



Delivery Program 2018-2022

Annual Report

Reporting Year 2021-2022

THEME 1 - OUR COMMUNITY

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

ACTION 1 - Develop relationships with both local and regional communities fostering a healthy and community attitude

Action Code	Action	Responsible Position	Comment	Action Status
1.1.1.1	MEASURE (1) - 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.	Communications Officer	For the 2021-2022 reporting year - Council engaged with the community through many broadcasting channels. The Mayor and General Manager participated in monthly radio interviews with Narrandera Community Radio, Triple M Griffith and ABC Riverina. This year Council published a total of 226 posts on Facebook - the top engaged post was about the closure of East Street, Narrandera due to the January 2022 flooding event - this post had 12,800 reaches, 172 comments, 418 'reactions' and 123 'shares'. Pages on Council's website have had 93,362 unique pageviews, with news and media collectively totaling 1,048 unique views, there were 65 media releases published. Council released 15 print and digital newsletters and 30 print advertisements for the reporting period.	Ongoing commitment
1.1.1.2	MEASURE (2) - Details of engagement opportunities for each reporting period with cumulative totals.	Communications Officer	For the 2021-2022 reporting year - Council published 18 community newsletters online, documents published to the website for feedback included the 24 'Have Your Say' items. Community activities included seniors and youth weeks, school holiday activities for young people, road safety week activities, community Listening Posts at Barellan, Grong Grong, Sandigo and Narrandera, 2 community consultation sessions and the opening for the new Narrandera Sportsground Clubroom facility and 4 community competitions. Council also commenced its community	Ongoing commitment

Action Code	Action	Responsible Position	Comment	Action Status
			consultation sessions in October 2021 to develop a new Community Strategic Plan and supporting documents, there were 4 face-to-face sessions with a QR coded survey issued to every property owner with their November 2021 rate instalment notice and water consumption account. The final documents were adopted by Council in June 2022.	
1.1.1.3	MEASURE (3) - Proactive committees with meetings conducted as per terms of reference and held as scheduled. Minutes of Committees made available to Council and the community.	Deputy GM Corporate & Community	For the 2021-2022 reporting year - 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.	Completed

ACTION 2 - Continue with strategic advocacy for the delivery of integrated health and wellbeing programs

Action Code	Action	Responsible Position	Comment	Action Status
1.1.2.1	MEASURE (1) - Details of advocacy efforts during the reporting period and outcomes.	General Manager	For the reporting year 2021-2022 - During the year the Council, Mayor and General manager continued to advocate for improved access to health services for local residents. The opportunity was taken to present to the Parliamentary enquiry into rural health services highlighting issues around COVID vaccinations, poor access to allied health services and the decline in services provided locally. More recently dialysis services have been in the spotlight with local residents having to travel to Griffith with the Mayor continuing to present this issue to the relevant Ministers and the Murrumbidgee Local Health District.	Completed

ACTION 3 - Continue positive interactions with the Narrandera Interagency also the Aboriginal representative bodies within the community

Action Code	Action	Responsible Position	Comment	Action Status
1.1.3.1	MEASURE (1) - Number of meetings attended and outcomes from the meetings.	Community Support Manager	For the reporting year 2021-2022 - 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, including the Wiradjuri Wall which Council have successfully applied for grant funding to commence the project. NAIDOC Week 2022 preparations are well advanced through the Narrandera NAIDOC Committee with celebrations to happen during July 2022.	Ongoing commitment

ACTION 4 - Implementation and monitoring of the Positive Aging Strategy & Disability Inclusion Action Plan

Action Code	Action	Responsible Position	Comment	Action Status
1.1.4.1	MEASURE (1) - Details of progressive achievements measured against the relevant plan.	Community Support Manager	For the reporting year 2021-2022 - 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 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 completed the four year review of the DIAP with the updated plan to be adopted at the June 2022 meeting.	Ongoing commitment

ACTION 5 - Transport options are available to identified members of the community

Action Code	Action	Responsible Position	Comment	Action Status
1.1.5.1	MEASURE (1) - The number of clients provided with community transport during the reporting period.	Community Support Manager	For the reporting year 2021-2022 - Narrandera-Leeton Community Transport provided 11,117 trips to residents of the Narrandera and Leeton Shires during the 2021-2022 reporting period. Of these trips 4,337 trips were delivered to clients aged 65 years or older, or 50 years for Aboriginal and Torres Strait Islander, a total of 4,666 trips were delivered to those who are transport disadvantaged. The remainder of the trips were delivered through non-	Ongoing commitment

Action Code	Action	Responsible Position	Comment	Action Status
			emergency health related transport, to NDIS participants and through other brokerage agreements.	

ACTION 6 - Information about community services that are accessible within the Shire to be broadcast through various means

Action Code	Action	Responsible Position	Comment	Action Status
1.1.6.1	MEASURE (1) - The currency and accuracy of information available to the community also the number of website page hits and Facebook page likes.	Community Support Manager	For the reporting year 2021-2022 - The various Council social media posts received wide attention from the Community - these included information on the following items such as COVID-19 updates, playground upgrades, Oz Harvest Van, vaccination hubs, Christmas Lights and competitions, Women's Health Screening clinics and the launch of the Youth Advisory Council's Food Trailer, school holiday activities, upcoming NAIDOC Celebrations, Community Outreach events, funding opportunities, the rural health inquiry, extreme weather events and the Narrandera stormwater drainage project proposal.	Ongoing commitment

ACTION 7 - Where possible ensure socially disadvantaged members of the community have access to or are advised of how services can reduce their isolation

Action Code	Action	Responsible Position	Comment	Action Status
1.1.7.1	MEASURE (1) - The number of persons that have been assisted with	Community Support Manager	For the reporting year 2021-2022 - The Narrandera Leeton Social Support program provided 2,262 hours of Social Support and 192 hours of Flexible Respite to individual	Ongoing commitment

Action Code	Action	Responsible Position	Comment	Action Status
	social support during the reporting period who may have been referred through the My Aged Care portal or NDIS planners.		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 96 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.	

STRATEGY 2 - TO ADVOCATE FOR QUALITY EDUCATIONAL AND CULTURAL OPPORTUNITIES

ACTION 1 - Continued strategic advocacy for strengthening of the Narrandera centres of learning

Action Code	Action	Responsible Position	Comment	Action Status
1.2.1.1	MEASURE (1) - When required details of advocacy efforts.	General Manager	For the reporting year 2021-2022 - Council strongly supported the education providers in the Shire both financially through academic achievement awards and in providing traineeships for students - a number of students have undertaken work experience and have commenced traineeships leading to permanent employment. 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.	Completed

ACTION 2 - Develop a Narrandera Shire Cultural Plan to increase community participation in the Arts and cultural activities

Action Code	Action	Responsible Position	Comment	Action Status
1.2.2.1	MEASURE (1) - Details of events held at the centre including type of event and attendance statistics.	Community Development (including Library) Manager	For the reporting year 2021-2022 - 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	Ongoing commitment

Action Code	Action	Responsible Position	Comment	Action Status
			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 hours from NACNET and Western Riverina Arts.	
1.2.2.2	MEASURE (2) - Regular review of strategies and target groups in response to event statistics.	Community Development (including Library) Manager	For the reporting year 2021-2022 - The aims and goals from the Narrandera Shire Cultural Plan 2021-2031 have been incorporated into the updated Community Strategic Plan and 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.	Ongoing commitment

STRATEGY 3 - TO FEEL CONNECTED AND SAFE

ACTION 1 - Strategic advocacy for an enhanced Police presence, at the very least the maintenance of current levels

Action Code	Action	Responsible Position	Comment	Action Status
1.3.1.1	MEASURE (1) -Number of advocacy interactions and outcomes.	General Manager	<p>For the reporting year 2021-2022 - The quarterly meetings between Council and the regional Police have continued with 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.</p> <p>The Mayor and the General manager continue to raise the issue of the unsatisfactory condition of the Narrandera Police Station also available Police housing needs being insufficient.</p>	Completed

ACTION 2 - Maintain and enhance the current network of CCTV cameras in key locations

Action Code	Action	Responsible Position	Comment	Action Status
1.3.2.1	MEASURE (1) - 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	Information Technology Manager	<p>For the reporting year 2021-2022 - Over the past 12 months Council continues to maintain the existing cameras in the CCTV system which includes repairing or replacing equipment damaged during the January 2022 summer storms and installing new cameras at the Narrandera Works Depot. Council staff have also completed a review with an external consultant of the public facing CCTV equipment to be used for future grant submissions. During the previous 12 month reporting period Council received 11 requests to view footage from the NSW Police.</p>	Ongoing commitment

Action Code	Action	Responsible Position	Comment	Action Status
	requested for viewing by NSW Police.			

THEME 2 - OUR ENVIRONMENT

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

ACTION 1 - Encourage and promote environmental awareness

Action Code	Action	Responsible Position	Comment	Action Status
2.1.1.1	MEASURE (1) - Project delivery and works programs result in minimal environmental harm.	Deputy GM Infrastructure	For the reporting year 2021-2022 - Throughout the year 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. There have been no environmental incidents or investigation required as a result of Council works.	Ongoing commitment
2.1.1.2	MEASURE (2) - Statistical information on the number of inspections performed also a summary of the inspections results - are we being effective, are we achieving control.	Open Space Recreation Manager	For the reporting year 2021-2022 - A total of 67 private property inspections completed with 8 General Biosecurity Directions issued - ongoing wet weather has had a significant impact on the number of inspections able to be undertaken. 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.	Completed
2.1.1.3	MEASURE (3) - Works finalised against the schedule of works, progressive and comparative statistical data on trees removed, trees replaced and new plantings.	Open Space Recreation Manager	For the reporting year 2021-2022 - Across the reporting period the following has been actioned: 129 trees were removed due to the significant cyclonic storm event at the end of January 2022 in Narrandera, 45 trees were removed for health reasons, however 135 trees were planted. 130 trees and shrubs have been planted at the new water tower parkland. Three work packages have been completed. A	Completed

Action Code	Action	Responsible Position	Comment	Action Status
			total of 198 trees have been ordered for the next planting season.	
2.1.1.4	MEASURE (4) - Strategies and plans to preserve a unique feature of our native fauna.	Open Space Recreation Manager	For the reporting year 2021-2022 - A drive by assessment of the Narrandera Flora and Fauna reserve has been completed along with tree assessments carried out at the Brewery Flat Reserve and other reserve areas. Reviews are now being carried out of the final draft versions of the Council Managed Crown Reserves - Plans of Management that include the Lake Talbot environs also the Flora and Fauna reserve areas. Fire mitigation strategies are ongoing.	Completed

STRATEGY 2 - TO EFFECTIVELY MANAGE AND BEAUTIFY OUR PUBLIC SPACES

ACTION 1 - Focus on the Narrandera CBD Masterplan

Action Code	Action	Responsible Position	Comment	Action Status
2.2.1.1	MEASURE (1) - Achieving project milestones.	Projects and Assets Manager	For the reporting year 2021-2022 - An site meeting workshop was conducted earlier in the year with Spiire Infrastructure Consultants to review the design of Bolton Street, Narrandera also the design of the intersection of Bolton Street and East Street. The consultants will provide an updated design proposal based on the adopted masterplan. All funding for this project will be derived from the Narrandera Business Centre Masterplan (NBCM) funding reserves. Bolton Street works have been delayed pending the finalisation of drainage mitigation designs following the severe January 2022 storm and flooding event. Council has also been successful in gaining funding of \$1.2M under the Local Roads and Community Infrastructure Program Phase 3 to upgrade East St, Narrandera between Bolton Street and Twynam Street.	Progressing
2.2.1.2	MEASURE (2) - Spaces where the needs of the community as a whole are considered.	Deputy GM Infrastructure	For the reporting year 2021-2022 - 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/deferred. Further grant funding has been secured to commence the upgrade works within East Street, Narrandera in accordance with the approved Master Plan, the detailed design to commence shortly.	Progressing

ACTION 2 - Develop a small parks strategy

Action Code	Action	Responsible Position	Comment	Action Status
2.2.2.1	MEASURE (1) - Accessible parks that provide for local play, passive recreation, general open space and urban beautification within easy access of residents and visitors.	Open Space Recreation Manager	For the reporting year 2021-2022 - New inclusive play equipment will be purchased and installed at Marie Bashir Park. An Inclusive Play grant submission was successful and designs are currently getting developed for community feedback. The Barellan Pump track will be installed in August 2022 with the site currently being prepared.	Completed

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

ACTION 1 - Consider and where possible implement sustainable environmental practices

Action Code	Action	Responsible Position	Comment	Action Status
2.3.1.1	MEASURE (1) - Progress of the Masterplan also statistical data on the volume 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.	Deputy GM Infrastructure	For the reporting year 2021-2022 - The year saw the continued support of the reverse vending container machine at the Narrandera Waste facility. Council actively diverted 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 was completed with implementation commencing and physical upgrades to be undertaken in 2022-2023.	Ongoing commitment
2.3.1.2	MEASURE (2) - Actions taken by Council to reduce its environmental footprint such as quantifiable billing trends.	Executive Engineer	For the reporting year 2021-2022 - Council budgeted for a number of significant infrastructure works as identified in Councils Climate Action Strategy. These works included some \$800,000 behind the meter solar, \$360,000 LED streetlighting and approximately \$200,000 of Energy efficiency works. Funding for these works were to be based on a 50:50 basis detailed in Councils grant application in Round 5 of the Building Better Regions Fund. In November 2021 Council were advised that our Grant application had met the required criteria, however priority was given to other projects in the fund. The LED streetlighting is nearly complete and provides ongoing emissions reduction of 140 tonne per year. In February 2022 Council submitted a revised Grant application which is expected to be determined in July 2022. Council continues to monitor energy use.	Ongoing commitment

Action Code	Action	Responsible Position	Comment	Action Status
2.3.1.3	MEASURE (3) - Council managed parks and reserves to be watered with re-use or untreated water rather than potable water.	Open Space Recreation Manager	For the reporting year 2021-2022 - Council continue to look for more opportunities to implement reuse irrigation. Some street tree avenues, sports fields, some parks and the western section of the Narrandera Lawn Cemetery are now irrigated by reuse water.	Completed

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 1 - Continued delivery of actions contained within the Economic Development Strategy

Action Code	Action	Responsible Position	Comment	Action Status
3.1.1.1	MEASURE (1) - Information to Council and the community on efforts to encourage new business and industry but also support existing enterprises.	Economic Development Manager	For the 2021-2022 reporting year - An intense period of sales on the Red Hill Industrial Estate has seen all available land subdivided and sold. Staff are now examining opportunities for further suitable land to be zoned for future industrial purposes.	Completed
3.1.1.2	MEASURE (2) - Attend Narrandera Business Group Meetings; facilitate guest speakers at Business Group functions; provide information, advice and leverage opportunities for information sharing.	Economic Development Manager	For the 2021-2022 reporting year - The Economic Development Manager attends Business Group meetings and functions - through these efforts Council enjoys a very good working relationship with the business group.	Ongoing commitment
3.1.1.3	MEASURE (3) - Facilitate an industry specific forum to inform landholders and investors of opportunities in the Shire for the pig and chicken industry.	Economic Development Manager	For the 2021-2022 reporting year - no action in this period as previous activities unable to generate any interest from the industry sectors being targeted.	Completed

Action Code	Action	Responsible Position	Comment	Action Status
3.1.1.4	MEASURE (4) - 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.	Economic Development Manager	For the 2021-2022 reporting year - the Red Hill Estate is now completely sold resulting in \$1.687 million in sales this financial year; removal of some signage and new messages are yet to be installed including the billboard facing the Newell Highway near the start point of the Barellan Road. Pole mounted banners at entry to the Estate on Driscoll Road are impressive but given that there is no land for sale at the present time these and the legend/land plan billboard on Driscoll Road will need to be removed or replaced.	Completed

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

ACTION 1 - Strategic advocacy to support population retention with particular focus on the youth of our Shire

Action Code	Action	Responsible Position	Comment	Action Status
3.2.1.1	MEASURE (1) - Youth projects and engagement opportunities.	Community Support Manager	For the 2021-2022 reporting year - The Narrandera Youth Advisory Council held 8 formal meetings and several informal meetings during the reporting period. During these meetings members continued to move forward on the Food Trailer project, discussed mental health initiatives including the Blue Tree Project and the Youth Strategy. The Food Trailer made its debut at the Christmas Farmers Markets and was very well received by the community, other events attended included the Roller Disco, Earthfest, Movie Nights and school holiday events. 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. Council was successful in receiving two rounds of school holiday break funding and planning for a third round underway.	Ongoing commitment

ACTION 2 - Strategic advocacy for diverse housing options

Action Code	Action	Responsible Position	Comment	Action Status
3.2.2.1	MEASURE (1) - Enhanced accommodation options that may be made available to members of the community.	Community Support Manager	For the 2021-2022 reporting year - 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 related home modifications.	Ongoing commitment

THEME 4 - OUR INFRASTRUCTURE

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

ACTION 1 - Through advocacy seek funding commitments for identified roadway projects and strategies

Action Code	Action	Responsible Position	Comment	Action Status
4.1.1.1	MEASURE (1) - Advocacy efforts and the reporting of successful outcomes using a timeline.	Works Manager	For the 2021-2022 reporting year - During the year Council submitted five applications for grant funding under the Fixing Local Roads Program Round 3, of which one was successful. Council received successful notification for the grant application for the construction of a new taxiway at the Narrandera-Leeton Airport funded under the Regional Airports Program Round 2. 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 .	Completed

ACTION 2 - Road assets are managed in accordance with the road service review and asset management plans

Action Code	Action	Responsible Position	Comment	Action Status
4.1.2.1	MEASURE (1) - Strategic mapping of reseal, re-sheeting or grading works made available to the community also details of works undertaken during the reporting period.	Works Manager	For the 2021-2022 reporting year - The following works have been completed for the reporting period, 31.6 kilometres of gravel resheet works, 390.15 kilometres of maintenance grading works, 47.53 kilometres of new sealed road construction and 2.7 kilometres of sealed road rehabilitation. In addition 30.7 kilometers of emergency flood	Completed

Action Code	Action	Responsible Position	Comment	Action Status
			repairs were carried out following the January 2022 storm events.	

ACTION 3 - Maintain the condition rating of the road network across the Shire in accordance with agreed service levels

Action Code	Action	Responsible Position	Comment	Action Status
4.1.3.1	MEASURE (1) - A complete and reliable asset management plan.	Works Manager	For the 2021-2022 reporting year - 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.	Completed

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

ACTION 1 - Plan and source funding for redevelopment of or the construction of key facilities and infrastructure

Action Code	Action	Responsible Position	Comment	Action Status
4.2.1.1	MEASURE (1) - Availability of accurate and relevant data for all classes of assets.	Projects and Assets Manager	For the reporting year 2021-2022 - It has been an other extremely busy year for staff managing the delivery of project funded through the Drought Stimulus (NSW) playground on the Murrumbidgee program, Phase 1, 2 and 3 of the Local Roads & Community Infrastructure Program(LRCI), Barellan Network Court 3 Upgrade funding, Regional Airports Program Round 2, Stronger Country Communities Round 4 program, Everyone Can Play (ECP) Grant and the Safe and Secure Water program. Council has submitted 2 grant submissions for projects under the Building Better Regions Round 6 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.	Progressing
4.2.1.2	MEASURE (2) - Completion of projects identified within projected timeframe and budget.	Projects and Assets Manager	For the 2021-2022 reporting year - Major projects that have successfully completed this financial year include the new Clubrooms at the Narrandera Sportsground, Grong Grong Sportsground storage facility, disabled spectator access area and a new electronic score board at the Narrandera Sportsground, Lake Talbot Tourist park Camp Kitchen / Amenity Block building also the unisex toilet facility at Barellan Cemetery. Other projects have also commenced through the year and are nearing completion.	Progressing
4.2.1.3	MEASURE (3) - Details of applications submitted and the outcome.	Water Sewer Manager	For the 2021-2022 reporting year - \$215,094.75 funding was secured under the NSW State Government Safe and Secure Water Program for Integrated Water Cycle	Ongoing commitment

Action Code	Action	Responsible Position	Comment	Action Status
			Management report and Water Treatment Plant Scoping Study.	

ACTION 2 - Continuation and monitoring of the Integrated Water Cycle Management Plan (IWCMP).

Action Code	Action	Responsible Position	Comment	Action Status
4.2.2.1	MEASURE (1) - Reporting of milestones achieved within the IWCMP.	Water Sewer Manager	For the 2021-2022 reporting year - 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.	Progressing

ACTION 3 - An ongoing program of capital works for both water and sewer operations of Council

Action Code	Action	Responsible Position	Comment	Action Status
4.2.3.1	MEASURE (1) - Progress of proposed works followed by the completion of projects within budget and effectiveness measured by a timeline.	Water Sewer Manager	For the 2021-2022 reporting year - 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 Narrandera Sewer Treatment Plant filtration upgrade to begin soon.	Progressing

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 1 - Accountable, transparent and ensure open communication between the community and Council

Action Code	Action	Responsible Position	Comment	Action Status
5.1.1.1	MEASURE (1) - Delivery Program update report submitted to Council and community during September, December, March and June annually on outcomes achieved.	Governance & Engagement Manager	For the 2021-2022 reporting year - 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.	Completed
5.1.1.2	MEASURE (2) - Scheduled for early 2020 and will inform Council of the views of the community against industry benchmarks.	Governance & Engagement Manager	As of 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. The findings of the 2021 Community Survey was one of the key documents used as part of the development of a new Community Strategic Plan 2022-2034 adopted by Council at its June 2022 meeting. The next Community Survey is scheduled for early 2023 with the findings to be used in the development of the next generation Community Strategic Plan and supporting documents.	Completed

Action Code	Action	Responsible Position	Comment	Action Status
5.1.1.3	MEASURE (3) - Outcomes committed to by Council in its Fit for the Future Improvement Plan.	Deputy GM Corporate & Community	For the reporting year 2021-2022 - Fit for the Future benchmarks were achieved with the exception of the Own Source Revenue target of 60%. - 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 Councils own source revenue as a percentage of total revenue.	Completed
5.1.1.4	MEASURE (4) - 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.	Governance & Engagement Manager	For the 2021-2022 reporting year - The refreshed Customer Service Charter is viewable on the website of Council with the Senior Customer Service Administration Officer tasked with informing Council staff of the contents of the Charter on a frequent basis using tools such as the Communique which is distributed throughout the organisation.	Completed
5.1.1.5	MEASURE (5) - Council to consider any requests in accordance with the Community Strategic Plan 2017-2030.	Governance & Engagement Manager	For the 2021-2022 reporting year - A total of \$20,239 was provided to community organisations as part of Council's annual financial assistance program. some of the recipients were the Barellan Amateur Swimming Club, Barellan and District Netball Club, Binya Public School P&C, Barellan Show Society, Kamarah Hall Committee. Narrandera Shed for Men. Council also supports the Australian Airline Pilot Academy by offsetting the rental payable for use of the former residence at the Narrandera-Leeton Airport, the former residence is used as a briefing centre for trainee pilots.	Ongoing commitment

Action Code	Action	Responsible Position	Comment	Action Status
5.1.1.6	MEASURE (6) - 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.	Communications Officer	For the 2021-2022 reporting year - 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 year the website was viewed 93,362 times by 34,317 unique users. The top 10 pages included the Home Page, Contact Us, Working at Council, Waste and Recycling, Council Meetings, COVID-19 Update, Search Content, Local Government Elections, Councillors and Meetings.	Ongoing commitment
5.1.1.7	MEASURE (7) - Revise Council's Procurement Policy by 31 December 2018.	Governance & Engagement Manager	For the 2021-2022 reporting year - The majority of large scale procurement is through the online resource known as VendorPanel. VendorPanel allows Council to select suppliers who have either been pre-approved by VendorPanel to provide either goods and services - VendorPanel also allows Council to identify new suppliers through the enormous database of suppliers. Minor spending using the Order system or credit cards is also contained within the Procurement documents and details the limits where a single quotation or multiple quotations are to be received - the Manual has active hyperlinks so that staff can access the most recent documents.	Completed

ACTION 2 - A highly skilled and motivated workforce

Action Code	Action	Responsible Position	Comment	Action Status
5.1.2.1	MEASURE (1) - Reviewed at least every 2 years or when there is legislative or award changes.	Human Resources Manager	For the 2021-2022 reporting year - The Human Resources Team developed and reviewed policies as time permitted. During the first quarter of the 2021-2022 financial year the Human Resource Team placed a considerable amount of resources into the development of employee communication in relation to all matters surrounding COVID-19..A further sixteen policies were reviewed or developed and can be categorised under the following broad areas such as improve the skill level of employees, provide a better work life balance, provide career planning opportunities, improved record keeping and to keep employees safe at work.	Ongoing commitment
5.1.2.2	MEASURE (2) - Action recommendations within the Workforce Strategic Plan 2017-2021; report September annually on staff demographics in comparison to previous 3 years.	Human Resources Manager	For the 2021-2022 reporting year - Workforce demographic information continues to be provided to the Executive Leadership Team each month. Providing this information on a monthly basis exceeds the expectations documented in the Workforce Management Plan. Providing the information to the senior Management Team and the Consultative Committee provides transparency across Human Resource functions. During the reporting year a new Workforce Strategy was developed to coincide with the development of the new Community Strategic Plan 2022-2034 and its supporting key documents.	Completed
5.1.2.3	MEASURE (3) - Amendments are made as soon as possible; report September annually	Human Resources Manager	For the 2021-2022 reporting year - Improvements are noticeable in the 2021-2022 Performance Appraisal process such as the provision of documentation and the meeting of deadlines. The provision of training to Managers and Supervisors and also new employees has	Completed

Action Code	Action	Responsible Position	Comment	Action Status
	performance appraisal outcomes.		resulted in a better understanding of the appraisal process and time frames are being better managed. The 2021-2022 appraisal process has almost been completed..	
5.1.2.4	MEASURE (4) - Information presented is accurate, relevant and easy to read.	Human Resources Manager	For the 2021-2022 reporting year - After providing group training to all managers and supervisors some time ago, training is now provided on a formal request basis through the annual performance appraisal processes. Writing skills are monitored constantly and staff are advised how improvements can be made if necessary. All reports are proof read while in draft form with corrections made prior to publishing.	Ongoing commitment

ACTION 3 - As an organisation the information management capability meets the needs of the users and the community

Action Code	Action	Responsible Position	Comment	Action Status
5.1.3.1	MEASURE (1) - Implement actions within the Information Management Strategy 2014-2019 also review and update the Information Strategy 2014-2019 during 2020.	Information Technology Manager	For the 2021-2022 reporting year - 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 after completing the staff surveys to gain feedback on IT priorities for the next 5 years.	Progressing

ACTION 4 - Financial sustainability is critical with maximum rate revenue to be achieved and other income sources maximised

Action Code	Action	Responsible Position	Comment	Action Status
5.1.4.1	MEASURE (1) - Recommendations to maximise Council's financial position.	Finance Manager	For the reporting year 2021-2022 - 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.	Completed
5.1.4.2	MEASURE (2) - 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.	Finance Manager	For the 2021-2022 reporting year - 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.	Progressing
5.1.4.3	MEASURE (3) - Reported monthly to Council against a timeline.	Finance Manager	For the reporting year 2021-2022 - 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	Completed

Action Code	Action	Responsible Position	Comment	Action Status
			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

Action Code	Action	Responsible Position	Comment	Action Status
5.1.5.1	MEASURE (1) - Updated statistics for each reporting period with cumulative totals also to be reported.	Administration Assistant - Development and Environment	For the 2021-2022 reporting period - A total of 57 dogs were registered as companion animals.	Ongoing commitment
5.1.5.2	MEASURE (2) - Updated statistics for each reporting period with cumulative totals also to be reported.	Administration Assistant - Development and Environment	For the 2021-2022 reporting year - 1. A total of 114 dogs were impounded, with 166 returned to their owners, 75 rehomed and 3 euthanized; 2. A total of 169 cats were impounded with 70 being rehomed and 89 being euthanized.	Completed

ACTION 6 - The Narrandera Shire Local Environmental Plan 2013 (LEP) is reviewed within a 5 year cycle

Action Code	Action	Responsible Position	Comment	Action Status
5.1.6.1	MEASURE (1) - Review the current LEP within the timeframe established by the Department of Planning and Environment.	Deputy GM Infrastructure	For the 2021-2022 reporting year - Over the past year 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. Council has engaged planning consultants to undertake the Narrandera housing & Employment zone strategies, which will be completed in late 2022.	Progressing

ACTION 7 - Planning instruments reflect the intent and direction of land use strategies and facilitate development and growth of the Shire

Action Code	Action	Responsible Position	Comment	Action Status
5.1.7.1	MEASURE (1) - Compliance with guidelines from the Department of Planning and Environment.	Deputy GM Infrastructure	For the 2021-2022 reporting year - Over the past year, all development have been exhibited in accordance with the Community Participation Plan. The Local Strategic Planning Statement was adopted by Council in August 2020 and preparatory work has commenced to review the Local Environmental Plan, with planning consultants engaged to undertake the Narrandera Housing & Employment zone strategies.	Ongoing commitment

ACTION 8 - Development Applications received and assessed within statutory timeframes

Action Code	Action	Responsible Position	Comment	Action Status
5.1.8.1	MEASURE (1) - The number of Development Applications received during the reporting period also financial year cumulative totals also provide comparative yearly data to past 2 years' data.	Administration Assistant - Development and Environment	For the 2021-2022 reporting year - The total number of development applications received for the 2021-2022 financial year is 62 compared to 78 the previous 2020-2021 reporting year. The number of 2020-2021 applications were possibly inflated due to applications being submitted before the mandating of the online application process.	Completed
5.1.8.2	MEASURE (2) - Comparison of assessment timeframe against Department of Planning & Environment averages.	Deputy GM Infrastructure	For the 2021-2022 reporting year - The past year has seen the mandatory use of the ePlanning portal for the lodgment of all DA, CC & CDC applications. This has required the planning staff to undergo substantial training and provide assistance and guidance to several applicants. The average DA assessment time for the year has been reduced to 25 days from the 30 days in the previous 2020-2021 reporting year.	Completed

ACTION 9 - Maintain a strong voice in regional groups such as RAMROC, the proposed RAMJO also Destination NSW

Action Code	Action	Responsible Position	Comment	Action Status
5.1.9.1	MEASURE (1) - Details of engagement opportunities.	General Manager	For the 2021-2022 reporting period - 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.	Completed