

# Delivery Program/ Operational Plan

## Half Yearly Progress Report (1 July 2018 – 31 December 2018)

### Key Direction 1: A vibrant and supportive community: all members of our community are valued

#### Objective 1.1: Our Community is inclusive and connected

CSP 18/28		Delivery Program 18/19 – 20/21			Operational Plan 18/19		Progress Report 18/19
No.	Strategy	No.	Principal Activities	Measure of Success	Responsibility	Actions (Projects and Activities 18/19)	Status & Comment
1.1a	A range of programs, activities and events are delivered and promoted across the region to create opportunities for all members of our community to come together and strengthen community cohesion.	1.1a(1)	Deliver a range of programs, activities and events and ensure they are planned, promoted and executed in an efficient, inclusive and professional manner.	<ul style="list-style-type: none"> <li>Increase in local events and activities participation rates</li> <li>Increase in community satisfaction with programs, activities and events on offer</li> </ul>	Communications and Media	<ul style="list-style-type: none"> <li>Develop and implement a program of Events for Youth week and Seniors Week in 2019, by 30 June 2019</li> </ul>	<ul style="list-style-type: none"> <li>In Progress.               <ul style="list-style-type: none"> <li>Development of program for Senior's Week currently in progress. Council is facilitating transport for seniors from Cootamundra to the Gundagai Seniors Expo on 13 February 2019.</li> <li>Program for Youth Week in April 2019 is being developed.</li> </ul> </li> </ul>
		1.1a(2)	Work with our community to promote community spirit by assisting with the administration, organisation and promotion of events and community gatherings as required.	<ul style="list-style-type: none"> <li>Increase in local events and activities participation rates</li> <li>Increase in community satisfaction with programs, activities and events on offer</li> </ul>	Communications and Media	No actions proposed in 18/19	N/A
		1.1a(3)	Encourage the development of initiatives to welcome new residents and make them aware of the opportunities which exist in the local government area.	<ul style="list-style-type: none"> <li>Increase in new residents satisfaction and participation rates</li> </ul>	Tourism & Economic Development	<ul style="list-style-type: none"> <li>Develop New Residents' Packs with general information on the Council area, services and additional information on the subject of resident's locality, by 30 June 2019</li> </ul>	<ul style="list-style-type: none"> <li>In Progress. Interim new residents' packs developed with display folders designed and printed. Further information to be progressively added.</li> </ul>
		1.1a(4)	Provide modern, vibrant and relevant library services, programs and activities to the community in conjunction with Riverina Regional Library (RRL).	<ul style="list-style-type: none"> <li>Increase in library memberships</li> <li>Increase in library circulation volumes</li> <li>Increase in library program and activity participation rates</li> </ul>	Library Services	<ul style="list-style-type: none"> <li>Implement program to encourage Library membership and increase overall membership numbers</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing. Program implemented at the Cootamundra Library, including:               <ul style="list-style-type: none"> <li>Use of public computers requiring membership.</li> <li>Prize incentives for members recommending new members to join.</li> <li>Participation in activities and programs requiring membership.</li> </ul>               This has resulted in membership of the Cootamundra Library increasing to 3301 members from 3043.             </li> </ul>
1.1b	Cultural and arts facilities and services are promoted and supported.	1.1b(1)	Build and sustain partnerships with cultural and arts bodies, and the local arts community, to support activities and to secure funding for cultural and arts development in the local government area.	<ul style="list-style-type: none"> <li>Increase in cultural and arts activity participation rates</li> <li>Funding opportunities sought and realised</li> </ul>	Tourism & Economic Development	<ul style="list-style-type: none"> <li>Applications made for funding for projects at the following locations: The Arts Centre Cootamundra, the Old Mill Centre Gundagai, Mirrabooka Gundagai, Men's Shed/ Community Garden</li> </ul>	<ul style="list-style-type: none"> <li>Completed. SCCF funding secured as follows:               <ul style="list-style-type: none"> <li>\$185,000 for the Arts Centre Cootamundra.</li> <li>\$150,000 for the Old Mill Centre in Gundagai.</li> <li>\$67,000 for Mirrabooka Gundagai.</li> <li>\$233,794 Men's shed/Community garden.</li> </ul> </li> </ul>
		1.1b(2)	Provide assistance to art and cultural bodies to promote and develop programs and facilities.	<ul style="list-style-type: none"> <li>Increase in cultural and arts activity participation rates</li> <li>Increase in art and cultural bodies' satisfaction</li> </ul>	Tourism & Economic Development	<ul style="list-style-type: none"> <li>Applications made for funding for projects at the following locations: The Arts Centre Cootamundra, the Old Mill Centre Gundagai, Mirrabooka Gundagai, Men's Shed/ Community Garden</li> </ul>	<ul style="list-style-type: none"> <li>Completed. SCCF funding secured as follows:               <ul style="list-style-type: none"> <li>\$185,000 for the Arts Centre Cootamundra.</li> <li>\$150,000 for the Old Mill Centre in Gundagai.</li> <li>\$67,000 for Mirrabooka Gundagai.</li> <li>\$233,794 Men's shed/Community garden.</li> </ul> </li> </ul>
		1.1b(3)	Undertake development of Cootamundra library outdoor area.	<ul style="list-style-type: none"> <li>Library outdoor area complete</li> <li>Increase in library users satisfaction with facility</li> </ul>	Building and Property Management and Maintenance	<ul style="list-style-type: none"> <li>Develop outdoor space adjoining the Stephen Ward Rooms Cootamundra Library for indoor/outdoor meeting space, by 30 June 2019</li> </ul>	<ul style="list-style-type: none"> <li>In Progress. Final designs completed. Quotations for work to be invited in February 2019.</li> </ul>
1.1c	Local groups, clubs, and volunteer organisations are	1.1c(1)	Ensure the best interests of local volunteer and community organisations are promoted where ever possible.	<ul style="list-style-type: none"> <li>Increase in volunteer and community organisation satisfaction</li> </ul>	Community and Culture	No actions proposed in 18/19	N/A

	recognised, promoted and supported.	1.1c(2)	Encourage volunteerism across the local government area.	<ul style="list-style-type: none"> <li>Increase in local volunteerism rates</li> </ul>	Community and Culture		
		1.1c(3)	Provide support and funding where possible to support a range of community groups to deliver positive outcomes for the local community.	<ul style="list-style-type: none"> <li>Increase in community group satisfaction</li> </ul>	Community and Culture	<ul style="list-style-type: none"> <li>Apply for funding on behalf of Community Groups under the Stronger Country Community Fund</li> </ul>	<ul style="list-style-type: none"> <li>Completed. Range of successful SCCF round 2 funding applications submitted on behalf of community groups with \$2.78 million in funding secured.</li> </ul>
1.1d	Recognise and value the importance and uniqueness of the history and heritage of our area and its communities.	1.1d(1)	Continue to provide and maintain the local museums both as a repository and for public viewing of valuable local historical memorabilia.	<ul style="list-style-type: none"> <li>Increase in visitor numbers at local museums</li> <li>Increase in community and visitor satisfaction</li> </ul>	Tourism & Economic Development	<ul style="list-style-type: none"> <li>List local museum on Australian tourism data warehouse</li> <li>promote local museum on Tourism Social Media</li> </ul>	<ul style="list-style-type: none"> <li>Completed.</li> </ul>
		1.1d(2)	Seek funding opportunities for the conservation and enhancement of local historical buildings and structures and undertake these activities.	<ul style="list-style-type: none"> <li>Funding opportunities sought and realised</li> </ul>	Tourism & Economic Development	<ul style="list-style-type: none"> <li>Secure funding for Main Street Heritage Paint Scheme in Gundagai and the Wallendbeen Heritage Study</li> </ul>	<ul style="list-style-type: none"> <li>In Progress. Funding obtained and work commenced.</li> </ul>
		1.1d(3)	Facilitate the coordination and promotion of the different historical groups and heritage assets within the local government area.	<ul style="list-style-type: none"> <li>Historical group participation rates maintained</li> <li>Increase in historical group, visitor and community satisfaction</li> </ul>	Tourism & Economic Development	<ul style="list-style-type: none"> <li>Install Interpretative signage in Sheridan Street Gundagai, by 30 June 2019</li> </ul>	<ul style="list-style-type: none"> <li>Completed. Interpretive signage installed. Further funding has also been secured to install additional signage.</li> </ul>
1.1e	Develop and implement a range of activities and initiatives which promote a culture of accessibility and inclusiveness.	1.1e(1)	Develop and implement accessibility strategies as identified in the Disability Inclusion Access Plan.	<ul style="list-style-type: none"> <li>Disability Inclusion Access Plan developed and outcomes realised</li> </ul>	Community and Culture	<ul style="list-style-type: none"> <li>Review and implement Councils Disability Inclusion Action Plan, by 30 June 2019</li> </ul>	<ul style="list-style-type: none"> <li>In Progress. Access and Inclusion Committee Terms of Reference approved by Council in November 2018. Committee to be formed in February 2019.</li> </ul>
		1.1e(2)	Develop and implement a Youth Strategy which meets the needs of young people within our community.	<ul style="list-style-type: none"> <li>Youth Strategy developed and outcomes realised</li> </ul>	Community and Culture	<ul style="list-style-type: none"> <li>Develop a Youth Strategy, by 30 June 2019</li> <li>Implement a Gundagai Youth Radio Program, by 30 June 2019</li> </ul>	<ul style="list-style-type: none"> <li>The Member for Cootamundra has requested an electorate wide strategy. Accordingly the Youth Strategy work has been deferred subject to the advice from the State Government on the electorate wide strategy.</li> <li>Not Yet Commenced. Liaison by Council Staff with local youth is to be undertaken with a view to encouraging participation in the program.</li> </ul>

### Objective 1.2: Public spaces provide for a diversity of activity and strengthen our social connections

CSP 18/28		Delivery Program 18/19 – 20/21			Operational Plan 18/19		Progress Report 18/19
No.	Strategy	No.	Principal Activities	Measure of Success	Responsibility	Actions (Projects and Activities 18/19)	Status & Comment
1.2a	Maintain and enhance the amenity of our main streets and public spaces so that they are attractive, clean and people feel safe.	1.2a(1)	Enhance the amenity and appearance of our towns' main streets.	<ul style="list-style-type: none"> <li>Increase in community and visitor satisfaction</li> <li>Number of urban trees maintained</li> </ul>	Tourism & Economic Development Assets	<ul style="list-style-type: none"> <li>Construct Gundagai Main Street Public Toilet, by 30 June 2019</li> </ul>	<ul style="list-style-type: none"> <li>In Progress. Plans and specifications prepared with DA to be lodged in early 2019.</li> </ul>
		1.2a(2)	Provide and maintain a clean and attractive streetscape.	<ul style="list-style-type: none"> <li>Increase in community and visitor satisfaction</li> </ul>	Tourism & Economic Development	No actions proposed in 18/19	N/A
		1.2a(3)	Plan for and construct approved streetscape and public space upgrades as funding permits.	<ul style="list-style-type: none"> <li>Works plan realised</li> <li>Increase in community and visitor satisfaction</li> </ul>	Tourism & Economic Development	<ul style="list-style-type: none"> <li>Engage consultant to prepare Cootamundra Arts Precinct Masterplan, by 30 June 2019</li> </ul>	<ul style="list-style-type: none"> <li>In Progress. Consultant engaged and masterplan underway for Cootamundra Arts Precinct.</li> </ul>
1.2b	Promote our sense of identity and enhance the attractiveness of our region by investing in town and village entrances.	1.2b(1)	Improve the amenity of town and village entrances.	<ul style="list-style-type: none"> <li>Increase in community and visitor satisfaction</li> </ul>	Tourism & Economic Development	<ul style="list-style-type: none"> <li>Engage consultant to design boundary and Village Signage</li> <li>Make application for funding for improvements to village entrances</li> </ul>	<ul style="list-style-type: none"> <li>Completed. Shire boundary and village signage installed.</li> <li>Completed. Funding for further work on entrances secured.</li> </ul>
1.2c	Encourage the wide-spread use of open spaces and community facilities by ensuring they are welcoming, accessible,	1.2c(1)	Maintain and improve Council buildings, facilities and parks in accordance with asset management plans.	<ul style="list-style-type: none"> <li>Increase in community and visitor satisfaction</li> </ul>	Building and Property Management and Maintenance	<ul style="list-style-type: none"> <li>Create an Outdoor Reading Space adjoining the Gundagai Library, by 30 June 2019</li> </ul>	<ul style="list-style-type: none"> <li>In Progress. Scheduled to be completed by the end of May 2019.</li> </ul>

maintained and managed for everyone to enjoy, and that they continue to meet the needs of our community.	1.2c(2)	Maintain and improve Council library facilities.	<ul style="list-style-type: none"> <li>Increase in library memberships</li> <li>Increase in library circulation volumes</li> <li>Increase in library program and activity participation rates</li> </ul>	Library Services	<ul style="list-style-type: none"> <li>Develop plans for improvement to Library Spaces, by 30 June 2019</li> </ul>	<ul style="list-style-type: none"> <li>In Progress. Strategic planning has been undertaken for both libraries with applications for funding submitted for improvements. Budget requirements and funding options will be identified and evaluated at the Library Strategic Planning Day to be held in February 2019.</li> </ul>
	1.2c(3)	Maintain and improve Council's parks and recreation and sporting facilities.	<ul style="list-style-type: none"> <li>Increase in Council facilities use</li> <li>Increase in community satisfaction</li> </ul>	Recreation Facilities – Cootamundra Recreation Facilities – Gundagai	No actions proposed in 18/19	N/A
	1.2c(4)	Co-ordinate the provision of Council facilities for community use.	<ul style="list-style-type: none"> <li>Increase in Council facilities use</li> <li>Increase in community satisfaction</li> </ul>	Recreation Facilities – Cootamundra Recreation Facilities – Gundagai	No actions proposed in 18/19	N/A
	1.2c(5)	Investigate options to work in partnership and enter into joint venture arrangements to make better use of facilities within the local government area.	<ul style="list-style-type: none"> <li>Opportunities sought and realised</li> <li>Increase in community facilities use</li> </ul>	Deputy General Manager	<ul style="list-style-type: none"> <li>Contribute to Department of Education Multi-Purpose Facilities, by 30 June 2019</li> </ul>	<ul style="list-style-type: none"> <li>Not Due to Commence. No work to date. Report to be presented to Council for consideration of proposal to reallocate funds.</li> </ul>

### Objective 1.3: Our community members are healthy and safe

CSP 18/28		Delivery Program 18/19 – 20/21			Operational Plan 18/19	Progress Report 18/19	
No.	Strategy	No.	Principal Activities	Measure of Success	Responsibility	Actions (Projects and Activities 18/19)	Status & Comment
1.3a	A broad range of services are provided and supported to meet the needs of all members to promote personal health and well-being and encourage a healthy lifestyle.	1.3a(1)	Continue to consult with local health services providers and identify and advocate for opportunities to improve the quality and range of health services provided in the local government area.	<ul style="list-style-type: none"> <li>Increase in health of community</li> <li>Increase in community and health providers satisfaction</li> </ul>	Community and Culture	<ul style="list-style-type: none"> <li>Participate in Interagency Network opportunities</li> <li>Initiate and participate in Community Drug, Alcohol and Mental Health first response meetings</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing. Gundagai Interagency Network meetings attended by Council Staff.</li> <li>Ongoing. Dual Diagnosis Action Group meetings facilitated and attended by Council Staff.</li> </ul>
		1.3a(2)	Promote a wide range of health and community services offered by various agencies in the local government area.	<ul style="list-style-type: none"> <li>Increase in participation rates</li> </ul>	Community and Culture	<ul style="list-style-type: none"> <li>Utilise available mediums for promotion of services</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing. Listings of Health and Community Services promoted on Coota local/Gundagai local and CGRC website.</li> </ul>
		1.3a(3)	Provide and maintain Mirrabooka Community Centre building to facilitate health and welfare needs of the community.	<ul style="list-style-type: none"> <li>Increase in Mirrabooka Community Centre use</li> <li>Increase in community satisfaction</li> </ul>	Community and Culture	<ul style="list-style-type: none"> <li>Undertake improvements at Mirrabooka Community Centre, by 30 June 2019</li> </ul>	<ul style="list-style-type: none"> <li>In Progress. Funding of \$67,000 secured for upgrades. Funding deed to be issued in January 2019 with building work likely to be deferred until 2019/20.</li> </ul>
		1.3a(4)	Promote programs which encourage healthy lifestyle choices and activities.	<ul style="list-style-type: none"> <li>Increase in participation rates of programs and activities</li> </ul>	Recreation Facilities – Cootamundra Recreation Facilities – Gundagai	No actions proposed in 18/19	N/A
1.3b	Provide opportunities for the recreational and active use of parks, sporting facilities and swimming pools by ensuring they are promoted, accessible, safe, maintained and managed, and meet the needs of all age groups.	1.3b(1)	Provide, maintain, renew and promote high quality sporting, swimming and active recreational facilities and programs for the community, active sporting associations and visitors.	<ul style="list-style-type: none"> <li>Increase in Council facilities use</li> <li>Increase in community satisfaction</li> </ul>	Recreation Facilities – Cootamundra Recreation Facilities – Gundagai	<ul style="list-style-type: none"> <li>Develop Recreation Strategy, by 30 June 2019</li> <li>Undertake Fisher Park lighting upgrade, by 30 June 2019</li> <li>Construct Country Club Oval Clubhouse/Amenities Building, by 30 June 2019</li> <li>Undertake improvements to the Gundagai Netball Courts lighting and amenities, by 30 June 2019</li> </ul>	<ul style="list-style-type: none"> <li>Not Yet Commenced.</li> <li>In Progress. Tenders documents being prepared with the work anticipated to be completed in 12 months time.</li> <li>In Progress. Scheduled for completion by 30 June 2019.</li> </ul>

					<ul style="list-style-type: none"> <li>• Upgrade play and fitness equipment at Nangus, Stockinbingal and Wallendbeen Villages, by 30 June 2019</li> <li>• Upgrade Community Fitness infrastructure in Gundagai and Cootamundra, by 30 June 2019</li> </ul>	<ul style="list-style-type: none"> <li>• In Progress. Project is in design stage and quoting stage. Scheduled for completion by December 2019.</li> <li>• In Progress as follows: <ul style="list-style-type: none"> <li>○ Nangus playground – Completed.</li> <li>○ Stockinbingal playground – Community consultation has been undertaken with installation ready to commence.</li> <li>○ Wallendbeen playground – Completed.</li> </ul> </li> <li>• Not Yet Commenced.</li> </ul>	
	1.3b(2)	Provide and maintain parks and gardens that are aesthetically pleasing, accessible and are available for passive recreational pursuits.	<ul style="list-style-type: none"> <li>• Increase in Council parks and gardens use</li> <li>• Increase in community satisfaction</li> </ul>	Recreation Facilities – Cootamundra Recreation Facilities – Gundagai	<ul style="list-style-type: none"> <li>• Commence planning for the installation of a Regional Playground at Jubilee Park in Cootamundra, by 30 June 2019</li> </ul>	<ul style="list-style-type: none"> <li>• In Progress. Construction plans are being prepared following which tenders will be invited.</li> </ul>	
	1.3b(3)	Construct a large-scale Adventure Playground in Gundagai.	<ul style="list-style-type: none"> <li>• Adventure Playground constructed</li> <li>• Positive feedback from community</li> </ul>	Recreation Facilities – Gundagai	<ul style="list-style-type: none"> <li>• Commence planning for the Gundagai Large Scale adventure playground, by 30 June 2019</li> </ul>	<ul style="list-style-type: none"> <li>• In Progress. Construction plans are being prepared following which tenders will be invited.</li> </ul>	
	1.3b(4)	Develop and implement an inspection and maintenance plan for playground equipment.	<ul style="list-style-type: none"> <li>• Reduction in number and severity of incidents and injuries at Council playgrounds</li> </ul>	Recreation Facilities – Cootamundra Recreation Facilities – Gundagai	<ul style="list-style-type: none"> <li>• Playground inspection and maintenance program developed and implemented, by 30 June 2019</li> </ul>	<ul style="list-style-type: none"> <li>• In Progress. Playground inspection program has been developed with maintenance requirements identified and repairs undertaken as required.</li> </ul>	
	1.3b(5)	Undertake improvements to the Cootamundra and Gundagai swimming pool facilities.	<ul style="list-style-type: none"> <li>• Increase in Council facilities use</li> <li>• Increase in community satisfaction</li> </ul>	Recreation Facilities – Cootamundra Recreation Facilities – Gundagai	<ul style="list-style-type: none"> <li>• Commence planning for improvements of the Cootamundra Aquatic Centre, by 30 June 2019</li> </ul>	<ul style="list-style-type: none"> <li>• Not Yet Commenced.</li> </ul>	
	1.3b(6)	Work in partnership with active sporting associations, community groups and health providers to ensure sporting facilities are fit for current and future community need.	<ul style="list-style-type: none"> <li>• Sporting associations, community groups and health provider participation rates maintained</li> <li>• Increase in sporting associations, community groups, health providers and community satisfaction</li> </ul>	Recreation Facilities – Cootamundra Recreation Facilities – Gundagai	<ul style="list-style-type: none"> <li>• Develop a Gundagai Recreation Masterplan to incorporate netball courts, memorial pool, gymnasium, club's sporting facilities and the current youth space, by 30 June 2019</li> </ul>	<ul style="list-style-type: none"> <li>• In Progress. Community consultation commenced following community survey being undertaken. Consultant to be engaged to progress the project.</li> </ul>	
	1.3b(7)	Programs are developed to ensure the ongoing risk assessment and maintenance of Council facilities.	<ul style="list-style-type: none"> <li>• Programs developed</li> <li>• Reduction in rate of incident and injury at Council facilities</li> <li>• Reduction in number and volume of insurance claims</li> <li>• Reduction in cost of insurance premiums</li> </ul>	Recreation Facilities – Cootamundra Recreation Facilities – Gundagai WHS	No actions proposed in 18/19	N/A	
1.3c		Work with key partners and members of our community to maintain low levels of local crime and deliver community safety.	1.3c(1)	<ul style="list-style-type: none"> <li>• Work in partnership with local agencies to identify and advocate for opportunities to improve overall community safety.</li> <li>• Reduction in rate of vehicular and pedestrian incidents</li> <li>• Maintain or minimise local crime rate</li> </ul>	Road Safety	<ul style="list-style-type: none"> <li>• No actions proposed in 18/19</li> </ul>	N/A

		1.3c(2)	Develop and operate safe food handling and public health controls.	<ul style="list-style-type: none"> <li>Reduction in rate of local food and public health related incidents</li> </ul>	Environmental Health and Compliance	<ul style="list-style-type: none"> <li>Implement a Food Safety Education Scheme by promoting the benefits of food safety to our communities and educating operators on food safety practices, by 30 June 2019</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing with the following components achieved: <ul style="list-style-type: none"> <li>Food Safety Awareness pilot programs run at two local schools.</li> <li>Program established for inspection of all food premises by 30 June 2019. This is an increase on the 2017/18 inspections which covered 60% of food premises. Education is part of the inspection program.</li> <li>Food Safety Education Calendars ordered and will be distributed to food outlets in June 2019.</li> <li>One educational newsletter sent out to food outlets. A second has been prepared and will be sent out in January 2019.</li> </ul> </li> </ul>
		1.3c(3)	A range of programs are supported, promoted and controlled to encourage and enforce responsible companion animal ownership.	<ul style="list-style-type: none"> <li>Increase in companion animal registrations</li> <li>Reduction in number of impounding's</li> <li>Reduction in rate of companion animal related incidents</li> <li>Reduction in number of companion animal related fines issued</li> </ul>	Regulatory Services	<ul style="list-style-type: none"> <li>Undertake Companion Animals Audit, by 30 June 2019</li> </ul>	<ul style="list-style-type: none"> <li>Not Yet Commenced. Competing priorities and staff resource availability has delayed commencement.</li> </ul>
1.3d	Deliver dependable emergency service management practices and responses which protect our community members.	1.3d(1)	Co-ordinate between the District and Local Emergency Management Committees and provide emergency effective emergency management assistance as required.	<ul style="list-style-type: none"> <li>Increase in community satisfaction with emergency responses when required</li> </ul>	Regulatory Services	<ul style="list-style-type: none"> <li>Liaise with the District and Local Emergency Management Committees to ensure coordination of emergency management assistance</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing. Meeting with major stakeholders in emergency management plans scheduled for January 2019 to facilitate ongoing coordination and training.</li> </ul>
		1.3d(2)	Develop and maintain effective and well tested emergency management plans.	<ul style="list-style-type: none"> <li>Emergency management plans developed</li> <li>Increase in community satisfaction with emergency responses when required</li> </ul>	Regulatory Services	<ul style="list-style-type: none"> <li>Develop Local Emergency Management Plan</li> </ul>	<ul style="list-style-type: none"> <li>Completed. Plan developed and submitted to the Local Emergency Management Committees.</li> </ul>
		1.3d(3)	Maintain an active involvement and positive relationship with FRNSW, RFS and SES, Health, Ambulance, Police, Local Land Services and all emergency services organisations within the legislative framework and for the benefit of the community.	<ul style="list-style-type: none"> <li>Increase in community satisfaction with emergency responses when required</li> </ul>	Regulatory Services	<ul style="list-style-type: none"> <li>Liaise with Local Emergency Operations Controller to ensure coordination of emergency management assistance</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing. Meeting with Local Emergency Operations Controller scheduled for January 2019.</li> </ul>
		1.3d(4)	Provide administrative support for the co-ordination of the various emergency services to provide the most effective disaster management for community.	<ul style="list-style-type: none"> <li>Increase in community satisfaction with emergency responses when required</li> </ul>	Regulatory Services	<ul style="list-style-type: none"> <li>Administrative support provided to emergency management meetings</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing. Executive support for Emergency management meeting being provided.</li> </ul>

## Key Direction 2: A prosperous and resilient economy: we are innovative and 'open for business'

### Objective 2.1: The local economy is strong and diverse

CSP 18/28		Delivery Program 18/19 – 20/21			Operational Plan 18/19		Progress Report 18/19
No.	Strategy	No.	Principal Activities	Measure of Success	Responsibility	Actions (Projects and Activities 18/19)	Status & Comment
2.1a	Develop and deliver strategies which support the economic sustainability of the Cootamundra-Gundagai region.	2.1a(1)	Develop and implement an integrated Tourism and Economic Development Strategy for the Cootamundra-Gundagai region.	<ul style="list-style-type: none"> <li>Tourism and Economic Development Strategy developed and outcomes realised</li> </ul>	Tourism & Economic Development	<ul style="list-style-type: none"> <li>Develop a comprehensive Tourism and Economic Development Strategy for the Local Government Area, by 30 June 2019</li> </ul>	<ul style="list-style-type: none"> <li>In Progress. Tourism and Economic Development Strategy currently in consultation phase. Draft Strategy scheduled to be presented at the February Council meeting.</li> </ul>
		2.1a(2)	Work in partnership with individuals, the private sector, other agencies and levels	<ul style="list-style-type: none"> <li>Increase in size of local economy</li> </ul>	Tourism & Economic Development	<ul style="list-style-type: none"> <li>Make application for government funding to support Council land release programs, by 31 December 2018</li> </ul>	<ul style="list-style-type: none"> <li>In Progress. Application under the Growing Local Economies Funding for Turners Lane Industrial Subdivision submitted with the initial EOI for funding</li> </ul>

			of government to deliver economic development initiatives.	<ul style="list-style-type: none"> <li>Increased community participation in tourism and economic development committees/groups</li> </ul>		<ul style="list-style-type: none"> <li>Negotiate new memorandum of understanding with Cootamundra Development Corporation, by 30 June 2019</li> </ul>	<p>successful. Council has been invited to make a full application which will be submitted in early 2019.</p> <ul style="list-style-type: none"> <li>Not Yet Commenced.</li> </ul>
		2.1a(3)	Implement strategies which encourage the growth of the local population.	<ul style="list-style-type: none"> <li>Increase in local population</li> </ul>	Tourism & Economic Development	<ul style="list-style-type: none"> <li>Participate in Country Change initiative</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing.</li> </ul>
		2.1a(4)	Actively seek and apply for funding opportunities which deliver additional income and contribute to community objectives.	<ul style="list-style-type: none"> <li>Funding opportunities sought and realised</li> </ul>	General Manager	<ul style="list-style-type: none"> <li>Pursue available grant opportunities</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing. Council has secured numerous grants through various funding sources. A spreadsheet detailing each of the projects has been developed and distributed to Councillors.</li> </ul>
2.1b	Develop and implement land-use strategies and management practices which protect our agricultural sector.	2.1b(1)	Work with land-owners, farmers and other agencies to advocate for the protection of the local agricultural sector through an effective land-use strategy.	<ul style="list-style-type: none"> <li>Increase in size of local economy of agricultural sector</li> </ul>	Strategic and Statutory Planning	No actions proposed in 18/19	N/A
		2.1b(2)	Develop and operate development control systems which support the protection of agricultural land.	<ul style="list-style-type: none"> <li>Development controls in place</li> <li>Increase in size of local economy of agricultural sector</li> </ul>	Strategic and Statutory Planning	<ul style="list-style-type: none"> <li>Commence development of new LEP and DCP, by 30 June 2019</li> </ul>	<ul style="list-style-type: none"> <li>Not Yet Commenced. Draft DCP to be prepared following preparation of the LEP. LEP will not be completed until 2020.</li> </ul>
		2.1b(3)	Provide, maintain and upgrade as funding permits the Saleyards facility which allows the regular sale of animals from this and surrounding districts in a suitable environment.	<ul style="list-style-type: none"> <li>Increase in Saleyards facility use</li> <li>Increase in Saleyards users satisfaction with facility</li> </ul>	Regulatory Services	<ul style="list-style-type: none"> <li>Undertake lighting upgrade at Cootamundra's Saleyards Facility, by 30 June 2019</li> </ul>	<ul style="list-style-type: none"> <li>Completed. Lighting upgrade completed. The construction of a new truck wash at the Saleyards is also being undertaken and is 80% completed.</li> </ul>
2.1c	Ensure transportation networks link our local government area with other regional centres and cities and support economic, environmental and community needs.	2.1c(1)	Work with key partners to explore and advocate for opportunities to better utilize and develop transportation and freight networks which meet our community needs.	<ul style="list-style-type: none"> <li>Increase in community, business and industry group satisfaction</li> </ul>	Tourism & Economic Development	<ul style="list-style-type: none"> <li>Facilitate Community response to the proposed new Canberra/Cootamundra-Gundagai bus route</li> </ul>	<ul style="list-style-type: none"> <li>Completed. Council's response on behalf of the community in support of the proposed new bus route prepared and submitted.</li> </ul>
		2.1c(2)	Provide and maintain a safe and well maintained aerodrome for use by commercial and recreational aircraft and promote use by external users.	<ul style="list-style-type: none"> <li>Increase in aerodrome facility use</li> <li>Increase in aerodrome user satisfaction</li> <li>Reduction in rate of incident and injury at aerodrome</li> </ul>	Regulatory Services	No actions proposed in 18/19	N/A
2.1d	Ensure communication and electronic technologies are accessible to all, meet the current and future needs of our community, and provide consistent and reliable coverage across the local government area.	2.1d(1)	Promote the development of efficient telecommunications technology for business, land owners, education and health needs.	<ul style="list-style-type: none"> <li>Increase in community satisfaction</li> </ul>	Tourism & Economic Development	No actions proposed in 18/19	N/A
		2.1d(2)	Support and advocate for the installation of the National Broadband Network across the local government area.	<ul style="list-style-type: none"> <li>Delivery of National Broadband Network</li> <li>Positive feedback from community</li> </ul>	General Manager	No actions proposed in 18/19	N/A
		2.1d(3)	Offer and promote free public Wi-Fi internet access in key public spaces across the local government area.	<ul style="list-style-type: none"> <li>Delivery of public Wi-Fi network</li> <li>Positive feedback from community</li> </ul>	Information Technology	<ul style="list-style-type: none"> <li>Provide infrastructure for free Public Wi-Fi Internet Access in key public spaces, by 30 June 2019</li> </ul>	<ul style="list-style-type: none"> <li>Not Yet Commenced. Project to be rescheduled to 2019/20 due to competing priorities.</li> </ul>
2.1e	Identify, promote and incentivise the strategic and innovative investment	2.1e(1)	Implement a range of initiatives which support and promote the sustainable development of the towns' Central Business Districts and industrial land.	<ul style="list-style-type: none"> <li>Increase in occupation rates of commercial land</li> <li>Increase in number of businesses operating locally</li> </ul>	Strategic and Statutory Planning	No actions proposed in 18/19	N/A

	opportunities that exist in our region.			<ul style="list-style-type: none"> <li>Increase in community, business and industry group satisfaction</li> </ul>			
		2.1e(2)	Promote to the community and industry groups potential growth opportunities and development efficiencies.	<ul style="list-style-type: none"> <li>Increase in size of local economy</li> <li>Increase in occupation rates of commercial land</li> <li>Increase in number of businesses operating locally</li> <li>Increase in community, business and industry group satisfaction</li> </ul>	Tourism & Economic Development	<ul style="list-style-type: none"> <li>Facilitate communication mediums for training and funding opportunities for businesses</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing. Information distributed to businesses through email distribution list and on the Coota Local and Gundagai Local Facebook pages.</li> </ul>
		2.1e(3)	Encourage growth in development and construction locally.	<ul style="list-style-type: none"> <li>Increase in development and construction rates</li> </ul>	Strategic and Statutory Planning	<ul style="list-style-type: none"> <li>Increase in the number of Construction Certificates issued from the previous year.</li> </ul>	<ul style="list-style-type: none"> <li>In Progress. As at 31 December 2018 there have been 167 Construction Certificates issued. This figure is 20 less than the same period last year.</li> </ul>
2.1f	Develop and strengthen effective partnerships with, and between, locally-based organisations and business operators to enhance connectivity and working together.	2.1f(1)	Work in partnership with agencies and other levels of government to support local businesses.	<ul style="list-style-type: none"> <li>Increase in size of local economy</li> <li>Increase in number of businesses operating locally</li> <li>Increase in community, business and industry group satisfaction</li> </ul>	Tourism & Economic Development	<ul style="list-style-type: none"> <li>Facilitate and support local business training opportunities</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing. Six training and grant writing workshops facilitated between Cootamundra and Gundagai between 1 July and 31 December 2018.</li> </ul>
		2.1f(2)	Work with key partners and local business owners, investors and employers to investigate, advocate for and promote opportunities for business development and networking.	<ul style="list-style-type: none"> <li>Increase in participation in local development and networking programs</li> <li>Positive feedback from participants</li> </ul>	Tourism & Economic Development	<ul style="list-style-type: none"> <li>Facilitate forums for Economic Development and Growth</li> </ul>	<ul style="list-style-type: none"> <li>Completed. Economic Growth Forums conducted at Cootamundra and Gundagai in October 2018.</li> </ul>
		2.1f(3)	Maintain a close liaison and continue to work with Regional Development Australia.	<ul style="list-style-type: none"> <li>Increase in economy of Riverina region</li> </ul>	Tourism & Economic Development	<ul style="list-style-type: none"> <li>Attend Regional Development Australia forums</li> <li>Participate in the Country Change Initiative</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing. Council Staff attended the Business Development Officer Forum held in Temora.</li> <li>Ongoing.</li> </ul>

### Objective 2.2: Strategic land-use planning is co-ordinated and needs-based

CSP 18/28		Delivery Program 18/19 – 20/21			Operational Plan 18/19		Progress Report 18/19
No.	Strategy	No.	Principal Activities	Measure of Success	Responsibility	Actions (Projects and Activities 18/19)	Status & Comment
2.2a	Develop integrated land-use strategies which meet the community's current and future needs.	2.2a(1)	Develop a new, comprehensive Local Environmental Plan for the local government area.	<ul style="list-style-type: none"> <li>Local Environmental Plan is developed</li> <li>Increase in number and value of development approvals</li> <li>Increase in community satisfaction</li> </ul>	Strategic and Statutory Planning	<ul style="list-style-type: none"> <li>Prepare new draft Development Control Plan, by 30 June 2019</li> </ul>	<ul style="list-style-type: none"> <li>Not Yet Commenced. Draft DCP to be prepared following preparation of the LEP. LEP will not be completed until 2020.</li> </ul>
		2.2a(2)	Identify and address current and future land-use needs through integrated strategic planning and development.	<ul style="list-style-type: none"> <li>Increase in number and value of development approvals</li> <li>Increase in community satisfaction</li> </ul>	Strategic and Statutory Planning	<ul style="list-style-type: none"> <li>Develop Rural Land Use Strategy by 30 June 2019</li> <li>Prepare new draft Comprehensive Local Environmental Plan, by 30 June 2019</li> </ul>	<ul style="list-style-type: none"> <li>In Progress and due to be completed by April 2019. Ten issues papers have been completed and four public meetings held. Meeting have also been held with agencies. Directions paper currently being finalised.</li> <li>Not Yet Commenced. Draft LEP will not be completed until 2020.</li> </ul>
		2.2a(3)	Provide accurate and timely advice regarding existing and proposed development within the legislative scope of Council.	<ul style="list-style-type: none"> <li>Responses are provided within agreed timeframes</li> <li>Inspections are undertaken within agreed timeframes</li> <li>Increase in customer satisfaction</li> </ul>	Building Control and Certification	<ul style="list-style-type: none"> <li>Responses to enquiries provided within 5 working days</li> <li>Inspections undertaken within 48 hours of notification</li> </ul>	<ul style="list-style-type: none"> <li>Achieved 90% of the time. The ability to achieve 100% compliance is regularly impacted by the requirement to obtain advice/ input from Government agencies.</li> <li>Achieved. The standard is often exceeded with inspections regularly being undertaken within 24 hours of notification.</li> </ul>

2.2b	Provide appropriate land-use development to meet market demand	2.2b(1)	Develop and operate development control plans to ensure compliance with appropriate legislation and to achieve the best possible planning and development outcomes for the community.	<ul style="list-style-type: none"> <li>Increase in number and value of development approvals</li> <li>Increase in community satisfaction</li> </ul>	Building Control and Certification	<ul style="list-style-type: none"> <li>Increase in the number and value of Development Consents determined compared to the previous year</li> </ul>	<ul style="list-style-type: none"> <li>In Progress. As at 31 December 2018 there have been 179 development consents determined with a value of \$23,244,778. This figure is 4 less than the same period last year and a relatively small decrease in value of \$145,847.00.</li> </ul>
		2.2b(2)	Ensure that a supply of industrial and residential land is available at all times to facilitate the orderly expansion of the local government area.	<ul style="list-style-type: none"> <li>Meet or exceed land sales targets</li> </ul>	Land Development	<ul style="list-style-type: none"> <li>Market and promote Bourke Estate residential subdivision in Gundagai, by 30 June 2019</li> <li>Market and promote Stage 1 of Claron Estate residential subdivision in Cootamundra, by 30 June 2019</li> <li>Prepare plans for subdivision of industrial land at Turners Lane in Cootamundra, by 30 June 2019</li> </ul>	<ul style="list-style-type: none"> <li>In Progress. Marketing is being undertaken with two of the remaining lots under offer for sale.</li> <li>In Progress. 50% of lots within Claron Estate have been sold as at 31 December 2018.</li> <li>In Progress. Subdivision plans have been prepared and construction works are being finalised for Turners Lane with work to commence on roads / drainage and services by 28 February 2019.</li> </ul>

**Objective 2.3: Tourism opportunities are actively promoted**

CSP 18/28		Delivery Program 18/19 – 20/21			Operational Plan 18/19		Progress Report 18/19
No.	Strategy	No.	Principal Activities	Measure of Success	Responsibility	Actions (Projects and Activities 18/19)	Status & Comment
2.3a	Develop and implement strategies which provide opportunities for increased tourism.	2.3a(1)	Develop and implement an integrated Tourism and Economic Development Strategy for the Cootamundra-Gundagai region.	<ul style="list-style-type: none"> <li>Tourism and Economic Development Strategy developed and outcomes realised</li> </ul>	Tourism & Economic Development	<ul style="list-style-type: none"> <li>Develop and implement an integrated Tourism and Economic Development Strategy for the Cootamundra-Gundagai region</li> </ul>	<ul style="list-style-type: none"> <li>Strategy currently in consultation phase, draft to go to February Council meeting.</li> </ul>
2.3b	Actively promote the local government area and local programs, activities and events to attract visitors to the region.	2.3b(1)	Work co-operatively with key partners to identify opportunities and to further promote the local government area to tourists and visitors.	<ul style="list-style-type: none"> <li>Increase in tourist and visitor rates</li> <li>Increase in tourist and visitor satisfaction</li> <li>Increased community participation in tourism and economic development committees/groups</li> </ul>	Tourism & Economic Development	<ul style="list-style-type: none"> <li>Formalise status of both Gundagai and Cootamundra Tourism Action committees by 31 December 2018</li> </ul>	<ul style="list-style-type: none"> <li>Completed. Gundagai Tourism Action Committee was granted s.355 Committee status in August 2018. The Cootamundra Tourism Action Group was granted s.355 Committee status in September 2018.</li> </ul>
		2.3b(2)	Work with the community to develop a marketing strategy for the local government area as a tourist destination.	<ul style="list-style-type: none"> <li>Marketing strategy developed</li> <li>Increase in tourist and visitor rates</li> <li>Increase in tourist and visitor satisfaction</li> </ul>	Tourism & Economic Development	<ul style="list-style-type: none"> <li>Develop Marketing Strategy for Local Government Area, by 30 June 2018</li> </ul>	<ul style="list-style-type: none"> <li>Not Yet Commenced. Marketing Strategy is dependent upon completion and adoption of the Tourism and Economic Development Strategy which is yet to occur. Development of the Marketing Strategy is anticipated to commence in 2019/20.</li> </ul>
		2.3b(3)	Ensure local programs, activities and events are actively promoted via a range of mediums to attract and encourage visitors and tourists.	<ul style="list-style-type: none"> <li>Increase in tourist and visitor local events and activities participation rates</li> <li>Increase in tourist and visitor satisfaction</li> </ul>	Tourism & Economic Development	<ul style="list-style-type: none"> <li>Develop Cootamundra Tourism Website and both hardcopy and email Events Newsletter, by 30 June 2019</li> <li>Create, maintain and promote a Calendar of Activities, Programs and Community Events, by 30 June 2019</li> </ul>	<ul style="list-style-type: none"> <li>In Progress. Website under development.</li> <li>In Progress. Calendar under development.</li> </ul>
2.3c	Invest in improvements to visitor amenity and experiences.	2.3c(1)	Provide and maintain Visitor Information Centres which meet the needs of tourists and visitors to our local government area.	<ul style="list-style-type: none"> <li>Increase in Visitor Information Centre facility use</li> <li>Increase in tourist and visitor satisfaction</li> </ul>	Tourism & Economic Development	<ul style="list-style-type: none"> <li>Review operation of Council Visitor Services, by 30 June 2019</li> </ul>	<ul style="list-style-type: none"> <li>In Progress.</li> </ul>
		2.3c(2)	Undertake a redevelopment of the Gundagai Visitor's Information Centre.	<ul style="list-style-type: none"> <li>Facility improvements undertaken</li> <li>Positive feedback from tourists and visitors</li> </ul>	Tourism & Economic Development	<ul style="list-style-type: none"> <li>Re-develop the Gundagai Visitors Information Centre including removal of internal visitors toilets, provision of a theatre space and accessibility improvements, by 30 June 2019</li> </ul>	<ul style="list-style-type: none"> <li>In Progress. Delays have occurred due to the relocation of the Adult Change Facility to the Visitor Information Centre complex. These plans are currently at the design phase with a delay of between 6-12 months anticipated.</li> </ul>
		2.3c(3)	Provide a high quality accommodation facility at the Caravan Parks in	<ul style="list-style-type: none"> <li>Increase in Caravan Park facility use</li> </ul>	Tourism & Economic Development	No actions proposed in 18/19	N/A



			Cootamundra and Gundagai for the use of visitors.	<ul style="list-style-type: none"> <li>Increase in tourist and visitor satisfaction</li> </ul>			
		2.3c(4)	Undertake connection of water supply to the Dog on the Tuckerbox site.	<ul style="list-style-type: none"> <li>Water connection complete</li> <li>Improvement in water quality at site</li> <li>Meet or exceed site development targets</li> </ul>	Water & Sewer	<ul style="list-style-type: none"> <li>Deliver infrastructure for water supply extension to Dog on the Tuckerbox site, by 30 June 2019</li> </ul>	<ul style="list-style-type: none"> <li>In Progress. Alignment determined with survey works complete including drone survey. Consultants engaged to prepare hydraulic designs.</li> </ul>
		2.3c(5)	Maintain and improve the tourism infrastructure, facilities and services in the local government area to make our area an attractive place to visit.	<ul style="list-style-type: none"> <li>Increase in tourist and visitor rates</li> <li>Increase in tourist and visitor satisfaction</li> </ul>	Tourism & Economic Development	<ul style="list-style-type: none"> <li>Develop Strategic Management Plan for WWII inland aircraft fuel depot, by 30 June 2019</li> <li>Commence implementation of the recommendations of the Gundagai Gaol Masterplan, by 30 June 2019</li> </ul>	<ul style="list-style-type: none"> <li>In Progress. Oral history currently being prepared.</li> <li>In Progress. Preparation of masterplan commenced.</li> </ul>

#### Objective 2.4: Our local workforce is skilled and workplace ready

CSP 18/28		Delivery Program 18/19 – 20/21			Operational Plan 18/19		Progress Report 18/19
No.	Strategy	No.	Principal Activities	Measure of Success	Responsibility	Actions (Projects and Activities 18/19)	Status & Comment
2.4a	Develop and implement strategies which increase the knowledge, skills and health of our local workforce.	2.4a(1)	Promote local employment and training opportunities within the Council organisation.	<ul style="list-style-type: none"> <li>Increase in job vacancy applications received from community members</li> <li>Increase in training opportunities offered</li> <li>Increase in staff training participation rates</li> </ul>	Human Resources	<ul style="list-style-type: none"> <li>Prepare a suite of trainee opportunities to be offered at Council, by 30 June 2019</li> </ul>	<ul style="list-style-type: none"> <li>Not Yet Commenced. To be implemented following appointment of Manager in new structure.</li> </ul>
		2.4a(2)	Work with various agencies to promote a range of programs, activities and opportunities which improve the health, well-being and employability of our community.	<ul style="list-style-type: none"> <li>Decrease in local unemployment rate</li> <li>Increase in employee and employer satisfaction</li> </ul>	Community and Culture	<ul style="list-style-type: none"> <li>Facilitate mediums to promote programs activities and opportunities offered in the local government area by other bodies</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing. Promotion provided through websites, social media and email newsletters on request.</li> </ul>

### Key Direction 3: Sustainable natural and built environments: we connect with the places and spaces around us

#### Objective 3.1: The natural environment is valued and protected

CSP 18/28		Delivery Program 18/19 – 20/21			Operational Plan 18/19		Progress Report 18/19
No.	Strategy	No.	Principal Activities	Measure of Success	Responsibility	Actions (Projects and Activities 18/19)	Status & Comment
3.1a	Develop and implement land-use strategies and management practices which enhance and protect our natural environments and biodiversity.	3.1a(1)	Develop and operate development control systems which ensure compliance with appropriate legislation and achieve the best possible environmental outcomes.	<ul style="list-style-type: none"> <li>All new developments are assessed against impact on environment</li> <li>Increase in community satisfaction</li> </ul>	Building Control and Certification	<ul style="list-style-type: none"> <li>Impact on the environment of a development is assessed in accordance with legislative obligations.</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing.</li> </ul>
		3.1a(2)	Operate an efficient quarrying service in an environmentally responsible manner that meets all statutory requirements and standards.	<ul style="list-style-type: none"> <li>Quarry materials meet standards of Council's roadwork activities</li> </ul>	Civil Maintenance and Construction – Cootamundra	<ul style="list-style-type: none"> <li>No actions proposed in 18/19</li> </ul>	N/A
		3.1a(3)	Provide and maintain a stormwater disposal system which minimises the carriage of pollutants from the stormwater system to the creek and river systems.	<ul style="list-style-type: none"> <li>Surface water is redirected to underground stormwater network for appropriate discharge</li> </ul>	Assets Civil Maintenance and Construction – Cootamundra Civil Maintenance and Construction – Gundagai	<ul style="list-style-type: none"> <li>Commence upgrade of stormwater infrastructure in accordance with the priorities identified in the stormwater priority assessment report (3.2c(5)), by 30 June 2019</li> </ul>	<ul style="list-style-type: none"> <li>In Progress. Upgrades being undertaken progressively in accordance with documented priorities.</li> </ul>
		3.1a(4)	Develop and implement a street tree planting plan which enhances amenity and our natural environment.	<ul style="list-style-type: none"> <li>Street tree planting plan implemented</li> <li>Number of urban trees maintained</li> </ul>	Recreation Facilities – Cootamundra	<ul style="list-style-type: none"> <li>Street Tree planting undertaken in accordance with Gundagai Street tree planning Masterplan</li> <li>Undertake tree audits across the LGA</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing.</li> <li>Completed. Tree audits undertaken for the Cootamundra and Gundagai areas.</li> </ul>

				<ul style="list-style-type: none"> <li>• Positive feedback from community</li> </ul>	Recreation Facilities – Gundagai		
3.1b	Investigate and implement renewable energy technologies to reduce our environmental footprint.	3.1b(1)	Investigate, identify and promote opportunities that exist within the local government area for implementation of renewable energy technologies.	<ul style="list-style-type: none"> <li>• Increase in energy supply from renewable sources</li> </ul>	Deputy General Manager	No actions proposed in 18/19	N/A
		3.1b(2)	Undertake a review of the environmental impact of Council-owned facilities and infrastructure and implement measures which reduce Council's environmental impact.	<ul style="list-style-type: none"> <li>• Review of environmental impact undertaken and identified outcomes realised</li> <li>• Reduction in power consumption</li> <li>• Reduction in use of potable water</li> </ul>	Facilities	<ul style="list-style-type: none"> <li>• Undertake investigation into solar energy options for Council buildings, by the 30 June 2019</li> </ul>	<ul style="list-style-type: none"> <li>• In Progress. A consultant has been engaged and their reports received. A report is to be prepared and submitted to council.</li> </ul>
3.1c	Investigate and implement sustainable waste and water strategies.	3.1c(1)	Undertake a review of waste services across the Local Government area and develop a waste strategy that provides equitable waste services for all residents.	<ul style="list-style-type: none"> <li>• Waste Strategy developed and outcomes realised</li> </ul>	Waste Management	<ul style="list-style-type: none"> <li>• Undertake waste strategy review and community consultation, by 30 June 2019</li> </ul>	<ul style="list-style-type: none"> <li>• In Progress. A preliminary report has been presented to Councillors. A consultant has been engaged to undertake community consultation and prepare the strategy.</li> </ul>
		3.1c(2)	Provide and maintain appropriate rubbish removal, disposal, recycling and greenwaste facilities in the most cost effective, environmentally sustainable and efficient manner.	<ul style="list-style-type: none"> <li>• Reduction of volume of waste going to landfill</li> <li>• Increase in recycling and greenwaste rates</li> <li>• Increase in community satisfaction</li> </ul>	Waste Management	<ul style="list-style-type: none"> <li>• Commence planning for construction of a re-use shop at Cootamundra Waste depot, 30 June 2019</li> <li>• Undertake improvements at Gundagai Waste Depot, 30 June 2019</li> </ul>	<ul style="list-style-type: none"> <li>• Not Yet Commenced. Dependent upon the findings of the Waste Strategy. Will be rescheduled for the 2019/20 year.</li> <li>• Not Yet Commenced. Dependent upon the findings of the Waste Strategy. Will be rescheduled for the 2019/20 year.</li> </ul>
		3.1c(3)	Provide a facility through which used chemical drums can be disposed of correctly.	<ul style="list-style-type: none"> <li>• Increase in volume of correct chemical drum disposal rate</li> </ul>	Waste Management	<ul style="list-style-type: none"> <li>• Provide a drum muster collection service each year at both Cootamundra and Gundagai</li> </ul>	<ul style="list-style-type: none"> <li>• Drum Muster collection service is available on one scheduled day in February, May, August and November each year in Cootamundra and is available on an on-demand basis in Gundagai.</li> </ul>
		3.1c(4)	Provide a facility for the composting and re-using of greenwaste.	<ul style="list-style-type: none"> <li>• Increase in volume of greenwaste disposal and composting rates</li> </ul>	Waste Management	<ul style="list-style-type: none"> <li>• Implement Cootamundra Regional Organics Project (CROP), by 30 June 2019</li> </ul>	<ul style="list-style-type: none"> <li>• Not Yet Commenced.</li> </ul>
		3.1c(5)	Reuse waste water to increase the amenity of Council parks, gardens and recreational facilities and to reduce the demand on the water supply.	<ul style="list-style-type: none"> <li>• Reduction in use of potable water</li> </ul>	Recreation Facilities – Cootamundra Recreation Facilities – Gundagai	No actions proposed in 18/19	N/A
3.1d	Deliver, encourage and support a range of programs, activities and projects that promotes awareness encourages the active protection and sustainability of our natural environment.	3.1d(1)	Provide programs, information and services to our community to increase awareness of, and participation in, environmentally sustainable activities.	<ul style="list-style-type: none"> <li>• Reduction in power consumption</li> <li>• Reduction in use of potable water</li> <li>• Reduction of volume of waste going to landfill</li> <li>• Increase in local participation rates</li> <li>• Increase in community satisfaction</li> </ul>	Waste Management Water & Sewer	No actions proposed in 18/19	N/A
		3.1d(2)	Provide programs, information and services to increase voluntary recycling and reuse to reduce waste to landfill.	<ul style="list-style-type: none"> <li>• Reduction of volume of waste going to landfill</li> <li>• Increase in recycling rates</li> </ul>	Waste Management	No actions proposed in 18/19	N/A

		3.1d(3)	Encourage the best use of treated water through water saving measures.	<ul style="list-style-type: none"> <li>Reduction in use of potable water</li> </ul>	Water & Sewer		
		3.1d(4)	Contribute to coordinated planning and reporting across local, regional, state and federal areas for the management of the environment.	<ul style="list-style-type: none"> <li>Statutory reporting requirements are met</li> </ul>	Building Control and Certification	<ul style="list-style-type: none"> <li>Monthly lodgement of ABS statistics</li> <li>Monthly lodgement of Building Professionals Board (BPB) statistics</li> </ul>	<ul style="list-style-type: none"> <li>Achieved. Statistics lodged as required.</li> <li>Not Achieved. Statistics are unable to be lodged due to software interface problems between the host and Council's Corporate I.T Systems.</li> </ul>
		3.1d(5)	Seek funding for projects aimed at supporting the protection and sustainability of our natural environment.	<ul style="list-style-type: none"> <li>Funding opportunities sought and realised</li> </ul>	General Manager	<ul style="list-style-type: none"> <li>Grant Funding opportunities pursued and secured</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing. An array of grant funding has been secured for projects including those supporting the protection and sustainability of our natural environment. Detailed are contained in the projects spreadsheet provided to Councillors.</li> </ul>
		3.1d(6)	A range of programs are supported, promoted and controlled to reduce and enforce illegal dumping.	<ul style="list-style-type: none"> <li>Reduced incidents of illegal dumping</li> </ul>	Regulatory Services	<ul style="list-style-type: none"> <li>Undertake illegal dumping surveillance and implement associated technology</li> </ul>	<ul style="list-style-type: none"> <li>In Progress. Application made for grant for the purchase of surveillance cameras. Staff members are qualified in the Surveillance Act for covert placement of surveillance cameras.</li> </ul>
3.1e	Undertake active weeds and pest management practices.	3.1e(1)	Noxious weeds will be contained, reduced or eliminated as appropriate.	<ul style="list-style-type: none"> <li>Hold or reduce levels of known invasive weed species</li> <li>Increase in landowner satisfaction</li> </ul>	Regulatory Services	<ul style="list-style-type: none"> <li>Undertake Weed Control program, by 30 June 2019</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing. Noxious Weeds being controlled as required.</li> </ul>
		3.1e(2)	Promote and deliver programs and initiatives which promote and educate the community on noxious weeds and pest management practices.	<ul style="list-style-type: none"> <li>Hold or reduce levels of known invasive weed species</li> <li>Increase in local participation rates</li> <li>Increase in landowner satisfaction</li> </ul>	Regulatory Services	No actions proposed in 18/19	N/A

### Objective 3.2: Our built environments support and enhance liveability

CSP 18/28		Delivery Program 18/19 – 20/21			Operational Plan 18/19		Progress Report 18/19
No.	Strategy	No.	Principal Activities	Measure of Success	Responsibility	Actions (Projects and Activities 18/19)	Status & Comment
3.2a	Develop and implement land-use plans and design practices which complement the character of our communities, are considerate of our heritage, support sustainable design practices and respond to changing needs.	3.2a(1)	Develop and operate development control systems to ensure compliance with appropriate legislation and to achieve the best possible development outcomes for the community.	<ul style="list-style-type: none"> <li>Increase in number and value of development approvals</li> <li>Increase in community satisfaction</li> </ul>	Building Control and Certification	<ul style="list-style-type: none"> <li>Increase in the number and value of Development Consents granted compared to the previous year</li> </ul>	<ul style="list-style-type: none"> <li>In Progress. As at 31 December 2018 there have been 179 development consents determined with a value of \$23,244,778. This figure is 4 less than the same period last year and a relatively small decrease in value of \$145,847.00.</li> </ul>
		3.2a(2)	Ensure new development is considerate of our heritage.	<ul style="list-style-type: none"> <li>LEP identifies areas of heritage significance</li> <li>All new developments are assessed against impact on heritage</li> </ul>	Building Control and Certification	<ul style="list-style-type: none"> <li>Assessment of all Development Applications includes heritage considerations as applicable and in accordance with the LEP</li> <li>Heritage considerations incorporated into new LEP</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing. Achieved to 31 December 2018.</li> <li>Not Yet Commenced. Draft DCP to be prepared following preparation of the LEP. LEP will not be completed until 2020.</li> </ul>
3.2b	Ensure a variety of housing options are made available.	3.2b(1)	Ensure that planning and development controls are in place to promote and facilitate a variety of housing options for residents.	<ul style="list-style-type: none"> <li>Increase in number and value of development approvals</li> <li>Increase in market satisfaction</li> </ul>	Building Control and Certification	<ul style="list-style-type: none"> <li>Increase in the number and value of Development Consents granted compared to the previous year</li> </ul>	<ul style="list-style-type: none"> <li>In Progress. As at 31 December 2018 there have been 179 development consents determined with a value of \$23,244,778. This figure is 4 less than the same period last year and a relatively small decrease in value of \$145,847.00.</li> </ul>
3.2c	Deliver and maintain infrastructure to meet the current and future needs of our community.	3.2c(1)	Operate and maintain a water reticulation system capable of providing potable water to all connected premises with minimum disruption and maximum efficiency.	<ul style="list-style-type: none"> <li>100% compliance with NSW Health water supply guidelines</li> <li>Reduction in unplanned service interruptions and maintenance required</li> </ul>	Water & Sewer	<ul style="list-style-type: none"> <li>Implement an Integrated Water Cycle Management (IWCM) Plan, by 30 June 2019</li> </ul>	<ul style="list-style-type: none"> <li>In Progress. Gundagai IWCM plan is at draft stage. Implementation of Council wide plan scheduled for completion by 30 June 2020.</li> </ul>

			<ul style="list-style-type: none"> <li>Increased community satisfaction</li> </ul>			
3.2c(2)	Undertake Cootamundra Water Main Replacement Program.	<ul style="list-style-type: none"> <li>Cootamundra Water Main Replacement Program complete</li> <li>Reduction in unplanned service interruptions and maintenance required</li> <li>Positive community feedback</li> </ul>	Water & Sewer	<ul style="list-style-type: none"> <li>Undertake Cootamundra Water Main Replacement Program, by 30 June 2019</li> </ul>	<ul style="list-style-type: none"> <li>In Progress. Contracts awarded with works being undertaken. Scheduled for completion by June 2020.</li> </ul>	
3.2c(3)	Investigate options for the connection of a water supply to Nangus Village, and consult with the community.	<ul style="list-style-type: none"> <li>Options identified and community consultation activities undertaken</li> </ul>	Water & Sewer	No actions proposed in 18/19	N/A	
3.2c(4)	Operate and maintain a sewage system and treatment plant capable of removing sewage from all connected premises with minimum disruption and maximum efficiency.	<ul style="list-style-type: none"> <li>100% compliance with Environmental Protection Agency (EPA) licensing guidelines</li> <li>Reduction in unplanned service interruptions and maintenance required</li> </ul>	Water & Sewer	<ul style="list-style-type: none"> <li>Commence planning for the Gundagai Sewer Treatment Plant replacement, by 30 June 2019</li> <li>Secure Contract for relining of Sewer Mains, by 30 June 2019</li> </ul>	<ul style="list-style-type: none"> <li>In Progress. Concept designs and Review of Environmental Factors completed. Preparation of the detailed design has commenced. Minor earth works to prepare the site have also commenced. Tender invitation process anticipated for late 2019.</li> <li>In Progress. Previous contract was extended for current financial year through the exercise of an option in the contract.</li> </ul>	
3.2c(5)	Provide and maintain a stormwater disposal system which allows the removal of stormwater from the towns in the most economical and efficient manner possible whilst minimising impact on natural environment.	<ul style="list-style-type: none"> <li>Surface water is redirected to underground stormwater network for appropriate discharge</li> </ul>	Assets	<ul style="list-style-type: none"> <li>Commence upgrade of stormwater infrastructure in accordance with the priorities identified in the stormwater priority assessment report (3.1a.(3)) , by 30 June 2019</li> </ul>	<ul style="list-style-type: none"> <li>In Progress. Upgrades being undertaken progressively in accordance with documented priorities.</li> </ul>	
3.2c(6)	Undertake Stormwater Mitigation Strategy across Cootamundra and Gundagai.	<ul style="list-style-type: none"> <li>Stormwater Mitigation Strategy complete and outcomes realised</li> <li>Positive community feedback</li> </ul>	Assets	<ul style="list-style-type: none"> <li>Develop Floodplain Risk Management Plans, by 30 June 2019</li> <li>Respond to Gundagai Flood Plain Risk Management Study, by 30 June 2019</li> <li>Undertake Cootamundra Flood Study, by 30 June 2019</li> </ul>	<ul style="list-style-type: none"> <li>Completed. Gundagai Floodplain Risk Management Plan completed and adopted by Council on 11 December 2018 Resolution Number: 287/2018</li> <li>Not Yet Commenced. Study will be utilised to make application for funding infrastructure repairs as identified in the Study.</li> <li>In Progress. Specification prepared with quotations for the work to be invited. Engagement of consultants to be completed by 30 June 2019.</li> </ul>	
3.2c(7)	Manage Council's waste collection, disposal and processing facilities.	<ul style="list-style-type: none"> <li>Reduction of volume of waste going to landfill</li> <li>Increase in recycling and greenwaste rates</li> <li>Reduction in number and severity of injuries and incidents in waste delivery areas and facilities</li> <li>Increase in community satisfaction</li> </ul>	Waste Management	No actions proposed in 18/19	N/A	
3.2c(8)	Provide an adequate mix of high quality, disabled accessible and appropriately located public toilet facilities.	<ul style="list-style-type: none"> <li>Decrease in number of complaints</li> <li>Increase in community satisfaction</li> </ul>	Facilities	No actions proposed in 18/19	N/A	

3.2d	Develop and implement strategies to deliver safe and accessible local roads, bridges, footpaths and parking.	3.2d(1)	Develop and implement strategies to improve safety and accessibility of all road users.	<ul style="list-style-type: none"> <li>Reduction in rate of vehicular and pedestrian incidents</li> <li>Increase in community satisfaction</li> </ul>	Road Safety	<ul style="list-style-type: none"> <li>Implement 'Catch the Snake Gully Bus' initiative on 16-17 November 2018</li> <li>Deliver the graduated Licence Scheme (GLS) Workshops, by 30 June 2019</li> <li>Implement 'Make your Swag your plan B' initiative during Christmas 2018 and New-year 2019</li> <li>Implement 'Safer Speeds Campaign' over peak holiday periods</li> <li>Implement 'Safer speeds and Travel on alternate Routes of Brungle and Grahamstown roads' during construction stages on Gocup Road</li> </ul>	<ul style="list-style-type: none"> <li>Completed. Initiative implemented and successful.</li> <li>Not Yet Commenced. Project delayed due to vacancy of the Road Safety Officer role. Recruitment process to be finalised by end of February 2019.</li> <li>Completed. Initiative implemented and successful.</li> <li>Ongoing. Campaign implemented during Christmas/New Year period.</li> <li>Completed.</li> </ul>
		3.2d(2)	Maintain civil infrastructure including roads, footpaths, bridges and traffic facilities to agreed standards as set out in asset management plans.	<ul style="list-style-type: none"> <li>Civil infrastructure renewal undertaken in accordance with schedule</li> <li>Increase in community satisfaction</li> </ul>	Civil Maintenance and Construction – Cootamundra Civil Maintenance and Construction – Gundagai	<ul style="list-style-type: none"> <li>Undertake Adjungbilly Road Heavy Vehicle Access Project, 30 June 2019</li> <li>Undertake annual road maintenance program, 30 June 2019</li> <li>Undertake Footpath Renewal and Extension Program, by 30 June 2019</li> <li>Undertake bitumen seal of Rathmells lane, by 30 June 2019</li> </ul>	<ul style="list-style-type: none"> <li>In Progress. Project commenced with expected completion in late 2020.</li> <li>In Progress. Road maintenance being undertaken as resources and conditions permit.</li> <li>In Progress. Footpath replacement program being undertaken in accordance with the schedule.</li> <li>In Progress. Final seal scheduled for January 2019.</li> </ul>
		3.2d(3)	Undertake the Footpath Renewal Program.	<ul style="list-style-type: none"> <li>Footpath renewal program undertaken in accordance with schedule</li> <li>Reduction in number and severity of footpath related injury and incidents</li> <li>Increase in community satisfaction</li> </ul>	Civil Maintenance and Construction – Cootamundra Civil Maintenance and Construction – Gundagai	<ul style="list-style-type: none"> <li>Undertake Footpath Renewal and Extension Program, by 30 June 2019</li> </ul>	<ul style="list-style-type: none"> <li>In Progress. Footpath replacement program being undertaken in accordance with the schedule.</li> </ul>
		3.2d(4)	Develop and implement asset management plans and strategies for all transport assets.	<ul style="list-style-type: none"> <li>Asset management plans developed and outcomes realised</li> <li>Renew sub-standard assets to agreed service levels</li> </ul>	Assets	No actions proposed in 18/19	N/A
3.2e	Supply local public transport networks to cater for the current and future needs of residents, businesses and visitors.	3.2e(1)	Provide, maintain and renew Council-controlled public transport infrastructure within the local government area.	<ul style="list-style-type: none"> <li>Transport renewal undertaken in accordance with schedule</li> <li>Increase in community satisfaction</li> </ul>	Assets	No actions proposed in 18/19	N/A
		3.2e(2)	Advocate for State and Federal departments to improve public transport networks to meet the needs of our community.	<ul style="list-style-type: none"> <li>Increase in community satisfaction</li> </ul>	Assets	No actions proposed in 18/19	N/A

#### Key Direction 4: Good governance: An actively engaged community and strong leadership team

##### Objective 4.1: Decision-making is based on collaborative, transparent and accountable leadership

CSP 18/28		Delivery Program 18/19 – 20/21			Operational Plan 18/19		Progress Report 18/19
No.	Strategy	No.	Principal Activities	Measure of Success	Responsibility	Actions (Projects and Activities 18/19)	Status & Comment
4.1a	Council is representative of the community and works together	4.1a(1)	Councillors will support and advocate for the needs of all members in our community.	<ul style="list-style-type: none"> <li>Increase in community satisfaction</li> </ul>	General Manager	<ul style="list-style-type: none"> <li>Councillors available and contactable by community members</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing.</li> </ul>

	to meet the needs of our local government area.	4.1a(2)	Implementation of the Cootamundra-Gundagai Regional Council's suite of plans, including the Community Strategic Plan, Delivery Program, Operational Plan and resourcing plans.	<ul style="list-style-type: none"> <li>Plans are implemented and outcomes realised</li> </ul>	IPR	<ul style="list-style-type: none"> <li>Present Delivery Program/ Operational Plan Progress Report to Council, by February 2019</li> </ul>	<ul style="list-style-type: none"> <li>In Progress. Progress Report to be submitted to Council at the 26 February Council Meeting.</li> </ul>
		4.1a(3)	Council's corporate plans are informed by community expectations and are reviewed and updated on a regular basis to meet the changing needs of our community members.	<ul style="list-style-type: none"> <li>Plans reviewed and updated as required</li> </ul>	IPR	No actions proposed in 18/19	N/A
4.1b	Strengthen strategic partnerships with the community, business and all levels of government.	4.1b(1)	Councillors will use all occasions presented to advocate for funding and assistance from other levels of government and agencies.	<ul style="list-style-type: none"> <li>Funding opportunities sought and realised</li> </ul>	General Manager	No actions proposed in 18/19	N/A
		4.1b(2)	Participation in LG NSW as the representative body of Local Government in order to improve the standing of Local Government in NSW.	<ul style="list-style-type: none"> <li>Evidence of advocacy and participation in LG NSW events and activities</li> </ul>	General Manager	No actions proposed in 18/19	N/A
		4.1b(3)	Participation in relevant REROC activities that will benefit the local government area.	<ul style="list-style-type: none"> <li>Evidence of advocacy and participation in REROC events and activities</li> </ul>	General Manager	No actions proposed in 18/19	N/A
		4.1b(4)	Maintain effective working partnerships with key stakeholder groups such as the Rural Fire Services, Local Land Services and Riverina Regional Library.	<ul style="list-style-type: none"> <li>Evidence of advocacy and participation in stakeholder events and activities</li> </ul>	General Manager	No actions proposed in 18/19	N/A
		4.1b(5)	Continue to foster and support the Youth Council.	<ul style="list-style-type: none"> <li>Maintain or increase level of representation on Youth Council</li> <li>Increase in Youth Council program and activity participation rates</li> <li>Increase in Youth Council participants satisfaction</li> </ul>	Youth and Aged Services	<ul style="list-style-type: none"> <li>Consider representation by Councillor's on the Youth Council in Gundagai, by 30 June 2019</li> <li>Explore feasibility of establishing a Youth Council in Cootamundra, by 30 June 2019</li> </ul>	<ul style="list-style-type: none"> <li>Not Yet Commenced. Report to be prepared and submitted to Council.</li> <li>Not Yet Commenced.</li> </ul>
		4.1b(6)	Work in partnership with community members, businesses and all levels of government to deliver community priorities.	<ul style="list-style-type: none"> <li>Evidence of partnerships</li> <li>Plans are implemented and outcomes realised</li> </ul>	General Manager	No actions proposed in 18/19	N/A
4.1c	A clear strategic direction is outlined in Council's corporate plans and guides Council's decision-making and future planning.	4.1c(1)	The development of the Cootamundra-Gundagai Regional Council's integrated suite of plans, including the Community Strategic Plan, Delivery Program, Operational Plan and resourcing plans, provide a clear strategic direction and drives the organisation's activities.	<ul style="list-style-type: none"> <li>Plans are implemented and outcomes realised</li> </ul>	IPR	<ul style="list-style-type: none"> <li>Develop and adopt 2019-20 Operational Plan by 30 June 2019</li> </ul>	<ul style="list-style-type: none"> <li>Not Yet Commenced.</li> </ul>
		4.1c(2)	Council's decision-making and future planning shows evidence of being linked to Council's integrated suite of plans and the needs of our community.	<ul style="list-style-type: none"> <li>Evidence of linkage between Council decisions and Council plans</li> </ul>	IPR	No actions proposed in 18/19	N/A
		4.1c(3)	Determine development applications in an efficient and effective manner based on merit	<ul style="list-style-type: none"> <li>Responses are provided within agreed timeframes</li> <li>Increase in customer satisfaction</li> </ul>	Building Control and Certification	<ul style="list-style-type: none"> <li>80% of DAs determined within statutory 40 days' timeframe</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing. As at 31 December 2018 36% of DAs determined within statutory timeframe. Target not met due to insufficient resources caused by staff turnovers and consequent increased workloads for remaining staff and thus delays in determinations. Determination times are progressively improving due to greater staff stability.</li> </ul>

		4.1c(4)	Develop a Place Plan which incorporates the Economic Development, Open Space Recreation, Arts and Cultural and Disability Action Strategies.	<ul style="list-style-type: none"> <li>Place Plan is developed and outcomes realised</li> </ul>	Tourism & Economic Development	<ul style="list-style-type: none"> <li>Develop Placemaking plan for the planning decision and management of Public Spaces in the Local Government Area, by 30 June 2019</li> </ul>	<ul style="list-style-type: none"> <li>Not Yet Commenced. This plan will not be undertaken as scheduled as it is dependent upon the development of the Tourism and Economic Development Strategy, and localised master planning activities which will not be completed to permit achievement of the timeframe.</li> </ul>
4.1d	Monitor, review and report on the outcomes of corporate plans.	4.1d(1)	Council will track the progress towards the achievement of the corporate plan objectives against measurable outcomes.	<ul style="list-style-type: none"> <li>Plans are implemented and outcomes realised</li> <li>Monitoring and reporting undertaken</li> </ul>	IPR	<ul style="list-style-type: none"> <li>Implement Pulse Software Program to provide status updates on performance against Delivery Program and Operational Plan, by 30 January 2019</li> </ul>	<ul style="list-style-type: none"> <li>In Progress. Software to be fully implemented by August 2019.</li> </ul>
		4.1d(2)	The integrated planning and resourcing documents will be reviewed and updated on a regular basis to meet the changing needs of our community members.	<ul style="list-style-type: none"> <li>Plans reviewed and updated as required</li> </ul>	IPR	No actions proposed in 18/19	N/A
		4.1d(3)	Progress on the achievement of corporate plan objectives will be shared with the community via a range of communication methods.	<ul style="list-style-type: none"> <li>Plans are implemented and outcomes realised</li> <li>Monitoring and reporting undertaken</li> </ul>	Communications and Media	No actions proposed in 18/19	N/A
4.1e	Elected representatives are trained, skilled, resourced and knowledgeable.	4.1e(1)	Support for Councillors to attend training, conference and development opportunities will be provided.	<ul style="list-style-type: none"> <li>Increase in Councillor participation in training, conference and development opportunities</li> </ul>	General Manager	<ul style="list-style-type: none"> <li>Councillor Training and Development <ul style="list-style-type: none"> <li>Local Government NSW Annual General Conference</li> <li>In-house Councillor induction program</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Completed. <ul style="list-style-type: none"> <li>Councillors provided with report to Council in August 2018 presenting the opportunity to attend the 2018 LGNSW Annual General Conference. Four Councillors attended the Conference.</li> <li>Induction program provided in October-November 2017 following the 2017 Elections</li> </ul> </li> </ul>
		4.1e(2)	Programs and activities which encourage and develop the capacity of current and future community leaders is provided.	<ul style="list-style-type: none"> <li>Increase in programs and activity participation rates</li> </ul>	General Manager	No actions proposed in 18/19	N/A
		4.1e(3)	Provide and maintain services and infrastructure that assists the efficient and effective undertaking of the duties of the elected Council.	<ul style="list-style-type: none"> <li>Increase in Elected Councillor and Executive Office satisfaction</li> </ul>	General Manager	No actions proposed in 18/19	N/A
		4.1e(4)	Support Council's elected representatives in undertaking their role in the community.	<ul style="list-style-type: none"> <li>Increase in Elected Councillor satisfaction</li> </ul>	General Manager	No actions proposed in 18/19	N/A

#### Objective 4.2: Active participation and engagement in local decision-making

CSP 18/28		Delivery Program 18/19 – 20/21			Operational Plan 18/19	Progress Report 18/19	
No.	Strategy	No.	Principal Activities	Measure of Success	Responsibility	Actions (Projects and Activities 18/19)	Status & Comment
4.2a	Ensure opportunities for genuine and robust community consultation and engagement are provided to all members of our community.	4.2a(1)	A range of consultation and engagement activities will be offered to our community in order to plan the long term future direction of the local government area and to inform of Council's decision-making.	<ul style="list-style-type: none"> <li>Increase in consultation and engagement activities participation rates</li> </ul>	Communications and Media	No actions proposed in 18/19	N/A
4.2b	Provide opportunities to review the objectives and delivery of the Community Strategic Plan to ensure it continues to meet the changing needs of the community.	4.2b(1)	Council will regularly and continuously seek community feedback to seek additional input to the Community Strategic Plan.	<ul style="list-style-type: none"> <li>Increase in consultation and engagement activities participation rates</li> </ul>	IPR	No actions proposed in 18/19	N/A
		4.2b(2)	Cootamundra-Gundagai Regional Council's suite of plans will be reviewed and updated on a regular basis to meet the changing needs of our community members.	<ul style="list-style-type: none"> <li>Plans reviewed and updated as required</li> </ul>	IPR	No actions proposed in 18/19	N/A
4.2c	Engage and partner with the community in delivering the	4.2c(1)	Promote the objectives of the Community Strategic Plan and work in	<ul style="list-style-type: none"> <li>Evidence of partnerships</li> </ul>	IPR	No actions proposed in 18/19	N/A

	objectives of the Community Strategic Plan.		partnership with community members, businesses and other local stakeholders to deliver community priorities.	<ul style="list-style-type: none"> <li>Plans are implemented and outcomes realised</li> </ul>			
4.2d	Promote and celebrate the achievements of Council and our local community.	4.2d(1)	Progress towards the achievement of the Community Strategic Plan objectives will be shared with the community via a range of communication methods.	<ul style="list-style-type: none"> <li>Monitoring and reporting undertaken</li> </ul>	Communications and Media	No actions proposed in 18/19	N/A

### Objective 4.3: Cootamundra-Gundagai Regional Council is a premier local government Council

CSP 18/28		Delivery Program 18/19 – 20/21			Operational Plan 18/19		Progress Report 18/19
No.	Strategy	No.	Principal Activities	Measure of Success	Responsibility	Actions (Projects and Activities 18/19)	Status & Comment
4.3a	Maintain a strong and robust financial position that supports the delivery of services and strategies and ensures long-term financial stability.	4.3a(1)	Ensure Council's long term financial planning supports the delivery of community expectations and financial stability.	<ul style="list-style-type: none"> <li>The Long Term Financial Plan (LTFP) is presented as a balanced budget considerate of community expectations and financial constraints</li> </ul>	Finance	<ul style="list-style-type: none"> <li>Undertake processes to consolidate Council's rating structure, by 30 June 2019</li> </ul>	<ul style="list-style-type: none"> <li>In Progress. Discussion paper has been completed. This identifies the major issues, and a proposed timeframe for the different elements of the process.</li> </ul>
		4.3a(2)	Ensure the availability of finances are managed, controlled, reviewed and regularly reported on in order to provide the appropriate services and facilities within the allocated budget and achieve the maximum value for expenditure.	<ul style="list-style-type: none"> <li>Achievement of operational activities and projects identified in the Operational Plan within budget</li> <li>Statutory reporting requirements are met</li> <li>Monitoring and reporting undertaken</li> </ul>	Finance	<ul style="list-style-type: none"> <li>Develop an integrated budgeting process, by 30 June 2019</li> <li>Undertake stage 2 of the Authority Financial Data migration project, by 30 June 2019</li> </ul>	<ul style="list-style-type: none"> <li>In Progress. The current year budget has been loaded into the new system, and staff are being trained in its use.</li> <li>Completed.</li> </ul>
		4.3a(3)	Ensure all procurement meets legislative and policy requirements and delivers best value for the community and the Council.	<ul style="list-style-type: none"> <li>No incidents of non-compliance</li> </ul>	Finance  Governance	<ul style="list-style-type: none"> <li>Undertake review of Banking Services, by 30 June 2019</li> <li>Undertake assessment and improvement of procurement processes, by 30 June 2019</li> </ul>	<ul style="list-style-type: none"> <li>Not Yet Commenced. Review of new Banking Service including feasibility and benefits to be completed by 30 June 2019.</li> <li>Ongoing. The following has been undertaken: <ul style="list-style-type: none"> <li>Procurement Officer coordinating all Tendering activities by Council.</li> <li>Implementation of On-Line Requisitioning by 30 June 2019 (timeline unclear due to delays from Civica).</li> <li>Training held for all holders of Financial Delegation Nov-2018. Further training for remaining staff to be rolled out.</li> <li>Induction program being developed for all new staff involved in purchasing.</li> <li>Suite of Templates being developed.</li> <li>Regular program of internal audit being undertaken to ensure compliance with policy and procedures.</li> </ul> </li> </ul>
		4.3a(4)	Identify and follow-up opportunities to increase Council's revenue base including grant funding opportunities to deliver additional income to fund major projects.	<ul style="list-style-type: none"> <li>Funding opportunities sought and realised</li> </ul>	Strategic and Statutory Planning	Develop new 7.11 and 7.12 Development Contribution plan and Section 64 Headworks Charges, by 30 June 2019	<ul style="list-style-type: none"> <li>In Progress. <ul style="list-style-type: none"> <li>New Section 7.12 Fixed Development Consent Levy Contribution Plan adopted 22 May 2018 Resolution number: 104/2018.</li> <li>New Section 7.11 Development Contribution plan to be developed by 30 June 2019.</li> <li>New Section 64 Headworks Charges plan to be developed by 30 June 2019.</li> </ul> </li> </ul>
		4.3a(5)	Develop Asset Management plans which deliver long-term financial sustainability and asset renewal.	<ul style="list-style-type: none"> <li>Asset management plans developed and outcomes realised</li> <li>Renew sub-standard assets to agreed service levels</li> </ul>	Assets	<ul style="list-style-type: none"> <li>Continue development of the Asset Management framework</li> </ul>	<ul style="list-style-type: none"> <li>Completed. Framework prepared and related plans adopted by Council on 25 September 2018 Resolution Number: 202/2018</li> </ul>



		4.3a(6)	Improve functionality and amenity within Council's work depots.	<ul style="list-style-type: none"> <li>Reduction in works depot operating costs</li> <li>Increase in site efficiency</li> </ul>	<p>Depot and Workshop – Cootamundra</p> <p>Depot and Workshop – Gundagai</p>	<ul style="list-style-type: none"> <li>Implement Program to rationalise Council's Works Depots, by 30 June 2019</li> </ul>	<ul style="list-style-type: none"> <li>In Progress. Plans are being finalised for the layout of Bradman Street and Depot 2 in Cootamundra. DA to be prepared for submission in late February 2019. Subject to DA approval, works are scheduled to commence in March 2019.</li> </ul>
4.3b	Council meets all legislative requirements and operates within good governance practices and frameworks.	4.3b(1)	Council ensures statutory compliance is achieved and demonstrates good governance practices.	<ul style="list-style-type: none"> <li>No incidents of non-compliance</li> <li>Policies reviewed in accordance with schedule</li> <li>Statutory reporting requirements are met</li> </ul>	Governance	<ul style="list-style-type: none"> <li>Develop a Policy Register, by 30 June 2019</li> </ul>	<ul style="list-style-type: none"> <li>Completed. CGRC policy register developed. Legislated policies have been updated for CGRC. Please note: The development of this register is an ongoing action. Managerial staff to proceed with reviewing, redeveloping and drafting other policies as required, and as per the schedule created by Governance staff.</li> </ul>
		4.3b(2)	Support and funding for elections is provided as required.	<ul style="list-style-type: none"> <li>Election funding provided as required</li> </ul>	Finance	<ul style="list-style-type: none"> <li>Allocate sufficient funding to the Election Funding reserve for 2019-20 budget</li> </ul>	<ul style="list-style-type: none"> <li>In Progress. 2019/20 budget to include allocation for Election Funding reserve.</li> </ul>
		4.3b(3)	Implement effective integrated risk management strategies and practices.	<ul style="list-style-type: none"> <li>Plans are implemented and outcomes realised</li> <li>Monitoring and reporting undertaken</li> <li>No incidents of non-compliance</li> </ul>	<p>Governance</p> <p>Information Technology</p>	<ul style="list-style-type: none"> <li>Establish an Audit, Risk and Improvements Committee (2020)</li> <li>Undertake I.T Infrastructure Audit and Disaster Recovery Plan, by 30 June 2019</li> </ul>	<ul style="list-style-type: none"> <li>In Progress. Council resolved to join the Audit Committee administered by Coolamon Council, comprising of Coolamon, Junee, Lockhart and Temora Councils. Resolution number: 194/2018, 25 September 2018.</li> <li>In Progress. <ul style="list-style-type: none"> <li>SideEffekt (Council's Third Party I.T Manager) is in the process of upgrading Councils I.T infrastructure. Re-cabling and tidy up work to be carried out in the Cootamundra and Gundagai Server rooms in January 2019.</li> <li>Drafting of the Disaster Recovery plan to be rescheduled to 2019/20 due to competing priorities. However, onsite network redundancy solution to be implemented in January 2019 to provide for immediate cut over to replica servers in the event of a local outage. An offsite I.T solution has been implemented as a contingency in the event of a wide spread local 'disaster' scenario.</li> </ul> </li> </ul>
4.3c	Information is communicated to our community consistently, reliably and timely, and over a variety of platforms to meet the needs of residents.	4.3c(1)	Current, informative and easy access to Council information is made available to the community using a range of communication methods, including traditional media and digital channels, Council's website, Community News newsletter and social media.	<ul style="list-style-type: none"> <li>Increase in use of online services and social media</li> <li>Increase in community satisfaction</li> </ul>	Communications and Media	<ul style="list-style-type: none"> <li>Increase scope of Social Media, including; <ul style="list-style-type: none"> <li>Develop Engagement Strategy to inform the community and receive feedback, including feedback on major projects, by 30 June 2019</li> <li>Improve Services Available on Councils websites including; <ul style="list-style-type: none"> <li>Online Forms</li> <li>Online Services – pay rates/water?</li> </ul> </li> <li>Develop a Fortnightly newsletter to be distributed to the community, by 30 June 2019</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>In Progress. Engagement and Communications Strategy developed as part of CGRC Communications Audit in May 2017, and is now currently being updated with an anticipated completion by March 2019.</li> <li>In Progress. Cemetery Forms are now available for completion online. All other forms to be finalised and available online by 30 June 2019.</li> <li>Ongoing. The first fortnightly newsletter was published and distributed in April 2017. Since then newsletters have been distributed to the community on a fortnightly basis.</li> </ul>
4.3d	Council services the community in a manner that is professional, efficient and promotes an ease of 'doing business'.	4.3d(1)	Provide quality customer service during all "front line" interactions between Council and the community and in all other interactions between staff, agencies, Council and the community.	<ul style="list-style-type: none"> <li>Customer responses are provided within agreed timeframes</li> <li>Increase in customer satisfaction</li> </ul>	<p>Customer Service</p> <p>Information Technology</p>	<ul style="list-style-type: none"> <li>Develop and implement a new Customer Service Charter, by 30 June 2019</li> <li>Develop Online Booking System for Council facilities, by 30 June 2019</li> <li>Review all Council Forms including online forms, by December 2018</li> </ul>	<ul style="list-style-type: none"> <li>In Progress. Currently waiting for InfoXpert to complete the Service Request Reporting Function in order to monitor and evaluate processing times. Not expected to be completed this financial year, project to be deferred to 2019/20. Service Standards and new brochure have been completed.</li> <li>Not Due to Commence. Online Booking System is available with an upgrade of Authority. Project may be required to be deferred until 2019/20.</li> <li>Completed. All Council forms reviewed, updated, and uploaded to intranet and website, where applicable.</li> </ul>

		4.3d(2)	Adopt and maintain information technology and communication services and infrastructure that assists the efficient and effective undertaking of Council's operations, increases productivity and adequately supports the organisation and our community's needs.	<ul style="list-style-type: none"> <li>• Increase in customer and staff satisfaction</li> </ul>	Information Technology	<ul style="list-style-type: none"> <li>• Corporate Software System Consolidation, by 30 June 2019 <ul style="list-style-type: none"> <li>○ Integrate Civica/Authority (Finance System) and Magiq Documents (EDRMS) and implement new software packages; Contracts register, Online requisition and Electronic timesheets</li> </ul> </li> <li>• Review Business Systems and identify services that can be delivered on Council's Website, by 30 June 2019</li> </ul>	<ul style="list-style-type: none"> <li>• In Progress. <ul style="list-style-type: none"> <li>○ Integration of the Civica Authority system and Magiq Documents (EDRMS) has been put on hold while Development, Building and Compliance review the need for a change to Property based records within the Magiq System.</li> <li>○ The Online Requisitions software has been purchased and installation will be completed by 30 June.</li> <li>○ Contract Management and Electronic Timesheets software to be implemented in 2019/20 due to competing priorities.</li> </ul> </li> <li>• Not Yet Commenced. To be commenced prior to 30 June 2019.</li> </ul>
		4.3d(3)	Council's records are managed in compliance with the appropriate legislation and supports efficient and effective work practices.	<ul style="list-style-type: none"> <li>• No incidents of non-compliance</li> <li>• Increase in customer and staff satisfaction</li> </ul>	Records	<ul style="list-style-type: none"> <li>• Review infoXpert records management systems to identify utilisation gaps, by 30 June 2019</li> </ul>	<ul style="list-style-type: none"> <li>• Not Yet Commenced due to insufficient staff resources resulting from the absence of responsible staff member.</li> </ul>
		4.3d(4)	Requests for service are processed in an efficient and effective manner.	<ul style="list-style-type: none"> <li>• Customer responses are provided within agreed timeframes</li> <li>• Actions are undertaken within agreed timeframes</li> <li>• Increase in customer satisfaction</li> </ul>	Customer Service	<ul style="list-style-type: none"> <li>• Review and enhance Service Request Reporting System to ensure accurate and efficient reporting</li> <li>• Complete Customer Satisfaction Survey to provide benchmark by 30 June 2019</li> </ul>	<ul style="list-style-type: none"> <li>• In Progress. <ul style="list-style-type: none"> <li>○ Managers to be consulted regarding workflows and agreed timeframes.</li> <li>○ Monthly reports regarding timeframes and resolutions will be issued to managers.</li> </ul> </li> <li>Note: Completion of the above is subject to finalisation of the reporting function for Service Requests by InfoXpert</li> <li>• Not Yet Commenced. Annual Customer Satisfaction Survey projected to be undertaken by 30 June 2019.</li> </ul>
		4.3d(5)	Provide well-maintained cemeteries and efficient, appropriate and dignified cemetery operations and services that create the most peaceful surroundings possible for funeral parties and visitors.	<ul style="list-style-type: none"> <li>• Service reviews undertaken</li> <li>• Responses and activities are undertaken within agreed timeframes</li> <li>• Increase in customer satisfaction</li> </ul>	Regulatory Services	<ul style="list-style-type: none"> <li>• Undertake Mapping of Cemeteries for plot identification, future planning and publish information online, by 30 June 2019</li> <li>• Develop a Cemetery Services Strategic plan, by 30 June 2019</li> </ul>	<ul style="list-style-type: none"> <li>• In Progress. Mapping project has commenced and is continuing.</li> <li>• Not Yet Commenced. It is anticipated to commence development in 2019/20.</li> </ul>
		4.3d(6)	Council's fleet of light vehicles and heavy plant is maintained to ensure efficient, cost-effective and timely service delivery.	<ul style="list-style-type: none"> <li>• Fleet replacement and maintenance schedules are met</li> </ul>	Plant and Fleet Management	<ul style="list-style-type: none"> <li>• Undertake plant replacement in accordance with related policies and programs, by 30 June 2019</li> </ul>	<ul style="list-style-type: none"> <li>• In Progress. 2018/19 Plant replacement program being undertaken. The draft 2019/20 Plant replacement program is being developed.</li> </ul>
4.3e	Continuous improvement practices are utilised to ensure facilities and services are provided efficiently and meet the changing needs of our community.	4.3e(1)	Effective day-to-day management and leadership of the organisation conducts service reviews and implements continuous improvement practices to create greater efficiencies and effectiveness across the organisation.	<ul style="list-style-type: none"> <li>• Service reviews undertaken</li> <li>• Increase in customer and staff satisfaction</li> </ul>	General Manager	<ul style="list-style-type: none"> <li>• Improvement programs identified and developed by 30 June 2019</li> </ul>	<ul style="list-style-type: none"> <li>• In Progress. Ongoing.</li> </ul>
		4.3e(2)	Ensure adequate project management techniques are in place to ensure the delivery of projects which meet the changing needs of our community on time, within budget and to an acceptable standard.	<ul style="list-style-type: none"> <li>• Projects are delivered on time, within budget and to an acceptable standard</li> <li>• Positive feedback from community</li> </ul>	Deputy General Manager	<ul style="list-style-type: none"> <li>• Project Management Training undertaken by relevant staff</li> <li>• Schedule of projects, including grant funded projects, prepared</li> </ul>	<ul style="list-style-type: none"> <li>• Completed. Key staff attended Project Management training</li> <li>• Completed. Project schedule prepared and regular project team meetings undertaken to determine status and ensure compliance with schedule.</li> </ul>
4.3f	Council attracts, retains, develops and supports employees in a safe, healthy and non-discriminatory work environment.	4.3f(1)	Implement strategies which promote Cootamundra-Gundagai Regional Council as being an employer of choice.	<ul style="list-style-type: none"> <li>• Increase in job vacancy applications received</li> <li>• Increase in quality of conditions of employment compared to other</li> </ul>	Human Resources	<ul style="list-style-type: none"> <li>• Review and enhance recruitment practices, by 30 June 2019</li> <li>• Engage consultants to facilitate a staff climate survey, by 30 June 2019</li> </ul>	<ul style="list-style-type: none"> <li>• In Progress. Preliminary review commenced.</li> <li>• Not Yet Commenced. Survey to be rescheduled to 2019/20 due to competing priorities.</li> </ul>

				comparable regional Councils			
		4.3f(2)	Review the efficiency and effectiveness of Council's adopted Organisational Structure and ensure the structure and staffing mix can adequately deliver the activities approved by Council.	<ul style="list-style-type: none"> <li>Organisational Structure review complete and outcomes achieved</li> <li>Achievement of operational activities and projects identified in the Operational Plan on time and within budget</li> <li>Increase in community satisfaction</li> </ul>	General Manager	<ul style="list-style-type: none"> <li>Develop and adopt new organisational structure by September 2018</li> </ul>	<ul style="list-style-type: none"> <li>Completed. New Organisational Structure adopted 31 July 2018 Resolution Number: 150/2018.</li> </ul>
		4.3f(3)	Implement the Workforce Management Plan to support all staff in the delivery of community expectations.	<ul style="list-style-type: none"> <li>Workforce Management Plan implemented and outcomes realised</li> </ul>	Human Resources	<ul style="list-style-type: none"> <li>Develop and adopt Workforce Management Plan by 30 June 2018</li> </ul>	<ul style="list-style-type: none"> <li>Completed. Workforce Management Plan adopted 25 September 2018 Resolution Number: 193/2018.</li> </ul>
		4.3f(4)	Provide a safe and healthy environment for staff and contractors through compliance with all WH&S legislative requirements and minimising risk.	<ul style="list-style-type: none"> <li>Reduction in number and severity of workplace injury and incidents</li> <li>Reduction in number and volume of Worker's Compensation claims</li> <li>Reduction in cost of Worker's Compensation Insurance premiums</li> <li>Achievement of initiatives outlined in Equal Employment Opportunity (EEO) Management Plan</li> </ul>	WHS Human Resources	No actions proposed in 18/19	N/A
		4.3f(5)	Develop and implement a Staff Wellbeing Program.	<ul style="list-style-type: none"> <li>Staff Wellbeing Program implemented and outcomes realised</li> <li>Increase in staff satisfaction</li> </ul>	Human Resources	<ul style="list-style-type: none"> <li>Develop and implement Staff Wellbeing Program, by 30 June 2019</li> </ul>	<ul style="list-style-type: none"> <li>Not Yet Commenced. To be implemented prior to 30 June 2019.</li> </ul>
4.3g	Council staff are well-trained, skilled, resourced and knowledgeable.	4.3g(1)	Implement a training plan to enhance the skills and knowledge of staff across the organisation.	<ul style="list-style-type: none"> <li>Training plan implemented and outcomes realised</li> <li>Positive feedback from staff</li> <li>Staff progression through salary system</li> </ul>	Human Resources	<ul style="list-style-type: none"> <li>Develop Staff Training Plan following skills/performance process in first half of the 2019 Calendar Year</li> </ul>	<ul style="list-style-type: none"> <li>Not Yet Commenced. To be implemented prior to 30 June 2019.</li> </ul>
		4.3g(2)	Provide learning and development opportunities to staff to develop the individual's potential and meet the needs of the community and organisation.	<ul style="list-style-type: none"> <li>Increase in training opportunities offered</li> <li>Increase in staff training participation rates</li> <li>Positive feedback from staff</li> <li>Staff progression through salary system</li> </ul>	Human Resources Information Technology	<ul style="list-style-type: none"> <li>Develop and implement a Leadership Development Program, by 30 June 2019</li> <li>I.T and Communications, staff training program in ITC, by 30 June 2019</li> </ul>	<ul style="list-style-type: none"> <li>Not Yet Commenced. To be implemented prior to 30 June 2019.</li> <li>Not Yet Commenced. To be rescheduled to 2019/20 due to competing priorities.</li> </ul>
		4.3g(3)	Staff are supported in the achievement of organisational objectives by having access to a range of business tools, systems and technologies.	<ul style="list-style-type: none"> <li>Increase in use of business tools, systems and technologies</li> <li>Increase in staff satisfaction</li> </ul>	Information Technology  Assets	<ul style="list-style-type: none"> <li>Develop Infocouncil Business paper software solution by, 31 July 2018</li> <li>Develop Staff Intranet platform, by 30 June 2019</li> <li>Provide ongoing enhancement to Staff Intranet, by 30 June 2019</li> <li>Undertake integration of Mapping Systems with Council's Corporate Systems, by 30 June 2019</li> </ul>	<ul style="list-style-type: none"> <li>Completed. InfoCouncil implemented and operational for the June 2018 Council meeting.</li> <li>Not Yet Commenced. To be rescheduled to 2019/20 due to competing priorities.</li> <li>Not Yet Commenced. To be rescheduled to 2019/20 due to competing priorities.</li> <li>Not Yet Commenced. To be rescheduled to 2019/20 due to competing priorities.</li> </ul>