

Warrumbungle Shire Council
Delivery Program Progress Report
30 June 2021

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EXECUTIVE SERVICES						
No	Service Level	Indicator	Bench- mark	Performance	On Target Y/N	Comments
Management and Leadership						
1	Advice and policy recommendations are provided to Council in relation to local government and relevant industry related legislation	Council is informed of Legislative changes within required timeframes.	Yes	Yes	Y	
2	Requirements under the Local Government Act, relevant regulations and the DLG's Integrated Planning and Reporting Framework are met.	Council Resolutions are implemented without undue delay; development and implementation of the Strategic Plan, IP &R Framework are met.	Yes	Yes	Y	
3	Staff performance and competency review processes are in place.	Annual reviews of all staff conducted as required by the Award or senior staff contracts.	98%	99%	Y	Staff performance and competency reviews were 99% complete for the period.
4	Economic development, business opportunities and grants are maximised for the shire area.	Revenue and income targets are met as per the Operational Plan.	Yes	Yes	Y	
5	Stakeholders and the community are informed of Council's activities and decisions.	The number of publications and media opportunities per month to promote/discuss Council activities and issues in a public forum in accordance with Council's Communications Policy	> 5	> 5	Y	On average Council displayed 95 publications and media opportunities per month throughout this period
6	Appropriate networking opportunities are maintained including regional stakeholder groups and individuals.	Relevant linkages established and maintained to Council satisfaction.	Yes	Yes	Y	
7	Staff kept informed via staff newsletter	Number of staff newsletters per year	4	13	Y	Staff Newsletters are distributed to staff every fortnight.

EXECUTIVE SERVICES						
No	Service Level	Indicator	Bench- mark	Performance	On Target Y/N	Comments
Governance						
1	Council plays an influential role within the wider region and is a strong advocate for local interests	Membership and participation in LGNSW, OROC, Mining Related Councils and other regional groupings is maintained with reports provided to Council	Yes	Yes	Y	
2	Council is known as a professional and well-respected body and the decision-making process is transparent and corruption resistant.	Number of times per annum that each Councillor attends professional development or training events	2	2	Y	The Mayor was enrolled in a LGNSW Mayoral Mentoring Program and Councillors attended LG procurement workshop and training on 24 November 2020.
3	Council's decision-making processes is open and enables community input	Business papers are available to the public (via Council's website, libraries and offices) three (3) business days before Council meetings and minutes published within five (5) business days of the meeting	Yes	Yes	Y	
4	Opportunities are provided in a variety of forums for all stakeholders to contribute to Council's decision-making process	Number of advisory and community consultation meetings held annually	20	54	Y	The following Committee meetings were held throughout the year for: <ul style="list-style-type: none"> • Community Consultation Meetings • Coonabarabran Swimming Complex Advisory • Coonabarabran Town Beautification • Internal Audit Committee • LEMC • Plant Advisory Committee • Robertson Oval Advisory • Traffic Advisory Committee
5	The future direction of Council is effectively managed through the IP&R process with input from the community	Council's decisions are based on social, economic, environmental and community priorities in the Community Strategic Plan	Yes	Yes	Y	

EXECUTIVE SERVICES						
No	Service Level	Indicator	Bench- mark	Performance	On Target Y/N	Comments
Human Resources Management						
1	Efficient and effective recruitment of vacated positions	Time taken to fill vacated positions within the organisation structure	6 weeks	8+ weeks	N	It is recommended that this performance indicator be amended to reflect the time take to advertise vacant positions as skills shortages and market conditions mean that this measure does not provide accurate picture of service level.
2	Relationships between management and unions remain positive	Percentage of industrial relations issues resolved with no breaches of government legislation	98%	100%	Y	Relationships between management and unions remain positive and productive
3	Turnover of staff is kept to a minimum	Staff turnover ratios are managed to % of total staff	15%	11.76%	Y	
4	All HR Policies are relevant and adhere to legislative requirements	Frequency of review and updating of policies	Annual	>Annual	N	Insufficient resources to review policies annually. In addition, most policies do not require annual review and have review dates of 2-3 years. Recommended that this benchmark be amended to When Due.
5	Workforce Management Strategy is adopted by Council	Workforce Management Strategy action plans are implemented within the recommended time frames	Yes	No	N	Staff resourcing and priorities have delayed completion of some items.
6	Content on Councils Intranet is up-to-date and accurate.	Daily monitoring	Yes	No	N	Regular monitoring of OD data – resources insufficient for daily monitoring.
Payroll Services						
1	Upon timely receipt of timesheets, wages are paid into staff bank accounts by Thursday of each week.	Number of late or incorrect wage payments	None	None	Y	

EXECUTIVE SERVICES						
No	Service Level	Indicator	Bench- mark	Performance	On Target Y/N	Comments
Payroll Services (cont)						
2	Superannuation payments paid within the prescribed timeframe	Number of payments made outside of prescribed timeframe	None	None	Y	
3	Staff termination payments made within one week from final date of employment	Number of complaints	None	None	Y	
Workplace Health and Safety						
1	All Safety Policies are relevant and adhere to legislative requirements	Frequency of review and updating of policies	Annual	>Annual	N	Insufficient resources to review policies annually. In addition, most policies do not require annual review and have review dates of 2-3 years. Recommended that this benchmark be amended to When Due.
2	State Cover Safety Audit is completed on time and overall result is improved upon	Results of Audit	60%	73%	Y	
3	Specific workers compensation injury trends are reported	Injuries are investigated and repeat injuries reported to Management	95%	95%	Y	All reported injuries reported to management in monthly OD report to ELT
4	WH&S practices lead to a reduction in the number of injuries and claims	Annual reduction in workers compensation premium	Yes	No	N	Insurer has advised that premium will increase on 2020/2021 premium however final amount of 2021/2022 premium not available at this time; small number of significant lost time injuries including from previous year continue to impact premium.

EXECUTIVE SERVICES						
No	Service Level	Indicator	Bench- mark	Performance	On Target Y/N	Comments
Workplace Health and Safety (cont)						
5	WH&S issues are minimised within the Technical Services Department	Number of WH&S incidents per annum	< 5	>5	N	Increased reporting and investigation of incidents more effectively meets legislative requirements and allows better response to WHS risks and incidents.
Learning and Development						
1	Traineeships are offered to staff at a minimum level of Cert III	% of staff who possess minimum qualification requirements	90%	90%	Y	
2	Skills analysis are undertaken and Learning and Development plans are completed on an annual basis	Percentage of plans completed by February each year	98%	0	N	Insufficient resources. A training calendar is developed based on identified needs and statutory requirements. Further development as resources allow.
3	Staff are provided with an adequate number of training hours including information on new legislation	Minimum number of training courses attended per staff member per annum	1	>1	Y	
4	All Contractors are given the opportunity to attend training with other Council Staff at their own expense	Income received by Council for Contractor training.	Yes	No	N	Few positions available for external attendance at training; available spaces usually offered first to casual staff. This will continue to be reviewed to make vacancies available to contractors where practicable.
5	Staff performance and competency review processes are in place	Annual reviews of all staff conducted as required by the Award or senior staff contracts	98%	99%	Y	

EXECUTIVE SERVICES						
No	Service Level	Indicator	Bench- mark	Performance	On Target Y/N	Comments
Learning and Development (cont)						
6	Department Staff had appropriate skills to meet organisational needs	All Staff have individual training plans	Yes	No	N	Insufficient resources for fully articulated individual training plans. Training is scheduled based on legislative/policy requirements and competency assessments. All staff have access to training based on identified needs. Further development of organisational training plan ongoing subject to resourcing.

TECHNICAL SERVICES						
No	Service Level	Indicator	Bench-Mark	Performance	On Target Y/N	Comments
Technical Services Management						
1	Technical Services completes capital projects within their budgeted timeline	% of capital projects completed to schedule	85%	93%	Y	93% of budget allocation for capital projects completed.
2	Technical Services capital and recurrent program is completed within budget	Total variance over/under budget	±10%	- 4%	Y	Recurrent expenditure 4% under budget.
3	Asset Management Improvement Project is complete	Completion of project	Complete	Not complete	N	Road AMP available. Building AMP is being prepared.
Private Works						
1	Private works are effectively managed and actively pursued	Maximum days taken for private works requests to be completed	14	< 14 days	Y	Private work income and expenditure meets budget expectations.
2	Private works invoices are actioned promptly	Number of days post completion of job for private works invoices to be issued	5	< 5	Y	
3	Major capital projects (>\$50k) are managed within budget	Total variance over/under budget	10%	> 10%	N	Some examples of project over expenditure including Wargundy Street drainage project, Piambra Road rehabilitation.
Design Services Management						
1	Designs and plans for capital works are complete ahead of construction scheduling	% design work not complete within two months of project commencement	90%	90%	Y	All designs are delivered ahead of construction commencement.
2	Completion of site surveys and designs are accurate	% Design that meet specifications	95%	95%	Y	
Survey Investigation and Design						
1	Designs and plans for capital works are complete ahead of construction scheduling	% design work not complete within two months of project commencement	90%	90%	Y	

TECHNICAL SERVICES						
No	Service Level	Indicator	Bench-Mark	Performance	On Target Y/N	Comments
Survey Investigation and Design (cont)						
2	Completion of site surveys and designs are accurate	% Designs that meet specifications	95%	95%	Y	
Asset Management						
1	Council is aware of the condition rating of all infrastructure assets under its control	Frequency of asset condition rating surveys	5-yearly	5-yearly	Y	Buildings condition rating for insurance purposes was completed and Building Asset Register was updated. Drainage data collection is progressing. Land Improvements, Structures, Aerodromes assessment completed in March 2021. Valuation report submitted to CFO by end of financial year. Footpath condition assessment programmed to commence in July 2021. Council is progressing well to achieve the 5-yearly asset condition assessment target.
2	Council's AMP is up to date and relevant	Frequency of review and updating of Asset Management Plan	4-yearly	4-yearly	Y	AMP for Roads is available. An update to the unit rates in the AMP will be updated in August 2021. AMP for buildings is being prepared.
Emergency Services Management						
1	Emergency Services support is provided per state best practice to LEMC and LEMO	No-one dies in a fire/flood	99%	100%	Y	

TECHNICAL SERVICES						
No	Service Level	Indicator	Bench-Mark	Performance	On Target Y/N	Comments
Emergency Services Management (cont)						
2	Effective support is provided to the LEMC and LEMO	Meetings are well attended	80%	100%	Y	All meetings attended, minutes and agenda were prepared and provided in a timely manner.
3	Mapping is provided as required to the LEMC and EOC in a timely manner	Number of complaints from LEMC and EOC	None	None	Y	Always provided maps as required.
4	Hazard Reduction Certificates requested by the RFS are issued in a timely manner	Issued Hazard Reduction Certificates within 5 working days	80%	100%	Y	
GIS Services						
1	Accurate GIS data on all Council assets is compiled for use by Council staff	Compilation of accurate GIS data is completed within a 1.5-year timeframe	Yes	Not available	Y	The GIS officer facilitates the platform to publish the spatial data. The asset owner is responsible for providing the data. Roads, footpaths, kerb and guttering, bridges, causeways, and culverts completed and available on Intramaps.
2	New asset additions are captured in Council's GIS system	Frequency of updating of asset information	6-monthly	Not available	Y	All asset information provided is updated within 6 months (usually within 5 working days).
Regional Roads Maintenance and Repair						
1	Condition rating for the shire's Regional Road network (pavement) meets standard	% of road pavement asset condition rating >= average	90%	NA	N	Formal condition rating not carried out in the reporting period.
2	Condition rating for the shire's regional bridge and major culvert network meets standard	% of bridge/major culvert asset condition rating >= average	90%	NA	N	Formal condition rating not carried out in the reporting period.

TECHNICAL SERVICES						
No	Service Level	Indicator	Bench-Mark	Performance	On Target Y/N	Comments
Regional Roads Maintenance and Repair (cont)						
3	Emergency assistance calls on Regional Roads are addressed in a timely manner	Time for assistance from callouts	< 6hrs	< 1 hour	Y	Callout procedure is in place.
4	Regional Roads are generally accessible all year round	Number of closures per year	< 5	< 5	Y	Coonamble Road had t be closed twice due to high water level and all other roads open for use year round.
5	Roads within the network are inspected on a regular basis and inspection reports are used to inform the maintenance and repair schedule	Number of inspections per year per road	4	4	Y	
6	Pot hole patching is carried out on a regular basis	Pot hole repair undertaken within no of days from notification	< 7	< 7	Y	
7	Slashing of roadsides is carried out on a regular basis	Roadside slashing carried out annually subject to seasonal conditions	> 5	> 5	Y	
8	Road drainage systems working satisfactorily	Annual number of incidents of pavement damage or road closure due to lack of maintenance on drainage systems	< 5	< 5	Y	Roadside drainage on Black Stump Way overwhelmed on one occasion.
Local Roads Maintenance and Repair						
1	Condition rating for the shire's unsealed Local Roads meets standard	% of road pavement asset condition rating >= average	90%	N/A	N	Formal condition rating not carried out in the reporting period.
2	Local bridge and major culvert network meets standard	% of bridge/major culvert asset condition rating >= average	90%	N/A	N	Formal condition rating not carried out in the reporting period.
3	Sealed Local Roads (pavement) meets standard	% of road pavement asset condition rating >= average	90%	N/A	N	Formal condition rating not carried out in the reporting period.

TECHNICAL SERVICES						
No	Service Level	Indicator	Bench-Mark	Performance	On Target Y/N	Comments
Local Roads Maintenance and Repair (cont)						
4	Un-sealed roads are well maintained through grading being carried out with sufficient frequency	Frequency of grading (per year) by road category (cat) Total Length Category 1 = 549km Total Length Category 2 = 569km Total Length Category 3 = 419km	Cat 1 = Once every 15 months Cat 2 = Once every 3 years Cat 3 = Once every 5 years	Cat 1: 1 in 2.1 years Cat 2: 1 in 6.0 years Cat 3: 1 in 2.8 years	N N Y	Benchmark quantity = 713km Actual quantity = 510km Outcome influenced by flood damage
5	Un-sealed roads are well maintained through re-sheeting being carried out with sufficient frequency	Time between re-sheeting by road category	Cat 1 = 12 Cat 2 = 15 Cat 3 = 20	Cat 1: 1 in 10 years Cat 2: 1 in 11 years Cat 3: 1 in 19 years	Y Y Y	Benchmark quantity = 105km Actual quantity = 109km
6	Pot hole patching is carried out on a regular basis	Pot hole repair undertaken within no of day from notification	< 7	< 7	Y	
7	Roads within the network are inspected on a regular basis and inspection reports are used to inform the maintenance and repair schedule	Number of inspections per year (including condition rating) per road	4	4	Y	
8	Slashing of roadsides is carried out on a regular basis	Annual program subject to seasonal conditions	> 5	> 5	Y	

TECHNICAL SERVICES						
No	Service Level	Indicator	Bench-Mark	Performance	On Target Y/N	Comments
Local Roads Maintenance and Repair (cont)						
9	Road drainage systems working satisfactorily	Annual number of incidents of pavement damage or road closure due to lack of maintenance on drainage systems	< 5	< 5	Y	Damage to several causeways on unsealed roads. Several roads closed due to water over causeway.
10	Emergency assistance calls on Regional Roads are addressed in a timely manner	Time for assistance from callouts	< 6hrs	< 6 hours	Y	
Aerodromes						
1	Aerodrome runways are maintained with sufficient regularity	Number of incidents related to aerodrome runways per year	None	None	Y	
2	Aerodromes are available for use	Number of days per year where an aerodrome is unavailable for use	< 5	< 5	Y	
3	Aerodromes meet safety and legislative requirements	Time taken for completion of action items from Civil Aviation Safety Authority Audit and Obstacle Limitation Surveys	1 month	> 1	N	Drug and Alcohol Management Plan for Coolah Aerodrome not completed as required by CASA audit.
Reseals						
1	Condition rating seals on Regional and Local Roads (including town streets) meets standard	% of road seal asset condition rating \geq average	60%	NA	N	Formal condition rating not carried out in the reporting period.
2	Road seals on Regional Roads are renewed with sufficient frequency	Time between reseals	20 years	21.5 years	N	
3	Road seals on rural Local Roads are renewed with sufficient frequency	Time between reseals	20 years	49.4 years	N	
4	Road seals on town streets are renewed with sufficient frequency	Time between reseals	20 years	23.8 years	N	
Fleet Services Management						
1	Minimal Fleet downtime	% of time where fleet equipment is available for use	90%	90%	Y	The new bitumen patching truck was out of action for a week.

TECHNICAL SERVICES						
No	Service Level	Indicator	Bench-Mark	Performance	On Target Y/N	Comments
Fleet Services Management (cont)						
2	Maintenance and replacement of Council's plant fleet is achieved within budget	Budget variance	Less than +/- 10%	< 10%	Y	
Plant and Equipment						
1	All maintenance and repairs of plant and equipment are completed in a timely manner	Plant downtime	< 7.5%	< 7.5%	Y	
2	Plant and equipment is safe and reliable for use	% of items on prestart checklist that are complete	90%	> 90%	Y	
3	Greenhouse gas emissions are reduced	% of reduction in annual greenhouse gas emissions	2.5%	NA	N	Not measured
4	Fleet registrations are completed in September	All plant and equipment is registered	Yes	Yes	Y	
5	All plant and equipment maintenance and repairs are recorded	All maintenance and repairs recorded in Ausfleet	Yes	No	N	Most repairs are recorded in Ausfleet.
Workshops						
1	Scheduled maintenance is completed within a timeframe that will both minimise disruption to works & ensure plant and equipment is serviced within intervals specified by manufacturer.	Services logs in AusFleet and user feedback % complete	95%	> 95%	Y	
2	Servicing within 20 hours or 500 kms of manufacturers specifications	% of times where servicing is within specifications	90%	< 90%	N	Some plant has been hard to get in for service with working timeframes tight.
Parks, Reserves, Ovals and Gardens						
1	Parks, reserves, trees, Ovals and gardens are maintained to an acceptable standard	Mowing and cleaning schedule maintained	Yes	Yes	Y	Good grass growing season extended available resources.

TECHNICAL SERVICES						
No	Service Level	Indicator	Bench-Mark	Performance	On Target Y/N	Comments
Parks, Reserves, Ovals and Gardens (cont)						
2	Complaints regarding parks and street trees are dealt with promptly	Time (days) taken to address issues such as broken branches etc	< 48 hrs	< 48 hours	Y	
3	Streets in the six towns are kept clean and tidy	Streets cleaning schedule is adhered to: <ul style="list-style-type: none"> - Coonabarabran CBD- daily - Coonabarabran residential – monthly - Other towns CBD – weekly (by Hand) - Other towns residential – 6-weekly 	Yes	Yes	Y	
4	Graffiti on Council buildings and other Council owned assets is removed in a timely manner.	Time taken to remove graffiti	1 week	< 1 week	Y	No instances of graffiti reported.
5	Provision of regular cleaning services for all toilets under Council control	Toilets are cleaned per agreed schedule (see outcomes section on page 70)	Yes	Yes	Y	
6	Ovals and sporting facilities are available for use by the public	Maximum number of days per oval when ovals and sporting facilities are not available	30 days	< 30 days	Y	
7	Ovals and sporting facilities are safe	Number of incidents/safety related complaints per year	< 2	0	Y	No reports of complaints during the reporting period.
Town Streets						
1	Town Streets meet the access, safety and aesthetic needs of the community	Meets timeframe and standards	95%	At least 95%	Y	
2	Road pavement on town streets, kerb and gutters and footpaths are maintained to a reasonable standard.	% town streets road pavement where asset condition rating is >=average	90%	At least 90%	Y	

TECHNICAL SERVICES						
No	Service Level	Indicator	Bench-Mark	Performance	On Target Y/N	Comments
Public Swimming Pools						
1	Public swimming pools and amenities are maintained and meet the needs of the community	Meets timeframe and standards	75%	At least 75%	Y	Pool renewal works carried out in Baradine, Dunedoo, Mendooran, and Binnaway. Maintenance works including grounds maintenance and amenities cleaning completed as required.
2	Water quality is maintained to meet public health requirements	Number of unacceptable water quality test results	None	> 1	N	Some pools had low chlorine levels on isolated days. No contravention of public health regulations.
3	Pool opening hours meet community expectations	% pool user groups who have access to pools when required	80%	At least 80%	Y	Some concern from Mendooran residents that pool not open beyond 6:00pm in March.
4	Pools are supervised by adequately trained life guards	Staff and volunteers follow Royal Life Saving NSW recommendations	Yes	No	N	There were several days when pools could not open for casual use due to unavailability of Pool Attendants.
Property						
1	Council residential properties are appropriately tenanted	Occupancy rate	80%	59%	N	17A Cole Street not rented. Just 2 months rental of Red Hill.
2	Maximum commercial rent returns on Council properties	Rent collected on all tenancies	98%	100%	Y	
3	Cleaning all Council buildings to an acceptable standard	Meet cleaning schedule within timeframe	95%	90%	N	One example of cleaning not completed as required.

TECHNICAL SERVICES						
No	Service Level	Indicator	Bench-Mark	Performance	On Target Y/N	Comments
Property (cont.)						
4	Council Buildings and Assets are secured	Security systems are in place and operated at designated buildings	Yes	Yes	Y	
5	Grant opportunities and community involvement are utilised to expand the scope of works that can be completed on Council properties	Quantum of grant funding received per annum	\$25k	>= \$25k	Y	Examples: Baradine Hall, Coonabarabran Sport and Recreational Building, Purlewaugh Hall.
6	Condition of all properties are of the highest standard achievable	Condition Rating	Average	Not yet rated	N	Condition rating of buildings commenced during period.
Cemetery Services						
1	All cemeteries are maintained within budget	As per schedule and timeframe	2 per year	2	Y	
2	All internments are dealt with professionally	Council meets legislative requirements	Yes	Yes	Y	
Medical Facilities						
1	Council premises are appropriately tenanted	Occupancy Rate %	90%	90%	Y	
2	Appropriate needs of medical services providers are met	Six (6) monthly Meeting/communication with Tenants	Yes	Yes	Y	Communication with tenants only.
Public Halls						
1	Halls are available for public use	Consistent usage percentage over a calendar year	60%	40%	N	No of bookings: Coonabarabran – 42 Dunedoo – 14 Binnaway – 2 Mendooran – 52
2	Halls are being utilised to their full potential	Increase in usage	5%	< 5%	N	
3	Halls are maintained to a suitable level	Condition rating	Average	Average	Y	

ENVIRONMENT AND DEVELOPMENT						
No	Service Level	Indicator	Bench-Mark	Performance	On Target Y/N	Comments
Environment and Development Services Management						
1	Development Services Directorate is financially responsible	Recurrent budget variance	Less than +/- 10%	97%	Y	
2	Warrumbungle Waste is operated in a cost-effective manner	% increase in waste services costs	Less than CPI	98%	Y	
3	Capital and key projects are completed on time and within budget	Capital and key projects are completed on time and within budget	Yes	N	N	Regulatory Services Projects delayed
Heritage						
1	Heritage stock is effectively managed	Heritage advisor service is maintained	Yes	Y	Y	Application for Small Heritage Funding successful for FY 21/22 and 22/23
2	The Local Heritage fund is maintained	Number of different properties that benefit from the fund annually	5	Y	Y	Finalisation of grant acquittals undertaken May 2021
Noxious Weeds						
1	Noxious weeds are controlled throughout the Shire	Membership of Castlereagh Macquarie County Council is maintained	Yes	Y	Y	Membership maintained
Building Control						
1	Structures do not pose a risk to the health and safety of occupants or the public	Inspections carried out from complaints received completed in <24 hrs	100%	100%	Y	No Complaints received. Responded to a burnt dwelling in Coonabarabran within the 24 hrs.
2	Local trades are well informed of changes to building legislation and codes	Distributed newsletter when new legislation or information is available	Yes	No	N	Trades kept informed as required through media releases and Facebook posts.
3	Complying Development Certificate applications are processed within legislated timeframes	Average application processing time	10 days	Within 10 days	Y	1 X CDC that was assessed and issued within the 10-day period.

ENVIRONMENT AND DEVELOPMENT						
No	Service Level	Indicator	Bench-Mark	Performance	On Target Y/N	Comments
Building Control (cont)						
4	Building Certificates processed within reasonable timeframes	Average application processing time for Certificate for Sale of Property	7 days	7 Days	Y	There has been no BC applied within the reporting period.
5	Complying Development Certificate applications and Buildings Certificates are processed effectively	% audit of 6 files demonstrating legislative and procedural compliance	90%	90%	Y	There has been 1 CDC lodged within the reporting period and issued within the required 10-day period. CDC3/2021
6	Processes and procedures are current and meet best practice in field	Maximum time between review of procedures and processes	6 months	> 6 months	N	Need to be reviewed
Environmental Health Services						
1	Comply with the MOU between Council and the Food Safety Authority	% of inspections conducted annually of Category 1 and 2 businesses	100%	90%	N	High risk given priority, due to time restrictions and COVID not all finalised
2	Implement actions from the Central West Councils Salinity and Water Quality Alliance 5-year strategic plan	% of actions funded and completed	60%	0%	N	No funding received this quarter
3	Approvals for OSSMS processed within reasonable timeframes	Average approvals processing time-when all information is received from applicant	7 days	7 days	Y	The approval for OSSMS have been within the time frame required
4	Approvals are processed accurately	% audit of 20 files demonstrating legislative and procedural compliance	80%	80%	Y	Approvals have been processed in accordance with legislative requirements to AS 1547
5	Processes and procedures are current and meet best practice in field	Maximum time between review of procedures and processes	6 months	6 Monthly	N	Process and procedures are being met as required however due for review.

ENVIRONMENT AND DEVELOPMENT						
No	Service Level	Indicator	Bench-Mark	Performance	On Target Y/N	Comments
Environmental Health Services (cont)						
6	OSSMS do not pose a risk to public health or the environment	Inspections carried out from complaints within 3 days	100%	100%	Y	There are been one investigation in the time frame of a leaking OSSM system, when investigated it was a leaking main and dealt with, within the time frame.
Town Planning						
1	Council Planning instruments are relevant and effective	Frequency of review of planning instruments	Annual	Annual	Y	Warrumbungle LEP currently under review
2	Development applications processed in a timely manner	Average application processing time exclusive of stop the clock times	40 days	44.3 days	N	Average application processing time is 44.3 days
3	Development applications processed accurately	% audit of 20 files demonstrating legislative and procedural compliance	100%	100%	Y	Audit undertaken of files to ensure compliance with the legislative and procedural compliance.
4	Planning certificates processed in a timely manner	Average 149 certificate application processing time	7 days	7 days	Y	Average time to process 10.7 Planning Certificates is 5 working days.
5	Planning certificates processed accurately	% audit of 20 files demonstrating legislative and procedural compliance	90%	100%	Y	10.7 Planning Certificates are processed by Administration Officer and check by Town Planner prior to signing.
6	Processes and procedures are current and meet best practice in field	Maximum time between review of procedures and processes	6 months	6 Months	N	No review undertaken.
7	Council has a single DCP to guide development across the shire	A single DCP that is relevant and compliant with the LEP and current practice advice from DP&I is available.	Yes	Yes	Y	Review being undertaken to ensure relevance with current Shire requirements.

ENVIRONMENT AND DEVELOPMENT						
No	Service Level	Indicator	Bench-Mark	Performance	On Target Y/N	Comments
Town Planning (cont)						
8	Subdivision Certificates processed in a timely manner	Average time taken to release subdivision plan when all information and conditions met	15 days	NA	NA	No subdivision certificates issued in this period.
Compliance Services						
1	The keeping of companion animals is regulated through micro chipping	Number of public micro chipping days per year in each town	2	0	N	COVID-19 Health concerns have currently delayed micro-chipping until October 2021
2	Roadways are kept largely free of straying stock through regular stock patrols (per agreed program) and timely responses to complaints	Response time from when complaint is received	< 2 hours	<2 hrs	Y	Seven (7) reported instances
3	The negative effects caused from the keeping of animals in urban areas is minimised	Response time from when complaint is received	< 48 hours	<48 hrs	Y	Three (3) reported instances
4	Private land within urban areas does not pose a safety issue from overgrown vegetation	Frequency of inspection of all urban areas (including instigating actions to keep land vegetation from harbouring vermin)	Monthly	Monthly	Y	
5	Alcohol free zones maintained in towns	Frequency of inspection of alcohol-free zone signs	6-monthly	6 Monthly	Y	
6	Sampling is carried out in partnership with NSW Health to ensure public water supplies meet drinking water guidelines	Frequency of sampling of town water supplies	Weekly	Weekly	Y	
Tourism and Development Services						
1	Promotional activities are effective and attract visitors to the region	Number of visitors to the VIC as reported by monthly statistics	5,800	7683	Y	
2	The VIC achieves level 1 accreditation status with the AVIC network	Level 1 accreditation maintained	Yes	Yes	Y	Value of VIC accreditation currently being assessed for 2021-2022

ENVIRONMENT AND DEVELOPMENT						
No	Service Level	Indicator	Bench-Mark	Performance	On Target Y/N	Comments
Tourism and Development Services (cont)						
3	Support is provided to outlying information service sites	Distribution of information and onsite visits to outlying information service sites conducted monthly	Yes	Yes	Y	Distribution of local guides and brochures to satellite towns touch points and information hubs. Disseminate important notifications to local operators as they come through such as road closures to National Parks. Provide ongoing support to new and existing tourism initiatives throughout the Shire, and initiate strategies for more effective communication.
Tourism and Economic Promotion						
1	Tourism promotion is effective leading to a real increase in visitor numbers	Annual increase in visitor numbers to the VIC	5%	136.31%	Y	2021 April/May/June = 7683 2020 April/May/June = 1455 (COVID closures) 62.94% are overnight stays for 2021 April/May/June
2	Council effectively pursues opportunities for community grants in Coonabarabran	Level of external grants sourced per annum	\$25K	\$103,380	Y	Driver Reviver Upgrade at VIC
3	Opportunities for hosting conferences and special events within the shire are actively pursued	Number of significant conferences or special events held within the shire per annum	4	7	Y	Final sessions of 'Building Our Warrumbungle Communities' throughout the Shire, Inland Rail/EY onsite meeting with counter parts from Sydney, and Warrumbungle Wing N Things.

CORPORATE AND COMMUNITY SERVICES						
No	Service Level	Indicator	Bench-Mark	Performance	On Target Y/N	Comments
Corporate and Community Services Management						
1	Council meets all governance, legislative and financial reporting requirements	All governance, legislative and financial reports are submitted to relevant levels of government within legislative deadlines	Yes	Yes	Y	
2	Two sponsorship rounds (August and February) of financial assistance grants are undertaken	Funds are fully expended and applications received are from a broad cross section of the community	Yes	Yes	Y	Two sponsorship rounds in 2020/21 donated \$19,7000 to a broad range of community groups and organisations.
3	Corporate & Community Services Directorate is financially responsible	Recurrent budget variance	Less than +/- 10%	Exp. -22.73% Inc. -13.97%	N	Including committals in expenditure gives a result of -11.19%
Customer Service						
1	Counter services provided and clients' requests dealt with promptly	Service request forms to be prepared and referred to action officer within timeframe	Day of receipt	Day of receipt	Y	
2	Telephone messages recorded and referred to action officers	Percentage of telephone messages captured in records system and referred to action officers at time of receipt of message	100%	100%	Y	
3	Incoming Correspondence is registered and acknowledgement issued to sender for local residents	Correspondence (emails and letters) to be acknowledged, scanned, registered and allocated to action officer within timeframe	48 hrs	Within 48 hours	Y	
Bushfire and Emergency Service						
1	The preparation and payment of the RFS Bid amount is completed in a timely manner	Deadlines for completion of bid and payment are met	Yes	Yes	Y	
2	A Council presence at the Liaison Committee is maintained	Attendance at Liaison Committee (%)	90%	Yes	Y	
3	Bushfire hazard programs are implemented within budget	Completion of bushfire hazard reduction programs	Yes	Yes	Y	

CORPORATE AND COMMUNITY SERVICES						
No	Service Level	Indicator	Bench-Mark	Performance	On Target Y/N	Comments
Bushfire and Emergency Service (cont.)						
4	Incident control is timely and effective	Response is immediate and Displan implemented as appropriate	Yes	Yes	Y	
Finance						
1	The collection of rates and annual charges is managed effectively given the socio-economic realities of the Shire	Outstanding rates, and annual charges ratio	< 12%			
2	Council's external financial reporting requirements to the OLG are met	Council's financial statements are not qualified and submitted to the OLG on time	Yes	Yes	Y	Submitted before the due date.
3	Council's IP&R, budget and other external reporting requirements are met	Council's IP&R, grants return, and LGGC returns are completed within statutory deadlines	Yes	Yes	Y	
4	Accounts payable is managed effectively	Number of creditor accounts over 60 days at end of month	5	< 5	Y	
5	Internal and external audit management points addressed within a reasonable time frame	Number of repeat issues	1	3	N	
6	Council's finances are effectively managed within Council's budget	Final recurrent variance against budget	< 10%	< 10%	Y	
7	Council's investments are managed effectively per OLG guidelines and gain a good return for Council	Rate of return above BBSW	0.10%	0.49%	Y	
8	Debt is managed effectively in the funding of Council's business, with consideration of intergenerational equity	Debt services ratio	< 5%	3.45%	Y	
Supply Services						
1	Stock is securely stored and effectively monitored	Fuel and Stores stocktake variances minimised- stock written off	< \$1,000 p/a	< 500	Y	Coolah S/T not completed as yet – 15/7

CORPORATE AND COMMUNITY SERVICES						
No	Service Level	Indicator	Bench-Mark	Performance	On Target Y/N	Comments
Supply Services (cont.)						
2	Stock levels are effectively managed and idle stock is minimised	Stock turnover by store	3 p/a	3 p/a	Y	
3	Hazardous materials are securely stored according to best practices	Number of audited and reportable incidents	0	0	Y	
4	Procurement policy is adhered to	Number of breaches of policy	0	0	Y	
5	Sale of excess stock carried out annually	Sale completed	Yes	No	N	Sale with Fleet has not occurred
Communications						
1	Media notices and editorials on Council activities are broadcast in all local publications	Number of articles, editorials or notices in each local paper (per publication)	> 1	Average 6	Y	
2	Development and implementation of Council's Communication Strategy	Completion and adoption by Council of a WSC Communication Strategy	Yes	No	N	Community Engagement Strategy, and Communication and Community Liaison Policy adopted and implemented.
3	Coordinate a detailed Community Engagement Program to identify and test the level of Council's service and gauge community satisfaction	Residents responding in a community survey, and feedback provided	2%	Yes	Y	Community survey carried out June 2021
4	Content on Councils website and staff intranet is up to date and accurate	Number of new items per week	> 2	Average 2-3 per week	Y	
Information Technology (IT)						
1	Implementation of IT Strategic Plan	Review and implementation of Council's IT strategic plan is complete	Yes	No	N	Strategy is in draft form and expected to be adopted in 2021.
2	IT Support and assistance provided to staff	Managed support services and helpdesk response and resolving of issues timeframe as per priority matter	Yes	Yes	Y	

CORPORATE AND COMMUNITY SERVICES						
No	Service Level	Indicator	Bench-Mark	Performance	On Target Y/N	Comments
Information Technology (IT) (cont)						
3	Disaster Recovery implemented as per Business Continuity Plan	Disaster Recovery system implemented	Yes	Yes	Y	
Risk Management						
1	Business Continuity Plan is kept up to date and reviewed periodically	Regular review and updating	12 monthly review	> 12 months	N	Review commenced November 2020, awaiting final critical sub-plans
Community Transport						
1	Transport services provided to CHSP Clients	Number of trips provided per annum	4,806	3,148	N	Full-cost clients cannot be added to data. Full-cost clients +968 trips. COVID has limited seating capacity and trips.
2	Transport services provided to CTP Clients	Number of trips provided per annum	1,676	1,489	N	COVID has limited seating capacity and trips.
3	Transport services provided to Health-Related Transport Clients	Number of trips provided per annum	124	162	Y	
Multiservice Outlet						
1	Social Support services provided to CHSP clients	Number of services provided per annum	6,249	4,874.5	N	Full-cost clients cannot be added to data. Full-cost clients +1,088.25. COVID has limited all SS.
2	Meals Services provided to HACC clients	Number of meals provided per annum	15,807	12,103	N	Full-cost clients cannot be added to data. Full-cost clients +5,164 meals delivered.
3	Respite Services provided to HACC clients	Number of services provided per annum	1,308	138	N	Full-cost clients cannot be added to data. Full-cost clients +64 hours delivered. HCP to other providers.

CORPORATE AND COMMUNITY SERVICES						
No	Service Level	Indicator	Bench-Mark	Performance	On Target Y/N	Comments
Multiservice Outlet (cont)						
4	Home Maintenance Services provided to HACC clients	Number of services provided per annum	2,010	1,762.5	N	Full-cost clients cannot be added to data. Full-cost clients +350.75 hours delivered. COVID and weather conditions affected delivery.
Yuluwirri Kids						
1	The Service completes a Quality Improvement Plan and achieves a satisfactory ACECQA Assessment Rating	Satisfactory Assessment Rating	Satisfactory Assessment Rating	Satisfactory	Y	Meeting all quality areas.
2	The service is well utilised by members of the community	Utilisation rate as a percentage of total capacity	90%	Long day care 81% Preschool Monkey Room	N	Service capped for relieving Nominated supervisor status of Diploma staff member Vs ECT capping's.in T1. LDC 81% utilisation.
3	Service is sustainable in the long run and does not receive subsidies from Council beyond the current agreement	Level of surplus or deficit	Surplus	Surplus	Y	Revenue - -\$1,348,905.11 Expenditure \$1,207,788.70 Surplus \$141,116.47
4	Medium to long term needs of the community for child care services are addressed	Five (5) year business plan is complete	Yes	On track	Y	Quality Improvement Plan (QIP) completed. Four (4) year budget completed. Funding changes regularly meaning industry is unable to plan for five (5) years. Previous recommendation from Department of Education is to plan for two (2) years.

CORPORATE AND COMMUNITY SERVICES						
No	Service Level	Indicator	Bench-Mark	Performance	On Target Y/N	Comments
Libraries						
1	Provision of library services to residents of the shire is maintained	Membership of Macquarie Regional Library is maintained	Yes	Yes	Y	
2	Branches are safe for staff and the public	Complete annual inspections of all outlets	Complete	Completed by MRL	Y	
3	Library opening hours meet the needs of the residents of the Shire	The following opening hours are met: - Baradine 7.5 hours - Binnaway 4 hours - Coolah 30.5 hours - Coonabarabran 31.5 hours - Dunedoo 20 hours - Mendooran 7 hours	Yes	Yes	Y	
Connect Five						
1	Requirements of funding agreements are met	Annual acquittals and reports returned on time and meet with approval	Yes	Yes	Y	
2	Venues identified and licenced according to community requirements	Number of venues that are identified and licenced at any one time	9	9	Y	
3	Play sessions are provided to meet the emerging needs of the community	Number of play sessions per term	45	135	N	Average of 33.75 a term. Cancellations in Term 3 with COVID reduced numbers of play sessions
4	Play sessions are well patronised	Number of children in attendance per term	360	477	Y	Numbers are increasing, recovering from COVID 19 restrictions Term 3 2020 - 0 Term 4 2020 - 158 Term 1 2021 - 157 Term 2 2021 - 162 Yearly Total - 477

CORPORATE AND COMMUNITY SERVICES						
No	Service Level	Indicator	Bench-Mark	Performance	On Target Y/N	Comments
Connect Five (cont)						
5	The resources in the Toy Library are clean and in good repair	Toys washed and cleaned on a fortnightly basis	Yes	Yes	Y	
6	The Toy Library is well utilised by the community	Number of items loaned per term	60	125	Y	Toy Library is being used again after COVID 19 Restrictions Term 3 2020 - 0 Term 4 2020 - 28 Term 1 2021 - 30 Term 2 2021 - 67 Yearly Total - 125
7	A WH&S risk management program and healthy work environment for all staff and the public is fostered by the organisation	Number of incidents per term requiring medical assistance	None	2	N	1 staff member incident and 1 community member incident.
8	The service meets the needs and expectations of the community	Survey Results	Positive result	Positive result	Y	Whole children services survey completed.
9	Policies and Procedures are met and maintained at all times	Policies and Procedures are reviewed and updated by all stakeholders and adhered to at all times.	Yes	Yes	Y	All policies continue to be updated to comply with regulation updates. Services are working on a combined children services policies not individual service policy.
10	Service is sustainable in the long run and does not receive subsidies from Council beyond the current agreement	Level of surplus or deficit	Surplus	Yes	Y	Start Strong Pathways funding received for 30/06/2021 to 30/06/2022. 1 July 2020 to 30 June 2021. Revenue -\$186,186.44 Expenditure \$137,908.08 Surplus \$48,278.36

CORPORATE AND COMMUNITY SERVICES						
No	Service Level	Indicator	Bench-Mark	Performance	On Target Y/N	Comments
Youth Services						
1	Requirements and objectives of all funding agreements are met	Annual acquittals and reports returned on time and meet with approval	Yes	Yes	Y	Youth Week and Festival of Place – Summer Funds Acquittals completed and submitted. July 20 to June 21 TEI DEX data input complete.
2	Delivery of National Youth Week across the shire	Number of youth engaged in developing / managing activities	90	118	Y	Two Youth Weeks were delivered in this period as 2020 events were postponed until November 2020 due to COVID.
3	Enhance communities' social infrastructure to support desired outcomes	Number of young people engaged within programs	1,600	2047	Y	The Youth Pathways Drought Extension funding allowed for more programs and activities to be organised for Youth across the Shire even though many COVID restrictions in 2020.
4	Service is sustainable in the long run and does not receive subsidies from Council beyond the current agreement	Level of surplus or deficit	Surplus	Surplus	Y	Programs maintained no additional costs to Council all expenses allocated to TEI, Youth Pathways, Festival of Place and Youth Week Grants
5	Promotion of youth services, information sharing and networking between youth and community services	Number of printed media distributed through shire	1,600	2050	Y	Along with print media promotion of services and activities also occurred via Social Media platforms.
OOSH						
1	Requirements and objectives of all funding agreements are met	Annual acquittals and reports returned on time and meet with approval	Yes	On Track	Y	Updating previous years.

CORPORATE AND COMMUNITY SERVICES						
No	Service Level	Indicator	Bench-Mark	Performance	On Target Y/N	Comments
OOSH (cont)						
2	Policies and Procedures are met and maintained at all times	Policies and Procedures are reviewed and updated by all stakeholders and adhered to at all times	Yes	Yes	Y	All polices continue to be updated to comply with regulation updates. Services are working on a combined children services policies not individual service policy.
3	An appropriate After School Care is provided five (5) days a week during school terms	Number of places booked per week	50	VC total for year 325 ASC 1510 total for year	N	July 2020 VC - 83 Bookings Term 3 2020 - 322 Bookings Sept/Oct 2020 VC -36 Bookings Term 4 2020 - 546 Bookings Jan 2021 VC - 115 Bookings Term 1 2021 - 285 Bookings April 2021 VC -82 Bookings Term 2 2021 - 357 Bookings June 2021 VC- 9 Bookings (2days) VC total 325, ASC 1510
4	The Service completes a Quality Improvement Plan and achieves a satisfactory ACECQA Assessment Rating	Satisfactory Assessment Rating	Satisfactory Assessment Rating	Satisfactory Assessment Rating	Y	Meeting all Quality Areas. Rating issued November 2017. Entered next round of assessment. Self-assessment has been submitted. Assessment visit will happen sometime between 21 June and 8 December 2021.
5	A WH&S risk management program and healthy work environment for all staff and the public is fostered by the organisation	Number of incidents per term requiring medical assistance	None	1	N	<ul style="list-style-type: none"> The service conducts daily WHS checks. COVID-19 hygienic practices implemented daily. Staff injured foot dismounting bus. 16/3/2021.

CORPORATE AND COMMUNITY SERVICES						
No	Service Level	Indicator	Bench-Mark	Performance	On Target Y/N	Comments
OOSH (cont)						
6	Service is sustainable in the long run and does not receive subsidies from Council beyond the current agreement	Level of surplus or deficit	Surplus	Deficiency	N	Revenue \$74,044.90 Expenditure -\$91,838.12 Deficiency -\$17,793 Working with CCSA to increase bookings.
Community Development						
1	Development Coordinators are employed in Baradine, Binnaway, Coolah, Coonabarabran, Dunedoo and Mendooran	Funding MOU is signed and adopted by each community group	Yes	No	N	MOU not adopted in Coonabarabran
2	Development Coordinators meet conditions of the MOU and expectations of external grants are achieved	Level of external grants sourced per annum per town over a four-year term	\$50k	At least \$50k	Y	

BUSINESS ARMS OF COUNCIL						
No	Service Level	Indicator	Bench-Mark	Performance	On Target Y/N	Comments
Warrumbungle Water						
1	Quality potable water is supplied to connected properties	Water quality meets criteria established by Australian Drinking Water Guidelines.	Yes	No	N	<p>Health guideline value breaches: 1 E.coli detection (Coolah) 8 total coliform detections (Baradine - 3, Binnaway, Coolah - 3, Dunedoo), 1 selenium detection in chemistry sample (Dunedoo); 5 low chlorine reads in Mendooran reticulation 1 high chlorine read in Mendooran reticulation</p> <p>Aesthetic guideline value breaches: 4 high turbidity (Bugaldie, Coolah, Dunedoo, Kenebri) 3 high temperature (Dunedoo – 2, Kenebri) 1 high Total Dissolved Solids from chemistry samples (Dunedoo) 5 high Total Hardness from chemistry samples (Coolah - 2, Dunedoo - 2, Mendooran) 1 high Aluminium (Baradine)</p> <p>Total = 19 Health Breaches and 14 Aesthetic Breaches</p>
2	Water supply to connected properties is continuous and there is no disruption due to broken water mains	Number of breaks per year	< 30	46	N	Reason for breaks: aging infrastructure; remedy: improved asset management or review of levels of service

BUSINESS ARMS OF COUNCIL						
No	Service Level	Indicator	Bench-Mark	Performance	On Target Y/N	Comments
Warrumbungle Water (cont)						
3	Supply of water to connected properties is at lowest possible recurrent cost	Variance over/under budget	< +/- 10%	-6%	Y	The EOFY Water Operational expenditure was @ 94%
4	Water charging for connected properties is accurate	Number of incorrect meter readings	< 20	22	N	There are 3000+ meters across the shire that are read 4 times per year; human error of less than 0.2 % appears acceptable; remedy: smart meters, revise levels of service
5	Best practice water and sewer recommendations are completed	Recommendations actioned/completed	Yes	No	N	Finalisation of IWCM Strategy, including development of or exemption from Development Servicing Plan; implementation of appropriate non-residential water access charges.
6	Capital projects are completed within their budgeted time line	% of capital projects completed to schedule	85%	75%	N	24 projects were completed out of 32 water projects planned to be completed in FY 21/22
7	Capital program is completed within budget	Total variance over/under budget	10%	-6 %	Y	The 24 projects were completed under their total budget of \$931k
8	Potable water is safe for drinking	Number of boil alerts	None	None	Y	Nil
9	The water business operates as a fully self-funding business	Yearly financial outcome against budget	Surplus	379K	Y	As per GL Report from WSC Information System, council still in a process of preparing Annual Financial Statement for FY 2021

BUSINESS ARMS OF COUNCIL						
No	Service Level	Indicator	Bench-Mark	Performance	On Target Y/N	Comments
Warrumbungle Sewer						
1	Sewage treated and discharged in accordance with EPA licence conditions	Compliance with EPA conditions	80%	75% for concentration limits 94% for volumetric discharge limits	N Y	Out of the 54 effluent parameters tested, 14 failed. Non-compliances occurred across the three plants of Coolah (4), Dunedoo (8) and Coonabarabran (2). Soil sampling was omitted to be taken during the last EPA reporting period as well as faecal coliform testing of Dunedoo STP effluent. Out of 826 daily discharge events across three plants there were 47 breaches, most of those (42) were at Dunedoo and due to rain events. Baradine's licence was surrendered in May 2021.
2	Sewer pumping stations are effective and efficient	Number of breakdowns or overflows from pumping stations per annum	< 1	0	Y	
3	Efficient and effective sewer pumping stations	Number of odour complaints from pumping stations per annum	< 5	4	Y	The odour complaints were in relation to the Baradine SPS prior to the installed odour bed becoming effective. One odour complaint resulted from a failed aerator at the Dunedoo STP Pasveer Channel (not a SPS) – gearbox replaced in June 2021.

BUSINESS ARMS OF COUNCIL						
No	Service Level	Indicator	Bench-Mark	Performance	On Target Y/N	Comments
Warrumbungle Sewer (cont)						
4	Collection of sewage from connected properties is effective and the number of overflows from sewer mains and manholes is minimised	Number of overflows per annum	< 50	27	Y	
5	Capital projects are completed within their budgeted time line	% of capital projects completed to schedule	85%	89%	Y	8 projects were completed out of 9 sewer projects planned to be completed in FY 21/22
6	Capital program is completed within budget	Total variance over/under budget	10%	-6%	Y	The 8 completed projects came in under budget, which was \$480k
7	The sewer business operates as a full self funding business	Yearly financial outcome against budget	Surplus	395K	Y	As per GL Report from WSC Information System, council still in a process of preparing Annual Financial Statement for FY 2021
Warrumbungle Waste						
1	The waste service operates as a fully self-funding business	Yearly financial outcome against budget	Surplus	Surplus	Y	
2	Weekly residential waste pick-up service is provided to eligible residents	Number of complaints for missed services per year	< 10	42	N	
3	Weekly residential recycling pick-up service is provided to eligible residents	Number of complaints for missed services per year	< 10	13	N	
4	Council's waste facilities operate within regulatory guidelines	Amount of penalties imposed on Council by Regulators	\$0	\$0	Y	Nil penalties
5	WH&S issues are minimised within the Waste Branch	Number of WH&S incidents per annum	2	1	Y	



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