

**Delivery Program Progress Reports**

<b>Division</b>
Executive Services
<b>Management Area</b>
Management and Leadership
<b>CSP Priority / Strategy</b>
GF4.1.1A
<b>Activity / Project</b>
Management and Leadership.
<b>Indicators of Progress</b>
<ul style="list-style-type: none"> <li>• Efficient and effective operation of the organisation provided</li> <li>• Implementation, without undue delay, decisions of the council</li> <li>• Council assisted with the development and implementation of the community strategic plan, resourcing strategy, delivery program and operational plan and the</li> <li>• preparation of its annual report and state of the environment report</li> <li>• Day-to-day management of council provided</li> <li>• Functions of the council exercised as delegated by the council.</li> <li>• Staff appointed and directed in accordance with an organisation structure and resources approved by council.</li> <li>• Council's equal employment opportunity management plan implemented.</li> </ul>
<b>Review of Progress Against Indicators</b>
Management and leadership is provided to Council staff to ensure that the goals of Council are achieved efficiently and effectively.
<b>CSP Priority / Strategy</b>
GF3.1.1A
<b>Activity / Project</b>
Council undertakes a service review to ensure resources are appropriately targeted.
<b>Indicators of Progress</b>
<ul style="list-style-type: none"> <li>• Service review conducted</li> </ul>
<b>Review of Progress Against Indicators</b>
During the community strategic planning process, Council gauged community attitude towards service delivery.

CSP Priority / Strategy
GF1.1.2A
Activity / Project
Council collaborate with neighbouring Councils.
Indicators of Progress
<ul style="list-style-type: none"> <li>Partnerships developed with neighbouring Councils</li> </ul>
Review of Progress Against Indicators
The General Manager and Mayor continue to attend the Orana Region of Council (OROC) meetings.
CSP Priority / Strategy
CC7.1.1A
Activity / Project
Council will recognise and collaborate with Indigenous community to support inclusiveness, Council will acknowledge traditional owners and Council will raise both Australian and Aboriginal flags at both Coolah and Coonabarabran Council offices.
Indicators of Progress
<ul style="list-style-type: none"> <li>Inclusiveness of Indigenous community</li> <li>Traditional Owners acknowledged</li> <li>Australian and Aboriginal flags raised at both offices</li> </ul>
Review of Progress Against Indicators
Australian and Aboriginal flags continue to be raised at both Coolah and Coonabarabran Council offices. Traditional owners of the land are acknowledged at functions by Council.
CSP Priority / Strategy
GF2.1.1A
Activity / Project
Keep Indigenous community informed of Council activities through all available avenues and implement affirmative action programs for Indigenous involvement in cultural awareness.
Indicators of Progress
<ul style="list-style-type: none"> <li>Indigenous community informed</li> <li>Affirmative Action Program implemented</li> </ul>
Review of Progress Against Indicators
Council are involved with NAIDOC week and make representation at various indigenous functions.

CSP Priority / Strategy
LE1.1.1A
Activity / Project
Council maintains working relationships with other agencies and industry groups to protect the best interests of our agricultural sector.
Indicators of Progress
<ul style="list-style-type: none"> <li>• Participation in Agricultural Industry groups</li> <li>• Protection of prime Agricultural land</li> </ul>
Review of Progress Against Indicators
General Manager works with the Australian Livestock Market Association (ALMA) and has a close relationship with the Department of Primary Industries (DPI), Livestock Health and Pest Authority (LHPA) and Catchment Management Authority (CMA).
CSP Priority / Strategy
RO2.1.1A
Activity / Project
Conduct ongoing liaison with local communities and government agencies to ensure public parks within the region are adequately resourced and easily accessible and Council advocate for maintained access to National Parks.
Indicators of Progress
<ul style="list-style-type: none"> <li>• Public parks are adequately resource and easily accessible</li> <li>• Access to National Parks maintained</li> </ul>
Review of Progress Against Indicators
Councils maintain close relationships with Work Cover, Environment Protection Authority (EPA), Public Works, Department of Health, National Parks & Wildlife Services, Ministry for Police and Emergency Services, Rural Fire Service and Fire and Rescue.
CSP Priority / Strategy
PI5.1.2A
Activity / Project
Support Highway fatigue management service centres along strategic highway locations within WSC.
Indicators of Progress
<ul style="list-style-type: none"> <li>• Highway fatigue management service centres supported</li> </ul>
Review of Progress Against Indicators
Council host and maintain driver reviver sites.

CSP Priority / Strategy
LE4.2.1A
Activity / Project
Facilitate the construction of the alternative heavy vehicle detour route in Coonabarabran to promote main street activities and enhancements.
Indicators of Progress
<ul style="list-style-type: none"> <li>The alternative heavy vehicle detour route in Coonabarabran is funded and project planning underway.</li> </ul>
Review of Progress Against Indicators
Council maintains its position on the Newell Highway Task Force and the bypass is a permanent point of discussion.
CSP Priority / Strategy
NE2.1.1A
Activity / Project
Continue Council membership and participation in Mining Related Councils, ensures the development of any mining or coal seam gas process contributes to the DA processes and Council facilitates the dissemination of information and community opinion in relation to local extractive industries.
Indicators of Progress
<ul style="list-style-type: none"> <li>Member of Mining Related Councils</li> <li>Successful outcomes for the community in relation to mining and extractive industries</li> <li>Voluntary Planning Agreements in place so that community benefits from mining and extractive processes</li> <li>Council and community maintain a good working relationship with mining and extractive industries</li> <li>Council and the community are informed and education programs initiated</li> </ul>
Review of Progress Against Indicators
Council are current members of the Mining Related Councils.
Council continue to have ongoing consultations with Cobbora Holdings in respect to the Cobbora Coal project, to ensure the community benefits from the potential development.
CSP Priority / Strategy
LE5.2.1A
Activity / Project
Council support Mining Council Royalties for Regions Initiative and encourage and negotiate the implementation of Voluntary Planning Agreements with Development Applications submitted by mine developers.
Indicators of Progress
<ul style="list-style-type: none"> <li>Royalties for Regions Initiative supported</li> <li>DA's negotiated with mine developers to include Voluntary Planning Agreements that best meet the needs and interests of local and affected communities</li> </ul>
Review of Progress Against Indicators
Council continues to negotiate Voluntary Planning Agreements in the interest of the community.

CSP Priority / Strategy
LE5.1.2A
Activity / Project
Monitor community sentiment about production of renewable energies.
Indicators of Progress
<ul style="list-style-type: none"> <li>Community sentiment monitored.</li> </ul>
Review of Progress Against Indicators
Council is developing a community engagement strategy for the proposed Liverpool Range Windfarms,
CSP Priority / Strategy
PI2.1.2A
Activity / Project
Council provide local representation and advocacy for retention and expansion of health, education and policing services and take a proactive role in developing strategies to attract GP's .
Indicators of Progress
<ul style="list-style-type: none"> <li>Health, education and policing services retained and expanded</li> <li>Housing is provided in Coolah and Baradine</li> <li>Medical Centres provided in Mendooran, Coonabarabran and Dunedoo</li> <li>GP's attracted to the Shire</li> </ul>
Review of Progress Against Indicators
Council owns and maintains doctor surgeries and Council provides subsidised rental accommodation in some towns for doctors.
CSP Priority / Strategy
RO2.1.2A
Activity / Project
Council continues representation to the Regional Advisory Group and representation of Northern Plains Advisory Committee on TED Committee.
Indicators of Progress
<ul style="list-style-type: none"> <li>Participated in Regional Advisory Group and Northern Plains Advisory Committee.</li> </ul>
Review of Progress Against Indicators
The Mayor represents Council on the Northern Plains Regional Advisory Committee of Office for Environment and Heritage (OEH). OEH has representation on Warrumbungle Shire's Tourism and Economic Development Committee; Managers of Pilliga Forest Discovery Centre and Warrumbungle National Park Visitor Centre, the committee meets quarterly.

<b>Division</b>
Executive Services
<b>Management Area</b>
Governance
<b>CSP Priority / Strategy</b>
GF1.1.1A
<b>Activity / Project</b>
Governance
<b>Indicators of Progress</b>
<ul style="list-style-type: none"> <li>• Council in accordance with the Local Government Act 1993 provide leadership and strategic direction implementing the Community Strategic Plan 2032.</li> <li>• An active and supportive member of the Shires Association and relevant Regional, State and National associations.</li> <li>• Councillors provided with remuneration as statutorily required.</li> </ul>
<b>Review of Progress Against Indicators</b>
Council remain on track with the Integrated Planning and Reporting. The annual review of the Delivery Program is underway.
<b>CSP Priority / Strategy</b>
GF6.2.1A
<b>Activity / Project</b>
Governance
<b>Indicators of Progress</b>
<ul style="list-style-type: none"> <li>• An active and supportive member of the Shires Association and relevant Regional, State and National associations</li> <li>• Councillors provided with remuneration as statutorily required</li> </ul>
<b>Review of Progress Against Indicators</b>
Council maintains membership with the Shires Association.
Councillors are provided with the remuneration as per the Division of Local Government guidelines.

CSP Priority / Strategy
GF5.1.2A
Activity / Project
Continue to lobby for constitutional recognition of local government and collaborate with other LGA's to ensure effective representation of local government at higher levels.
Indicators of Progress
<ul style="list-style-type: none"> <li>• Constitutional recognition lobbied for</li> <li>• Representation at higher levels</li> </ul>
Review of Progress Against Indicators
Council continue to lobby for constitutional recognition and will be contributing funds to the Australian Local Government Association (ALGA) for the campaign.
CSP Priority / Strategy
PI2.1.3A
Activity / Project
Council will maintain advocacy role and lobby State and Federal Government agencies on behalf of the community for the retention of services.
Indicators of Progress
<ul style="list-style-type: none"> <li>• State and Federal Government agencies lobbied</li> <li>• Cooperative promotion of issues to State and Federal governments via OROC and C Division</li> </ul>
Review of Progress Against Indicators
Council maintains a close working relationship with State and Federal Government agencies.
CSP Priority / Strategy
PI5.1.1A
Activity / Project
Lobby RMS to build alternate route as per designed solution.
Indicators of Progress
<ul style="list-style-type: none"> <li>• Alternate route lobbied for</li> </ul>
Review of Progress Against Indicators
Council maintains position on the Newell Highway Task Force and the bypass is a permanent point of discussion.

CSP Priority / Strategy
PI4.1.1A
Activity / Project
Lobby to service providers to improve coverage, for NBN rollout and for expansion of Digital TV and signal strength.
Indicators of Progress
<ul style="list-style-type: none"><li>• Improve coverage lobbied for</li><li>• NBN rollout lobbied for</li><li>• Expansion of Digital TV and signal strength lobbied for</li></ul>
Review of Progress Against Indicators
Coonabarabran is not part of the immediate roll out schedule.



<b>Division</b>
Executive Services
<b>Management Area</b>
Human Resources
<b>CSP Priority / Strategy</b>
GF7.1.3A
<b>Activity / Project</b>
Human Resource Management
<b>Indicators of Progress</b>
<ul style="list-style-type: none"> <li>• All policies and practices conform to Legislation and current Best Practice</li> <li>• Relationships maintained between management, staff and unions</li> <li>• Management informed of all relevant changes and innovations in HRM areas</li> <li>• All areas of HR practice upgraded utilising continuous improvement principles and practices</li> </ul>
<b>Review of Progress Against Indicators</b>
<p>HR policies were reviewed to reflect changes to the Local Government (State) 2010 Award requirements.</p> <p>Consultative Committee meeting was held in November with four industrial relations issues during the period. All matters were settled with union and staff.</p> <p>Human Resource Management System (Authority) implemented and continues to be developed. This will ensure the continuing improvement of HR practices and improved provision of information to management.</p>
<b>CSP Priority / Strategy</b>
GF7.1.1A
<b>Activity / Project</b>
OH&S and Risk Management Services
<b>Indicators of Progress</b>
<ul style="list-style-type: none"> <li>• OH&amp;S and Risk Management strategies, policies and practices reviewed</li> <li>• Effective OH&amp;S and Risk Management Program implemented.</li> </ul>
<b>Review of Progress Against Indicators</b>
<p>Workplace Health and Safety Policy reviewed and updated to reflect to new WHS Legislation. Safe Work Method statements continue to be formulated.</p> <p>WHS &amp; Risk Management Program continues to be developed with the involvement of management and supervisors. This involved various training sessions in responsibilities under the new WHS Act, on site visits to staff by the Workplace Health and Safety Officer. Risk Committee Meeting held to discuss the Echelon Report and timeframes to be met.</p>

CSP Priority / Strategy
GF7.1.3A
Activity / Project
Payroll Services
Indicators of Progress
<ul style="list-style-type: none"> <li>• Staff are provided with accurate and timely payroll services</li> <li>• Staff are informed of Superannuation and Salary Packaging</li> <li>• Internal stakeholders are provided payroll reports</li> </ul>
Review of Progress Against Indicators
<p>Appropriate payroll services provided to all staff within prescribed timeframes and accuracy. Representative from Local Government Superannuation conducted several visits to staff for information sessions</p> <p>MANEX provided with monthly statistics on leave, overtime and casual costs</p>
CSP Priority / Strategy
GF7.1.2A
Activity / Project
Learning and Development Services
Indicators of Progress
<ul style="list-style-type: none"> <li>• Implementation of Individual Learning and Development Plans</li> <li>• Staff appropriately trained to service needs of organisation and community</li> </ul>
Review of Progress Against Indicators
<p>Currently all staff have an individual training plan based on information taken from competency documents (90% of which were completed by December 2012 by Supervisors), performance appraisal documents or staff survey completed in 2012. However, the new HR Software Program (Authority) has recently been implemented at Warrumbungle Shire Council and new individual plans are being created within this program.</p> <p>All staff are trained in accordance with Council's Training and Development Policy. The Policy is to ensure that Warrumbungle Shire Council continues to develop a more highly skilled, flexible workforce through providing its employees with appropriate education and training. All employees have reasonable and equitable access to education and training. Regular assessing and prioritising of individual and group training needs were undertaken with the need for training being identified through:</p> <p>Workforce Planning  Annual performance appraisal – Training Plans  Future organisation objectives  Legislative and compliance requirements</p>

CSP Priority / Strategy
LE2.1.1A
Activity / Project
Council provides a range of traineeships and apprenticeship opportunities for local school leavers.
Indicators of Progress
<ul style="list-style-type: none"> <li>• Trainees and Apprentices employed by Council where appropriate.</li> </ul>
Review of Progress Against Indicators
<p>Council provides a range of traineeships and apprenticeship opportunities for local school leavers.</p> <p>Council currently hosts 4 apprentices for Skillset. The apprentices are holding positions in Automotive, Plumbing and Horticulture areas. A total of 49 traineeships were being undertaken during the year with 11 being completed between July and December. Council advertised for a trainee finance officer at the end of December to enable school leavers to take advantage of applying for this position.</p>

<b>Division</b>
Technical Services
<b>Management Area</b>
Asset and Design Services
CSP Priority / Strategy
NE3.1.1A
Activity / Project
Emergency Services Management
Indicators of Progress
<ul style="list-style-type: none"> <li>• Coordinate the regions responses to emergencies by facilitating the Warrumbungle Shire Disaster Plan and Emergency Risk Management Plan in partnership with the Region and Local Emergency Management Committees (REMC and LEMC).</li> <li>• Assistance provided to all volunteer emergency services organisations including VRA, SES and RFS</li> <li>• GIS Maps updated and in format available for use by LEMC</li> <li>• BRIMS (shire section) database maintained</li> </ul>
<b>Review of Progress Against Indicators</b>
<p>The Warrumbungle Shire Emergency Coordinator in partnership with the Local Emergency Management Committees (LEMC) and the Region Emergency Management Officer reviewed the Displan. A Draft Displan is ready for Region Emergency Management Committee (REMC) approval.</p> <p>In cooperation with the LEMC sub committee RFS, NSW F&amp;R and VRA an Emergency Evacuation plan involving 10 scenerios has been drafted and submitted to the REMO in December.</p> <p>The plan was used in the Section 44 fire with Homeleigh Drive plan activated, 20 houses were evacuated in 40 minutes</p> <p>Usual assistance provided to all Emergency Services organisations including VRA, SES, RFS and NSW F&amp;R</p> <p>GIS Maps updated and in format available for use by LEMC</p> <p>BRIMS database maintained as per usual. HR activities slow due to drier conditions</p>
<b>CSP Priority / Strategy</b>
PI2.2.1A
Activity / Project
Continue LEMC role liaison with Emergency Services agencies and volunteers
<b>Indicators of Progress</b>
<ul style="list-style-type: none"> <li>• LEMC Meetings conducted every 3 months</li> </ul>
<b>Review of Progress Against Indicators</b>
LEMC Meetings conducted as per schedule with additional Bushfire Evacuation Meetings conducted in October and November 2012

CSP Priority / Strategy
PI2.2.2A
Activity / Project
Ensure staff are trained appropriately to provide and facilitate staff in roles with local emergency services.
Indicators of Progress
<ul style="list-style-type: none"> <li>• Staff involved in Section 44 fire, Wambalong Fire January 2013 – further training required</li> </ul>
Review of Progress Against Indicators
Staff performed duties in Section 44 – All staff involved adapted with a high level of skill and professionalism.
CSP Priority / Strategy
NE3.1.2A
Activity / Project
To support NSW Fire Brigade providing Emergency response to the shire
Indicators of Progress
<ul style="list-style-type: none"> <li>• Contributions to NSW Fire Brigade are maintained</li> </ul>
Review of Progress Against Indicators
Contributions to NSW Fire Brigade as per scheduled accounts from MPES (Minister of Police & Emergency Services)

<b>Division</b>
Technical Services
<b>Management Area</b>
Urban Services
<b>CSP Priority / Strategy</b>
RU4.1.2A
<b>Activity / Project</b>
Urban Services Management
<b>Indicators of Progress</b>
<ul style="list-style-type: none"> <li>• Strategic Objectives of Urban Services maintained within budget</li> </ul>
<b>Review of Progress Against Indicators</b>
<b>CSP Priority / Strategy</b>
RU4.1.1A
<b>Activity / Project</b>
Town Streets.
<b>Indicators of Progress</b>
<ul style="list-style-type: none"> <li>• Town streets are maintained and enhanced to meet lifestyle expectations of residents and visitors</li> </ul>
<b>Review of Progress Against Indicators</b>
Streets maintained within budget constraints
<b>CSP Priority / Strategy</b>
RU4.1.5A
<b>Activity / Project</b>
Public Amenities
<b>Indicators of Progress</b>
<ul style="list-style-type: none"> <li>• Toilets cleaned as per schedule and kept in a clean state to satisfy public within allocated budget</li> <li>• Clean and tidy toilets provided for the benefit of residents and visitors</li> </ul>
<b>Review of Progress Against Indicators</b>
Toilets are cleaned as per program – some twice daily, some once a day and some 3 times per week

CSP Priority / Strategy
RO1.1.2A
Activity / Project
Ovals and Sporting Facilities
Indicators of Progress
<ul style="list-style-type: none"> <li>• Safe and attractive sporting grounds and other sport and recreational facilities provided and maintained for all users</li> </ul>
Review of Progress Against Indicators
Grants are maintained as per requirements in safe and tidy manner to a high standard
CSP Priority / Strategy
RO3.1.1A
Activity / Project
Work with other agencies to promote the health benefits of active recreation and leisure pursuits.
Indicators of Progress
<ul style="list-style-type: none"> <li>• Health benefits of active recreation and leisure pursuits promoted</li> <li>• License agreements and plan and management agreements in place</li> <li>• Community groups supported to provide sporting and recreation facilities</li> </ul>
Review of Progress Against Indicators
All activities are catered for as per bookings
CSP Priority / Strategy
RU4.1.3A
Activity / Project
Parks, Gardens and Street Trees
Indicators of Progress
<ul style="list-style-type: none"> <li>• Trees kept in a healthy state to satisfy public within allocated budget</li> <li>• Grass kept in a tidy state within allocated budget</li> <li>• Parks and reserves, public amenities and facilities provided and maintained for the general public to use and enjoy</li> </ul>
Review of Progress Against Indicators
<p>Parks, Gardens and street trees are maintained within budget</p> <p>Tree survey in Coonabarabran to be completed at end of Summer Season</p>

CSP Priority / Strategy
RU4.1.4A
Activity / Project
Street Cleaning
Indicators of Progress
<ul style="list-style-type: none"> <li>• Streets kept clean as per budget and standards permit.</li> <li>• Cleaning service provided for town streets</li> <li>• Streets, gutters and parking areas kept in a clean state</li> </ul>
Review of Progress Against Indicators
Streets cleaned weekly by hand, monthly by street sweeper Coonabarabran by sweeper daily (Business areas)
CSP Priority / Strategy
NE4.1.2A
Activity / Project
Urban Infrastructure Programs
Indicators of Progress
<ul style="list-style-type: none"> <li>• WSUD principles incorporated in all urban infrastructure</li> </ul>
Review of Progress Against Indicators
CSP Priority / Strategy
RU4.1.9P
Activity / Project
Parks, Gardens and Street Trees Projects
Indicators of Progress
<ul style="list-style-type: none"> <li>• Dunedoo - Milling Park Irrigation</li> <li>• Plant New Trees in Baradine Streets</li> <li>• Repairs to Amenities</li> <li>• Replace 3 Broken Seats</li> <li>• Replace Facia on toilets.</li> </ul>
Review of Progress Against Indicators
Works at Milling Park are 55% complete Planting in Baradine in Autumn Robertson Oval amenities repairs are underway Facia purchased, awaiting carpenter to complete



CSP Priority / Strategy
RU4.1.10P
Activity / Project
Town Streets Projects
Indicators of Progress
<ul style="list-style-type: none"> <li>• Reseals Town Streets (Baradine, Binnaway, Coolah, Coonabarabran, Dunedoo &amp; Mendooran)</li> <li>• Streetlights</li> </ul> <p><u>Baradine</u></p> <ul style="list-style-type: none"> <li>• Kerb and guttering Castlereagh Street, between Darling and Macquarie</li> <li>• Floodplain Management Plan</li> <li>• Rehabilitation of footpath sections</li> <li>• Kerb and Guttering Baradine Bowling Club</li> <li>• Liverpool Street Seal</li> <li>• Kerb and Gutter Narren Street, north of Macquarie Street</li> <li>• Kerb and guttering in Narren Street south of Macquarie Street</li> </ul> <p><u>Binnaway</u></p> <ul style="list-style-type: none"> <li>• Binnaway Progress Association</li> <li>• Castlereagh Av - 42m (link)</li> <li>• David Street West - 22m (link)</li> <li>• David Street East - 130m</li> <li>• Corry Bridge Western Approach</li> <li>• Intersection Renshaw Street and Bullinda Street - "Dip" Traffic Calming</li> <li>• Railway Street (Napier St to Renshaw St - 240m) - link</li> </ul> <p><u>Coolah</u></p> <ul style="list-style-type: none"> <li>• Urban Drainage Project - Booyamurra Street, K&amp;G</li> <li>• Campbell Street between Binnia &amp; Cunningham</li> <li>• Cycleway Project</li> <li>• Footpath Rehabilitation</li> <li>• Binnia Street upgrade - kerb blisters Martin Street corner</li> <li>• Booyamurra St. east of Binnia Street</li> <li>• Skate Park</li> </ul> <p><u>Coonabarabran</u></p> <ul style="list-style-type: none"> <li>• Extension of K&amp;G and shoulder construction - Belar Street</li> <li>• Culvert Extension in Dalgarno Street adjacent Morrisseys</li> <li>• Cassilis (John - Charles) rehabilitation</li> <li>• John Street seats</li> <li>• Extension of concrete channel at rear of Cowper Street</li> <li>• K&amp;G Rehab. - John Street( Edwards St. to Cassilis St), west side</li> <li>• K&amp;G Rehab. John Street (Edwards St to Cassilis St), east side</li> <li>• Dalgarno Street (John - Charles) rehabilitation</li> <li>• Construct new footpath in Cassilis Street, Robertson St to Namoi St</li> <li>• Edward St, between Ulamambri St &amp; East Street</li> <li>• Dows Lane - 650m</li> <li>• K&amp;G Rehab. Dalgarno Street</li> <li>• East St, between Edward St and Cassilis St</li> <li>• Namoi Street K&amp;G</li> </ul>

<p><u>Dunedoo</u></p> <ul style="list-style-type: none"> <li>• Wallaroo Street</li> <li>• Bullinda St (Wallaroo St - Wargundy St) north side</li> <li>• Yarrow Street (Wallaroo St - Wargundy St) north side</li> <li>• Tucklan St at Wallaroo, west side</li> <li>• Digilah St (Wargundy St - Wallaroo St)</li> <li>• Footpath rehabilitation - various sections</li> <li>• Wallaroo Street (Bullinda St - Mogimil St) - centre street trees</li> <li>• Wargundy St (Bullinda St - Yarrow St) west side</li> <li>• Cobborah St (Wargundy St - Wallaroo St)</li> <li>• Nott Street (carriageway width 10.4m, trees on footpath)</li> <li>• Talbragar Street ( Bandulla to Caigan - north side)</li> <li>• Yarrow St at Bandulla, north side</li> <li>• Wallaroo St (Cobborah St - Tucklan St)</li> </ul> <p><u>Mendooran</u></p> <ul style="list-style-type: none"> <li>• Rehabilitation Bandulla Street</li> <li>• Bandulla Street - traffic calming - shoulder blisters</li> <li>• Dalglish St</li> </ul>
Review of Progress Against Indicators
CSP Priority / Strategy
NE1.1.3P
Activity / Project
Remediate Castlereagh River Bank at Neilson Park Coonabarabran
Indicators of Progress
<ul style="list-style-type: none"> <li>• Grant funding provided</li> <li>• Restoration of riverbank completed</li> </ul>
Review of Progress Against Indicators

CSP Priority / Strategy
RO1.1.4P
Activity / Project
Coonabarabran Swimming Pool
Indicators of Progress
<ul style="list-style-type: none"> <li>Plans and Feasibility Study completed for Heated Pool</li> </ul>
Review of Progress Against Indicators
No action on this project
CSP Priority / Strategy
RO1.1.5P
Activity / Project
Ovals and Sporting Facilities Projects
Indicators of Progress
<ul style="list-style-type: none"> <li>Hot Water Repairs</li> <li>Painting</li> <li>Fencing</li> <li>Bore, Tank, Pump, Pressure unit, Repairs to Pipes</li> <li>Mendooran Oval Project</li> </ul>
Review of Progress Against Indicators
Hot water repairs at Baradine complete Painting not started Fencing complete at Baradine Bore at Dunedoo
CSP Priority / Strategy
RO1.1.6P
Activity / Project
Public Swimming Pools Projects
Indicators of Progress
<ul style="list-style-type: none"> <li>Replace underground pipes and concrete walkway around pool with new</li> </ul>
Review of Progress Against Indicators
Work to be done at end of this Season Lack of time prior to Season with staff involved – extensive work at Baradine Pool

<b>Division</b>
Technical Services
<b>Management Area</b>
Asset and Design Services
<b>CSP Priority / Strategy</b>
PI3.1.7A
<b>Activity / Project</b>
Road Safety Program
<b>Indicators of Progress</b>
<ul style="list-style-type: none"> <li>• NSW Roads and Traffic Authority's Local Government Road Safety Officer Program</li> <li>• Road Safety Educational Programs developed and implemented</li> <li>• Implementation of Warrumbungle Shire Road Safety Strategic and Action Plan</li> <li>• Completion of Pedestrian Access Management Plan</li> </ul>
<b>Review of Progress Against Indicators</b>
<p>Road Safety Educational Programs developed and implemented</p> <ul style="list-style-type: none"> <li>○ Community expos at Dunedoo and Coonabarabran.</li> <li>○ RMS Western Region bicycle consultative forums.</li> <li>○ Speed trailer displayed 184-days and has resulted in an overall reduction in average speed.</li> <li>○ Keep Baradine Kids Safe program completed with a reduction in drivers' speeding and speeding by more than 10km/h in the schools zones of about 15%.</li> <li>○ Graduated Licensing Scheme workshops completed at Coolah, Binnaway and Coonabarabran.</li> <li>○ Assisted RMS with additional road safety programs; Lights On, Plan B</li> <li>○ Planning almost complete for remainder of programs this year; Free Cuppa for Driver, Speed reduction program on Mendooran Road, and participation in RMS Newell Highway speed program during Easter.</li> <li>○ Safe Driving Policy completed to DRAFT stage.</li> </ul> <p>Implementation of Warrumbungle Shire Road Safety Strategic and Action Plan-implemented but requires maintenance.</p> <p>Mapping completed of Baradine, Binnaway, Mendooran, Dunedoo and Coolah Pedestrian Access Management Plan.</p>

Division
Technical Services
Management Area
Road Contracts and Private Works
CSP Priority / Strategy
PI3.1.6A
Activity / Project
Road Contracts and Private Works
Indicators of Progress
<ul style="list-style-type: none"> <li>• Effective management of Council’s contract with the RMS</li> <li>• Delivery of Council’s annual bitumen resurfacing program</li> <li>• Gravel pit and quarry operations completed in accordance with all statutory requirements</li> </ul>
Review of Progress Against Indicators
<ul style="list-style-type: none"> <li>• Works undertaken on State Roads has slowed and some works remain outstanding on the Barneys Reef project on the Casltereagh Highway. Resealing works and heavy patching works being undertaken as planned.</li> <li>• The bitumen resurfacing program progressing very well with around 75% of scheduled work completed.</li> <li>• Contractor appointed to excavate and crush rock material at the former Boral hardrock quarry near Coonabarabran.</li> </ul>
CSP Priority / Strategy
PI3.1.9A
Activity / Project
Private Works Services
Indicators of Progress
<ul style="list-style-type: none"> <li>• An effective private works service is provided to meet community needs</li> <li>• Jobs are quote accurately and completed on time</li> <li>• Usage of Council's plant maximised</li> </ul>
Review of Progress Against Indicators
<ul style="list-style-type: none"> <li>• Private works being undertaken subject to resource availability</li> <li>• Significant planning and investigation being undertaken on Spring Ridge Road on behalf of Cobbora Coal Company. Culvert extension work expected to commence in March.</li> </ul>

<b>Division</b>
Technical Services
<b>Management Area</b>
Road Operations
<b>CSP Priority / Strategy</b>
PI3.1.3A
<b>Activity / Project</b>
Road Operations Management
<b>Indicators of Progress</b>
<ul style="list-style-type: none"> <li>• Effective management of Road Operations division</li> <li>• Road operation function planned, controlled and reported on</li> </ul>
<b>Review of Progress Against Indicators</b>
<ul style="list-style-type: none"> <li>• Implementation of new organisation structure occurred during the period, when supervisory positions filled. As a result some adjustment to chain of command and culture is occurring.</li> </ul>
<b>CSP Priority / Strategy</b>
PI3.1.4A
<b>Activity / Project</b>
Regional Roads.
<b>Indicators of Progress</b>
<ul style="list-style-type: none"> <li>• Regional Road network is maintained and upgraded to meet the economic, social, environmental and road safety expectations of users</li> <li>• Sealed and unsealed roads regional roads maintained in a safe and trafficable condition</li> </ul>
<b>Review of Progress Against Indicators</b>
<ul style="list-style-type: none"> <li>• Maintenance of regional roads is undertaken in accordance with expected service levels. A number of road sections now sign posted to warn of rough surface conditions.</li> </ul>
<b>CSP Priority / Strategy</b>
PI3.1.5A
<b>Activity / Project</b>
Local Roads.
<b>Indicators of Progress</b>

<ul style="list-style-type: none"> <li>Sealed and unsealed roads local roads maintained in a safe and trafficable condition.</li> <li>Road network is maintained and upgraded to meet the economic, social, environmental and road safety expectations of users</li> </ul>
Review of Progress Against Indicators
<ul style="list-style-type: none"> <li>Maintenance and repair of sealed roads, including pothole patching, roadside slashing and signs and guideposts undertaken in accordance with expected service levels. Maintenance of drainage structures is constrained by lack of resources</li> <li>Maintenance and repair of unsealed roads, including maintenance grading is undertaken in accordance with expected service levels. Maintenance of drainage structures is constrained by lack of resources</li> </ul>
CSP Priority / Strategy
RU4.1.7A
Activity / Project
Town Streets – Rural
Indicators of Progress
<ul style="list-style-type: none"> <li>Village streets are maintained and enhanced to meet lifestyle expectations of residents and visitors.</li> </ul>
Review of Progress Against Indicators
<ul style="list-style-type: none"> <li>Village streets maintained in accordance with expected service levels.</li> </ul>
CSP Priority / Strategy
PI1.1.1A
Activity / Project
Aerodromes
Indicators of Progress
<ul style="list-style-type: none"> <li>Compliance to CASA regulations</li> <li>Aerodromes maintained at Baradine, Coolah and Coonabarabran</li> </ul>
Review of Progress Against Indicators
<ul style="list-style-type: none"> <li>Aerodromes maintained in accordance expected levels of service. Some concerns raised by Royal Flying Doctor Service about location of tower in Baradine.</li> </ul>
CSP Priority / Strategy
PI3.1.11P

<b>Activity / Project</b>
Local Roads Projects.
<b>Indicators of Progress</b>
<ul style="list-style-type: none"> <li>• Baby Creek Bridge</li> <li>• Tongy Bridge</li> <li>• Bugaldie Creek Bridge</li> <li>• Granchester Bridge</li> <li>• Intersection of Lockerbie Rd &amp; Digilah Rd, Digilah Rd</li> <li>• Wool Rd Rehabilitation</li> <li>• Lawson Park Rd</li> <li>• Kurrajong Rd</li> <li>• Piambra Road</li> <li>• Gentle Annie Road</li> <li>• Napier Lane</li> <li>• Resheeting Local Unsealed Roads</li> <li>• Coolah Creek Rd Rehabilitation</li> <li>• Morrisseys Rd</li> <li>• Reseals - Local Roads</li> </ul>
<b>Review of Progress Against Indicators</b>
<ul style="list-style-type: none"> <li>• Bridge replacement projects progressing satisfactorily with completion of Baby Creek bridge and contracts awarded for Tongy and Bugaldie Creek. However, progress on Grandchester has slowed due to design issues.</li> <li>• Road reconstruction and bitumen sealing projects progressing satisfactorily with completion of projects on Gentle Annie Rd, Bingie Grumble Rd, Morrisseys Rd, Digilah Road and Piambra Rd. Planning of remaining projects underway, however progress has slowed due to resource constraints.</li> <li>• Resurfacing of unsealed roads is progressing satisfactorily with around 70% of roads completed.</li> </ul>
<b>CSP Priority / Strategy</b>
PI3.1.12P
<b>Activity / Project</b>
Regional Roads Projects.
<b>Indicators of Progress</b>
<ul style="list-style-type: none"> <li>• Saltwater Creek No 2 on Purllewaugh Rd (MR129)</li> <li>• Pavement rehabilitation &amp; widening on MR7519 (Forest Road)</li> <li>• Reseals Regional Roads</li> </ul>
<b>Review of Progress Against Indicators</b>
<ul style="list-style-type: none"> <li>• Contract awarded for new bridge over Saltwater Ck No 2, on ground works expected to commence in March 2013.</li> <li>• Funds available for pavement widening works now allocated to shoulder reconstruction on sections of MR129 (Baradine Road).</li> </ul>



CSP Priority / Strategy
PI1.1.3P
Activity / Project
Aerodrome Projects.
Indicators of Progress
<ul style="list-style-type: none"><li>• Coonabarabran Aerodrome Capital</li></ul>
Review of Progress Against Indicators
<ul style="list-style-type: none"><li>• Renewal of a section of fence at Coonabarabran aerodrome is finished.</li></ul>

Division
Technical Services
Management Area
Warrumbungle Water
CSP Priority / Strategy
PI6.1.1A
Activity / Project
Warrumbungle Water
Indicators of Progress
<ul style="list-style-type: none"> <li>• Warrumbungle Water Business Plan that meets best practice established by NSW Government developed</li> <li>• Water quality and quantity performance monitored and reported</li> <li>• Regular inspection of reservoirs, hydrants, valves and meters carried out</li> </ul>
Review of Progress Against Indicators
<ul style="list-style-type: none"> <li>• The development of strategic business plans for sewerage services is being developed, which includes review of proposed renewal and upgrade of sewerage infrastructure.</li> <li>• Ongoing water quality complaints from residents on the eastern side of Coonabarabran in Dalgarno Street and Cassilis Street in particular.</li> <li>• Replacement of water meters undertaken as required.</li> </ul>
CSP Priority / Strategy
PI7.1.4P
Activity / Project
Warrumbungle Water Projects.
Indicators of Progress
<ul style="list-style-type: none"> <li>• Mains Extension</li> <li>• Reservoir rehabilitation</li> <li>• Water Main Extension - Removal of Dead Ends</li> <li>• Water Treatment Plant Improvements</li> <li>• Water Treatment Plant Renewals</li> </ul>

- Mains Replacement
- Telemetry installation
- Mains Extension - removal of dead ends
- Cowper Street, between Dalgarno Street and Timor Street (110m)
- Jubilee Street between Hwy and Gunnedah Hill.(460m)
- Under Highway between Council depot and former Caltex site.(40m)
- Rising Main - 200m section
- Telemetry Software Upgrade
- Back Up Bore Development & Implementation
- Reservoir rehabilitation
- Minor Plant & Equipment

#### Review of Progress Against Indicators

- Main replacement completed in Bullinda Street Binnaway.
- Replacement of water main in Dalgarno Street Coonabarabran scheduled for March 2013.
- Quotations sought for new water supply bore in Dunedoo.
- Telemetry installed at Merrygoen and on Timor Dam mixer.
- Installation of fluoridation equipment and housing completed in Coonabarabran, Baradine, Binnaway, Coolah and Mendooran. Approval obtained from NSW Office of Water to commence injection of fluoride, however some staff issues and minor equipment issues prevent continuous injection.

Division
Technical Services
Management Area
Warrumbungle Sewerage
CSP Priority / Strategy
PI7.1.2A
Activity / Project
Warrumbungle Sewerage
Indicators of Progress
<ul style="list-style-type: none"> <li>• Pricing policies implemented that meet costs associated with operations, renewal of assets and upgrading of assets</li> <li>• Asset management and capital expansion plans that meet best practice criteria established by NSW Government developed</li> <li>• Provide an efficient and effective sewerage service to all connected properties within Baradine, Coolah, Coonabarabran and Dunedoo and treatment in a sustainable manner and in accordance with licence conditions</li> </ul>
Review of Progress Against Indicators
<ul style="list-style-type: none"> <li>• The development of strategic business plans for sewerage services is being developed, which includes review of proposed renewal and upgrade of sewerage infrastructure.</li> <li>• Proposals for implementation of liquid trade waste policy being developed.</li> </ul>
CSP Priority / Strategy
NE4.1.1A
Activity / Project
Council advocates for the protection of waterway aquifer systems and investigates options for further development of storm water management.
Indicators of Progress
<ul style="list-style-type: none"> <li>• Sewerage treatment plants do not compromise the natural water system and comply with their licensing requirements</li> <li>• Stormwater Management Plan developed</li> </ul>
Review of Progress Against Indicators
<ul style="list-style-type: none"> <li>• Proposals for investigation of stormwater infiltration into sewer still under investigation.</li> <li>• No progress yet made on development of a stormwater management plan.</li> </ul>

CSP Priority / Strategy
PI7.1.3P
Activity / Project
Warrumbungle Sewerage Projects
Indicators of Progress
<ul style="list-style-type: none"> <li>• Sewage Treatment Plant Renewals</li> <li>• Binnaway Sewerage Investigation</li> <li>• Main replacement rehabilitation</li> <li>• STP Rehabilitation</li> <li>• Replace steel sewer rods</li> <li>• Relining various sections</li> <li>• Pump station renewal</li> <li>• Sewerage access dump points (all towns)</li> <li>• Installation of Flow Meters on Storm bypass return line</li> <li>• Effluent reuse system</li> <li>• STP rehabilitation</li> </ul>
Review of Progress Against Indicators
<ul style="list-style-type: none"> <li>• Investigation of renewal and upgrade options for Dunedoo Sewage Treatment Plant is ongoing. A brief has been prepared for engagement of a consultant.</li> <li>• One pump in sewage pump station No 2 in Coonabarabran has been replaced and an order made for replacement of second pump.</li> </ul>

<b>Division</b>
Technical Services
<b>Management Area</b>
Technical Services Management
<b>CSP Priority / Strategy</b>
GF4.1.2A
<b>Activity / Project</b>
Technical Services Management
<b>Indicators of Progress</b>
<ul style="list-style-type: none"> <li>• Leadership and technical management expertise for the effective maintenance and sustained improvement of the community's infrastructure assets provided</li> <li>• Technical advice provided to the division, the organisation and the Council</li> <li>• Division outcomes reported to the General Manager, Council and the community</li> </ul>
<b>Review of Progress Against Indicators</b>
<ul style="list-style-type: none"> <li>• Technical support and advice provided to management group and Council as required.</li> <li>• Favourable weather conditions allowed for satisfactory progress to be made on several road projects.</li> <li>• Implementation of revised organisation structure completed during the period with all supervisory positions filled. However, a number of positions in both outdoor staff and some managerial positions remain vacant.</li> </ul>
<b>CSP Priority / Strategy</b>
PI3.1.8A
<b>Activity / Project</b>
Traffic Management
<b>Indicators of Progress</b>
<ul style="list-style-type: none"> <li>• Traffic Committee meetings attended and recommendations implemented</li> </ul>
<b>Review of Progress Against Indicators</b>
<ul style="list-style-type: none"> <li>• Traffic Committee meetings held on a regular monthly basis. There are a number of outstanding uncompleted resolutions, mostly relating to sign installation and preparation of plans.</li> </ul>

<b>Division</b>
Technical Services
<b>Management Area</b>
Fleet Services
<b>CSP Priority / Strategy</b>
GF7.1.5A
<b>Activity / Project</b>
Fleet Services
<b>Indicators of Progress</b>
<ul style="list-style-type: none"> <li>• Fleet Services downtime is minimised and fleet are safe and reliable to use</li> <li>• Fleet Services requirements reviewed with the appropriate managers or operator</li> <li>• Fleet replaced within budget</li> </ul>
<b>Review of Progress Against Indicators</b>
<p>All downtime has been minimised with regular plant inspections and all fleet items are safe and reliable to use</p> <p>Fleet requirements are reviewed with the appropriate managers and operator/s prior to replacement</p> <p>Fleet replaced is within expected budget</p>
<b>CSP Priority / Strategy</b>
GF7.1.7A
<b>Activity / Project</b>
Workshops
<b>Indicators of Progress</b>
<ul style="list-style-type: none"> <li>• Modern workshop facilities are provided to enable efficient repair of Council's plant and equipment</li> <li>• Improvement projects implemented</li> </ul>
<b>Review of Progress Against Indicators</b>
<p>All workshop activities are been carried out in a timely manner</p> <p>Staff training is ongoing</p>

CSP Priority / Strategy
GF7.1.6A
Activity / Project
Plant and Equipment
Indicators of Progress
<ul style="list-style-type: none"> <li>Plant and Equipment downtime is minimized</li> <li>Plant and Equipment requirements reviewed with the appropriate managers or operator</li> <li>Plant and equipment replaced within budget</li> </ul>
Review of Progress Against Indicators
<p>All downtime has been minimised with regular plant inspections and all items are safe and reliable to use</p> <p>Plant and Equipment requirements are reviewed with the appropriate managers and operator/s prior to replacement</p> <p>Plant and Equipment replaced is within expected budget</p>
CSP Priority / Strategy
GF7.1.15P
Activity / Project
Plant and Equipment Projects
Indicators of Progress
<ul style="list-style-type: none"> <li>Plant &amp; Equipment Purchases</li> <li>Minor Plant Purchases</li> <li>Radio Network Capital</li> </ul>
Review of Progress Against Indicators
<p>All major plant has been purchased and awaiting delivery</p> <p>Minor Plant Purchases are ongoing with the replacement on an as need basis.</p> <p>Radio Upgrade pending final coverage maps for radio upgrade.</p>
CSP Priority / Strategy
GF7.1.16P
Activity / Project
Workshops Projects
Indicators of Progress
<ul style="list-style-type: none"> <li>Coolah Workshop Capital</li> <li>Coonabarabran Workshop Capital</li> </ul>
Review of Progress Against Indicators
<p>Coolah Workshop Capital- awaiting final quotes for a new air compressor</p> <p>Coonabarabran Workshop Capital-awaiting demonstrations of new scanning tools</p>



<b>Division</b>
Environmental and Community Services
<b>Management Area</b>
Environmental Management
<b>CSP Priority / Strategy</b>
NE1.1.1A
<b>Activity / Project</b>
Natural and Built Environmental Projects
<b>Indicators of Progress</b>
<ul style="list-style-type: none"> <li>• SOE data compiled and Report endorsed by Council</li> <li>• An improvement in SOE report data fields for the shire</li> <li>• Rural Numbering Program/Alcohol Free Zones maintained</li> <li>• Council participation in Regional State of the Environment Network</li> <li>• Engagement of Heritage Advisor and production and adoption of Annual Heritage Report</li> <li>• Relevant planning applications assessed with appropriate sensitivity to their heritage significance</li> <li>• Council’s planning Instruments and Policies reflect appropriate heritage conservation strategies</li> <li>• Local Heritage Fund maintained</li> </ul>
<b>Review of Progress Against Indicators</b>
<p>SOE adopted by Council by November deadline with data still not readily obtainable from within Council.</p> <p>Heritage advisor attends Council regularly and is developing the second round of the local heritage fund roll out.</p> <p>New LEP contains Heritage conservation Zones for all towns and an expanded heritage schedule.</p>
<b>CSP Priority / Strategy</b>
NE1.3.1A
<b>Activity / Project</b>
Facilitate and support funding to provide improvements in Natural Resource Management.
<b>Indicators of Progress</b>
<ul style="list-style-type: none"> <li>• Programs developed to engage the community</li> <li>• Successful funding applications obtained</li> </ul>
<b>Review of Progress Against Indicators</b>
No action

<b>CSP Priority / Strategy</b>
LE5.1.1A
<b>Activity / Project</b>
Council maintains working relationships with Upper Hunter Renewal Energy Precinct and disseminate information to the community and advocates for the community providing education and resources on renewable energies.
<b>Indicators of Progress</b>
<ul style="list-style-type: none"> <li>• Working relationship in place with Upper Hunter Renewal Energy Precinct</li> <li>• Education and Resources provided to community</li> </ul>
<b>Review of Progress Against Indicators</b>
Relationship in place and councils DECS is a member on the Epuron wind farm Community consultative Committee.
<b>CSP Priority / Strategy</b>
NE1.2.1A
<b>Activity / Project</b>
Develop and implement an educational and participation program for sustainable living and monitor and reduce Council's carbon footprint
<b>Indicators of Progress</b>
<ul style="list-style-type: none"> <li>• Sustainable living and recycling education program developed and implemented</li> <li>• Audit of Council's plant and energy use</li> <li>• Reduction of energy costs</li> </ul>
<b>Review of Progress Against Indicators</b>
No Action
<b>CSP Priority / Strategy</b>
RU1.1.3A
<b>Activity / Project</b>
Health and Environmental Control
<b>Indicators of Progress</b>
<ul style="list-style-type: none"> <li>• Program of regular inspection of food premises focusing on educating food handlers and promoting food safety undertaken</li> <li>• Regular training held by NSW Food Authority attended and disseminated in line with partnership responsibilities</li> <li>• Media releases distributed on specific protection of the environment issues as they relate to Council's responsibilities</li> <li>• An accessible, customer focused community environmental health information service provided</li> </ul>
<b>Review of Progress Against Indicators</b>
Food premises inspection program being commenced in February and will be completed to requirements.

<b>Division</b>
Environmental and Community Services
<b>Management Area</b>
Family Support Services
<b>CSP Priority / Strategy</b>
CC1.1.2A
<b>Activity / Project</b>
Connect 5 Mobile Children's Services.
<b>Indicators of Progress</b>
<ul style="list-style-type: none"> <li>• A quality playgroup accredited service that meets the needs of the targeted communities in the Warrumbungle, Gilgandra and Coonamble local government areas is provided</li> <li>• Connect 5 is accessible and fulfils the requirements of its funding agreement</li> </ul>
<b>Review of Progress Against Indicators</b>
<p>Mobile Pre-school class (Monkey Room) is licensed under Connect Five and operates Tuesday and Thursday as an overflow class from Yuluwirri Kids.</p> <p>Play sessions held in Coonabarabran, Coolah, Dunedoo, Mendooran, Tooraweenah, Baradine, Binnaway, Hollywood, Gulargambone.</p> <p>New vehicle purchased in July.</p> <p>168 families participating. Average weekly attendance/ 44</p> <p>Toy Library is accessed by those attending play sessions and by Family Day Care Educators.</p>
<b>CSP Priority / Strategy</b>
CC1.1.5A
<b>Activity / Project</b>
Out of School Hours and Vacation Care.
<b>Indicators of Progress</b>
<ul style="list-style-type: none"> <li>• After School Care and holiday activities programs implemented</li> <li>• Cost effective programs for after school care and holiday activities for children and young people facilitated</li> </ul>
<b>Review of Progress Against Indicators</b>
<p>After School Care is conducted 3.15 – 5.30pm each day after school. At St. Lawrences School. Children from Coonabarabran Public catch the bus.</p> <p>Families accessing Tax Rebates and Child Care Benefit.</p> <p>10 Families participating. Booked attendance/ 28 per week.</p> <p>Vacation Care has not operated since 2010 as it was not cost effective.</p> <p>Holiday activities are provided at the Youth Centre through the Community builders project (YDO).</p>

CSP Priority / Strategy
CC1.1.1A
Activity / Project
Castlereagh Family Day Care Services
Indicators of Progress
<ul style="list-style-type: none"> <li>Family Day Care Service is accessible and fulfils the requirements of families and children within the local government areas of Warrumbungle, Coonamble and Gilgandra</li> <li>Assessment and Rating requirements by Australian Children's Education and Care Authority are met</li> <li>Objectives and requirements of Funding Agreement are met</li> </ul>
Review of Progress Against Indicators
<p>Castlereagh Family Day Care (CFDC) Educator numbers fluctuated between 22 – 25 in the previous 6 months</p> <p>Approximately 250 families use CFDC</p> <p>CFDC are a broker for In Home Care (IHC) of which there are 8 Families, 9 Educators and 25 children</p> <p>CFDC conducted monthly visits to Educators, along with regular play-sessions, in Coonabarabran, Baradine, Coolah, Gilgandra, Gulargambone and Coonamble areas</p> <p>During visits and play-sessions regulation and WHS audits are conducted</p> <p>A number of training sessions were available and were well attended by Educators</p> <p>Christmas parties all very well attended by families</p> <p>Surveys distributed to all Educators and families on a 6 month basis, as well as new family surveys and exiting scheme surveys, which provides valuable feedback on the accessibility and requirements of Educators and families</p> <p>Educators completed quality improvement plans indicating areas of</p> <p>With the introduction of new national regulations and national quality standards in January 2012, CFDC coordination unit have been working towards, in conjunction with all Educators, meeting all assessment and rating requirements. CFDC expect to go through the assessment and rating process early 2013.</p> <p>Annual acquittal for CFDC submitted</p> <p>Quarterly Regional Travel Assist Grants (RTags) for both FDC and IHC submitted</p>

CSP Priority / Strategy
CC1.1.4A
Activity / Project
Youth Development.
Indicators of Progress
<ul style="list-style-type: none"> <li>• Employment of Youth Development Officer</li> <li>• Youth Development Project implemented as per Community Builders Program</li> </ul>
Review of Progress Against Indicators
<p>Youth Development Officer employed 12 months (16 January)</p> <p>Facilitation and support ongoing School Holiday Program – July 2012, Sept/Oct 2012, Jan 2013. Average daily attendance – Primary 25/day, High school 12/day</p> <p>Successful funding – Youth Opportunities grant \$57,000; Transporting Warrumbungle Youth \$5,200; Youth Week 2013 \$1,230;</p> <p>Development of process and documentation of Warrumbungle Shire Youth Action Groups and Youth Council</p> <p>Researching funding for youth programming and social skill development across shire.</p> <p>Advocacy of youth issues and program ideas through Coonabarabran Interagency, Aboriginal Education Consultative Committee, community meetings, email service</p> <p>Communication and information sharing process with surrounding shire youth programs.</p> <p>Development of resource for promotion of youth services.</p> <p>Continued Integration with youth through new and existing community programs, including Youth Centres in Coonabarabran and Coolah, shire school visits, Baradine Youth Social, Development of strategies through Interagency. Upskilling services and agencies for improved connectivity across the shire.</p>
CSP Priority / Strategy
CC3.1.2A
Activity / Project
Council will support Youth Week.
Indicators of Progress
<ul style="list-style-type: none"> <li>• Youth Week funded</li> <li>• Partnerships are developed with stakeholders to create a shire wide Youth Week program</li> </ul>
Review of Progress Against Indicators
<p>Successful Youth Week 2013 funding \$1,230</p> <p>Successfully secured NSW Bluelight Disco visit return for Youth Week 2013</p> <p>School Student Representative Committees across the shire assisting to develop community appropriate events and activities during NYW 2013.</p>

<b>Division</b>
Environmental and Community Services
<b>Management Area</b>
Yuluwirri Kids
<b>CSP Priority / Strategy</b>
CC1.1.3A
<b>Activity / Project</b>
Yuluwirri Kids Coonabarabran Long Day Care Centre and Preschool.
<b>Indicators of Progress</b>
<ul style="list-style-type: none"> <li>• National Quality Standard quality assurance requirements met and accreditation status remains in place</li> <li>• The Centre is effectively managed to ensure it is a viable service and strategic business plan implemented</li> </ul>
<b>Review of Progress Against Indicators</b>
<p>Accreditation status remains in place. Services Quality Improvement Plan is to be submitted early 2013. Centre will then be due for assessment and assessment results within 20 week time frame.</p> <p>Centre currently reviewing and enhancing practices of the 58 elements for the 7 quality areas of the National Quality Standards</p> <p>Yuluwirri Kids is currently beginning to develop the strategic business plan</p> <p>2013 enrolments as of week 3 of operation for 2013 are currently at 93.5%</p> <p>Full time teacher position still remains vacant after 14 months of recruiting. However we have been able to fill with a casual teacher 3 days a week, while we continue recruiting.</p> <p>FOYS (friends of Yuluwirri) have been working with the centre to assist with fundraising projects, parent assistance in classrooms at centre events, assistance on excursions, assistance with implementation of Indigenous programs.</p> <p>Community engagement programs have consisted of school transition programs with local schools, encouraging untrained educators to obtain qualifications with the assistance of TAFE, participating in the community and health services expo, working with local family support agencies to support families with enrolment and other related issues.</p> <p>Yuluwirri Kids Advisory Committee meets once a school term to assist in and provide feedback to centre operations</p> <p>Staff training has consisted for our educators and other service educators Early Numeracy in action around road safety education, Key word sign, Language and literacy with music, songs and dance, sustainable practices – nourishing ourselves and our services, National Quality standards and frameworks, health and safety – asthma, first aid, anaphylaxis, child protection.</p> <p>Policies are being reviewed to reflect current legislation</p> <p>Income and expenditure being monitored, to ensure service remains viable</p> <p>Centre has been working with educators to reflect on and upskill levels of competency in day to day practices</p> <p>Day to day operations and priorities are being completed, however experiencing difficulties with time and resources to complete value added projects.</p>

CSP Priority / Strategy
CC1.1.7P
Activity / Project
Yuluwirri Kids Coonabarabran Long Day Care Centre and Preschool Projects.
Indicators of Progress
<ul style="list-style-type: none"><li>• Yuluwirri Kids Building Extension</li></ul>
Review of Progress Against Indicators
Yuluwirri Kids have completed plans for extensions, DA has been approved. At this stage funds have not been successful in obtaining Playground plans have been developed in consultation with family and community members

<b>Division</b>
Environmental and Community Services
<b>Management Area</b>
Libraries
<b>CSP Priority / Strategy</b>
CC3.1.3A
<b>Activity / Project</b>
Library Services.
<b>Indicators of Progress</b>
<ul style="list-style-type: none"> <li>• Membership to Macquarie Regional Library (MRL) maintained</li> <li>• An effective and community oriented, easily accessible library service that meets the educational, recreational and cultural needs and expectations of the community is provided</li> <li>• MRL Agreement outcomes and service levels maintained</li> <li>• Partnerships developed with stakeholders and NSW State Library to create opportunities for infrastructure improvements</li> </ul>
<b>Review of Progress Against Indicators</b>
Membership of MRL maintained and funding from NSW libraries sent in January Library service in all six towns maintained despite some low usage levels. Outcomes and service levels maintained.
<b>CSP Priority / Strategy</b>
CC3.1.4P
<b>Activity / Project</b>
Library Services Projects.
<b>Indicators of Progress</b>
<ul style="list-style-type: none"> <li>• Replacement of shelves due to OH&amp;S requirements</li> </ul>
<b>Review of Progress Against Indicators</b>
Shelving project to be completed in second half of year.



<b>Division</b>					
Environmental and Community Services					
<b>Management Area</b>					
Warrumbungle Community Care					
<b>CSP Priority / Strategy</b>					
CC2.1.2A					
<b>Activity / Project</b>					
Meals Service/Social Support/Respite Care/Home Maintenance Programs.					
<b>Indicators of Progress</b>					
<ul style="list-style-type: none"> <li>• Council auspice Community Care Services</li> <li>• The provision of services to the funded target group managed as agreed upon with Funding bodies</li> <li>• The growth and participation of Interagency Coonabarabran facilitated</li> <li>• Effective social support programs promoted and provided</li> </ul>					
<b>Review of Progress Against Indicators</b>					
Council maintains auspice of Community Care services and has current funding agreements with DoHA and ADHC. Service statistics as per below:					
<b>PROGRAM</b>	<b>ADHC TARGET</b>	<b>DoHA TARGET</b>	<b>TOTAL ANNUAL TARGET</b>	<b>SIX MONTH TARGET</b>	<b>ACTUALS</b>
Social Support	1,191	6,250	7,441	3720	1231
Meals Service	1,950	2,009	3,959	1979	4455
Respite Care	249	1,308	1,557	778	37
Home Maintenance	383	10,238	10,621	5,311	556
<p>Respite service statistics low –promotional drive for this service undertaken</p> <p>Meals service has grown and exceeding targets</p> <p>Home Maintenance service –low service usage due to winter and low rainfall</p> <p>Coonabarabran Interagency convened and meeting monthly. Sixty services on email distribution list. Information on funding, community services and events distributed</p> <p>Coonabarabran Health and Community Services Expo November 2012. Twenty services attended. Over 150 local residents visited the Expo.</p> <p>Dunedoo Volunteers Barbeque and Bowls Day December 2012. Fifteen volunteers attended.</p> <p>Xmas in July 2012 –over 150 clients and volunteers attended.</p> <p>Coolah Health and Wellbeing Day July 2012 – Five services presented information. Twenty participants.</p> <p>Dunedoo Expo July 2012 –Ten services provided information. 76 participants.</p>					

<b>CSP Priority / Strategy</b>						
CC2.1.1A						
<b>Activity / Project</b>						
Community Transport.						
<b>Indicators of Progress</b>						
<ul style="list-style-type: none"> <li>• Council auspice Community Transport Services</li> <li>• Provision of services to the funded target group managed as agreed upon with Funding bodies</li> <li>• Services promote and provided to the frail aged, people with disabilities and their carers, so they can live safely and appropriately in the community and in their own homes thus avoiding premature or inappropriate admission to long term residential care</li> </ul>						
<b>Review of Progress Against Indicators</b>						
Council maintains auspice of Community Care services and has current funding agreements with MoT and NSW Health Service statistics as per below:						
PROGRAM	NUMBER OF TRIPS		TOTAL TRIPS	NUMBER OF KMS		TOTAL KMS
	July-Sept	Oct-Dec		July-Sept	Oct-Dec	
Community Transport HACC	1491	1587	3078	98422	87647	<b>186069</b>
Community Transport Program	139	180	319	8346	11010	<b>19356</b>
Health Related Transport	16	10	26	2765	1263	<b>4028</b>
<b>TOTALS</b>	<b>1646</b>	<b>1777</b>	<b>3423</b>	<b>109533</b>	<b>99920</b>	<b>209453</b>
<p>Indigenous Transport program implemented to provide bus service to Aboriginal Medical and Dental services. Bus schedule expanded to increase number of services and to include Mudgee and Gunnedah as new destinations.</p> <p>Review of vehicle use completed which indicates need to relocate vehicle from Mendooran to Baradine. This is underway and will increase service provision options in both towns.</p>						

<b>CSP Priority / Strategy</b>																															
CC2.1.3A																															
<b>Activity / Project</b>																															
Centrelink Services Coonabarabran Agency																															
<b>Indicators of Progress</b>																															
<ul style="list-style-type: none"> <li>• Service provided by trained staff, client confidentiality maintained and according to Centrelink directive/standards</li> <li>• Objectives and requirements of Funding Agreement met</li> </ul>																															
<b>Review of Progress Against Indicators</b>																															
<p>Council holds contract with DHS for provision of agency services for Medicare and Centrelink at Coonabarabran.</p> <p>Service Statistics as below:</p> <table border="1"> <thead> <tr> <th>Service</th> <th>July-Sept</th> <th>Oct-Dec</th> <th>Total Number</th> </tr> </thead> <tbody> <tr> <td>Forms/Documents</td> <td>825</td> <td>869</td> <td><b>1694</b></td> </tr> <tr> <td>Referral</td> <td>311</td> <td>343</td> <td><b>654</b></td> </tr> <tr> <td>Self Service</td> <td>28</td> <td>27</td> <td><b>55</b></td> </tr> <tr> <td>Equipment</td> <td>169</td> <td>182</td> <td><b>351</b></td> </tr> <tr> <td>General Enquiries</td> <td>52</td> <td>43</td> <td><b>95</b></td> </tr> <tr> <td>Number of Customers</td> <td>665</td> <td>704</td> <td><b>1369</b></td> </tr> </tbody> </table>				Service	July-Sept	Oct-Dec	Total Number	Forms/Documents	825	869	<b>1694</b>	Referral	311	343	<b>654</b>	Self Service	28	27	<b>55</b>	Equipment	169	182	<b>351</b>	General Enquiries	52	43	<b>95</b>	Number of Customers	665	704	<b>1369</b>
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<p>DHS Agency remodelled to provide increased confidentiality, client comfort and security July 2012                      Agency position revised December 2012 to include increased face to face hours and shared tasks with Community Care.</p>																															
<b>CSP Priority / Strategy</b>																															
CC2.1.5P																															
<b>Activity / Project</b>																															
Community Transport Projects.																															
<b>Indicators of Progress</b>																															
<ul style="list-style-type: none"> <li>• Community Transport Capital</li> </ul>																															
<b>Review of Progress Against Indicators</b>																															
<p>Fleet maintained                      Vehicle replacement planned and implemented                      Wheelchair accessible bus purchased July 2012.                      CBN Garage maintained and accessible</p>																															

CSP Priority / Strategy
CC2.1.6P
Activity / Project
Meals Service/Social Support/Respite Care/Home Maintenance Programs Projects.
Indicators of Progress
<ul style="list-style-type: none"><li>• MSO Capital Replacements</li></ul>
Review of Progress Against Indicators
Fleet maintained Vehicle replacement planned and implemented

<b>Division</b>
Environmental and Community Services
<b>Management Area</b>
Environmental and Community Services Management
<b>CSP Priority / Strategy</b>
GF4.1.3A
<b>Activity / Project</b>
Environmental and Community Services Management
<b>Indicators of Progress</b>
<ul style="list-style-type: none"> <li>• Accessible, comprehensive and easily understood group of strategic planning instruments developed</li> <li>• Policies comply with legislation and provide clear guidance to staff and the community</li> </ul>
<b>Review of Progress Against Indicators</b>
Comprehensive LEP and Land Use Strategy has been on exhibition and submissions being commented on and will be reported to a special meeting late February early March 2013. Policies and procedures being reviewed constantly to adapt to legislation.
<b>CSP Priority / Strategy</b>
CC3.1.1A
<b>Activity / Project</b>
Council will support Arts and Cultural Activities throughout the shire
<b>Indicators of Progress</b>
<ul style="list-style-type: none"> <li>• Maintain membership to Orana Arts</li> <li>• Orana Arts Agreement outcomes and objectives achieved</li> <li>• International Women's Day/ NAIDOC Week/ Seniors Week funded</li> <li>• Partnerships are developed with stakeholders to create opportunities for social and cultural activities and infrastructure</li> </ul>
<b>Review of Progress Against Indicators</b>
Membership of Orana Arts maintained and Councillor Capel attends meetings. Outcomes and objectives being achieved. Funding in budgets for all events. Interagency meeting held monthly to discuss service delivery.
<b>CSP Priority / Strategy</b>
CC6.1.1A
<b>Activity / Project</b>
Council takes on a leadership role by providing and advocating for appropriate community services to meet the needs of the Shire.
<b>Indicators of Progress</b>
<ul style="list-style-type: none"> <li>• Community services provided and advocated for to meet needs of the Shire</li> </ul>

Review of Progress Against Indicators
Council constantly seeking funding for targeted events and programs with success
CSP Priority / Strategy
PI1.1.2A
Activity / Project
Investigate public and private community transport options linking within the regions communities locally
Indicators of Progress
<ul style="list-style-type: none"><li>• Transport options investigated</li></ul>
Review of Progress Against Indicators
Council through community care provides transport options HACC program.

<b>Division</b>
Environmental and Community Services
<b>Management Area</b>
Environmental Health Services
<b>CSP Priority / Strategy</b>
NE2.2.1A
<b>Activity / Project</b>
Council will continue as a stakeholder and member of Salinity and Water Quality Alliance to provide positive outcomes for the management of our natural environment and monitor air quality around prospective mining development areas.
<b>Indicators of Progress</b>
<ul style="list-style-type: none"> <li>• Member of Salinity and Water Quality Alliance</li> <li>• Opportunities for funding provided to Council and community</li> <li>• Independent air quality monitoring station provides transparent data to Council and the community</li> </ul>
<b>Review of Progress Against Indicators</b>
<p>Membership of the Alliance maintained and currently implementing program to better integrate alliance strategic goals with Council's delivery program.</p> <p>No funding provided for independent air monitoring base line data available for Cobbora Coal project.</p>
<b>CSP Priority / Strategy</b>
NE4.2.1A
<b>Activity / Project</b>
Facilitate and support community initiatives
<b>Indicators of Progress</b>
<ul style="list-style-type: none"> <li>• Community initiatives facilitate and supported</li> <li>• Facilitate support for volunteering</li> </ul>
<b>Review of Progress Against Indicators</b>
Volunteers OHS plan implemented to provide insurance protection through council policy.

<b>Division</b>
Environmental and Community Services
<b>Management Area</b>
Building Control
<b>CSP Priority / Strategy</b>
RU1.1.1A
<b>Activity / Project</b>
Planning and Development Services.
<b>Indicators of Progress</b>
<ul style="list-style-type: none"> <li>• Development Applications and Statutory Certificates processed within statutory timeframes in accordance with Environmental Planning Instruments</li> <li>• Accurate and comprehensive zoning certificates reflective of Council's planning</li> <li>• Instruments and Policies delivered within 7 days</li> <li>• Planning instruments acknowledge the importance of viable productive</li> <li>• Agricultural land lot sizes</li> </ul>
<b>Review of Progress Against Indicators</b>
<p>Council meeting statutory timeframes where applicants supply necessary information.  In excess of 95% of zoning certificates provided within 7 days.  New LEP maintains existing lot sizes and back zones some existing some lot zoned lands to the 500Ha minimum.</p>
<b>CSP Priority / Strategy</b>
RU1.1.2A
<b>Activity / Project</b>
Built Environment Control.
<b>Indicators of Progress</b>
<ul style="list-style-type: none"> <li>• Public education programs run on building legislation and local requirements</li> <li>• Applicants advised correctly of all requirements to carry out building work including standards such as the Building Code of Australia and BASIX</li> <li>• Building assessment checklists completed for all stages of the certification process</li> <li>• Accreditation maintained with the BPB of at least two certifiers</li> <li>• All buildings within bushfire prone land comply with RFS planning for bushfire</li> <li>• Compliance with statutory building control standards across the shire</li> </ul>
<b>Review of Progress Against Indicators</b>
<p>Accreditation maintained for 5 certifiers currently.  New building assessment checklists being developed and forms reviewed with arrival of new Manager of Regulatory Services.  Buildings compliance with BCA being enforced with difficulties experienced with poor knowledge of requirements by local building professionals.</p>



<b>CSP Priority / Strategy</b>
RU3.1.1A
<b>Activity / Project</b>
Council planning instruments ensures appropriate supply of industrial land in suitably zoned locations
<b>Indicators of Progress</b>
<ul style="list-style-type: none"> <li>• Appropriate supply of industrial land available</li> <li>• Industrial Land developed</li> </ul>
<b>Review of Progress Against Indicators</b>
New LEP contains sufficient industrial land Demand does not currently warrant expenditure on further industrial land in any town.
<b>CSP Priority / Strategy</b>
RU2.1.1A
<b>Activity / Project</b>
Ensure all planning instruments contain sufficient flexibility to allow appropriate range of lot sizes for housing throughout the Shire and work with government agencies to encourage a sustainable supply of affordable housing
<b>Indicators of Progress</b>
<ul style="list-style-type: none"> <li>• Appropriate range of lot sizes for housing throughout the Shire</li> <li>• A sustainable supply of affordable housing</li> </ul>
<b>Review of Progress Against Indicators</b>
Range of lot sizes maintained in new LEP with the exception of the old 40Ha minimum which did not meet Planning Department guidelines. No action on affordable housing.
<b>CSP Priority / Strategy</b>
LE4.2.2A
<b>Activity / Project</b>
Ensure that local policies and planning instruments support business centre street activity and events
<b>Indicators of Progress</b>
<ul style="list-style-type: none"> <li>• Policy and planning instruments outline business centre street activity and events</li> </ul>
<b>Review of Progress Against Indicators</b>
LEP does not preclude events??

<b>Division</b>
Environmental and Community Services
<b>Management Area</b>
Regulatory Services
<b>CSP Priority / Strategy</b>
LE5.1.1A
<b>Activity / Project</b>
Compliance Services
<b>Indicators of Progress</b>
<ul style="list-style-type: none"> <li>• Provide customer focused companion animal and straying stock service within the Shire</li> <li>• Monitor the compliance with relevant animal, companion animals, NSW Health, Vacant Land Management and water quality guidelines</li> <li>• Responsive impounding service</li> <li>• Regular community education programs</li> <li>• All land monitored to ensure it is maintained in a safe and healthy condition</li> <li>• Implement remediation work where necessary</li> </ul>
<b>Review of Progress Against Indicators</b>
<p>Significant number of companion animal's responses carried out and fines issued.</p> <p>Fines issued for illegal disposal of waste.</p> <p>Significant work undertaken on overgrown lot clean up work.</p>
<b>CSP Priority / Strategy</b>
LE5.1.2A
<b>Activity / Project</b>
Noxious Weeds Management
<b>Indicators of Progress</b>
<ul style="list-style-type: none"> <li>• Council maintains membership to CMCC for the delivery of Noxious Weeds Service across the Shire</li> <li>• Noxious Weeds Management and Control Strategic Plan implemented</li> </ul>
<b>Review of Progress Against Indicators</b>
Membership maintained and plans implemented with Councillors representing Council at regional meetings.

<b>Division</b>
Environmental and Community Services
<b>Management Area</b>
Warrumbungle Waste
<b>CSP Priority / Strategy</b>
PI7.1.1A
<b>Activity / Project</b>
Warrumbungle Waste
<b>Indicators of Progress</b>
<ul style="list-style-type: none"> <li>• Waste management services to residents within the Shire and progressive reduction of waste volume going to landfill provided</li> <li>• Reliable weekly collection of solid waste and recyclable product</li> <li>• Operational efficiency of the processing Centres at Coonabarabran and Dunedoo maintained</li> <li>• Disposal area for non recyclable and recyclable products is easily accessible</li> <li>• Increased recyclable material diverted from landfill</li> </ul>
<b>Review of Progress Against Indicators</b>
Council has reduced wages costs through better rostering on public holidays and at remote transfer sites and full review of waste business is underway and draft strategy completed.
<b>CSP Priority / Strategy</b>
PI7.1.5P
<b>Activity / Project</b>
Warrumbungle Waste Projects
<b>Indicators of Progress</b>
<ul style="list-style-type: none"> <li>• Coonabarabran Waste Management - Capital Projects</li> </ul>
<b>Review of Progress Against Indicators</b>
No expenditure at present pending waste strategy.

<b>Division</b>
Corporate Services
<b>Management Area</b>
Corporate Services Management
<b>CSP Priority / Strategy</b>
GF4.1.4A
<b>Activity / Project</b>
Corporate Services Management
<b>Indicators of Progress</b>
<ul style="list-style-type: none"> <li>• Corporate Services promoted as a responsible, effective and efficient part of Council's operations</li> <li>• All requirements of Local Government Regulations met</li> <li>• Leadership and management provided to staff and stakeholders</li> <li>• Advice and direction towards delivery of each Corporate Service division provided</li> </ul>
<b>Review of Progress Against Indicators</b>
<p>Director undertook Acting General Manager duties (2 weeks in August) whilst General Manager on leave.</p> <p>Local Government Election Caretaker Provisions implemented as per legislation. Council has met all compliance and reporting requirements to date in areas of Governance and Finance, including issuing of Rates Notices, completion of Audited Financial Reports and first Quarterly Budget Review Statement.</p> <p>Staff competency reviews completed for all Division and regular staff meetings held. New Organisational Structure implementation completed and in place as at 1 July 2012.</p> <p>Participation of Division of Local Government (DLG) review of IP&amp;R documentation and improvement plan developed.</p> <p>Framework for Organisations Policy review for new Council established to commence in 2013.</p>
<b>CSP Priority / Strategy</b>
GF4.1.8P
<b>Activity / Project</b>
Corporate Services Management Projects
<b>Indicators of Progress</b>
<ul style="list-style-type: none"> <li>• New Carpet Coonabarabran Store</li> </ul>
<b>Review of Progress Against Indicators</b>
Project completed

<b>CSP Priority / Strategy</b>
GF5.2.1A
<b>Activity / Project</b>
Council develops performance measurement in line with accordance of sustainable processes.
<b>Indicators of Progress</b>
<ul style="list-style-type: none"><li>• Implementation of the Community Strategic Plan</li></ul>
<b>Review of Progress Against Indicators</b>
Community Strategic Plan (CSP) Key Focus Areas and Priorities have been referenced to each Business Paper Report commencing July 2012. First review of CSP in progress, following election of new Council in September 2012 as per NSW Government legislation.

<b>Division</b>
Corporate Services
<b>Management Area</b>
Bushfire & Emergency Services
<b>CSP Priority / Strategy</b>
NE3.1.5P
<b>Activity / Project</b>
Bushfire and ES Management Projects.
<b>Indicators of Progress</b>
<ul style="list-style-type: none"> <li>• RFS Enhancements</li> <li>• RFS Vehicles</li> </ul>
<b>Review of Progress Against Indicators</b>
RFS services and Castlereagh Zone Agreement maintained
<b>CSP Priority / Strategy</b>
NE3.1.3A
<b>Activity / Project</b>
Financial administration of the Warrumbungle Rural Fire Service.
<b>Indicators of Progress</b>
<ul style="list-style-type: none"> <li>• WRFS implement Hotspots Program, Biodiversity and Hazard Reduction programs</li> <li>• Resources provided for volunteer fire fighters to fight and suppress fires</li> </ul>
<b>Review of Progress Against Indicators</b>
Financial Administration of RFS budget maintained
<b>CSP Priority / Strategy</b>
NE3.1.4A
<b>Activity / Project</b>
Fire Control/Suppression.
<b>Indicators of Progress</b>
<ul style="list-style-type: none"> <li>• Hazard Reduction Program</li> <li>• Bush Fire Management Plan.</li> <li>• Bush Fires mitigated and property and stock losses reduced</li> <li>• RFS Zone Liaison Committee continually monitoring areas in need of fuel reduction works</li> </ul>
<b>Review of Progress Against Indicators</b>
<p>Programs and Capital Projects including Coonabarabran Fringe Brigade Shed in Essex Street nearing completion</p> <p>New Castlereagh Zone Agreement presented to Council at December meeting</p> <p>Liaison Committee meetings held and support provided by Emergency Services Coordinator</p>

<b>Division</b>
Corporate Services
<b>Management Area</b>
Economic Development and Tourism
<b>CSP Priority / Strategy</b>
LE3.1.1A
<b>Activity / Project</b>
Visitor Information Service and Centre.
<b>Indicators of Progress</b>
<ul style="list-style-type: none"> <li>• Satellite VIC's are established in smaller centres and supported by the Coonabarabran Visitor Information Centre</li> <li>• Coonabarabran VIC is accredited and part of AVIC network</li> <li>• Tourism marketing and promotions campaign aligned to market research implemented</li> </ul>
<b>Review of Progress Against Indicators</b>
<p>Coonabarabran Visitor Information Centre is the only accredited information centre in the shire and acts as a distribution point for visitors to the region. Promotional material is distributed to several outlets in each community for local distribution with staff members visiting regularly to maintain a public face for tourism, to provide the latest information and to support the distribution outlet where possible.</p> <p>Coonabarabran Visitor Information Centre maintains its Level 1 Accreditation and works closely with AVIC members to distribute tourism information.</p> <p>Tourism marketing has focused on the target markets of “wanderers” with “grey nomads” and families the major market. Visitors to the shire are still mainly intrastate and consumer shows, including the Canberra and Penrith Camping and Caravan Shows, still indicate the best value for promotional expenditure with increased numbers of campers and caravanners coming into the shire. The Hunter/Central Coast region is a major market and was successfully tapped through both the Newcastle and Maitland C &amp; C Shows in the previous period. Advertising into print media has also focused on School Excursion magazines in the hope of increasing groups into the region but the advertising undertaken in The Wanderer and Caravanning Australia has shown most economic value. Successful joint promotional campaigns have been undertaken with neighbouring shires and other regional groups to gain best value for our tourism dollar (Warrumbungle Cluster, Newell Highway Promotions etc)</p> <p>Tourism numbers continue to rise with a strengthening of numbers in the domestic travel target which indicates that people are looking to holiday closer to home and take shorter breaks than the long holiday vacations of previous years. Tourism Research Australia figures indicate the length of stay to be almost 3 visitor nights with an expenditure of \$36,000,000. Visitor Centre numbers show a slight increase, however website statistics show a marked increase in inquiries about the region with the Warrumbungle National Park and Coonabarabran showing the highest number of on line enquiries.</p>

<b>CSP Priority / Strategy</b>
LE4.1.1A
<b>Activity / Project</b>
Economic and Community Development and Promotion.
<b>Indicators of Progress</b>
<ul style="list-style-type: none"> <li>• Network of government agencies established to facilitate business development</li> <li>• Business and development opportunities promoted within the Shire</li> <li>• Business needs promoted to stakeholders and Council</li> <li>• Council owned land actively promoted</li> </ul>
<b>Review of Progress Against Indicators</b>
<p>Regular liaison with government agencies to provide current information to local businesses – employment, health services, energy efficiency, education and training, rehabilitation services, Workcover. Several businesses have been referred on to business development agencies and assisted with planning and specific issues.</p> <p>While the Rural and Regional Living Expo (formerly Country Week) was considered not to provide the preferred outcomes for our communities it should be noted that there are new residents in at least three communities who collected information about living in Warrumbungle Shire at the Expo in 2011 and 2012; each family is engaged in work and contributing to community living. In 2012 Warrumbungle Shire was represented at this event with promotional material distributed by staff from other parts of the Orana Region on the stand . A review of involvement in this event is underway and while there are some concerns and an opportunity to negotiate around issues, this is the only event of its kind where small communities can promote their values to a city based audience.</p> <p>Council through the EDT Unit facilitated Driving Dunedoo - a forum for the community on the proposed Cobborah Mine – more than 150 residents attended the evening and heard presentations from Cobborah Holdings, the Real Estate Institute, Councils Planning Department and the proposer of a mining related integrated community/village. Council also presented at the PAC hearing in Dunedoo.</p> <p>Minutes of the EDT meetings provide an insight to the issues within the communities; a Skills Attraction Survey will identify the varying skills needs of the communities and business across Warrumbungle Shire; the survey will be done utilising Survey Monkey and a report will be prepared for councils participating in the project as well as to the RDA-Orana.</p> <p>A request to re-classify land in Coonabarabran from “community use” to “operational” is with Planning NSW – once re-classified this land can be developed and subdivided for re-sale.</p>



<b>CSP Priority / Strategy</b>
LE4.1.2A
<b>Activity / Project</b>
Economic Development and Marketing Program.
<b>Indicators of Progress</b>
<ul style="list-style-type: none"> <li>• Conference and special event bids made on continual basis</li> <li>• Key community organisations encouraged to facilitate Community Economic Development</li> <li>• Implementation of Marketing strategies reviewed and revised with TED committee</li> </ul>
<b>Review of Progress Against Indicators</b>
<p>Successful bids for key conferences and events for 2013 include Teachers Federation Beginning Teachers Conference in May (150 people for 2 day conference), ABARE - Ag Research &amp; Development Conference in February (160 people for 2 day conference); 2 Variety Club Rallies for March and the Santos Cycling Tour; in addition proposals have been put forward for small regional events. Manager was invited speaker at the Global Eco Tourism Conference and was able to put forward a strong argument for implementing “good” lighting programs – utilising the Warrumbungle Shire Lighting Plan and linking tourism and development.</p> <p>Progress Associations, Chamber of Commerce and Development Groups working actively to facilitate business and community development. Council support of CDC program in each of the small towns continues including funding the ongoing employment of CDC’s. CDC’s have worked towards maximising grant funding into their communities with activities ranging from establishment of school kitchen gardens through to repairs to public buildings.</p> <p>Coonabarabran Chamber of Commerce was assisted with the implementation of a successful “shop locally” campaign in the lead up to Christmas; this activity was able to identify in excess of \$1,000,000 generated into the local economy.</p> <p>EDT has committed to a community workshops program for the shire with workshops to be held on Social Media for Small Business plus a number of other business related sessions provided by agencies and services.</p> <p>EDT Committee meets quarterly to and ensures that strategy implementation is in line with the Strategic Plan</p>
<b>CSP Priority / Strategy</b>
CC2.1.4A
<b>Activity / Project</b>
Council work with community organisations to develop and distribute New Resident/Welcome Packs and host Welcome Functions.
<b>Indicators of Progress</b>
<ul style="list-style-type: none"> <li>• New Resident/Welcome Packs distributed</li> <li>• Welcome Functions hosted in partnership with community groups</li> </ul>
<b>Review of Progress Against Indicators</b>
<p>EDT unit developed materials for distribution to communities on lifestyle and business as well as recreational opportunities for residents; community groups host welcome to town functions for new residents with handouts provided by Council EDT. New materials being developed to reflect the changing needs of communities – EDT Advisory Committee members contributing to discussion on information required.</p>

<b>CSP Priority / Strategy</b>
CC4.1.1A
<b>Activity / Project</b>
Identify community organisations and develop initiatives to increase capacity of the community.
<b>Indicators of Progress</b>
<ul style="list-style-type: none"> <li>• Community Initiatives developed</li> <li>• Local Projects supported and Grant Funding sourced</li> <li>• Support for volunteers facilitated</li> </ul>
<b>Review of Progress Against Indicators</b>
<p>Council continues to fund the Community Development Coordinators Program – new MOU endorsed by Council for community groups. Community Groups develop their own initiatives in consultation with their individual communities and these range from sporting events with a local and regional interest through to arts and cultural events, health focussed activities and identifying and pursuing new business opportunities.</p> <p>Membership of Our Community provides access to a range of grant information which is circulated to CDC's and community groups; assistance given to groups to develop projects to a funding stage and support provided throughout the application phase of grant submission. EDT unit has also prepared funding submissions with sporting and other groups resulting in more than \$60,000 generated into communities with \$500,000 outstanding applications awaiting funding decisions. Manager represents on the NSW Grants Network and attended NSWGN workshops on Auspicing Grants and Understanding the Federal Government Grant Making Agenda. Letters of support are provided to groups as required and in line with Council policy and the strategic plans for tourism and economic development.</p> <p>Community volunteers support tourism information distribution in both Coolah and Coonabarabran – volunteer network is supported with training and information and a morning tea at the Coona' VIC on International Volunteers Day acknowledged the role of volunteers. Volunteers are also supported within the other sectors within communities through assistance with funding etc.</p>

<b>CSP Priority / Strategy</b>
CC5.1.2A
<b>Activity / Project</b>
Community Development
<b>Indicators of Progress</b>
<ul style="list-style-type: none"> <li>• Funding opportunities and cooperative partnerships developed for local community projects</li> <li>• Funding agreements in place with individual Progress Associations and Development Groups to facilitate employment of part time Development Coordinators in Baradine, Binnaway, Mendooran, Dunedoo and Coolah.</li> <li>• Opportunities identified and funding facilitated for local Development projects</li> </ul>
<b>Review of Progress Against Indicators</b>
<p>Unit works closely with communities to determine their individual needs; Council involvement in the Robertson Oval in Dunedoo has seen a partnership with funding application prepared by Council for upgrading facilities. In addition Council staff have worked closely with the Coonabarabran Showground Trust to access funding for urgent upgrades to facilities; also with the Mullaley Gymkhana and Sportsground Committee.</p> <p>New MOU for CDC program implemented – 3 of 5 communities are utilising the funds appropriately with the 2 outstanding groups moving to compliance. CDC's active in Binnaway, Mendooran and Baradine with full financial reports provided; Dunedoo has provided reports and will appoint a new CDC; Coolah to appoint new CDC.</p> <p>CDC's are provided with funding and grants information as they come to hand and assisted with grant applications where required.</p>
<b>CSP Priority / Strategy</b>
CC1.1.6A
<b>Activity / Project</b>
Council works with educational and business/industry providers to expand opportunities for training and employment
<b>Indicators of Progress</b>
<ul style="list-style-type: none"> <li>• New opportunities for training and employment in place</li> </ul>
<b>Review of Progress Against Indicators</b>
Unit liaises with TAFE and Dept of Education on employment and training opportunities; several apprentices have been employed across the shire

<b>Division</b>
Corporate Services
<b>Management Area</b>
Property and Risk
<b>CSP Priority / Strategy</b>
RU4.1.6A
<b>Activity / Project</b>
Cemeteries
<b>Indicators of Progress</b>
<ul style="list-style-type: none"> <li>• Provide well maintained cemetery facilities within available resources that meet the future burial needs of the community.</li> <li>• All cemeteries have adequate area available for grave site extension and maintained to a reasonable and consistent standard.</li> </ul>
<b>Review of Progress Against Indicators</b>
<p>Maintenance Plan in place and being executed by Urban Services staff – ensuring cemeteries are maintained in a reasonable and consistent standard.</p> <p>Plan of management is being draw up to take into account ensure adequate area is available for grave site extension for future needs. Draft should be available mid year.</p>
<b>CSP Priority / Strategy</b>
RU4.1.8P
<b>Activity / Project</b>
Cemetery Projects
<b>Indicators of Progress</b>
<ul style="list-style-type: none"> <li>• Continue the expansion of the new area for more plots</li> </ul>
<b>Review of Progress Against Indicators</b>
<p>New section well on the way to completion at Coonabarabran Lawn Cemetery.</p> <p>GIS Office is to be engaged to map all existing cemeteries to assist in the strategic management for the future and administration.</p>

<b>CSP Priority / Strategy</b>
GF4.1.5A
<b>Activity / Project</b>
Property and Risk Management Services.
<b>Indicators of Progress</b>
<ul style="list-style-type: none"> <li>• Council's property maintained to meet Community needs and expectations within budget constraints</li> <li>• Properties are adequately insured and risk management plans implemented</li> </ul>
<b>Review of Progress Against Indicators</b>
<p>Maintenance is being carried out on a need only basis.</p> <p>Forward planning in the process to enable an adequate Plan of Management to be drawn up for the next ten years with guides and expectations for budgeting.</p> <p>Buildings all inspected for insurance valuation and Risk Management Plans are being implemented to deal with asbestos law changes and other outstanding needs.</p>
<b>CSP Priority / Strategy</b>
GF7.1.14P
<b>Activity / Project</b>
Property Management Projects.
<b>Indicators of Progress</b>
<ul style="list-style-type: none"> <li>• Dunedoo Depot Capital</li> <li>• Coonabarabran Old depot</li> <li>• Records Room – Replacement of Air-conditioning Unit</li> <li>• Coolah Office Air conditioning /Heating</li> </ul>
<b>Review of Progress Against Indicators</b>
<p>Dunedoo Depot</p> <p>Coonabarabran Old Depots have had the tanks removed and soil tested.</p> <p>Records room tenders for quotes sent out waiting on reply.</p> <p>Coolah Office Air Conditioning / Heating is a work in progress – we need to effectively seal the building to ensure that the system we currently have can work more effectively.</p>

<b>CSP Priority / Strategy</b>
GF7.1.8A
<b>Activity / Project</b>
Property Management.
<b>Indicators of Progress</b>
<ul style="list-style-type: none"> <li>• Council's properties perform to a level equal to industry standards</li> <li>• Quarterly inspection program conducted and maintenance program implemented in accordance with budget and determined priorities</li> <li>• Safe and secure workplaces meet the organisations requirements</li> <li>• Local management and operation of community and early childhood centres'</li> <li>• Medical surgeries or residences provided where required</li> <li>• Staff housing maintained in Coolah</li> <li>• All Vacant Council Land leased where possible/relevant and maintained in accordance with budget to achieve maximum economic return</li> <li>• Crown Lands managed in accordance with NSW Crown Lands Act</li> </ul>
<b>Review of Progress Against Indicators</b>
<p>Residential Leases updated to current legal requirements under the appropriate legislation.  All properties have been inspected and a plan of management is being drawn up for them. Maintenance is currently on a needs only basis.  Medical Practices leases are being updated to industry standards.  Staff Housing is being appropriately maintained in Coolah.  Leases updated for grazing license and 3 properties are outstanding and 1 taken off the schedule.  Crown Land Committee implemented to comply with management legislation for dealing with Crown Land.</p>
<b>CSP Priority / Strategy</b>
PI2.1.1A
<b>Activity / Project</b>
Halls/Community Centres
<b>Indicators of Progress</b>
<ul style="list-style-type: none"> <li>• Council owned or entrusted public halls and facilities are maintained to an acceptable standard to service the needs of the community</li> <li>• Capital Projects developed and funding applications submitted</li> <li>• Asset Management Plans and long term objectives developed in partnership with stakeholders to expand community infrastructure asset usage</li> </ul>
<b>Review of Progress Against Indicators</b>
<p>Halls all maintained to acceptable standard.  Baradine hall looking into funding  Flix in the Stix in process of renovations – grant extended until December 2013  Asset Management Plans being developed in consultation with relevant committees.</p>

<b>CSP Priority / Strategy</b>
PI2.1.4P
<b>Activity / Project</b>
Halls/Community Centres Projects.
<b>Indicators of Progress</b>
<ul style="list-style-type: none"> <li>• Hall Baradine – Refurbishment of Toilets</li> <li>• Powerhouse museum arts funding</li> <li>• Dunedoo Hall – Refurbishment of Toilets and Kitchen</li> <li>• Mendooran Hall - Stage Ceiling</li> <li>• Coonabarabran Hall – Replacement Chairs and Tables</li> </ul>
<b>Review of Progress Against Indicators</b>
<p>Baradine Hall – looking into grant options - \$150,000 in next years budget</p> <p>Powerhouse museum art funding being investigated by Mgr. Economic Development and Tourism.</p> <p>Dunedoo Hall refurbishment in line for 2014/2015 budget</p> <p>Coonabarabran Hall chair and table replacement in line for 2015/2016 budget</p>
<b>CSP Priority / Strategy</b>
RO1.1.3A
<b>Activity / Project</b>
Council will support the principles of adaptive reuse of buildings, open land, assets and facilities for recreational purposes.
<b>Indicators of Progress</b>
<ul style="list-style-type: none"> <li>• Buildings, open land, assets and facilities reused for recreational purposes</li> </ul>
<b>Review of Progress Against Indicators</b>
<p>In discussions with Manager Urban Services and reassessing land that can be reutilised.</p> <p>Leases for Dog Track done - signing necessary.</p>
<b>CSP Priority / Strategy</b>
NE1.1.2A
<b>Activity / Project</b>
Climate Change Adaptation Plan and Business Continuity Plan is adopted providing strategic direction for Council management.
<b>Indicators of Progress</b>
<ul style="list-style-type: none"> <li>• Insurance premium increases minimised</li> <li>• Reduced risk of damages incurred due to Climate Change</li> <li>• Business Continuity Plan is implemented recognizing Disaster Recovery options to minimise impact to Council and the community</li> </ul>
<b>Review of Progress Against Indicators</b>
<p>Insurance this year is down due to not claims last year.</p> <p>A Climate Change report has been done and we are at the moment looking into getting a grant for solar power on some council buildings.</p> <p>Business Continuity Plan is implemented and a Risk Committee is in place to look into options to minimise impact to Council and the community.</p>

<b>Division</b>
Corporate Services
<b>Management Area</b>
Financial Services
<b>CSP Priority / Strategy</b>
GF4.1.6A
<b>Activity / Project</b>
Financial Services.
<b>Indicators of Progress</b>
<ul style="list-style-type: none"> <li>• Financial management, support and expertise provided to all Council business units</li> <li>• Rates levied and collected in accordance with policy and procedure</li> <li>• Ongoing internal control systems to monitor and audit private works carried out by Council implemented</li> <li>• Efficient accounts payable and receivable departments maintained</li> <li>• Internal Audit Plan monitored and reported to ARMC</li> </ul>
<b>Review of Progress Against Indicators</b>
<p>Second instalment rates notice issued  Water meters read and rates notices issued, with variations in readings reported to Council  Internal Audit recommendations implemented for Accounts Payable  Corporate Credit Cards issued to Managers as per Council Policy  End of Month checklist maintained</p>
<b>CSP Priority / Strategy</b>
GF4.1.7A
<b>Activity / Project</b>
Supply Services - Purchasing and Procurement.
<b>Indicators of Progress</b>
<ul style="list-style-type: none"> <li>• Fuel and Stores Stocktakes variances minimised</li> <li>• Stores maintained in Coolah, Dunedoo and Coonabarabran provide a cost effective requisition and issues service</li> <li>• Support service provided to all internal stakeholders</li> <li>• Implementation of uniform stores codes for purchasing and control</li> </ul>
<b>Review of Progress Against Indicators</b>
Stocktake undertaken of stores and report provided to Council
<b>CSP Priority / Strategy</b>
GF5.1.1A
<b>Activity / Project</b>
Financial Services Management.
<b>Indicators of Progress</b>
<ul style="list-style-type: none"> <li>• Accounting policies, procedures and operating systems implemented to facilitate budget</li> </ul>



<p>preparation, financial planning and performance analysis</p> <ul style="list-style-type: none"> <li>• Quarterly Budget Reviews completed and submitted to Council by November, February, May and August as per Division Local Government guidelines</li> <li>• Council's General Purpose Consolidated Reports are completed in accordance with Australian Accounting Standards and Local Government Accounting Guidelines</li> <li>• Asset Management Plan implemented</li> <li>• Long Term Financial Plan monitored</li> </ul>
<p><b>Review of Progress Against Indicators</b></p>
<p>Annual Financial Statements audit completed without qualification and report submitted to DLG as per regulations  Monthly Bank Reconciliation, Investments and Rates Reports presented to Council  Finance and Projects Committee meeting held  QBRS completed and presented to Council (November)  Independent review of AMP conducted by DLG, report to follow  AMP improvement plan developed for MANEX approval</p>
<p><b>CSP Priority / Strategy</b></p>
<p>LE5.2.2A</p>
<p><b>Activity / Project</b></p>
<p>Council explores and develops a mining rate.</p>
<p><b>Indicators of Progress</b></p>
<ul style="list-style-type: none"> <li>• Mining Rate implemented.</li> </ul>
<p><b>Review of Progress Against Indicators</b></p>
<p>Operational Plan 2012-2013 established a Mining Rate made in accordance with regulations</p>

<b>Division</b>
Corporate Services
<b>Management Area</b>
Communications and IT
<b>CSP Priority / Strategy</b>
GF6.1.1A
<b>Activity / Project</b>
Provide information to local media, issue appropriate media releases promoting Council achievements.
<b>Indicators of Progress</b>
<ul style="list-style-type: none"> <li>• Council achievements published in media</li> </ul>
<b>Review of Progress Against Indicators</b>
<p>A regular Council section is included in each issue of the Coonabarabran Times (weekly), Dunedoo Diary and Coolah Diary (fortnightly), Mendooran Pride (monthly). The Binnaway Bush Telegraph has also included notices, but yet to be a regular Council full page. The BBT has been offered payment for a regular council page, and awaiting confirmation.</p> <p>News articles are distributed to the print media, and managers are encouraged to prepare news items as events/activities occur in their area. This includes a regular update of Road Works.</p> <p>Announcements are made on radio with Three Rivers FM (Dunedoo/Coolah) and WARFM (Coonabarabran). Developing the opportunity for a regular radio interview slot (weekly) for management staff to discuss activities happening in their area of Council with the local radio.</p>

<b>CSP Priority / Strategy</b>
GF7.1.11A
<b>Activity / Project</b>
Communication and IT Management Services
<b>Indicators of Progress</b>
<ul style="list-style-type: none"> <li>• Implementation of IT Strategic Plan</li> <li>• Development and implementation of Council's Communication Engagement Strategy</li> </ul>
<b>Review of Progress Against Indicators</b>
<p>The IT Strategic Plan has been followed through with the completion of cabling, installation of workstations and installation of VoIP system. The Plan is also supported with the support help desk and technical services provided on contract through Andor.</p> <p>Policy development is ongoing pending review of Council's Communication Engagement Strategy.</p>
<b>CSP Priority / Strategy</b>
GF7.1.12A
<b>Activity / Project</b>
Communication and Information Technology Support Services
<b>Indicators of Progress</b>
<ul style="list-style-type: none"> <li>• Enhancements or developments of IT Infrastructures, systems and services provided as defined and agreed within budgetary, legislative and other constraints</li> <li>• IT support and assistance provided to staff</li> </ul>
<b>Review of Progress Against Indicators</b>
<p>Andor continues to provide support services as a help desk for Council staff to contact with IT issues as per the monthly contract. Andor technical staff provide additional support beyond this on a pay as needed basis. This includes items such as installation of new software programs not covered under the monthly contract, emergency support (eg. Power outages with the Coonabarabran building extension) and support for roll out of VoIP and InfoXpert (data management system).</p> <p>An IT Audit has been undertaken to record all hardware installations at each site. VoIP installation completed awaiting Software UC Express to be finalised in February.</p> <p>A preliminary review of sourcing IT consultation services and/or IT support services via a local government partnership currently being undertaken.</p>

<b>CSP Priority / Strategy</b>
GF7.1.13P
<b>Activity / Project</b>
Communication and Information Technology Projects
<b>Indicators of Progress</b>
<ul style="list-style-type: none"><li>• Cabling</li><li>• Mobile Screen/Data Projector/Microphone system</li></ul>
<b>Review of Progress Against Indicators</b>
Cabling has been completed across offices and remote sites and workstations/VoIP handsets installed. Data Projector/screen being installed as part of the Coonabarabran office extensions so this project not required.

<b>Division</b>
Corporate Services
<b>Management Area</b>
Administration and Customer Services.
<b>CSP Priority / Strategy</b>
CC5.1.1A
<b>Activity / Project</b>
Community Banking Agency Service.
<b>Indicators of Progress</b>
<ul style="list-style-type: none"> <li>• Westpac in store provided to meet the needs and expectations of the community</li> <li>• Service responsive to Westpac management directions and operations</li> <li>• Quarterly Westpac operational statistics results meet instore requirements</li> </ul>
<b>Review of Progress Against Indicators</b>
<p>Control Assessment review undertaken in September by Westpac Bank staff and several non-compliance requirements were identified. Updated first aid kit provided and emergency evacuation plan for Instore and building prepared</p> <p>Service meeting needs of community</p> <p>September and December Quarterly Retainer scorecards achieved satisfactory results in areas of Customer measure (mystery shop result), Operational Performance Management and Staff accreditation.</p> <p>53% of Budgeted Income received and expenses at 55% of budget.</p>

<b>CSP Priority / Strategy</b>
GF7.1.10A
<b>Activity / Project</b>
Administration and Customer Services.
<b>Indicators of Progress</b>
<ul style="list-style-type: none"> <li>• The organisation provides customer service, records management and secretarial services to service the community</li> <li>• Customer Service Standards of Council achieved</li> <li>• Documents available/lodged by required dates.</li> <li>• Document and records management services meeting organisational requirements</li> </ul>
<b>Review of Progress Against Indicators</b>
<p>Receipting and counter services provided and clients' requests dealt with promptly. The second rating instalment period at the end of November was a very busy period for staff with high volume of counter customers. Some delays in serving customers whilst staff undertook processing of payments</p> <p>Some delay in preparing business papers however electronic copies of documents distributed to Councillors on Fridays prior to meeting</p> <p>Annual Report for 2011/2012 lodged with the Department by end November as required. Target met.</p> <p>InfoXpert, Council's new Document, Records and Content Management System was implemented during September/October 2012</p> <p>During the second quarterly period (October to December), 2,509 items were registered in InfoXpert including 316 telephone messages. This compares to 2,217 correspondence items for the first quarter, which did not include telephone messages.</p> <p>Staff commenced the change over of property files at the Coonabarabran office to an 'Assessment number' based filing system. There is approximately 4,000 files to be created and a further 3,000 at the Coolah office.</p>
<b>CSP Priority / Strategy</b>
GF7.1.9A
<b>Activity / Project</b>
Administration and Customer Services Management.
<b>Indicators of Progress</b>
<ul style="list-style-type: none"> <li>• Manage and provide leadership and support to the Administration Services staff.</li> <li>• Appropriately trained staff available to service needs of organisation and community</li> </ul>
<b>Review of Progress Against Indicators</b>
<p>Leadership and support provided</p> <p>Procedure Manuals reviewed and additional Procedures added to Manual</p> <p>New telephone messaging process implemented</p> <p>Sufficient staff maintained to allow delivery of service.</p> <p>The Administration Services budget is monitored on a regular basis to ensure it is in accordance with the adopted budget. Income at 52% of expected income and budget expenditure at 53%.</p>