to the business group email contact list. Joint promotion with Business Group for Small Business Month in March involving coach tour for familiarisation of the Avonlie Solar farm worksite coordinated by Beon Energy Solutions. Guest speaker at evening function and networking. Construction work commenced at Avonlie, and first group of solar panels installed.	Economic Development Manager	Ongoing commitment	100%
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 2022 - No action in this period as previous activities unable to generate any interest from the industry sectors being targeted.	Economic Development Manager	Completed	100%

ACTION	Measured By	Performance Target	Comments	Responsible Officer Position	Status	Progress
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.	As at 30 June 2022 - New policy POL010 Small Business Incentive Scheme adopted by Council outlining a range of valuable incentives to assist developers. Continuing Policy POL048 providing incentive as rebate of 10% of purchase price for qualifying developments providing new infrastructure used in conjunction with employment in the business established on the subject site. Signage and pole banners have been installed at the entrance to the Estate.	Economic Development Manager	Completed	100%

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 2022 - The Narrandera Youth Advisory Council held 4 formal meetings and several informal meetings during the reporting period. During these meetings members discussed the Blue Tree Project, upcoming food trailer events, school holiday activities and mental health initiatives. The trailer attended the Roller Disco, Earthfest, Movie Nights and school holiday events and all were very well received by the community. 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, however, this was placed on hold due to the COVID-19 restrictions. Planning has commenced for another extensive school holiday program to be run in September 2022.	Community Support Manager	Ongoing commitment	100%
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 30 June 2022 - Council continues to increase support services available to residents of the Shire. 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	Community Support Manager	Ongoing commitment	100%

ACTION	Measured By	Performance Target	Comments	Responsible Officer Position	Status	Progress
			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 2022 - During the reporting period Council submitted a claim for Natural Disaster Funding following the declared January 2022 storm event. Council applied for \$859,411 funding and received successful notification for the widening of Erigolia Road under the Remote Roads Upgrade Pilot Program.	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 2022 - The following works have been completed for the reporting period, 20.96 kilometres of gravel resheet works, 164 kilometres of maintenance grading works, 16.7 kilometres of new sealed road construction and 2.7 kilometres of sealed road rehabilitation. In addition, 30.7 kilometres of emergency flood repairs were carried out following the January 2022 storm events.	Works Manager	Completed	100%
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 30 June 2022 - Footpath inspections were undertaken in accordance with the inspection regime. A consultant has been engaged to undertake a complete condition assessment of the sealed road network.	Works Manager	Completed	100%

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 2022 - The Destination and Discovery Hub construction has commenced with the Camp Kitchen and amenity building at the Lake Talbot Tourist Park now completed - these projects are part of the Drought Stimulus Grant (Playground on the Murrumbidgee Program). The Narrandera Sportsground disabled access ramp, the Grong Grong Sportsground storage shed, the Barellan Cemetery toilet and the Narrandera Sportsground Digital Scoreboard projects are also finalised - these were funded through the Local Roads & Community Infrastructure Phase 2 program. All projects under Round 4 of the Stronger Country Communities project have commenced and are on track. The Narrandera Sportsground Clubroom building was also successfully delivered through the second half of the 2021-2022 financial year.	Projects and Assets Manager	Progressing	70%
ACTION 1 - Plan and source funding for redevelopment of or the construction of key facilities and	Completion of projects identified within projected timeframe and budget.	Preparation of future plans for the renewal or replacement of assets.	As at 30 June 2022 - Milestone activities are being met with the Playground on the Murrumbidgee Program. The construction of a new amenities block and the Camp Kitchen at the Lake Talbot Tourist Park	Projects and Assets Manager	Progressing	70%

ACTION	Measured By	Performance Target	Comments	Responsible Officer Position	Status	Progress
infrastructure			have been completed with construction of the Destination and Discovery Hub commenced. Project activities identified under the Local Roads and Community Infrastructure grant program Phase 2 and Stronger Country Community Grants Round 4 are all proceeding as scheduled and to the agreed scope.			
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 2022 - \$215,094.75 funding was secured under the NSW State Government Safe and Secure Water Program for Integrated Water Cycle Management report and Water Treatment Plant Scoping Study.	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 2022 - The additional works for the Integrated Water Cycle Management Strategy such as the Groundwater Sustainability Study are now complete. Finalisation of the Options Report and development of a Scenario Analysis due in July 2022. Project completion anticipated for November 2022.	Water Sewer Manager	Progressing	95%
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 30 June 2022 - The 2021-2022 capital works program progressing is on schedule - significant works include completion of Sewer Main Relining program, completion of Pine Hill Reservoir Construction project, water and sewer telemetry system upgrade also the	Water Sewer Manager	Progressing	90%

ACTION	Measured By	Performance Target	Comments	Responsible Officer Position	Status	Progress
	measured by a timeline.		Narrandera Sewer Treatment Plant filtration upgrade to begin soon.			

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 measurables contained within the Delivery Program.	As at 30 June 2022 - The reporting on measurables within in the adopted Delivery Program continues on a six monthly basis. Responsible Officers are encouraged to provide accurate action comments and where necessary support the comments by providing relevant statistical information or other supporting information.	Governance & Engagement Manager	Completed	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 2022 - 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 for comparative purposes.	Governance & Engagement Manager	Completed	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 2022 - Council's 2020-2021 Financial Statements have been audited and published. Fit for the Future benchmarks were achieved with the exception of the Own Source Revenue target of 60%. Council's Own source Revenue has been below 60% for the past two financial years. This is driven by the unusually high level of external funding, predominately grants that Council has secured over this period. This additional external funding reduces Council's own source revenue as a percentage of total revenue.	Deputy GM Corporate & Community	Completed	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 2022 - The refreshed Customer Service Charter 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 Charter.	Governance & Engagement Manager	Completed	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 2022 - Any requests for financial support are considered in accordance with strategic documents and budgetary constraints. Applications for 2022-2023 financial year community funding were sent to prospective applicants by mail prior to the end of December 2021 with an advertisement placed in the Narrandera Argus; also, the application process will continue to be promoted using Council social media.	Governance & Engagement Manager	Ongoing	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 2022 - 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 reporting period the website was viewed 27,301 times by 7,994 unique users. The top 10 pages included the Home Page, Contact Us, Waste and Recycling, Working at Council, Council Meetings, Search Content, Lake Talbot Skywalk, Councillors, Have Your Say and Shown 'n' Shine.	Communications Officer	Ongoing	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	Revise Council's Procurement Policy by 31 December 2018.	Council's procurement provides best value and protects against fraud and corruption.	As at 30 June 2022 - Council has adopted the revised Procurement Policy with the Procurement Manual endorsed by the Executive Leadership Team. The Procurement Policy, the Procurement Manual and may other template documents have now been placed on the home page of MAGIQ under the tab called 'Procurement'.	Governance & Engagement Manager	Completed	100%
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 2022 - During the reporting period 9 policies have been developed or reviewed. These policies are categorised under four broad areas - the first area relates to improving Council's succession planning, the second area is to provide a better work life balance to employees, the third relates to improving record keeping with the fourth area to provide clear information on the performance management of employees.	Human Resources Manager	Ongoing	65%
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	Develop and implement succession planning.	As at 30 June 2022 - The Human Resources team continue to report monthly to the Executive Leadership Team (ELT) on employee demographics. These statistics follow the format of the Workforce Management Plan with the Senior Management Team Meeting also provided with a condensed version of the information. As part of the HR teams efforts to keep employees informed, Council's Consultative Committee now also receives this information. The Price Waterhouse Cooper Comparison report is also provided to the Executive Leadership Team. The HR team have been participating in this survey for a number of years, with the report comparing similar sized councils across all	Human Resources Manager	Completed	100%

ACTION	Measured By	Performance Target	Comments	Responsible Officer Position	Status	Progress
	years.		facets of workforce reporting including turnover rates, leave statistics and associated costs.			
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 30 June 2022 - The Human Resources team continue to assist managers and supervisors in completing their requirements within the Pulse Performance Management module. Available statistics clearly show a marked improvement in the completion of requirements for the 2021-2022 financial year compared to previous years. In May 2022 managers and supervisors attended training facilitated by the HR team. The training provided an overview of the performance appraisal system, processes, timeframe and responsibilities. All new employees who commenced with Council in the last financial year were provided training and assistance to navigate through the online appraisal process.	Human Resources Manager	Completed	100%
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 2022 - Local Government Baseline Training in report writing has been provided to managers and supervisors as required. Internal reminders to employees are issued when necessary, regarding the importance of creating accurate, relevant and easy to read documents. Strategic documents, Corporate Reports and Business Papers are all proofread before publication. The Human Resources Team source advanced report writing skills refresher training to capture new staff or those identified as requiring assistance as necessary. Training in writing skills is also provided on request with these requests made through the Performance Appraisal process.	Human Resources Manager	Ongoing	100%

ACTION	Measured By	Performance Target	Comments	Responsible Officer Position	Status	Progress
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 2022 - 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 updating the strategy.	Information Technology Manager	Progressing	50%
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 2022 - 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	Completed	100%

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	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 2022 - 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	Progressing	90%
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.	As at 30 June 2022 - 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 credit limits to make sure that Council remains within the prescribed amount allowed for each financial institution.	Finance Manager	Completed	100%
ACTION 5 - The community displays a	Updated statistics for each reporting period with	Number of dogs registered under the	As at 30 June 2022 - A total of 12 dogs were registered as companion animals for this reporting period.	Administration Assistant - Development and	Ongoing	100%

ACTION	Measured By	Performance Target	Comments	Responsible Officer Position	Status	Progress
high level of understanding and compliance with legislative in regard to the keeping of and control of companion animals and other animals	cumulative totals also to be reported.	Companion Animals Act.		Environment		
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 2022 - For the 6 monthly reporting period: 1. A total of 44 dogs were impounded, with 13 returned to their owners, 31 rehomed and 0 euthanized; 2. A total of 35 cats were impounded with 25 being rehomed and 7 being euthanized.	Administration Assistant - Development and Environment	Completed	100%
ACTION 6 - The	Review the current LEP	Maintain the LEP to meet	As at 30 June 2022 - Preparatory work has commenced to review the Local Environmental Plan (LEP). The first review	Deputy GM Infrastructure	Progressing	75%

ACTION	Measured By	Performance Target	Comments	Responsible Officer Position	Status	Progress
Narrandera Shire Local Environmental Plan 2013 (LEP) is reviewed within a 5 year cycle	within the timeframe established by the Department of Planning and Environment.	community aspirations, land needs and environmental outcomes.	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. Council has engaged planning consultants to undertake the Narrandera Housing & Employment Zone Strategies, which will be completed in late 2022.			
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 2022 - 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	Statistical data on Development Applications received, also comparing to previous years.	As at 30 June 2022 - During this reporting period 34 Development Applications were received. In the same period for the 2020-2021 year 27 Development Applications were lodged and in 2019-2020 7 Development Applications were received. Total applications received for the 2021-2022 financial year is 62.	Administration Assistant - Development and Environment	Completed	100%

ACTION	Measured By	Performance Target	Comments	Responsible Officer Position	Status	Progress
	yearly data to paste 2 year's data.					
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 30 June 2022 - During the reporting period the average development assessment timeframe was 15.2 days which was a reduction from the previous period. The statutory period within which Councils are required to assess Development Applications is 40 days.	Deputy GM Infrastructure	Completed	100%
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 2022 - During the period the General Manager and Mayor have been active members of the Health, Energy and Strategic Planning committees and the Board of Riverina and Murray Joint Organisation attending all meetings and networking opportunities. The General Manager assisted the Water Committee to make a presentation to the NSW Water Minister in Narrandera recently on the Murray Darling Basin Plan.	General Manager	Completed	100%