



Narrandera
Shire Council

SECTION 3.

Appendix B – Section 428 (2) (b)

Management Plan Review

Measurement of Performance

for the year ending 30 June 2008

Performance Assessment as at 30 June 2008

Objectives and Performance Targets	Performance Assessment	Commentary 31/9/2007	Commentary 31/12/2007	Commentary 31/3/2008	Commentary 30/6/2008
P.F.1: CORPORATE SUPPORT					
1. Ensure effective and efficient use of Council's Financial Resources and Full Compliance with all Statutory Requirements	<ul style="list-style-type: none"> Statutory financial reports submitted to Council within 8 weeks of quarter ending 	Ist qtr report to be submitted to November meeting.	2nd qtr report to be submitted to February meeting.	3rd qtr report to be submitted to May meeting.	4th qtr report to be submitted to August meeting.
	<ul style="list-style-type: none"> Annual financial statements submitted to the Department of Local Government within statutory time frame 	Accounts prepared currently being audited prior to submission.	DLG extended submission date until 30 November. Accounts submitted prior to 30 November.	DLG extended submission date until 30 November. Accounts submitted prior to 30 November.	DLG extended submission date until 30 November. Accounts submitted prior to 30 November.
	<ul style="list-style-type: none"> Management Plan exhibited for adoption by Council prior to 30 June 	Achieved.	2008-9 Draft plan to be submitted to Council during May.	Plan currently on exhibition. Council to adopt on 17 June.	Management Plan adopted by Council at 17 June meeting
	<ul style="list-style-type: none"> Report on rating issues to prebudget meeting and preparation of revenue policy, including rates and charges schedules 	Achieved.	Report scheduled for pre-budget meeting. No changes to Councils rates and charges structure are anticipated.	Several reports submitted to Council workshops early 2008 detailing changes to water, sewer & stormwater pricing and all changes accepted by Council. No changes proposed to current rating structure for the ordinary rate.	Achieved.
2. Effective Management of Investments	<ul style="list-style-type: none"> All excess funds invested as per Ministers Order and Investment Policy 	Achieved.	Achieved.	Achieved.	Achieved.
	<ul style="list-style-type: none"> New Investment opportunities reviewed for suitability and viability 	Ongoing.	Ongoing.	Ongoing.	Ongoing.
	<ul style="list-style-type: none"> Review Investment Policy as required 	Reviewed 1 st qtr 2007.	Next review following release of findings of enquiry into NSW Councils Investment practices.	Next review following release of findings of enquiry into NSW Councils Investment practices.	Next review following release of findings of enquiry into NSW Councils Investment practices.
3. Ensure all Rates, Fees and Charges are accurately and properly levied or raised and collected on a timely basis	<ul style="list-style-type: none"> Levy and issue rates in accordance with statutory dates and ensure properties are correctly rated 	Achieved.	Achieved.	Achieved.	Achieved.
	<ul style="list-style-type: none"> Statement of Compliance audited and submitted to DLG by statutory date 	Achieved.	Achieved.	Achieved November annually.	Achieved November annually.

Performance Assessment as at 30 June 2008

Objectives and Performance Targets	Performance Assessment	Commentary 31/9/2007	Commentary 31/12/2007	Commentary 31/3/2008	Commentary 30/6/2008
	<ul style="list-style-type: none"> ● Notional yield accurately calculated and applied to levy of rates and charges 	Achieved.	Achieved.	Achieved.	Achieved.
	<ul style="list-style-type: none"> ● Issue debtor accounts within 30 days of service or use of a facility 	Achieved.	Achieved with the exception of plant hire invoice which have been delayed by the implementation of a revised schedule of hire rates.	Achieved.	Achieved with the exception of private works invoice's which have been delayed by late verification of completion.
	<ul style="list-style-type: none"> ● Accurately maintain all accounting records and reconcile with general ledger 	Ongoing.	Ongoing.	Ongoing.	Ongoing.
	<ul style="list-style-type: none"> ● Maintain debt recovery procedures to ensure maximum recovery 	Achieved. Recovery being maintained at satisfactory levels.	Achieved. Recovery being maintained at satisfactory levels.	Achieved. Debt recovery action referred to Australian Receivables Limited where necessary.	Achieved. Recovery being maintained at satisfactory levels.
	<ul style="list-style-type: none"> ● Water accounts raised and issued within 4 weeks of the final reading date of respective billing periods 	Achieved.	Achieved.	Achieved. Minor delays may be experienced as accounts are printed externally of Council and in conjunction with quarterly rate installment notices.	Achieved.
	<ul style="list-style-type: none"> ● Domestic waste charges included with rate notices 	Achieved.	Achieved.	Achieved.	Achieved.
4. Provide Services, Processes and Procedures for Council, Executive Staff and Corporate Services	<ul style="list-style-type: none"> ● Develop and support processes to allow the organisation to respond to resident requests/complaints 	Customer service training provided to staff. Customer request system being implemented.	Further customer service training to be provided February 2008 by GM's department. Service level and standards policy to be developed. Customer request system installed and operational.	Service level and standards policy to be developed. Customer request system installed and operational. KPI's and reporting being developed.	Complaint Management Policy reviewed for adoption at September meeting. Service level standards currently being established. Inward correspondence being responded to within 5 days.
	<ul style="list-style-type: none"> ● Provide secretarial services to General Manager, Executive Staff and Director of Corporate Services 	Achieved.	Achieved.	Achieved.	Achieved.

Performance Assessment as at 30 June 2008

Objectives and Performance Targets	Performance Assessment	Commentary 31/9/2007	Commentary 31/12/2007	Commentary 31/3/2008	Commentary 30/6/2008
	<ul style="list-style-type: none"> ● Maintain/review Council's Document Management Systems, including: <ul style="list-style-type: none"> - Records Management System - General Filing System - Legal Documents - Council Minutes 	Conversion of legal documents to TRIM 60% complete. Records procedures being amended in line with customer request system.	Conversion of legal documents to TRIM 90% complete. Records procedures have been amended in line with customer request system.	Conversion of legal documents to TRIM 90% complete. Records procedures have been amended in line with customer request system. TRIM server being replaced and TRIM upgrade being undertaken.	Replacement TRIM server installed. TRIM upgrade to be implemented August. Customer request process and reporting being refined.
5. Provide Information Technology Plans and Policies to ensure that the operational standards of Councils IT Infrastructure are effective and of a high standard	<ul style="list-style-type: none"> ● Replace equipment within allocated budget to meet the changing needs of Council 	Replacement desktops and notebooks purchased. Server upgrades to proceed when vacant computer manager's position filled.	Replacement desktops and notebooks purchased. Server upgrades to proceed when vacant computer manager's position filled.	Replacement desktops and notebooks purchased. Server upgrades to be completed during May.	Achieved.
	<ul style="list-style-type: none"> ● Develop and maintain a Disaster Recovery Program 	Last updated 2006.	Last updated 2006.	Last updated 2006.	Last updated 2006. Real time offsite data backup being implemented 2008-2009
	<ul style="list-style-type: none"> ● Develop and maintain Service Access Policies 	Ongoing.	Ongoing.	Ongoing.	Ongoing.
	<ul style="list-style-type: none"> ● Maintain security measures eg: Firewalls, anti-virus and spam detection 	Achieved.	Achieved.	Achieved.	Achieved.
	<ul style="list-style-type: none"> ● Maintain data backups 	Achieved.	Achieved.	Achieved. Improved off site data backup submitted in 2008-9 budget.	Achieved. Improved off site data backup approved in 2008-9 budget.
	<ul style="list-style-type: none"> ● Provide helpdesk to network clients 	Achieved.	Achieved.	Achieved.	Achieved.
	<ul style="list-style-type: none"> ● Provide voice and data communications to network users 	Achieved.	Achieved.	Achieved. Objective to improve service to works depot within the 2007-8 financial year.	Achieved. Improved service to works depot underway to be completed 1 st qtr 2008-09
6. Timely and Accurate preparation of Taxation Returns	<ul style="list-style-type: none"> ● Business Activity Statement prepared accurately and submitted to the Australian Taxation Office before the 21st day of each month 	Achieved.	Achieved.	Achieved.	Achieved.
	<ul style="list-style-type: none"> ● Fringe Benefits Tax return prepared accurately and submitted to the Australian Taxation Office before 21 May 	Achieved.	Achieved.	On target.	Achieved.

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Objectives and Performance Targets	Performance Assessment	Commentary 31/9/2007	Commentary 31/12/2007	Commentary 31/3/2008	Commentary 30/6/2008
7. Provision of Timely and Accurate Creditor Payments to ensure accurate costing of all expenditure relating to Creditors and Purchasing	<ul style="list-style-type: none"> All orders and Invoices authorised inline with delegated authority 	Achieved.	Achieved.	Delegation and ordering procedures being reviewed at present.	Reviewed delegations issued. Purchasing system being amended in line with new delegations
	<ul style="list-style-type: none"> All creditors invoices costed and processed accurately 	Achieved.	Achieved.	Achieved.	Achieved. Within acceptable standards.
	<ul style="list-style-type: none"> All creditor accounts paid by the due date 	Achieved.	Creditor payments have been delayed during November / December.	Creditor payment delays have been overcome and are being processed within terms.	Creditor payment delays have been overcome and are being processed within terms.
8. Provide accurate and timely Payroll Services to ensure accurate calculation and costing of Wages and Salaries in accordance with employment provisions	<ul style="list-style-type: none"> Ensure all timesheets are authorised inline with delegated authority 	Achieved.	Achieved.	Achieved.	Achieved
	<ul style="list-style-type: none"> All employees paid on time within scheduled timeframe 	Achieved.	Achieved.	Achieved.	Achieved
	<ul style="list-style-type: none"> All timesheets processed with accordance with the provisions of terms of employment 	Achieved.	Achieved.	Achieved.	Achieved
9. Provide Human Resource and Employee Relations	<ul style="list-style-type: none"> Staff surveys indicating morale and productivity improvements <ul style="list-style-type: none"> - Staff appraisal system - Legislative requirements, OHS, EEO, Workplace Relations 	Survey February 2007 reported to September 2007 consultative committee. New appraisal system gradually being implemented.	Draft training policy submitted to Consultative Committee. 20% of office staff on new appraisal system. Increase in corporate office skills training undertaken	Consultative committee procedures established to continually review HR policies.	Consultative committee active in decision making

P.F.2: PUBLIC ORDER AND SAFETY

1. The protection of the community from the potential outbreak of fire	<ul style="list-style-type: none"> Rural fire service level agreement in place. 	Under negotiation.	Achieved.	Achieved.	Achieved.
	<ul style="list-style-type: none"> Identified targets/priorities set in rural fire service level agreement are achieved 	Under negotiation.	Achieved with the exception of agreement in relation to construction of a zone control centre.	Achieved with the exception of agreement in relation to construction of a zone control centre.	Achieved with the exception of agreement in relation to construction of a zone control centre.
	<ul style="list-style-type: none"> Assist the local Urban and Rural Fire Service as required under legislation 	Under negotiation.	Achieved.	Achieved.	Achieved.

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Objectives and Performance Targets	Performance Assessment	Commentary 31/9/2007	Commentary 31/12/2007	Commentary 31/3/2008	Commentary 30/6/2008
2. Provide on-going support to emergency services in preparing for and responding to emergencies	<ul style="list-style-type: none"> Implement, and regularly review, the local emergency and disaster plans Establish, and conduct regular meetings of the local emergency management committee. 	Implementation of risk management across the emergency agencies is currently in progress and has been funded under a government grant and facilitated by a consultant (ECHOLON). The review of the DISPLAN is being incorporated with the R/M.	ERM is still in progress anticipated to be completed by the end of March. -DISPLAN now updated ready to be presented to the LEMC -Aerodrome desktop exercise scheduled for March.	Near completion.	The emergency response document is currently in a draft format, efforts are being made by all parties involved to complete the document as soon as possible.
	<ul style="list-style-type: none"> Assist the local service organisations as required under legislation 	Meetings conducted in accordance with the adopted meeting program.	Achieved.	Achieved	Achieved
	<ul style="list-style-type: none"> 	Ongoing support provided by the DTS as the LEMO.	Achieved	Achieved.	Achieved / Ongoing
3. To minimise and control the incidence of straying stock and animals in public places	<ul style="list-style-type: none"> Ordinance activities carried out according to legislative requirements 	Achieved / Ongoing.	Achieved / Ongoing.	Achieved / Ongoing.	Achieved / Ongoing
	<ul style="list-style-type: none"> Maintain and upgrade animal pounds, in accordance with budget provisions and regulatory requirements 	Achieved / Ongoing.	Achieved / Ongoing.	Achieved / Ongoing.	Achieved / Ongoing
	<ul style="list-style-type: none"> Promote community awareness and responsibilities of livestock and companion animal ownership 	Achieved / Ongoing.	Achieved / Ongoing.	Achieved / Ongoing.	Achieved / Ongoing
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 	Achieved / Ongoing.	Achieved / Ongoing.	Achieved / Ongoing.	Achieved / Ongoing
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 yearly 	Not achieved.	Partial achievement.	Achieved / Ongoing.	Completed

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Objectives and Performance Targets	Performance Assessment	Commentary 31/9/2007	Commentary 31/12/2007	Commentary 31/3/2008	Commentary 30/6/2008
3. Regular Immunisation Program to Immunise the Community against specified diseases	<ul style="list-style-type: none"> Regular immunisation clinics 	Achieved / Ongoing.	Achieved / Ongoing.	Achieved / Ongoing.	Achieved / Ongoing
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 have been impeded through drought conditions being experienced within the District. Inspections are in accordance with the adopted program.	Inspections in progress -Council to lobby for additional funds for 2008/09.	Inspections in progress. Council to lobby for additional funds for 2008/09.	Inspections in progress through Shire.
	<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 procedures.	Ongoing. Inspections followed up in accordance with the adopted procedure.	Ongoing. Inspections followed up in accordance with the adopted procedure.	Ongoing. Inspections followed up in accordance with the adopted procedure.
	<ul style="list-style-type: none"> Develop and deliver weed management education programs 	Ongoing. Noxious Weeds Inspector has attended various field days as part of the weed management education program.	No education program undertaken in this reporting period.	No education program undertaken in this reporting period.	No education program undertaken in this reporting period.

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 / Ongoing.	Achieved / Ongoing.	Achieved /Ongoing.	Achieved /Ongoing.
2. Home and Community Care Program (HACC)	<ul style="list-style-type: none"> Funding agreement renewal 	Achieved / Ongoing.	Achieved / Ongoing.	Achieved / Ongoing.	Achieved / Ongoing.
3. Provide Aged Care Hostel Accommodation	<ul style="list-style-type: none"> Accreditation achieved 	Achieved / Ongoing.	Achieved / Ongoing.	Achieved / Ongoing.	Achieved / Ongoing.

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Objectives and Performance Targets	Performance Assessment	Commentary 31/9/2007	Commentary 31/12/2007	Commentary 31/3/2008	Commentary 30/6/2008
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. Street cleaning program developed in mid 2007 and implemented across Narrandera, Barellan and Grong Grong, as well as additional emptying of garbage bins in the CBD area during holiday periods and public holiday weekends.	Street cleaning program undertaken in accordance with the adopted schedule -street bins emptied through holiday period.	Street cleaning program undertaken in accordance with the adopted schedule -street bins emptied through holiday period.	White way lighting inspected on the 21 July 2008, as a result of the inspection the lights in-front of the Murrumbidgee Motel have been replaced. Urban maintenance is ongoing and on schedule.
	<ul style="list-style-type: none"> Maintenance and extension of the existing street lighting network on a needs basis 	Extension to street lighting program included within the Management Plan and installation of street lighting ordered for the pedestrian crossing adjacent to Coles Supermarket as per capital works program.	Street light at the pedestrian crossing to be installed by Country Energy Consideration for further funding included within draft 08/09 budget.	Street light at the pedestrian crossing to be installed by Country Energy. Consideration for further funding included within draft 08/09 budget.	Ongoing
2. Provision of Waste Management Services in an environmentally safe and aesthetically acceptable manner	<ul style="list-style-type: none"> Regular kerb side collection of domestic garbage on a weekly basis 	Achieved / Ongoing.	Achieved / Ongoing.	Achieved / Ongoing.	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 / Ongoing.	Achieved / Ongoing.	Achieved / Ongoing.	Achieved / Ongoing.
	<ul style="list-style-type: none"> Increase access to and promote recycling facilities 	Achieved. Trail recycling facilities located at Waste depot.	Recyclable material collection at waste depot. Encourage private firm to collect recyclable material from community.	Recyclable material continuing to be collected from waste depot site.	Recyclable material continuing to be collected from waste depot site.
3. Collection and Disposal of all Domestic Garbage	<ul style="list-style-type: none"> A revenue structure that achieves full cost recovery 	Achieved / Ongoing.	Achieved / Ongoing.	Achieved / Ongoing.	Achieved / Ongoing.
4. Ensure that public Cemetery facilities are provided to the satisfaction of the community	<ul style="list-style-type: none"> Ensure grounds are maintained in a tidy and attractive manner 	Achieved / Ongoing.	Achieved/ Ongoing.	Achieved / Ongoing.	Achieved / Ongoing

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Objectives and Performance Targets	Performance Assessment	Commentary 31/9/2007	Commentary 31/12/2007	Commentary 31/3/2008	Commentary 30/6/2008
	<ul style="list-style-type: none"> Managed on a user pay basis 	Achieved / Ongoing.	Achieved / Ongoing.	Achieved / Ongoing.	Achieved / Ongoing
5. Council's strategic land use planning instruments provide that all land within the area is used appropriately	<ul style="list-style-type: none"> Regular review of the strategic planning instruments, as to the appropriateness of the plans 	Achieved / Ongoing.	Review of LEP due by 2011.	Achieved / Ongoing.	Achieved / Ongoing
	<ul style="list-style-type: none"> Monitor and assist in the interpretation and application of strategic land use policies, local environmental plans and development control plans 	Achieved / Ongoing.	Achieved / Ongoing.	Achieved / Ongoing.	Achieved / Ongoing
6. Have a streamlined and effective procedure for the processing of Development Applications	<ul style="list-style-type: none"> Provision of adequate staffing structure to process development applications 	Achieved / Ongoing.	Achieved / Ongoing.	Electronic DA's now available on line.	Achieved / Ongoing
	<ul style="list-style-type: none"> Consult with developers and consultants to provide advice on planning and development requirements of the EPA Act and Council 	Achieved / Ongoing.	Achieved / Ongoing.	Achieved / Ongoing.	Achieved / Ongoing
	<ul style="list-style-type: none"> Accurately prepare Section 149 Certificates upon requests 	Achieved / Ongoing.	Achieved / Ongoing.	Achieved / Ongoing.	Achieved / Ongoing
7. Stormwater Management to protect the natural environment through stormwater practices and improvements to methods	<ul style="list-style-type: none"> Develop stormwater infrastructure in accordance with environmental standards 	Ongoing. Stage one of Nth Narrandera storm water augmentation will incorporate appropriate environmental standards incorporating trash racks etc.	No work on this program was undertaken in this reporting period.	North Narrandera Drainage awaiting confirmation from landholders to proceed drainage works into racecourse.	North Narrandera Drainage awaiting confirmation from landholders to proceed drainage works into racecourse.
	<ul style="list-style-type: none"> Develop Stormwater asset maintenance programs which are environmentally conscious 	Ongoing.	No work on this program undertaken in this reporting period.	No work on this program undertaken in this reporting period.	Regular inspection is being carried out. A formal maintenance schedule will be developed by the 31 October 2008
P.F.6: WATER SUPPLY					
1. Provide, maintain and operate an effective and potable water supply, on a full cost recovery basis	<ul style="list-style-type: none"> Meet department of energy and utility services operating requirements 	Achieved. Complied with DEUS inspection.	Advised DEUS & EPA reporting requirements met.	Advised DEUS & EPA reporting requirements met.	Advised DEUS & EPA reporting requirements met.
	<ul style="list-style-type: none"> Provision of routine water sampling programme with evaluation against drinking water guidelines 	Achieved. Ongoing monitoring in accordance with Dept	Achieved. Ongoing monitoring in accordance with Dept	Achieved. Ongoing monitoring in accordance with Dept	Achieved / Ongoing

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Objectives and Performance Targets	Performance Assessment	Commentary 31/9/2007	Commentary 31/12/2007	Commentary 31/3/2008	Commentary 30/6/2008
		Health guidelines.	Health guidelines.	Health guidelines.	
	<ul style="list-style-type: none"> Develop and maintain a plan to deal with non-compliance to drinking water guidelines 	Developed and ready for implementation as an ongoing program.	Implemented and is an ongoing program.	Implemented and is an ongoing program.	Achieved / Ongoing
	<ul style="list-style-type: none"> Develop and implement asset management program 	In progress.	No work undertaken on this program in this reporting period.	No work undertaken on this program in this reporting period.	Ongoing, the resealing register has been updated.
	<ul style="list-style-type: none"> Develop an effective operation and maintenance program 	Developed and ready for implementation over the next 12 months as an ongoing program.	Implemented and is ongoing program.	Implemented and is ongoing program.	Ongoing
	<ul style="list-style-type: none"> Supply public requirements with minimum interruption, at a reasonable cost 	Achieved. Mains failure repaired immediately upon notification or detection.	Achieved.	Achieved.	Achieved.
	<ul style="list-style-type: none"> Implement Best Practice User Pays for Water Services 	Achieved with the exception of a two step consumption charge which will be reviewed for 2008-09.	Achieved. With the exception of a two step consumption charge which will be reviewed.	Achieved approximately 90% compliance. With the exception of a two-tiered tariff structure for water consumption. Staged removal of concessions for water access and water consumption due to be completed by 2009/2010.	Achieved approximately 90% compliance. With the exception of a two-tiered tariff structure for water consumption. Staged removal of concessions for water access and water consumption due to be completed by 2009/2010.
	<ul style="list-style-type: none"> Determine a revenue structure to achieve full cost recovery in a 30 year financial plan 	Achieved. 30 year strategic business plan and developer charges reviewed prior to budget preparation and implemented within 2007/08 Management Plan.	Achieved. 30 year strategic business plan and developer charges reviewed prior to budget preparation and implemented within 2007/08 Management Plan.	Achieved. 30 year strategic business plan and developer charges reviewed prior to budget preparation and implemented within 2007/08 Management Plan.	Achieved. 30 year strategic business plan and developer charges reviewed prior to budget preparation and implemented within 2007/08 Management Plan.
	<ul style="list-style-type: none"> Maintain a drought management plan 	Drought Management Plan implemented through this quarter with level 2 water restrictions imposed.	Implements through water restriction period.	Implemented with ongoing drought monitoring.	Ongoing.
	<ul style="list-style-type: none"> Develop a plan to implement treatment of the Narrandera Water Supply to improve 	Developed and ready for implementation over the	Currently implemented and ongoing program.	Currently implemented and ongoing program.	Currently implemented and ongoing program.

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Objectives and Performance Targets	Performance Assessment	Commentary 31/9/2007	Commentary 31/12/2007	Commentary 31/3/2008	Commentary 30/6/2008
	water quality	next 12 months as part of the capital works program.			
	<ul style="list-style-type: none"> Ensure provision of water supply infrastructure in considered in LEP amendments 			Ongoing.	Ongoing, asset register needs to be updated.
	<ul style="list-style-type: none"> Ensure water services manager is involved in development approvals and inspections 	Ongoing.	Achieved.	Achieved.	Ongoing.

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	<ul style="list-style-type: none"> Meet Department of Energy and Utility Services and EPA. Licensing requirements 	Achieved. Complied with EPA License and achieved a reduction in the licensing fee.	Achieved. Operation in accordance with EPA Licence requirement.	Achieved. Operation in accordance with EPA Licence requirement.	Achieved. Operation in accordance with EPA Licence requirement.
	<ul style="list-style-type: none"> Meet DEUS Operating standards 	Achieved complied with DEUS inspection.	Achieved.	Achieved.	Achieved.
	<ul style="list-style-type: none"> Develop and implement asset management program 	In progress.	No work on this program was undertaken in this quarter.	No work on this program was undertaken in this quarter.	No work on this program was undertaken in this quarter.
	<ul style="list-style-type: none"> Develop an effective operation and maintenance program 	Developed and ready for implementation over the next 12 months as an ongoing program.	Implementation in progress. Will be an ongoing program.	Implementation in progress. Will be an ongoing program.	Implementation in progress. Will be an ongoing program.
	<ul style="list-style-type: none"> Determine a revenue structure to achieve full cost recovery in a 30 year financial plan 	Achieved. 30 year strategic business plan and developer charges reviewed prior to budget preparation and implemented within 2007/08 management plan.	Achieved.	Achieved.	Achieved.
	<ul style="list-style-type: none"> Implement Best Practice User Pays for Sewerage Services 	In progress.	Achieved.	Achieved approximately 90% compliance. With the exception of liquid trade waste pricing, a project which will be undertaken in conjunction with Albury City Council who will assess non-	Achieved approximately 90% compliance. With the exception of liquid trade waste pricing, a project which will be undertaken in conjunction with Albury City Council who will assess non-

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				residential properties and prepare a pricing structure.	residential properties and prepare a pricing structure.
	<ul style="list-style-type: none"> Implement a system to record Outflow Water Quality and evaluate against the licence conditions 	Achieved. Annual report provided to EPA in accordance with EPA License requirements.	Achieved Continued monitoring in progress in accordance with License requirements.	Achieved. Continued monitoring in progress in accordance with License requirements.	Achieved. Continued monitoring in progress in accordance with License requirements.
	<ul style="list-style-type: none"> Maintain a plan of management to deal with non-compliance with licence conditions 	Developed and ready for implementation over the next 12 months.	Implemented – will be an ongoing program.	Implemented – will be an ongoing program.	Ongoing.

P.F.8: RECREATION AND CULTURE

1. Provide a library service to assist and support the community's information, cultural, educational and recreational needs	<ul style="list-style-type: none"> Maintain a relevant "up-to-date" resource stock 	Achieved / Ongoing.	Achieved / Ongoing.	Achieved / Ongoing.	Achieved / Ongoing.
	<ul style="list-style-type: none"> Annual review of current services for funding electronic facilities 	Achieved / Ongoing.	Achieved / Ongoing.	Achieved / Ongoing.	Achieved / Ongoing.
	<ul style="list-style-type: none"> Active member of western riverina community library 	Achieved / Ongoing.	Achieved / Ongoing.	Achieved / Ongoing.	Achieved / Ongoing.
	<ul style="list-style-type: none"> Growth or retention of membership 	Achieved / Ongoing.	Achieved / Ongoing.	Achieved / Ongoing.	Achieved / Ongoing.
	<ul style="list-style-type: none"> Provide services to assist customer queries using all available printed and electronic resources 	Achieved / Ongoing.	Achieved / Ongoing.	Achieved / Ongoing.	Achieved / Ongoing.
2. Provide swimming and recreational facilities	<ul style="list-style-type: none"> Management plan for Lake Talbot and Barellan Pool Amenities 	M/plan for Lake Talbot swimming pool completed and adopted by Council. M/ plan for Barellan to be developed.	M/Plan being implemented at Lake Talbot -No work on a management plan for Barellan undertaken in this reporting period.	M/Plan being implemented at Lake Talbot. Management Plan for Barellan Pool to be deferred to 2008/2009 Management Plan.	M/Plan being implemented at Lake Talbot. Management Plan for Barellan Pool to be deferred to 2008/2009 Management Plan.
	<ul style="list-style-type: none"> Monitor water quality regularly to ensure compliance with State Government Water Quality Guidelines for Swimming Pools 	Achieved.	Achieved Continued monitoring of water quality in progress in accordance with lease requirements.	Achieved. Continued monitoring of water quality in progress in accordance with lease.	Achieved / Ongoing
3. Provide sportsground and stadium type facilities to meet the	<ul style="list-style-type: none"> Effective plans of management of all active sports grounds. 	No action undertaken in this quarter. Sports User group	No work undertaken in this reporting period -Sportsground Committee	Deferred till September 2008 for completion as part of Parks Audit and	Deferred till September 2008 for completion as part of Parks Audit and

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communities active recreational needs		meeting held to commence the process of developing the M/plans.	met in Dec to commence the process after the AFL game in Feb.	Management Plan.	Management Plan.
	<ul style="list-style-type: none"> Carry out regular inspections of sports grounds to ensure all facilities are in a safe and attractive condition 	Achieved. Inspections undertaken in accordance with the risk m/ment plans developed for all sporting grounds and parks.	Achieved This is an ongoing program in accordance with Council Risk Management Plans.	Achieved. This is an ongoing program in accordance with Council Risk Management Plans.	Achieved / Ongoing
4. Provide quality parks and gardens which are available for passive and active recreational pursuits	<ul style="list-style-type: none"> Develop and implement plans of management for each area of community land 	No action undertaken in this quarter.	No action undertaken in this quarter.	In Progress. Due for completion September 2008.	In Progress. Due for completion September 2008.
	<ul style="list-style-type: none"> Carry out regular inspections of Parks and Reserves to ensure all facilities are in a safe and attractive condition 	Achieved. Inspections undertaken in accordance with the risk m/ment plans developed for all sporting grounds and parks.	Achieved - this is an ongoing program in accordance with Councils Risk Management Plan.	Achieved. This is an ongoing program in accordance with Councils Risk Management Plan.	Achieved. This is an ongoing program in accordance with Councils Risk Management Plan.
5. Provide accessible well maintained public conveniences	<ul style="list-style-type: none"> Toilets are maintained regularly and to an acceptable standard 	Achieved / ongoing. Narrandera Park toilet yet to be upgraded.	Toilet cleaning undertaken in accordance with adopted maintenance program.	Toilet cleaning undertaken in accordance with adopted maintenance program.	Toilet cleaning undertaken in accordance with adopted maintenance program.
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 	Achieved / Ongoing.	Achieved / Ongoing.	Achieved / Ongoing.	Achieved / Ongoing
2. Receive, review, process and determine construction certificates	<ul style="list-style-type: none"> Within a time frame acceptable to the public, whilst complying with all legislative requirements 	Achieved / Ongoing.	Achieved / Ongoing.	Achieved / Ongoing.	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 	Ongoing. Plant utilisation continually monitored against operated hours v's available operational hours, Surplus plant has been disposed. NOTE adverse grader operation attributed to	Ongoing Machinery operation being monitored.	Continually being reviewed.	Ongoing, plant utilization is continually being reviewed. Regular staff meetings take place in-order to track plant movements and monitor the progress of the works program.

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		drought conditions and unavailability of water to perform maintenance grading.			
	<ul style="list-style-type: none"> Ensure ongoing compliance with OHS policies, procedures and standards 	Achieved. Plant servicing completed in accordance with manufactures specifications, RTA registration requirements and WorkCover requirements.	Achieved -Ongoing process.	Achieved. Continually reviewing.	Achieved / Ongoing.
	<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 	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.	Achieved -Review of plant requirements undertaken.	Achieved. Review of plant requirements undertaken.	Achieved.
	<ul style="list-style-type: none"> Regularly review and update plant hire rates to ensure plant operations generate sufficient income to meet costs and provide funds for replacement purchases 	Ongoing.	Ongoing process.	Achieved/Ongoing process.	Achieved.
	<ul style="list-style-type: none"> Ensure all plant hire is recorded and information made available for input into plant costing system 	Achieved.	Achieved.	Achieved.	Achieved / Ongoing
	<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) 	Ongoing. Plant utilisation continually monitored against operated hours v's available operational hours. Surplus plant has been disposed. NOTE adverse grader operation attributed to drought conditions and unavailability of water to	Ongoing process.	Ongoing process / continually reviewing.	Ongoing.

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		perform maintenance grading.			
	<ul style="list-style-type: none"> Ensure timely purchase of plant at the most competitive price available 	Tenders called for the purchase of the grader and excavator within the M/plan Report on the purchase of the capital plant to be presented to the November Council meeting.	Achieved. Completed tenders for the purchase of the grader and excavator awarded and orders raised.	Ongoing.	Ongoing, Jet Patcher tender in still in the draft phase.

P.F.10: TRANSPORT & COMMUNICATION

1. Upgrade and maintain urban roads, bridges, drainage and footpaths through programmed management	<ul style="list-style-type: none"> Implement and maintain a pavement management system 	Ongoing.	Ongoing program.	Ongoing.	Ongoing / On target.
	<ul style="list-style-type: none"> Ensure programmed inspections performed and works actioned in accordance with adopted intervention levels 	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.	Achieved. Inspections completed in accordance with the adopted program.	Needs to be reviewed as the current inspection schedule is impossible to manage.	Achieved.
	<ul style="list-style-type: none"> Prepare and implement an annual maintenance program 	Achieved and being implemented.	Implemented.	Ongoing.	Continually reviewing best practices.
	<ul style="list-style-type: none"> Prepare and implement an annual maintenance program 	Achieved and being implemented.	Implemented.	Ongoing.	Continually reviewing best practices.
	<ul style="list-style-type: none"> The prompt responses to complaints/observations of any pavement failures, or drainage damage within available resources 	Achieved. Complaints analyzed and inspected within 48 hours of receipt or immediately if deemed a potential public liability claim.	Achieved. Response to complaints in accordance with adopted procedures and Councils Risk Management Program.	Ongoing.	Ongoing / On target.
	<ul style="list-style-type: none"> Maintenance programme implemented (or % achieved) as set out in road hierarchy programme 	Ongoing.	Ongoing in accordance with adopted program.	Ongoing.	Achieved / On target
	<ul style="list-style-type: none"> Maintain a priority list for kerb, gutter and 	10 Year strategic and future works program in	Development of the strategic plan and future	Ongoing.	Ongoing.

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	shoulder construction in urban areas to address dust and stormwater drainage issues	the process of being developed to incorporate K&G and shoulder sealing works.	works in progress.		
2. Upgrade and maintain rural sealed roads, bridges, and associated drainage through programmed management	<ul style="list-style-type: none"> Implement and maintain a pavement management system 	Ongoing. Road inspections in accordance with road hierarchy and DIMS. REFLECT used to capture information and produce works listing for maintenance.	Ongoing. Road inspections in accordance with road hierarchy and DIMS. REFLECT used to capture information and produce works listing for maintenance.	Ongoing. Information being captured however the maintenance schedule needs to be revised.	Ongoing / On target.
	<ul style="list-style-type: none"> Ensure programmed inspections performed and works actioned in accordance with adopted intervention levels 	Achieved. Road inspections in accordance with road hierarchy and DIMS. REFLECT used to capture information and produce works listing for maintenance.	Achieved. Road inspections in accordance with road hierarchy and DIMS. REFLECT used to capture information and produce works listing for maintenance.	Under Review inspection schedule difficult to maintain.	Ongoing, inspection schedule is difficult to maintain.
	<ul style="list-style-type: none"> Prepare and implement an annual maintenance program 	Ongoing.	In progress in accordance with adopted program.	Ongoing.	Ongoing, difficulties trying to achieve standards outlined in the intervention levels.
	<ul style="list-style-type: none"> The prompt responses to complaints/observations of any pavement failures, or drainage damage within available resources 	Achieved. Complaints analyzed and inspected within 48 hours of receipt or immediately if deemed a potential public liability claim.	Achieved. Complaints analyzed and inspected within 48 hours of receipt or immediately if deemed a potential public liability claim.	Ongoing.	Ongoing.
	<ul style="list-style-type: none"> Maintenance programme implemented (or % achieved) as set out in road hierarchy programme 	Ongoing.	Ongoing program in accordance with maintenance schedule defects emanating from the road inspection.	Ongoing.	Ongoing, difficulties trying to achieve the inspection requirements as illustrated in the road hierarchy schedule
3. Upgrade and maintain rural unsealed roads, bridges, and associated drainage through programmed management	<ul style="list-style-type: none"> Implement and maintain a pavement management system 	Achieved. Road inspections in accordance with road hierarchy and DIMS. REFLECT used to capture information and produce works listing for maintenance.	Achieved. Road inspections in accordance with road hierarchy and DIMS. REFLECT used to capture information and produce works listing for maintenance.	Under review.	Ongoing / On target

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			-works identified from the road inspections being incorporated within the strategic and future works program.		
	<ul style="list-style-type: none"> Ensure programmed inspections performed and works actioned in accordance with adopted intervention levels 	Achieved. Road inspections in accordance with road hierarchy and DIMS. REFLECT used to capture information and produce works listing for maintenance.		Under review.	Ongoing, difficulties trying to achieve standards outlined in the intervention levels.
	<ul style="list-style-type: none"> Prepare and implement an annual maintenance program 	Ongoing.		Ongoing.	Ongoing, difficulties trying to achieve standards outlined in the intervention levels.
	<ul style="list-style-type: none"> The prompt responses to complaints/observations of any pavement failures, or drainage damage within available resources 	Achieved. Complaints analyzed and inspected within 48 hours of receipt or immediately if deemed a potential public liability claim.		Achieved.	Ongoing.
	<ul style="list-style-type: none"> Maintenance programme implemented (or % achieved) as set out in road hierarchy programme 	Ongoing.		Ongoing.	Ongoing, difficulties trying to achieve the inspection requirements as illustrated in the road hierarchy schedule
4. Provide a safe and efficient airport facility	<ul style="list-style-type: none"> Maintain airport facilities to CASA Licensing standards 	Achieved. Annual safety inspection audit completed and forwarded to CASA. License requirements met.	Achieved. Licence requirements monitored against license-Inspections in accordance with the adopted program and received in Councils document program.	Ongoing.	Ongoing / On target.
	<ul style="list-style-type: none"> Ensure ongoing compliance with OHS policies, procedures and standards 	Ongoing.	Ongoing -Compliance met with legislative requirements.	Ongoing. Compliance met with legislative requirements.	Ongoing. Compliance met with legislative requirements.
	<ul style="list-style-type: none"> Ensure grounds and terminal are maintained in a clean and operational condition at all times 	Achieved.	Achieved.	Ongoing.	Achieved.

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	<ul style="list-style-type: none"> Comply with Aviation Security requirements 	Achieved. Annual DOTARS safety inspection completed. Council met compliance requirements.	Achieved. Licence requirements monitored against.	Ongoing.	Achieved / Ongoing
5. Upgrade and maintain streetscapes with emphasis on Council's promotional strategy - "town of trees"	<ul style="list-style-type: none"> Tree maintenance and replacement program 	In progress. Tree replacement program reported to Council and currently being implemented.	Council adopted a report in December to engage a contractor to undertake the tree inspection program -tree replacement program ongoing.	Audit of tree completed. Strategy being developed.	Audit of tree completed. Strategy being developed.
P.F.11: ECONOMIC ACTIVITIES					
1. Provide a Visitor Information Centre to promote Tourism within the Shire and Region	<ul style="list-style-type: none"> Develop and implement effective marketing strategies to promote the area's attractions 	Operations review commenced.	Business feasibility undertaken. Consultants report due end January 2008.	Visitor Centre Expression of Interest issued – further evaluation of options for provision of visitor services.	Promotional work completed. Review of visitor centre ongoing
	<ul style="list-style-type: none"> Support Riverina regional tourism organisation in regional promotions 	Achieved.	Achieved.	Achieved.	Achieved
	<ul style="list-style-type: none"> Festival programmes achieved 	On target.	On target. Request to DSRD for funding to support event business plan review.	DSRD funding available for expansion of John O'Brien festival.	Currently reviewing festival program
2. Promote on the basis of private subdivision development	<ul style="list-style-type: none"> Ensuring any subdivision development complies with all legislative requirements, and compliments the environmental and rural characteristics of the area 	Subdivision standards under development by Technical Services Department.	Quotes received for Red Hill subdivision Masterplan.	Gillenbah Masterplan commenced. Due early May 2008. Red hill Subdivision Masterplan to commence mid 2008.	Draft Gillenbah masterplan on exhibition.
	<ul style="list-style-type: none"> Identify land suitable for future housing stock 	Will investigate with LEP review.	This will form one of the function carried out with the review of the LEP.	On-going notification to management as land becomes available.	
3. Effectively promote and market the area as a viable centre for commercial and industrial activities		Upgrade of Web site marketing. New pricing and marketing policy for industrial land.	Quotes received for master planning of Gillenbah and Red Hill. Marketing strategies to follow.	Improvements to visitor centre promotions and destination marketing. Currently working on new print collateral and web site promotions.	Ongoing
4. Manage Lease of the	<ul style="list-style-type: none"> Tourist park maintained at 3 1/2 star 	Achieved.	Achieved.	Achieved.	Achieved.

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Lake Talbot Tourist Park land and facilities for financial gain	NRMA rating or equivalent <ul style="list-style-type: none"> Management plan reviewed annually 	New lease agreed and being executed. Improvement works to cabins in progress.	New lease agreed and being executed. Improvement works to cabins complete.	New lease agreed and being executed. Improvement works to cabins complete.	New lease agreed and being executed. Improvement works to cabins complete.
5. To provide basic Sale yard Facilities for sales of local and regional livestock	<ul style="list-style-type: none"> Agents effectively manage the sale yards 	Achieved and ongoing.	Achieved and ongoing.	Under review.	No action undertaken in this quarter.
6. Provide commercial and residential premises for lease, to realise a financial gain	<ul style="list-style-type: none"> Inspections carried out on an annual basis 	Works & Maintenance program set for 2007/08.	Annual inspection not yet carried out.	Annual inspection not yet carried out.	Annual inspection not yet carried out.
7. Provision of private hire of plant and machinery to residents of area	<ul style="list-style-type: none"> Undertake private work with council plant and machinery, when convenient, without interrupting other works programs 	Ongoing, Technical Services negotiating further RTA works in adjoining Councils	Ongoing program.	Achieved.	Achieved.