



Annual Report 2006/2007

APPENDIX B

SECTION 428(2)(b)

Comparison of actual performance to performance targets set under the 2006/2007 Management Plan.



| Objectives and Performance Targets | Performance Assessment | Commentary 30/9/2006 | Commentary 31/12/2006 | Commentary 31/3/2007 | Commentary 30/6/2007 |
|--|---|---|---|---|---|
| P.F.1: CORPORATE SUPPORT | | | | | |
| 1. Ensure effective and efficient use of Council's Financial Resources and Full Compliance with all Statutory Requirements. | • Statutory financial reports | Submitted prior to compliance date | Submitted prior to compliance date | Submitted prior to compliance date | Submitted prior to compliance date |
| | • Annual financial statements | Submitted for Audit | Submitted for Audit | Submitted for Audit | 2006/2007 Audit to be completed during October 2007 |
| | • Management plan | Quarterly review completed | Quarterly review completed | Quarterly review completed | Quarterly review completed |
| | • Report on rating issues to prebudget meeting and preparation of revenue policy, including rates and charges schedules | For action March | For action March | For action March | Revised revenue policy adopted for 2007/08. Best practice sewer pricing implemented. Stormwater levy introduced for Narrandera township |
| 2. Financial Planning | • Provide for national competition policy requirements | Achieved | Achieved | Achieved | Achieved |
| 3. Ensure all Rates, Fees and Charges are accurately and properly levied or raised and collected on a timely basis and provide adequate cashing facilities | • Levy and issue rates in accordance with statutory dates and ensure properties are correctly rated | Achieved | Achieved | Achieved | 2007/08 rating structure adopted by Council. All rating and property records updated for 2007/08 rate levy |
| | • Issue debtor accounts within 30 days of service or use of a facility | Achieved | Achieved | Achieved | Achieved |
| | • Accurately maintain all accounting records and reconcile with general ledger | Ongoing | Ongoing | Ongoing | Ongoing |
| | • Maintain debt recovery procedures to ensure maximum recovery | Ongoing - Recovery being maintained at satisfactory level | Ongoing - Recovery being maintained at satisfactory level | Ongoing - Recovery being maintained at satisfactory level | Outstanding rate arrears maintained below 5% of total recoverable |
| | • Water accounts raised and issued within 4 weeks of the final reading date of respective billing periods | Achieved | Achieved | Achieved | Achieved |
| | • Domestic waste charges included with rate notices | Achieved. Domestic waste collection extended to Grong Grong village | Achieved. Domestic waste collection extended to Grong Grong village | Achieved. Domestic waste collection extended to Grong Grong village | Achieved. Domestic waste collection extended to Grong Grong village |

| Objectives and Performance Targets | Performance Assessment | Commentary 30/9/2006 | Commentary 31/12/2006 | Commentary 31/3/2007 | Commentary 30/6/2007 |
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| 4. Provide Services, Processes and Procedures for Council, Executive Staff and Corporate Services | • Develop and support processes to allow the organisation to respond to resident requests/complaints | Ongoing - Corporate wide request system to be implemented | Ongoing - Corporate wide request system to be implemented | Process engineering and scope prepared for program to be developed | Program to be developed and delivered. Complementary customer service training to accompany implementation |
| | • Provide secretarial services to general manager, executive staff and director of corporate services | Achieved | Achieved | Achieved | Achieved |
| | • Maintain/review council's management information systems, including: | Achieved. Archive shelving being refurbished. Legal documents system under review | Archive refurbishment to be complete January 2007. Legal documents system refurbishment to commence February 2007 | Archive refurbishment complete. Legal documents review ongoing | Legal documents refurbishment underway. Approx 40% of legal documents have been captured and profiled |
| | – Records management system | | | | |
| | – General filing system | | | | |
| 5. Provide Human Resource and Employee Relations | • Staff surveys indicating morale and productivity improvements. | Planned for later in the year | Planned February 2007 | Survey undertaken and tabulated | Report to staff on survey outcomes July 2007 |
| | • Staff appraisal system | System proposed. To be evaluated with staff consultative committee | Planned implementation February 2007 | Deferred to 2007/2008 | Deferred to 2007/2008 |
| | • Legislative requirements, OH&S, EEO, Workplace Relations | Achieved Continually Under Review And Being Updated | Significant improvement to management reporting system | | Strategy implemented and resourced |
| 6. A communication and media strategy that promotes the positives of the Shire | • Level of balanced reporting and positive media | Survey conducted to establish baseline for measurement. Draft strategy prepared | | | |
| 7. Implementation of a customer request management system that enables a higher standard of customer care with proficient management reporting and measurement of responsiveness | • Customer request system implemented and performance benchmarks determined | Three systems short listed for evaluation. | | Process engineering and scope prepared for program to be developed | Program to be developed and delivered. Complementary customer service training to accompany implementation |
| 8. Brand development of 'Achieving Together'—developing strategies that retain the focus on our vision | • Brand promotion strategy implemented 2007 | Two achieving together forums adopted by Council | Logo development underway | | Logo development and forms templates completed |

| Objectives and Performance Targets | Performance Assessment | Commentary 30/9/2006 | Commentary 31/12/2006 | Commentary 31/3/2007 | Commentary 30/6/2007 |
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| 9. Make further technology improvements that address productivity, communication, employee relations, budgetary controls and management reporting | • Savings in top end of business expenditure and setting of financial benchmarks for improvement | Telephone system under review to reduce the number of lines and utilise VOIP technology. | Telephone technology review extended to encompass maximisation of discounts for mobile phone fleet and Government pricing | | VOIP telephones introduced fixed lines to Council depot and offices reduced |
| | • Innovation & savings recognised quarterly | Ongoing | | | Staff awards and recognition breakfast 30/8/07 |
| | • Improved management reporting systems for tracking asset expenditure and life | Roadwork's and Parks expenditure reporting system under review. Also update to RTA SIC documentation in progress. Implementing Reflect asset monitoring and maintenance scheduling system | Works in Progress for the Roadwork's and Parks expenditure reporting system review. All RTA SIC documentation reviews are in progress with a RTA audit scheduled for March/April. Reflect implemented for asset monitoring and maintenance scheduling system | DIMS (Defect Inspection Maintenance System) adopted for road inspections and for customer requests to ascertain the intervention level to provide pro active maintenance | Council adopted a road hierarchy for road inspections and intervention levels through DIMS (Defect Inspection Maintenance System) implemented for road inspections to provide pro active maintenance on Councils network |
| 10. Grow locally our future staff by providing training incentives and opportunities for local people to enter careers in local government—become an employer of choice. | • Staff surveys indicating morale and productivity improvements. | Strategy work later in the year. | Training needs and qualification recognition analysed. Budget proposal to come | | Individual training plans established July 2007 |
| 11. Commit to new work methods and eliminate out-dated and ineffective practices by undertaking a solid review of the organisation and developing operational plans that link to the strategic goals and vision | • Higher level of management reporting developed around strategic goals, financial management and service levels. | update to RTA SIC documentation in progress to bring forward quality assurance and accountability across all of Councils works | Documentation review ongoing. | | ON-GOING Review QA adopted on all capital projects. OH and Safety and SWMS reviewed |
| | • Operational plans completed | Operational plans adopted and being implemented | Quality assurance to be implemented across all works over the next 12 months | In progress | Achieved |
| | • New business paper format implemented and aligned to Strategic Directions | Achieved | Ongoing | | |

| Objectives and Performance Targets | Performance Assessment | Commentary 30/9/2006 | Commentary 31/12/2006 | Commentary 31/3/2007 | Commentary 30/6/2007 |
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| P.F.2: PUBLIC ORDER AND SAFETY | | | | | |
| 1. The protection of the community from the potential outbreak of fire | • Rural fire service level agreement in place | Achieved | Achieved | Updated service level agreement being negotiated | Updated service level agreement being negotiated |
| | • Identified targets/priorities set in rural fire service level agreement are achieved | Ongoing - Zone head office construction delayed by negotiation for site | Ongoing - Zone head office construction delayed by negotiation for site | Ongoing - Zone head office construction delayed by negotiation for site | Targets meet with exception of zone head office where site and final costs remain unresolved |
| 2. Provide on-going support to emergency services in preparing for and responding to emergencies | • Implement, and regularly review, the local emergency and disaster plans | Risk management across emergency agencies in progress, and review of DISPLAN ongoing | Review in progress with LEMC | Ongoing progress | ACHIEVED Risk management across emergency agencies in progress, and review of DISPLAN ongoing |
| | • Establish, and conduct regular meetings of the local emergency management committee | Meetings conducted in accordance with adopted program | Achieved | Achieved | ACHIEVED (four scheduled meetings organised) Also District meetings now held in Narrandera attributed to the facilities offered and demograic location of Narrandera |
| 3. To minimise and control the incidence of straying stock and animals in public places | • Ordinance activities carried out according to legislative requirements | Achieved | Achieved | | ACHIEVED Main focus companionian animals legislation, activity ongoing |
| 4. Give higher attention to enforcement, regulation and prevention of actions that degenerate our living standards which result in negative media and promotion | • Reduced dog complaints | Achieved & Ongoing - Registrations have increased since June 2006. 28 registrations this quarter | Ordinance officers job restructured for improved targeting | | ACHIEVED, responded to all dog complaints re noise with positive responses to suggested actions to control noise. Greater presences in the community keeps people aware of requirements |
| | • Derelict houses reduced | Ongoing | Ongoing | Ongoing | Deferred 2007/08 |
| | • Policy for keeping of animals (per household) | Ongoing | Reviewing alternative action to enforcement | | Deferred 2007/08 |

| Objectives and Performance Targets | Performance Assessment | Commentary 30/9/2006 | Commentary 31/12/2006 | Commentary 31/3/2007 | Commentary 30/6/2007 |
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| P.F.3: HEALTH | | | | | |
| 1. Public health programs in accordance with council's established priorities | <ul style="list-style-type: none"> • Effective community education and awareness | | Develop needs strategy | | ACHIEVED, however considerable effort to focus efforts in to a speifically targeted campaign. To enable social change |
| 2. Ensure that food licensed premises are inspected to maintain compliance with health and other standards | <ul style="list-style-type: none"> • Inspections of food shops undertaken twice yearly | Progressing but will move to annual inspection. 50% complete.Older buildings but good standards in place to address hygiene and safe food preparation | Review of program in place to allow more effective tracking | | Deferred 2007/08 |
| 3. Regular immunisation program to immunise the community against specified diseases | <ul style="list-style-type: none"> • Regular immunisation clinics. | Achieved | Achieved / Under review | | ACHIEVED, All clinics attended |
| 4. Protect the local environment from the infestation of noxious pests and plants | <ul style="list-style-type: none"> • Regular inspections of properties within the area, in accordance with annual program, by the noxious weeds inspector | Ongoing - inspections in accordance with the adopted program | | | |
| | <ul style="list-style-type: none"> • Issue and follow-up eradication notices on private property affected by noxious weeds and pests | Ongoing - Inspections followed up in accordance with the adopted proceedures | | | |
| 5. Give higher attention to enforcement, regulation and prevention of actions that degenerate our living standards which result in negative media and promotion | <ul style="list-style-type: none"> • Health regulations enforced and improvements measured. | Ongoing | Ongoing | | ACHIEVED, Ongoing monitoring of potenial problem areas. However improvements can be made through engagment wih supportive media campaigns |

| Objectives and Performance Targets | Performance Assessment | Commentary 30/9/2006 | Commentary 31/12/2006 | Commentary 31/3/2007 | Commentary 30/6/2007 |
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| P.F.4: COMMUNITY SERVICES & EDUCATION | | | | | |
| 1. Provide community transport services to assist the mobility of disadvantaged members of the community | <ul style="list-style-type: none"> Funding agreement renewal | Achieved | Achieved | | ACHIEVED, very successful provision of community transport to all eligible clients |
| 2. Home and community care program (hacc) | <ul style="list-style-type: none"> Funding agreement renewal | Achieved | Achieved | | ACHIEVED, very successful provision of program to all eligible clients |
| 3. Provide aged care hostel accommodation | <ul style="list-style-type: none"> Accreditation achieved | Achieved. Maximum available accreditation of 3 years attained | Achieved. Engaging steering committee for future planning | | ACHIEVED, very successful provision of pservice to all clients |
| 4. Lobby the support of State and Federal Governments to fund a Community Services Coordinator and preservation and ongoing development of youth services | <ul style="list-style-type: none"> Youth centre funding retained | Achieved in relation to youth coordinator | Variations to funding achieved | | ACHIEVED, delivery of youth service to Narrandera fro the year. |
| | <ul style="list-style-type: none"> Youth and Community Steering Group proposal on Community Services Coordinator | Ongoing | Review at next steering committee | | Deferred 2007/08, Lack of community engagment with process. Ongoing |
| 5. Assist the community with leveraging grants and provide leadership and advice to community organisations | <ul style="list-style-type: none"> Renewed committee structures and community partnerships. | Ongoing | Some revisions carried out and new structures in place | | Grants obtained for Narrandera Park picket fence and remediation work at lake talbot |
| 6. Determine the level of aged-care support that Teloca House can provide to both hostel needs and in-home needs | <ul style="list-style-type: none"> Teloca House Strategic Plan | Ongoing | Assessment to be made in line with Federal Government planning and community needs | | ACHIEVED, Level of aged care support prvide as required by funding body and community. Ongoing high standard delivery of service |

| Objectives and Performance Targets | Performance Assessment | Commentary 30/9/2006 | Commentary 31/12/2006 | Commentary 31/3/2007 | Commentary 30/6/2007 |
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| P.F.5: HOUSING AND COMMUNITY AMENITIES | | | | | |
| 1. Provide and maintain a clean and pleasant streetscape with adequate lighting for the safety and security of residents | <ul style="list-style-type: none"> Regular conduct of street cleaning of the business area within the schedule adopted by council | Achieved. Higher level of service for cleaning footpaths being investigated. Recently conducted a program to remove gum from the footpath within the main CBD | New CBD street cleaning program developed for peak holiday periods | ACHIEVED Additional clean up and pick up of rubbish undertaken on Public Holidays | ACHIEVED Additional clean up and pick up of rubbish undertaken on Public Holidays, annual program to remove chewing gum to be undertaken each year |
| | <ul style="list-style-type: none"> Maintenance and extension of the existing street lighting network on a needs basis | Report submitted to Council and referred to 2007/8 budget | In progress | ACHIEVED Considered in the draft estimates | ACHIEVED Funding allocated within the 2007/08 Management Plan as well as a 10 year strategic and future works program developed, Council has provided an annual amount to install new lighting |
| 2.Provision of waste management services in an environmentally safe and aesthetically acceptable manner | <ul style="list-style-type: none"> Regular collection of domestic garbage on a weekly basis | Achieved | Achieved | | ACHIEVED, Ongoing |
| | <ul style="list-style-type: none"> Maintenance to tipping and disposal areas, to minimise environmental damage, and comply with licensing conditions imposed by EPA | Achieved | Achieved | | ACHIEVED, with vast improvements made to operations at waste depot. Ongoing |
| 3. Collection and disposal of all domestic garbage | <ul style="list-style-type: none"> A revenue structure that achieves full cost recovery. | Revenue structure to be reviewed in line with regional waste strategy outcomes | Ongoing | | ACHIEVED, Ongoing |
| 4. Ensure that public cemetery facilities are provided to the satisfaction of the community | <ul style="list-style-type: none"> Maintenance of the grounds to ensure maintained in a tidy and attractive manner | Achieved | Achieved | Ongoing | ACHIEVED Provide cemetery services to all residents, Provide for future needs, with purchase of land adjoining cemetery. Overall management of cemetery to be transferred to DECS 07/08. Development of Lawn cemetery Major clean up of cemetery for Mothers Day Fathers Day Easter, Xmas etc. also Tidy Towns Committee contribution within various sections of the cemetery |
| | <ul style="list-style-type: none"> Managed on a user pay basis | Ongoing | Ongoing | | Achieved, ongoing |

| Objectives and Performance Targets | Performance Assessment | Commentary 30/9/2006 | Commentary 31/12/2006 | Commentary 31/3/2007 | Commentary 30/6/2007 |
|--|--|--|---|--|---|
| 5. Council's strategic land use planning instruments provide that all land within the area is used appropriately | • Regular review of the strategic planning instruments, as to the appropriateness of the plans | Ongoing | New L.E.P. likely to be commenced in 2008 - requires funding assistance | | Deferred 2007/08 |
| | • Provision of adequate staffing structure to process development applications. | Full time job for 1 person met presently by MHBP | E Planning process being considered | | Achieved, however considerable activity needs to occur with development of the e-planning process and assesment of adequate staffing |
| 6. Lobby the support of State and Federal Governments to fund a Community Services Coordinator and preservation and ongoing development of youth services | • Youth and Community Steering Group proposal on Community Services Coordinator | To be commenced | To be commenced | | Achieved, with discussions continuing into 2007/08 |
| 7. Develop resource strategies with the assistance of community aimed at improving the presentation of town amenities and conservation of assets. Assist the community with leveraging grants and provide leadership and advice to community organisations | • Renewed committee structures and community partnerships. | Yet to action | Yet to action | | Heritage committee established. Teloca Advisory committee ongoing. Connection made with Tidy Towns committee. Lake talbot and wetlands committees have source grant funds and community support |
| | • Renewed user fees and charges (increased income) | Yet to action | Yet to action | Being reviewed as part of the budget preparation | ACHIEVED Fees and charges increased and adopted by Council- NOT a full "user pay system" |

| Objectives and Performance Targets | Performance Assessment | Commentary 30/9/2006 | Commentary 31/12/2006 | Commentary 31/3/2007 | Commentary 30/6/2007 |
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| P.F.6: WATER SUPPLY | | | | | |
| 1. Provide, maintain and operate an effective and potable water supply, on a full cost recovery basis | • Meet department of energy and utility services operating requirements. Provision of routine water sampling programme | Achieved | Achieved | Achieved | ACHIEVED Water samples taken each month in accordance with the sampling program |
| | • Develop and implement asset management program | In progress | In progress | In progress | ACHIEVED Reviewed strategic business plan and developed procedures for operation and water testing regimes |
| | • Develop an effective operation and maintenance program | In progress | In progress | In progress | ACHIEVED Reviewed strategic business plan and developed procedures for operation and water testing regimes |
| | • Supply public requirements with minimum interruption, at a reasonable cost | Achieved | Achieved | Achieved | ACHIEVED Water mains breaks repaired immediately, minimal disruptions to the consumers, cost of water reticulation very low in comparison to state average |
| | • Determine a revenue structure to achieve full cost recovery. | Achieved | Achieved | Achieved | ACHIEVED Council adopted and implemented Best Practices . |
| 2. Implement the water and sewerage strategic plans to improve access, equitable pricing, quality and expansion of services | • Water and sewerage strategic plans implemented | 30 year plans and developer charges being reviewed | Achieved | Achieved | ACHIEVED Replacement asset program based on the strategic business plan |

| Objectives and Performance Targets | Performance Assessment | Commentary 30/9/2006 | Commentary 31/12/2006 | Commentary 31/3/2007 | Commentary 30/6/2007 |
|--|--|--|---|--------------------------------|---|
| P.F.7: SEWERAGE SERVICES | | | | | |
| 1. Provide, maintain and operate a sewerage disposal system, to an acceptable community standard on a full cost recovery basis | • Meet department of energy and utility services and epa. Licensing requirements | Achieved | Achieved - minor improvements to operations made in accordance with DEUS requirements | Achieved | ACHIEVED EPA licence reduced attributed to operating improvements to the STP and its operations |
| | • Meet pwd. Operating standards | Achieved | Achieved | Achieved | ACHIEVED Recommended improvements made by PWD implimented |
| | • Develop and implement asset management program | In progress | On going | Achieved | ACHIEVED Reviewed strategic business plan and developed procedures for operation and sewer testing regimes.Operators trained on site by DEUS Inspectors |
| | • Develop an effective operation and maintenance program | In progress | On going | Achieved | ACHIEVED Reviewed strategic business plan and developed procedures for operation and sewer testing regimes. Operators trained on site by DEUS Inspectors |
| | • Determine a revenue structure to achieve full cost recovery. | Achieved.Revenue structure under review with respect to best practices pricing | On going | Achieved | ACHIEVED Council adopted and implimented Best Practices . |
| 2. Implement the water and sewerage strategic plans to improve access, equitable pricing, quality and expansion of services | • Water and sewerage strategic plans implemented | 30 year plans and developer charges being reviewed | Ongoing, plan to be reviewed in June 2007 | Achieved | ACHIEVED Replacment asset program based on the stategic business plan |
| 3. Implement Best Practice Pricing for sewerage and trade waste services | • Best Practice pricing implimented. | Pricing review panel formed by Council. Implementation target July 2007 | Report to be presented tothe February meeting regarding sewer pricing | In Progress for implimentation | ACHIEVED Council adopted sewer pricing policy in accordance with Best Practices. |

| Objectives and Performance Targets | Performance Assessment | Commentary 30/9/2006 | Commentary 31/12/2006 | Commentary 31/3/2007 | Commentary 30/6/2007 |
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| P.F.8: RECREATION AND CULTURE | | | | | |
| 1. Provide a library service to assist and support the community's information, cultural, educational and recreational needs | • Maintain a relevant "up-to-date" book stock | Achieved | Achieved | | Achieved, all book stock maintained in up- todate state |
| | • Annual review of current services for funding electronic facilities | Achieved | Achieved | | Achieved, Review conducted |
| | • Active member of western Riverina community library | Achieved | Achieved | | Achieved, all meetings attended |
| | • Growth or retention of membership | Achieved | Achieved | | Achieved, ongoing |
| 2. Provide swimming and recreational facilities | • Management plan for lake Talbot and Barellan pools | In progress | Report on the progress being presented to the February Council meeting | Still in progress | ACHIEVED Draft Management and Operational plan to be presented to the August 2008 meeting |
| 3. Provide sportsground and stadium type facilities to meet the communities active recreational needs | • Effective plans of management of all active sports grounds. | In Progress | Plans of management under development - consultation with stake holders to be undertaken in March/April | No Action taken this quarter due to staff vacancies | NOT ACHIEVED Sports Users group meeting scheduled for August 2008 to commence the M/Plan process |
| 4. Provide quality parks and gardens which are available for passive and active recreational pursuits | • Develop and implement plans of management for each area of community land | In progress | Plans of management under development Consultation with the public scheduled March/April | No Action taken this quarter due to staff vacancies | NOT ACHIEVED Planned for 2007/08 financial year |
| 5. Provide accessible well maintained public conveniences | • Toilets are maintained regularly and to an acceptable standard | Achieved | Achieved | Achieved | Achieved |
| 6. Review open space and recreation needs with the objective of reducing costs for maintenance and at the same time meeting the community needs | • Reduced maintenance cost of parks and gardens | In progress | Being reviewed in conjunction with the production of management plans | No Action taken this quarter due to staff vacancies | NOT ACHIEVED Process of review recommenced with the appointment of the Manager OSR Finalised through 2007/08 .Council determined the extent of the P&G to be maintained |
| 7. Study into land use needs, changes and forecast residential and industrial requirements and preparation of town (growth) plans including housing needs study for aged population growth and protection of sensitive, scenic and ecological valuable areas | • Lake Talbot included in Catchment Management Plan | Will be investigated in LEP review | Ongoing | | Industrial land feasibility study presented at Councils June meeting |

| Objectives and Performance Targets | Performance Assessment | Commentary 30/9/2006 | Commentary 31/12/2006 | Commentary 31/3/2007 | Commentary 30/6/2007 |
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| 8. Prepare a tree management plan that proposes strategies to preserve Narrandera's distinct 'town of trees' character | • Tree audit , management plan and recommendations (Subject to allocation of funding) | Tree audit commenced - anticipated to take 12 months to complete, commenced the GPS location of trees | Ongoing | No Action taken this quarter due to staff vacancies | COMMENCED Anticipated to take 12mths to finalise To be completed in 2007/08 |
| 9. Plans of Management developed in partnership with community for Lake Talbot, Sportsgrounds and Narrandera Park. | • Renewed user fees and charges (increased income) | In progress | Being reviewed in conjunction with the production of management plans | No Action taken this quarter due to staff vacancies | NOT ACHIEVED Community Committee have commenced the M/Plan process for Lake Talbot |
| 10. Encourage retention and improvements to built heritage to protect the character of our towns and make them attractive for buyers, investors and visitors | • Heritage funding assistance utilised | Achieved | Heritage advisor conducting investigation | | Achieved, Heritage committee formed and received training |
| 11. Develop resource strategies with the assistance of community aimed at improving the presentation of town amenities and conservation of assets | • Renewed committee structures and community partnerships | Ongoing | Heritage Committee appointed | | Achieved, many examples of community engagement. Heritage funding provide to appropriate projects. 2007/08 should see considerable gains made in conservation of built assets, however lack of resourcing inhibts community ability. Lake Talbot remediation.Narrandera Park Picket Fence. Tidy Towns projects at Narrandera Cemetery |

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| P.F.9: CONSTRUCTION | | | | | |
| 1. Inspect all building work during progress | <ul style="list-style-type: none"> Ensure compliance with all acts, regulations and conditions of consent | 100% achieved | 100% achieved | | Achieved, ongoing |
| 2. Receive, review, process and determine construction certificates | <ul style="list-style-type: none"> Within the statutory 40 day time frame , whilst complying with all legislative requirements | Achieved | Achieved | | Achieved, ongoing |
| 3. The provision of appropriate plant and machinery to complete council's works programs | <ul style="list-style-type: none"> The implementation and regular review of an effective operation and maintenance program of all plant and machinery | Plant maintenance and servicing program on going.Review of documentation in relation to RTA SIC contract | On going | On going | ACHIEVED Plant servicing completed in accordance with manufactures specifications,RTA registration requirements and Workcover requirements |
| | <ul style="list-style-type: none"> Adoption of a ten (10) year plant replacement program and provision of sufficient financial resources to achieve the on-going replacement program | In progress, review of current plant and equipment to ascertain surplus needs, currently reviewing plant fund requirement to meet plant replacement program | In progress | Achieved | ACHIEVED Plant replacement program reviewed with respect to budget constraints and future works programs associated with water, sewerage and road works registration requirements and Workcover requirements |
| | <ul style="list-style-type: none"> Undertake the regular review of the effectiveness of items of the plant fleet, with emphasis on maximising plant usage (including hired plant) | Plant utilisation program under development | Plant utilisation recording in progress | Plant utilisation being monitored NOTE adverse grader operation attributed to drought conditions and unavailability of water to perform maintenance grading | ACHIEVED Plant utilisation continually monitored against operated hours v's available operational hours, surplus plant to be disposed |

| Objectives and Performance Targets | Performance Assessment | Commentary 30/9/2006 | Commentary 31/12/2006 | Commentary 31/3/2007 | Commentary 30/6/2007 |
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| P.F.10: TRANSPORT & COMMUNICATION | | | | | |
| 1. Upgrade and maintain urban roads, bridges, drainage and footpaths through programmed management | • Implement and maintain a pavement management system. | Asset management system currently under review - detailed inspection of assets commenced | Ongoing | DIMS (Defect Inspection Maintenance System) adopted for road inspections and for customer requests to ascertain the intervention level to provide pro active maintenance | ACHIEVED - Council adopted a road hierarchy for road inspections and intervention levels through DIMS (Defect Inspection Maintenance System) implemented for road inspections to provide pro active maintenance on Councils network |
| | • Prepare and implement an annual maintenance program | In progress- dependant on current weather conditions - lack of moisture to undertake maintenance grading activities | Ongoing | | |
| | • The prompt responses to complaints/observations of any pavement failures, or drainage damage within available resources. | Complaints analysed and inspected within 48 hours of receipt or immediately if deemed a potential public liability claim | Achieved | Achieved | |
| | • Maintenance programme implemented (or % achieved) as set out in road hierarchy programme | On going - monitored monthly also subject to weather conditions | Ongoing | | |
| 2. Upgrade and maintain rural sealed roads, bridges, and associated drainage through programmed management | • Implement and maintain a pavement management system | Currently under review with the asset management system | In progress and will be subject to the adoption of a road hierarchy system | | |
| | • Prepare and implement an annual maintenance program | Ongoing | Ongoing | | |
| | • The prompt responses to complaints/observations of any pavement failures, or drainage damage within available resources | Complaints analysed and inspected within 48 hours of receipt or immediately if deemed a potential public liability claim | Achieved | | |
| | • Maintenance programme implemented (or % achieved) as set out in road hierarchy programme | Currently under review with the asset management system | Achieved | | |

| Objectives and Performance Targets | Performance Assessment | Commentary 30/9/2006 | Commentary 31/12/2006 | Commentary 31/3/2007 | Commentary 30/6/2007 |
|--|---|--|---|--|---|
| 3. Upgrade and maintain rural unsealed roads, bridges, and associated drainage through programmed management | • Implement and maintain a pavement management system | Asset management system currently under review - detailed inspection of assets commenced | Ongoing | | |
| | • Prepare and implement an annual maintenance program | In progress | Ongoing | Ongoing | Completed |
| | • The prompt responses to complaints/observations of any pavement failures, or drainage damage within available resources | Complaints analysed and inspected within 48 hours of receipt or immediately if deemed a potential public liability claim | Achieved | achieved | Achieved |
| | • Maintenance programme implemented (or % achieved) as set out in road hierarchy programme | Currently under review with the asset management system | Ongoing | Ongoing | Achieved |
| 4. Provide a safe and efficient airport facility | • Maintain airport facilities to CASA. Licensing standards | Ongoing | Achieved | Achieved | ACHIEVED Safety audit completed and forwarded to CASA - Major upgrade to the lighting of the airport as well as security fencing and CCTV installed |
| 5. Upgrade and maintain streetscapes with emphasis on council's promotional strategy - "town of trees" | • Tree maintenance and replacement program | Tree audit commenced - anticipated to take 12 months to complete, commenced the GPS location of trees, tree audit will itemise trees for removal and replacement program | In progress | No Action taken this quarter due to staff vacancies | COMMENCED Anticipated to take 12mths to finalise To be completed in 2007/08 |
| 6. Preserve the current road network by adopting a 'Road Network Maintenance Inventory=Neutral framework. Gain input into initiatives and strengthen local infrastructure advocacy through consultations with rural road transport stakeholders. Implement new road management initiatives, without impeding on Council's financial sustainability | • Road Management Plan (encompassing "Maintenance inventory=Neutral framework") | Currently under review with the asset management system | Draft road hierarchy to be presented at a workshop preceding the February Council meeting | DIMS (Defect Inspection Maintenance System) adopted for road inspections and for customer requests to ascertain the intervention level to provide pro active maintenance | ACHIEVED - Council adopted a road hierarchy for road inspections and intervention levels through DIMS (Defect Inspection Maintenance System) implemented for road inspections to provide pro active maintenance on Councils network |

| Objectives and Performance Targets | Performance Assessment | Commentary 30/9/2006 | Commentary 31/12/2006 | Commentary 31/3/2007 | Commentary 30/6/2007 |
|---|---|--|-----------------------------|----------------------|--|
| 7. Develop an External Works Revenue and Resource plan for the purpose of replenishing balance sheet reserves, by which the maximum level of income from external works contracts can be achieved, without significantly compromising the Shire's own work's programs | • External Works Revenue & Resource Plan | Under investigation | Remains under investigation | | |
| 8. Identify what our key town assets are and how resources can be applied to replace or renew those assets in the future | • Asset Management Plan | Asset management system currently under review - detailed inspection of assets commenced | In progress | | Achieved, all building assets assessed for maintenance requirements and budget allocated |
| 9. Prepare an 'economic development strategy', for furthering industry and visitor attraction; in conjunction with land use capabilities, transport needs and review of our natural and human assets | • Input into initiatives and strengthen local infrastructure advocacy through consultations with rural road transport interests | In progress | On going | | Achieved |
| 10. TV retransmission upgrade to digital (grant funded) | • Funding achieved | Grants for upgrade to digital not yet on offer | | | |

| Objectives and Performance Targets | Performance Assessment | Commentary 30/9/2006 | Commentary 31/12/2006 | Commentary 31/3/2007 | Commentary 30/6/2007 |
|--|--|---|--|----------------------|--|
| P.F.11: ECONOMIC ACTIVITIES | | | | | |
| 1. Provide a tourist information centre to promote tourism within the Shire and region | • Develop and implement effective marketing strategies to promote the area's attractions | Marketing and VIC operations under review | Operational plan for Visitor Information Centre undertaken | | Addressed in economic development strategy |
| | • Support Riverina regional tourism organisation in regional promotions | Achieved | | | |
| | • Festival programmes achieved | John O'Brien underway | | | |
| 2. Promote on the basis of private subdivision development | • Ensuring any subdivision development complies with all legislative requirements, and compliments the environmental and rural characteristics of the area | Processed applications comply with LEP | | | |
| | • Identify land suitable for future housing stock | Will investigate within LEP review | | | |
| 3. Manage lease of the lake Talbot tourist park land and facilities for financial gain | • Tourist park maintained at 3 1/2 star NRMA rating or equivalent | Achieved | | | |
| | • Management plan reviewed annually | Council to consider use of consultant to review park plan | Lease renewal and management plan under negotiation | | |
| 4. To provide basic saleyard facilities for sales of local and regional livestock | • Agents effectively manage the saleyards | Achieved | Achieved | Achieved | Achieved. Sale yard cleared of all debris |
| 5. Provide commercial and residential premises for lease, to realise a financial gain | • Reviews carried out on an annual basis | Achieved | Achieved | Achieved | Achieved |
| 6. Provision of private hire of plant and machinery to residents of area | • Undertake private work with council plant and machinery, when convenient, without interrupting other works programs | On going | On going | | |
| 7. Prepare an economic development strategy, for furthering industry and visitor attraction; in conjunction with land use capabilities, transport needs and review of our natural and human assets | • Economic Development Strategy including Visitor Attraction Strategy | Underway, businesses consulted | Community consultation undertaken | | Achieved |

| Objectives and Performance Targets | Performance Assessment | Commentary 30/9/2006 | Commentary 31/12/2006 | Commentary 31/3/2007 | Commentary 30/6/2007 |
|--|---|---|---------------------------------|----------------------|---|
| 8. Continue to promote Narrandera Shire with festival events and town marketing strategies | <ul style="list-style-type: none"> Event management manual | Achieved. Manual available to proponents of events | | | Achieved. Billboard marketing plan in place |
| 9. Encourage sustainable business practices by demonstrating self-leadership in areas of energy savings, waste avoidance, re-use and recycling | <ul style="list-style-type: none"> Best practice pricing—Water, Sewer & Trade waste | Water best practice pricing implemented 2006-7. Sewer pricing implementation target 2007/08 | | | Rivroc waste management process engaged with all meeting being attended. Provision of kerbside recycling being investigated. Provision of recycling at waste depot established. Sewer best practice pricing implemented. Council participating in western riverina waste strategy |
| 10. Consult closer with Grong Grong and Barellan on social, economic and development impacts and develop town revitalisation strategies | <ul style="list-style-type: none"> Renewed committee structures and community partnerships | Consultation will occur later in the year | | | |
| 11. Encourage retention and improvements to built heritage to protect the character of our towns and make them attractive for buyers, investors and visitors | <ul style="list-style-type: none"> Heritage funding assistance utilised | Ongoing. Heritage group formed. | Ongoing. Heritage group formed. | | Achieved, heritage committee established with considerable activity planned for 2007/08 |