



GUNNEDAH SHIRE COUNCIL

Delivery Program 2013/14-2016/17

Progress Report

01 July 2016 to 31 December 2017

Directorate	Business Unit	Responsible Person	Action	Start Date	End Date	Action Status	Percent Complete	Comments
Business & Finance	Rates	Eric Groth	1.2.8.4 Ensure rates and charges are modelled, levied and collected in accordance with regularity and Council requirements.	01/07/2016	30/06/2017	In Progress	50	Council's rates and charges are modelled, levied and collected in accordance with all requirements. In addition to meeting all legislative and policy requirements, Council's staff have significantly reduced the balance of rates and charges outstanding. 19 short term and 127 long term payment arrangements for overdue rates and charges have been entered into following applications by residents requiring assistance with outstanding balances with Council. 7 hardship applications have been received during the 6 months to December 2016, with 5 approved and 2 denied following consideration by the Hardship/Debt Recovery Team. Analysis commenced in relation to proposed sale of land for overdue rates, which identified 12 properties which may be listed for auction.
Business & Finance	Loans	Eric Groth	1.2.8.3 Manage Council's loan portfolio and utilise loan funds in line with Council's long term strategy for its funding mix and to assist in providing better inter-generational equity.	01/07/2016	30/06/2017	In Progress	50	Council borrows to fund cash flow requirements as identified in the Long Term Financial Plan, and to give effect to Strategic Asset Management Plans with regard for inter-generational equity considerations.
Business & Finance	Stores	Eric Groth	1.2.10.7 Ensure effective and efficient management of Council's Store.	01/07/2016	30/06/2017	In Progress	50	Council's store has operated effectively and within budget. The Internal Audit review of Store Processing and Physical Control resulted in 6 recommended actions, with 3 now finalised. The 3 outstanding recommendations are in progress, and include creation and implementation of policies, management directives and procedure documentation.
Business & Finance	Plant	Eric Groth	2.2.1.21 Ensure effective and efficient management of Council's plant.	01/07/2016	30/06/2017	In Progress	50	Council's plant has been effectively managed within budget. During the period, the following upgrades to plant were tendered or purchased through government contract: 1 x crawler loader plus trade-in; 1 x motor grader; 1 x ute; and 1 x ranger super cab.
Business & Finance	General Purpose Revenue	Eric Groth	1.2.10.3 Ensure accurate and timely compliance with supplementary external reporting obligations.	01/07/2016	30/06/2017	In Progress	50	Supplemental reporting requirements met within timeframes.
Business & Finance	Fleet/Workshop	Eric Groth	1.2.8.6 Ensure effective and efficient management of Council's fleet.	13/07/2016	30/06/2017	Ongoing		Review of Council's fleet management processes and procedures is ongoing. Four vehicles were changed over during the six months to 31 December 2016, with two of the vehicles purchased for members of the Executive Management Team.
Business & Finance	Fleet/Workshop	Eric Groth	1.2.8.7 Ensure effective and efficient management of Council's workshop.	13/07/2016	30/06/2017	In Progress	50	Initial action has been taken to transfer the management of Council's vehicle fleet to the Workshop to align with the management of Council's plant fleet. This will result in a more cost effective changeover regime being adopted as multiple purchases/trades can be timed to coincide to save money. It will also result in better servicing of the vehicle fleet and closer monitoring of the vehicles' performance.

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Business & Finance	Financial Management	Eric Groth	1.2.8.1 Maximise the return on Council's investment portfolio in line with pre-determined risk parameters, compliance with the Local Government Investment Order and Council's Investment Policy.	01/07/2016	30/06/2017	In Progress	50	Council funds have all been invested in line with the Investment Policy, in a manner that is prudent, diversified and varied in time frames to enable required cash flows of the business and simultaneously maximise return within councils accepted risk parameters. Finance constantly reviews Investments in line with the Investment Policy and the Ministers Order. As at 31 December 2016, \$58.3 million was held in various investment funds.
Business & Finance	Financial Management	Eric Groth	1.2.10.2 Ensure effective and efficient delivery of financial management services across the organisation.	01/07/2016	30/06/2017	In Progress	50	Financial services have been delivered within budget. All reporting requirements have been met.
Business & Finance	Financial Management	Eric Groth	1.2.1.1 Provide systems and processes to effectively communicate and manage Council's financial performance.	01/07/2016	30/06/2017	In Progress	50	Council's accounting systems and processes are maintained appropriately as evidenced by external audit. Improvements have been made in the area of procurement to further strengthen internal controls as a result of prior year internal audit activities. Quarterly Budget Review processes and systems ensure that performance against budgets are managed and management, councillors and the community are kept informed of performance. Executive review of monthly budget and project reporting occurs monthly.
Business & Finance	Financial Management	Eric Groth	1.2.8.2 Provide Council with a Long Term Financial Plan.	01/07/2016	30/06/2017	In Progress	50	The Long Term Financial Plan (LTFP) for 2015-2025 is available to the community on Council's website. In process of updating the LTFP and integrated planning documents in accordance with legislative timelines.
Business & Finance	Financial Management	Eric Groth	1.2.10.1 Ensure Council meets all of its statutory requirements in a timely manner with regard to external financial reporting, returns and internal compliance processes.	01/07/2016	30/06/2017	In Progress	50	Council has met all statutory reporting requirements during the period. The 2015/16 financial statements were completed, audited and lodged to the Office of Local Government on time. The financial statements were presented to the Audit Committee, and subsequently Council, in October 2016.
Business Systems and Governance	Corporate Planning	Wayne Somerville	1.2.5.4 Deliver and support effective corporate training services across the organisation.	01/07/2016	30/06/2017	Ongoing		3 corporate induction sessions have been conducted with 8 new employees participating in the one day workshops designed to provide an overview of Council's operations and our role in the community. Several in-house refresher training sessions were delivered, including: procurement - 5 participants; electronic records management system (Dataworks) - 4 participants; exponare - 2 participants; and performance assessment system - 6 participants. Several Webforms were created with training delivered across the organisation during the period to 31 December 2016 with associated training delivered to 19 participants. Webforms create a document record from an online form within Dataworks. These are designed for specific requests and trigger automatic workflows and associated tasks to several officers simultaneously. A specialised team building workshop was also delivered by Council's Corporate Trainer to the Finance Team.

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Business Systems and Governance	Corporate Planning	Colin Formann	1.7.4.1 Ensure effective and efficient management of the Integrated Planning and Reporting process.	01/07/2016	30/06/2017	In Progress	50	The End of Term Report, which outlines the progress in implementing the Community Strategic Plan over the previous four years, was presented to the August Ordinary Meeting of Council. The report looks at outcomes, ie what have been the results for the community and Council as a result of the activities undertaken. The Delivery Program update was also presented to Council at the Ordinary Meeting and provided a six monthly update on the progress of the strategies and actions for the 1 January 2016 to 30 June 2016 period. The IPR Working Group commenced preparation for the review of the Community Strategic Plan with the process anticipated to commence in early 2017.
Business Systems and Governance	Corporate Planning	Colin Formann	2.4.4.1 Ensure effective relevant communication to Council's achievements via the Annual Report.	01/07/2016	30/06/2017	Completed	100	The 2015/16 Annual Report was presented to the November Ordinary meeting of Council and forwarded to the Office of Local Government as required. The content of the Annual Report was derived from the Integrated Planning and Reporting progress updates.
Business Systems and Governance	Governance	Colin Formann	1.2.1.3 Establish and support an internal audit function of Council, including Internal Audit Committee.	01/07/2016	30/06/2017	Ongoing		Audit Committee Meetings were held in July and October 2016. 5 internal audits were conducted in this period and the associated action plans include the methodology of the reviews and rate each agreed action in terms of risk. The audits undertaken were: Cash Handling Operations - 6 actions (nil high risk); Employee Performance Management - 8 actions (nil high risk); Project Management - 11 actions (nil high risk); Communication and Community Engagement Strategy - 6 actions (nil high risk); Work Health and Safety - 14 actions (1 high risk); Fraud Prevention Policy - 12 actions (1 high risk).
Business Systems and Governance	Governance	Colin Formann	1.2.5.8 Provide systems and processes to identify and manage all risks of Council both operational and strategic.	01/07/2016	30/06/2017	In Progress	50	As at 31 December 2016, 19 strategic risks and 104 operational risks had been identified and entered into Council's Risk Register, with the Register reviewed by the Audit Committee at each meeting. Each risk is reviewed regularly with the respective Manager. 15 formal public liability claim notifications were submitted during the period with 10 finalised and 24 motor vehicle notifications were submitted during the period with 14 finalised.
Business Systems and Governance	Governance	Colin Formann	1.2.1.2 Ensure effective and efficient purchasing and procurement framework is in place across the organisation.	01/07/2016	30/06/2017	In Progress	50	Following the audit of Council's procurement and tendering practise, the Internal Auditor identified 11 recommendations requiring attention, with the final recommendations actioned in the July to December 2016 period. 6 tenders were completed during the period and 3 procurement refresher training sessions were delivered across the organisation.
Business Systems and Governance	Governance	Colin Formann	1.2.1.4 Promote and support effective open and transparent Council decision making.	01/07/2016	30/06/2017	In Progress	50	Council conducted 6 Ordinary in the period commencing July 2015, resulting in 155 resolutions adopted by Council (13 in Closed Council) with 30 outstanding as at 31 December 2016. As well as audio recorded for record keeping purposes, Council's Ordinary and Extraordinary Meetings are now broadcast live over the internet with residents able to listen to the discussions and resolutions as they are made. Following the LG election on 10 September 2016, all Councillors took the Oath or Affirmation of Office at the September Ordinary Meeting.
Business Systems and Governance	Governance	Colin Formann	1.2.1.5 Provide systems and processes to identify and manage Council's governance framework to identify any gaps or areas for development and improvement.	01/07/2016	30/06/2017	In Progress	50	A Project Management Steering Group has been implemented and meets on a monthly basis. The role of the Group is to review high risk projects with each project owner required to provide an update on the status, risk register and budget of their project.

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Business Systems and Governance	Governance	Colin Formann	1.2.5.7 Manage and conduct local government election process.	01/07/2016	30/06/2017	Completed	100	The 2016 LG Election was held on 10 September 2016 and Council engaged the services of Mr Ian Horwood as Returning Officer, and Mr Terry Curran as Assistant Returning Officer. Feedback received from the candidates confirms the process was professional and the staff knowledgeable with all facets of the election process. Candidates were declared Friday 16 September 2016 following the initial count completed at the close of voting, preference count commencing Monday and finalised Wednesday, and candidates given 48 hours to contest the election. Staff contributed a significant amount of time to assist in the conduct of the election, with the total cost of \$56,200 under the allocated budget of \$60,000. As the only Council in NSW to successfully conduct the election in-house, Council was asked to provide a report providing an insight into the advantages and cost savings of coordinating the election utilising staff and appropriately trained returning officers.
Business Systems and Governance	Administration	Colin Formann	1.2.5.2 Oversee Administration Traineeship - 12 month fixed term and School-based Traineeship.	01/07/2016	30/06/2017	Ongoing		The Business Systems and Governance Business Administration Traineeship is offered commencing January each year. Karlee Longworth was appointed January 2016 and therefore employed during the six month period July to December. Karlee was of invaluable assistance as the 2016 LG Election was conducted in September 2016, and she worked with the election team coordinating the election, and was specifically responsible for collating and distributing postal votes, assisting with production of document templates and working as Polling Officer on the day of the election. Karlee was also integral during the introduction of a new electronic document registration process for the Procurement and Tendering guidelines. Following her departure from Council, Karlee has secured full time employment in Gunnedah with the new trainee, Breanna Green, commencing with Council on 30 January 2017.
Business Systems and Governance	Administration	Colin Formann	1.2.5.1 Ensure effective and efficient provision of administrative services to various corporate departments of Council.	01/07/2016	30/06/2017	In Progress	50	Provision of ongoing administrative assistance provided to Business and Finance Department and Human Resources Department. This included, but is not limited to, scanning and registration of 901 payroll forms, 658 tender documents, 198 election documents, 211 Section 149 certificates, 128 Section 603 certificates, and preparation of 9 recruitment packs for the period.
Business Systems and Governance	Administration	Colin Formann	1.2.5.3 Provide systems and processes to manage stationery supplies for the Administration Office.	01/07/2016	30/06/2017	In Progress	50	Ongoing savings achieved as a result of centralised purchasing for the Administration Office and sourcing alternative printers for business cards. An alternate supplier was also sourced for corporate letterhead, however following a trial, it has been determined that the previous local supplier provides a more competitive price.
Business Systems and Governance	Information Technology	Wayne Somerville	3.6.5.1 Operation and ongoing management of CCTV Gunnedah CBD surveillance system.	01/07/2016	30/06/2017	Ongoing		5 requests from the NSW Police Service were received for CCTV footage from one or more of the 16 cameras within the Gunnedah Central Business District during the period. The requests were responded to within an average of 6 working days of receipt of the request. Council entered into an agreement with the Local Land Services (LLS) in relation to the ongoing surveillance of LLS properties for the purpose of law enforcement. The agreement provides for data sharing between the two organisations to address the ongoing issue of illegal dumping.
Business Systems and Governance	Information Technology	Wayne Somerville	1.2.10.5 Ensure effective and efficient delivery of information technology across the organisation.	01/07/2016	30/06/2017	Ongoing		354 IT support tickets were logged in the reporting period, with 17 outstanding as at 31 December 2016. IT support tickets continue to provide staff with an efficient and effective way of providing assistance across the organisation. Staff attended a course in database queries and SQL techniques. IT rolled out new desktop server infrastructure resulting in a more reliable and productive desktop experience for Council users.

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Business Systems and Governance	Information Technology	Wayne Somerville	4.6.2.1 Investigate opportunities to utilise new information technologies across the organisation.	01/07/2016	30/06/2017	In Progress	50	Information technology strategy continues to promote the adoption of new techniques based on business case assessment. Council's cyber security has been enhanced by utilising more robust and capable firewall technologies. Mobile device management has delivered efficiencies around maintenance and management of mobile devices.
Business Systems and Governance	Records Management	Wayne Somerville	1.2.10.6 Ensure effective and efficient delivery of records management across the organisation.	01/07/2016	30/06/2017	Ongoing		The Records Team scanned and/or registered 15,883 documents in the period July-December 2016, inclusive of incoming, outgoing and internal documents. The Business Systems and Governance Department engaged the services of a contractor to undertake scanning of paper-based property files into the electronic format, with 562 files completed during the period. 85 boxes of documents were archived in the Records Storage Shed in accordance with the State Records Act. 105 boxes of records that were no longer required and had been kept for the authorised retention period were destroyed in accordance with the State Records Act. The Records Team also commenced digitisation of the financial records at the beginning of the financial year due to auditor requirements.
Customer Relations Communications and Lifestyle	Customer Relations	Eliza Gallen	1.2.5.5 Ensure effective and efficient delivery of customer service across the organisation and to the community.	01/07/2016	30/06/2017	Ongoing		Monitoring of Customer Service Requests are ongoing with 1,651 customer requests recorded and actioned in the 6 months to 31 December 2016. The Infrastructure Services Directorate receive the majority of customer requests, with the Works Department, Water Services Department and Public Facilities Departments being tasked the majority of requests. Customer requests are tabled on a monthly basis and reported to Senior Management for quality control and continuous improvement purposes. The introduction of webforms have resulted in a more efficient and effective recording of customers requests/complaints by all customer service staff.
Customer Relations Communications and Lifestyle	Communication	Eliza Gallen	2.4.4.2 Delivery and support web based technologies to facilitate effective communication both internally and within the community.	01/07/2016	30/06/2017	Ongoing		Council's website recorded 28,811 sessions (hits), with 10,325 of those are mobile/tablet sessions, 17,385 of visitors are new (60.3%) and 11,426 of visitors are returning (39.7%). The new corporate website for Gunnedah Shire Council was released in September 2016 - just in time for the Local Government Elections during which the site received a record number of hits. All existing content from the old website has been updated and redesigned into a modern, user friendly layout that is completely responsive across all desktops and devices. The site now features a brand new site navigation system that has been completely redesigned from the ground up and includes new features and components that have been designed to provide easier and quicker access to information. Being compliant with the Website Content Accessibility Guidelines also means that the site is now more easily accessible to those with a wide range of disabilities.

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Customer Relations Communications and Lifestyle	Communication	Eliza Gallen	1.2.9.1 Ensure effective and efficient delivery of communication across the organisation and to the community.	01/07/2016	30/06/2017	Ongoing		Traditional media options to engage with the community continue to be implemented, with twice monthly representation in the Namoi Valley Independent (The Council Page), fortnightly radio segments with 2MO, print advertising and website presences. Council is a very active user of Facebook and has increased its 'likes' from approximately 200 likes to 1016 likes in the reporting period. Council also launched its Instagram profile in 2016 with success The intranet, staff newsletter, internal email, and targeted communication campaigns have continued to provide positive outcomes for internal communications. The Community Strategic Plan - Stakeholder Engagement and Communications Plan was presented to Council at the December 2016 Ordinary Meeting. The Plan has been developed to ensure key project stakeholders and the local community are kept informed and are encouraged to take the opportunity to provide input and be involved with shaping their community for the future.
Customer Relations Communications and Lifestyle	Communication	Eliza Gallen	1.5.1.1 Develop, distribute and provide information to promote services, activities and events across the Shire.	01/07/2016	30/06/2017	Ongoing		The promotion of Council functions, activities, events and services is ongoing. A carefully considered combination of social media, radio, print, direct marketing, digital (i.e. infogunnedah.com.au) and media updates have been developed and distributed to target audiences relative to each specific initiative to ensure optimum outcomes. In addition, Council has been very proactive in the facilitation of 'out of the box' promotion of initiatives and events, with the focus on providing greater opportunity for community involvement and engagement. Examples include Local Government Week initiatives, main street exhibitions of major projects (Draft Land Use Strategy, Draft Pool Renewal, Garage Sale Trail, Koala Count, Sister City Q&A, Book Fridge Social Project).
Customer Relations Communications and Lifestyle	Communication	Eliza Gallen	2.4.6.1 Creation and implementation of a revised branding strategy to facilitate improved marketing for Council, business and industry.	01/07/2016	30/06/2017	Not Started	0	Council continues its strong focus to enhancing its corporate image predominantly on the basis of continuous improvement practices and simply 'doing things better' with the community at the heart of decision making. Specifically, we have focused on lifting Council's brand through improvement of customer service standards and delivery, effective communication, community engagement, becoming more accessible and available to the community, realigning practices and (with) stakeholder expectation and delivering on our commitments. Examples include the voice and tone of marketing and communication, innovation and creativity, service and product packaging, facility renovations (Elgin Street Foyer) and our interpersonal approaches to building and supporting partnerships with customers, business and industry.
Customer Relations Communications and Lifestyle	Communication	Eliza Gallen	1.7.1.1 Promote and support involvement in Council decision making process and ensure the community is engaged.	01/07/2016	30/06/2017	Not Started	0	GSC believes Community Engagement is a high priority function of local government organisations. A Stakeholder Engagement Officer has been employed on a permanent part time basis to assist with the active and visible facilitation of Council's Community Engagement Framework with a focus in driving community involvement in decision making. This role has helped the community to take a participatory role in engagement initiatives and has been successful in encourage cross organisation collaboration on projects. Examples of project and initiatives include China Sister City Q&A, Amalgamation Q&A, Urban Land Strategy Pop Up Information Stand, Park Playground Equipment Selection Facebook Surveys and the implementation of Customer Satisfaction Pulse Surveys for Service Delivery. Other initiatives that have involved external stakeholder cooperation include the National Garage Sale Trail, National Koala Count and National Water Taste Testing Championships.

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Customer Relations Communications and Lifestyle	Cultural Precinct - The Civic	Eliza Gallen	3.2.7.1 Promote and develop the broad range of cultural development opportunities provided by the Cultural Precinct.	01/07/2016	30/06/2017	Not Started	0	Multi marketing strategies including flyers, posters, interagency access, website, facebook, Village Hall groups and Progress Associations, Gunnedah and District Chamber of Commerce, Civic Program delivery, cultural flyer, Library Lines published locally, radio announcements, media releases and broad based marketing.
Customer Relations Communications and Lifestyle	Cultural Precinct - The Civic	Eliza Gallen	2.4.2.1 Increase participation and access to the venues and amenities within the Cultural Precinct.	01/07/2016	30/06/2017	In Progress	50	The Cultural Precinct venues were booked for 248 various events and activities during the six month period to 31 December 2016. The Studio Room and Meeting Room of the Creative Arts Centre are primarily utilised for group meetings whilst the Town Hall and Smithurst Theatre are utilised for large functions and events. 6 exhibitions held in the Gallery including: Dessert Song - NAIRDOC Week; TRAC 46th Annual Exhibition; Around and About; The Retrospective Exhibition of Marius Vanderkley; Stitches Through Time; and Putting the Pieces Together. Over 1,400 visitors to the Cultural Precinct were referred through the Gallery. The Civic Theatre held 53 events during the period and 362 movie sessions catering to 6,870 audience members with over \$5,000 in movie money sales was taken during the period.
Customer Relations Communications and Lifestyle	Arts and Culture	Eliza Gallen	3.10.3.1 Ensure delivery of best practice cultural and community events.	07/07/2016	30/06/2017	In Progress	50	The Planning and Environmental Services Department and Customer Relations Communications and Lifestyle Departments (CRCL) collaborated to hold a Pet Awareness Movie Night that involved local business and incorporated a positive message and information about responsible pet ownership. Consultation with service providers, led by the Community Hub Worker, identified gaps for service provision for young people with disabilities. In partnership with Adult Community College, GoCo and the CRCL, "Young Access" was developed focusing on inclusion and skills development. "Our Place" disability consultation is a partnership with Council, Accessible Arts NSW, the Gunnedah Conservatorium, House with No Steps and individual community members for disability consultation to inform disability practices for our community. Through these projects, best practices strategies have been implemented on exhibition displays and event considerations.
Customer Relations Communications and Lifestyle	Arts and Culture	Eliza Gallen	1.5.1.2 Ongoing delivery of community and cultural events promoted to current and prospective residents and visitors to the Shire.	07/07/2016	30/06/2017	In Progress	50	A free Meet and Greet event was held in August 2016 and provided an opportunity to promote community groups and encourage inclusion, acknowledgement and acceptance into the Gunnedah community. Performance of the Music of War and Peace saw the attendance of over 520 patrons to the event and offered a free matinee for all schools within Gunnedah Shire as well as numerous community groups and businesses. This event included several community groups and was a platform to enhance the understanding and acknowledgement of the ANZAC legacy and pay tribute to those fallen.

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Customer Relations Communications and Lifestyle	Arts and Culture	Eliza Gallen	2.4.2.2 Ensure ongoing delivery of a broad range of community and cultural services that respond to the needs of the growing Gunnedah Shire.	07/07/2016	30/06/2017	In Progress	50	Several live performances were conducted during six months to 31 December 2016, including: Earth Dinosaur Zoo, the Music of War and Peace, Comedy Hypnotist Issac Lomman, An Evening with Groucho. Support was provided to community events such as the Eisteddfod, pre-school and school presentations, community fundraising events and Sing Australia performances. Monthly exhibitions are held at the Gunnedah Bicentennial Creative Arts Centre Gallery supporting and encouraging artistic opportunities. The TRAC Visual Arts 48th Annual Arts and Ceramics Exhibition was held with over 364 entries. Economic prosperity and income opportunities for local artists has increased through support with art sales and income and employment of local artists facilitating programs within the school holiday program. Collaborations with The Gunnedah Conservatorium, Dorothea Mackellar Memorial Society, Two Rivers Arts Council, Acting Out, Totally Dance Studio, 2TK and Rhana's Academy of Dance are ongoing. Local organisations are given the opportunity to generate income through delivery of services such as sale of food and beverages and by holding special movie screenings at The Civic.
Customer Relations Communications and Lifestyle	Arts and Culture	Eliza Gallen	3.10.1.1 Coordinate and promote effective sustainable community development and cultural programs and assist community organisations to build capacity.	07/07/2016	30/06/2017	In Progress	50	September 2016 saw the opening of the Dorothea Mackellar Memorial Centre and, with Council support, the installation of the Jean Isherwood Collection, citations and sticker decals. Council also financially supported the Centre to provide adequate lighting, hanging systems and roofing upgrades to ensure the security of the collection. NAIDOC Week celebration activities took place in July 2016 and included: the Dessert Song Exhibition of local artists Vikki Devine and Des mullion, free movie screening, school holiday program activities.
Customer Relations Communications and Lifestyle	Library	Chris Birkett	3.8.1.1 Ensure ongoing delivery of broad range of community, cultural and library services that respond to the needs of the growing Gunnedah Shire.	13/07/2016	30/06/2017	Completed	100	The library team recognises that libraries are no longer just 'book places' but 'people spaces', and it contributes to the social and community wellbeing by: i. Providing a wide and reliable source of information and recreational reading. ii. Providing opportunities for people to connect and interact together. iii. Providing opportunities for people to try new hobbies and skills in a friendly and supportive environment. iv. Providing access to the wider world through the public access computers. v. Having staff available to speak to groups and organisations about the library and its services. vi. Catering to the needs of all members of the community, from the very young to the elderly, with appropriate materials and programmes.
Customer Relations Communications and Lifestyle	Tourism	Chris Frend	2.4.1.4 Maintain an accredited Visitor Information Centre to ensure effective and efficient service delivery to visitors and the community.	13/07/2016	30/06/2017	Ongoing		The Gunnedah Visitor Information Centre is an accredited Level 2 VIC, which requires it to be opened 363 days of the year. Use of the yellow on blue 'i' logo is permitted with accredited VIC's.
Customer Relations Communications and Lifestyle	Tourism	Chris Frend	2.4.1.2 Ensure effective and efficient delivery of tourism services in the Gunnedah region.	01/07/2016	30/06/2017	In Progress	50	Council's Tourism Team provides advice, support and assistance to visitors and Shire residents through the resources of the Gunnedah Visitor Information Centre. From 1 July 2016, staff serviced 4,769 VIC visits, being almost 10% more than the previous period July to December 2015. Service delivery has been via staff interaction, the internet and collateral such as brochures and maps. Many positive comments were received in the VIC's Visitor Book.

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Customer Relations Communications and Lifestyle	Tourism	Chris Frend	2.4.1.1 Ensure effective and efficient delivery of home hosting services for events held in the Shire.	01/07/2016	30/06/2017	In Progress	50	Gunnedah Home Hosting was activated for AgQuip 2016 with representatives from 22 companies being hosted by 21 hosts over 153 bed/nights. Enquiries have already been received for AgQuip 2017. The Home Hosting website details have been updated for 2017 and host Registration invitations will be issued early in the new year. Gunnedah home hosting can be readily activated should there be a requirement for additional local accommodation.
Customer Relations Communications and Lifestyle	Tourism	Chris Frend	2.4.1.3 Provide advice and in-kind support to community groups conducting events in a tourism capacity.	01/07/2016	30/06/2017	In Progress	50	Council's Tourism Team provides advice, support and assistance to community events and is proactive in promoting and marketing events through its systems and services. Examples of where support was provided include: Gunnedah Show Jumping Festival; AgQuip; Chamber of Commerce Spirit of Christmas Fair; and Dog Shows. Numerous other events have been promoted on Council's website and the electronic display board. The Event Planning tool for community groups remains available on visitgunnedah.com.au and can be obtained in hard copy form. The VIC maintains information on the State Tourism Data Warehouse Database to ensure local events are promoted state wide on various websites.
Customer Relations Communications and Lifestyle	Tourism	Chris Frend	3.8.3.1 Market the Gunnedah Shire to potential tourists to encourage growth to the visitor economy.	13/07/2016	30/06/2017	In Progress	50	Council continues to represent its tourism industry and stakeholders potential tourists through core industry boards and working groups including Country NSW Destination Network, Kamilaroi Highway Group and New England North West Tourism and is an active participant in joint marketing initiatives and trade shows. VIC staff representatives will attend and interact with potential visitors at tourism related consumer shows in Sydney, Newcastle and Penrith. Over 10,000 copies of YONDER have been distributed across the State and locally since its launch in June. The marketing of the Gunnedah Shire remains consistent with the application of a mix of traditional, digital and direct marketing techniques.
Customer Relations Communications and Lifestyle	Youth Services	Eliza Gallen	1.6.1.1 Coordinate and manage the Gunnedah Community Scholarship Fund.	01/07/2016	30/06/2017	Ongoing		Preparations commenced for the 2017 Gunnedah Community Scholarship Golf Day which is scheduled by held on Sunday 15 January 2017. Council has created an account with a website that enables online scholarship applications to be lodged and collated. Applicants can log into Council's website, select the link to the Wufoo website and lodge their applications completely online. Once applications have closed, Council staff log in and download all applications for evaluation. This online process has resulted in a more efficient and effective way for students to apply for a scholarship as well as being more streamlined for Council once applications close.
Customer Relations Communications and Lifestyle	Youth Services	Eliza Gallen	1.1.1.1 Identify opportunities to encourage participation by youth and increase volunteer levels.	01/07/2016	30/06/2017	Not Started	0	Gunnedah Youth Council convened in 2016 with 9 members - the GYC will focus on youth engagement initiatives and identifying opportunities for youth empowerment and inclusion.
Customer Relations Communications and Lifestyle	Youth Services	Eliza Gallen	1.6.2.1 Identify and support opportunities for disadvantaged youth to participate in education.	01/07/2016	30/06/2017	Not Started	0	Homework Program still executed twice weekly at Red Chief Land Council with initiative to undergo review to enhance access in 2016. 34 students enrolled across the two sessions. Establishment of a Club Creative to refocus the Homework Centre from After hours schoolwork to the provision of a creative learning hub to encourage kids to develop a love of learning and complement the existing school based curriculum. Club to focus on retention of youth in school and support of external school education based initiatives. Love Bites facilitator training completed for school based bullying and empowerment of young girls.

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Customer Relations Communications and Lifestyle	Youth Services	Eliza Gallen	3.7.2.1 Identify, develop and implement youth programs and activities that empower young people and encourage them to stay within the Shire.	13/07/2016	30/06/2017	In Progress	50	Council provides four core programs: Gunnedah Youth Council (GYC); Club Creative; the School Holiday Program; and the Gunnedah Community Scholarship Fund. We also provide support to other youth events and partner with other organisations to provide more opportunities, along with targeted opportunities. GYC has enabled members to travel outside of Gunnedah to participate in conferences and leadership opportunities at a state level. Providing support and opportunities for young people creates meaningful ties within the community and encourages them to stay within the Shire long term, as they feel their needs are being addressed.
Customer Relations Communications and Lifestyle	Youth Services	Eliza Gallen	3.7.1.1 Provide quality youth services that are comprehensive, responsive and empowering for young people.	13/07/2016	30/06/2017	In Progress	50	Gunnedah Youth Services has been actively involved in community events and partnerships in order to become more approachable and better utilised by Gunnedah youth and the community as a whole. Events and partnerships during the period included: High School Well Being Day; Community Round Table Membership; Teddy Bears Picnic; Luminosity Youth Summit; NENW YDO Network; school holiday program; GYC; NAIDOC Week Committee; Every Gunnedah Child Committee; Tamworth Youth Interagency membership; Gunnedah Youth Interagency facilitation and membership; Gunnedah Community Scholarship Fund; meetings with principals and teachers at St Marys College and Gunnedah High School; and Club Creative.
Customer Relations Communications and Lifestyle	Events	Eliza Gallen	3.11.1.1 Coordinate activities and events for the Week of Speed.	12/07/2016	30/06/2017	In Progress		Preparations commenced for the 2017 Week of Speed activities and events, with the program scheduled to extend over 4 weeks. Meetings have been held with various organisations and sporting groups including: Gunnedah Motorcycle Club; Keepit Aquatic Club; Rural Museum; Lake Keepit Sailing Club; Gunnedah Blue Vale Speedway; and the Gunnedah Aero Modellers Club.
Customer Relations Communications and Lifestyle	Events	Eliza Gallen	2.4.2.3 Coordinate and promote events and initiatives that contribute to the community and cultural amenity of the Shire.	12/07/2016	30/06/2017	In Progress	50	Artists from neighbouring Shires have been invited to exhibit their work to increase regional awareness and promotion of the Gallery. Many people travelling from outside Gunnedah utilise accommodation providers and hospitality businesses in Gunnedah have experienced an increase in visitor stays and exploration. The "Putting the Pieces Together" exhibition, conducted in conjunction with Arts North West, was held in the Gallery with many neighbouring Shire residents, community groups and service providers visiting the project. Many community events are included on the Visit Gunnedah Calendar and Council's website and facebook platforms as well as through media channels, both print, radio and community announcements.
General Manager	GoCo - Aboriginal Elders	Bruce Mercer	1.7.2.1 Ensure effective and efficient delivery of services to Aboriginal Elders.	07/07/2016	30/06/2017	In Progress	50	The Aboriginal Elders Commonwealth Home Support Program (CHSP) Service is progressing well with outputs slightly below target YTD. A Action Plan is in place to achieve output target by 30 June 2017. Budget expenditure and income on track. This program largely provides group social support including day trips to significant Aboriginal sites, weekly craft group and luncheons. There up to 12 Aboriginal Elders participating this group. Service Provision reports collected and provided to funding bodies on time. Computer Software Renewal completed. YTD Budget income and expenditure on target. The Annual Customer Service Satisfaction Survey is due to be completed in 3rd Quarter of 16/17.
General Manager	Saleyards	Doc Morrison	1.2.8.5 Ensure financially sustainable operation of the Gunnedah Regional Saleyards.	01/07/2016	30/06/2017	In Progress	50	Numbers are running behind due to weather and prices. Will have better idea when come to April quarterly budget review.

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General Manager	Saleyards	Doc Morrison	1.2.5.9 Ensure safe, effective and efficient operation of the Gunnedah Regional Saleyards.	01/07/2016	30/06/2017	In Progress	50	All systems running well. No safety incidents.
General Manager	Human Resources	Glenn Learmont	1.2.6.5 Work, health and safety and employee wellbeing articulated into action.	01/07/2016	30/06/2017	Ongoing		A second skin check clinic was conducted with 48 staff taking up the offer to have their skin checked by a local doctor. The Employee Assistance Program provides appropriate, consistent and equitable assistance and support to all employees experiencing problems and/or difficulties, by they personal or work related. Council has collaborated with Centacare New England North West to assist in sourcing solutions for problems experienced by employees, including: physical illness; alcohol and/or drug dependence; emotional problems; marriage and/or family problems; financial or legal problems; or interpersonal conflicts.
General Manager	Human Resources	Glenn Learmont	1.2.6.3 Performance Management: accountable and compliant.	01/07/2016	30/06/2017	Ongoing		Electronic performance system now embedded. This uses the NSW Government capability framework and provides greater focus on accountability and performance. Council is one of only nine Council to implement the framework in NSW and LG NSW is looking to develop a framework on the same set of capabilities.
General Manager	Human Resources	Glenn Learmont	1.2.6.2 Implement systems and processes to facilitate attraction and retention.	01/07/2016	30/06/2017	Ongoing		Investigations were undertaken in relation to the delivery of an e-recruitment program, with one provider identified as providing best practice which was streamlined and user friendly. The implementation process commenced and it is anticipated e-recruitment will commence in early 2017. This will result in considerable cost savings in relation to advertisements and will reach a broader recruitment pool of applicants. Engagement Action Plan being executed.
General Manager	Human Resources	Glenn Learmont	1.6.4.1 Evaluate and promote opportunities for trainees in Council.	01/07/2016	30/06/2017	Ongoing		A number of trainees continue to be engaged across Council to assist and promote retention of youth in the community through providing career opportunities.
General Manager	Human Resources	Glenn Learmont	1.2.6.1 Ensure effective and efficient delivery of training programs to staff, trainees and apprentices.	01/07/2016	30/06/2017	Ongoing		Corporate induction and on-boarding program bedded down. Australian Qualification Framework traineeships continued. A number of in-house courses have been conducted to leverage from internal capability to increase staff knowledge base and reduce cost through reliance on external service providers. An e-list is updated annually on our e-performance program to help staff and their leads with training selection.
General Manager	Human Resources	Glenn Learmont	1.6.3.1 Opportunities explored and promoted concerning traineeships, apprenticeships and cadetships in the wider community.	01/07/2016	30/06/2017	Ongoing		Council has disseminated information concerning traineeships through Gunnedah and District Chamber of Commerce and continues to engage trainees in its work force.
General Manager	Human Resources	Glenn Learmont	1.2.6.6 Workplace culture of engaged employees.	01/07/2016	30/06/2017	In Progress	50	An engagement cycle was initiated in 2015 with a survey conducted in December 2015 in a joint initiative with Narrabri Shire Council. This facilitated savings through using a joint approach. Actions are being progressed in line with the employee engagement action plan.

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General Manager	Human Resources	Glenn Learmont	1.2.6.4 Review Workforce Labour Plan annually.	01/07/2016	30/06/2017	In Progress	85	Critical assumptions that inform potential labour needs have been obtained from stakeholders for assessment. Other Considerations include: major works projects; changes to Labour laws; industrial landscape; and contemporary work patterns. A draft of the new Workforce Strategy was complete and is currently under review.
General Manager	Human Resources	Glenn Learmont	1.2.3.1 Talent management and succession plan developed and actioned to facilitate best practice through continuous improvement by demonstrable leadership.	01/07/2016	30/06/2017	Completed	100	Review of status of potential leaders has been completed and training and development plans have commenced for outdoor staff indoor staff commencing early 2017.
General Manager	GoCo Packages	Bruce Mercer	3.2.1.2 Ensure effective and efficient delivery of individualised packages of support to eligible elderly people and younger people with a disability across GoCo Packages' catchment.	07/07/2016	30/06/2017	In Progress	50	Service Provision reports for GoCo Packages were collected and delivered to funding bodies on time. GoCo Packages brokered a range of support services for customers from a panel of suppliers across 5 local government areas during the reporting period. These support services included case management, personal care, domestic assistance, respite care, social support (both group and individual), transport, assistive equipment and allied health services. The Annual Customer Services Satisfaction Survey is scheduled for the 3rd Quarter of 16/17. The GoCo Packages income and expenditure is within forecasts YTD. Home Care Packages are being delivered in line with Consumer Directed Care requirements YTD. GoCo was accredited as complying with the National Aged Care Standards by the Aged Care Quality Agency in August 2016. There were no new grant opportunities during reporting period. No vehicle replacement (renewals) were done in reporting period.
General Manager	GoCo - Community Transport and Neighbour Aid	Bruce Mercer	3.3.2.1 Ensure effective and efficient delivery of Neighbour Aid to eligible elderly people and young people with disabilities.	07/07/2016	30/06/2017	In Progress	50	GoCo Neighbour Aid is on target with outputs YTD. This program provided group and individual social support and transport to customers residing in villages across the Gunnedah Shire local government area. A recent initiative is the involvement of GoCo's Community Hub as an outreach service to these areas. Recruitment and induction of volunteers is scheduled for 2nd and 3rd quarters of 16/17. Service Provision reports collected and provided on time to funding bodies. GoCo Neighbour Aid outputs are on target YTD. Annual Customer Services Satisfaction Survey is scheduled for 3rd Quarter of 16/17. GoCo Neighbour Aid YTD budget income and expenditure is on target. Community Transport received growth funding which is being partly used for increasing service delivery in villages across the Gunnedah Shire local government area. A application for CHSP growth funds was lodged in November 2016.
General Manager	GoCo - Community Transport and Neighbour Aid	Bruce Mercer	3.3.2.2 Ensure effective and efficient delivery of community transport to eligible elderly people and younger people with disabilities through the GoCo Community Transport Service.	07/07/2016	30/06/2017	In Progress	50	GoCo Neighbour Aid is on target with outputs YTD. This program provided group and individual social support and transport to customers residing in villages across the Gunnedah Shire local government area. A recent initiative is the involvement of GoCo's Community Hub as an outreach service to these areas. Recruitment and induction of volunteers is scheduled for 2nd and 3rd quarters of 16/17. Service Provision reports collected and provided on time to funding bodies. GoCo Neighbour Aid outputs are on target YTD. Annual Customer Services Satisfaction Survey is scheduled for 3rd Quarter of 16/17. GoCo Neighbour Aid YTD budget income and expenditure is on target. Community Transport received growth funding which is being partly used for increasing service delivery in villages across the Gunnedah Shire local government area. A application for CHSP growth funds was lodged in November 2016.

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General Manager	GoCo - Multi Service Outlet	Bruce Mercer	3.2.1.1 Ensure effective and efficient delivery of Commonwealth Home Support Program (CHSP) services to eligible elderly people and younger people with disabilities in the Gunnedah Shire.	07/07/2016	30/06/2017	In Progress	50	The GoCo MSO Commonwealth Home Support Program Service is below target with outputs YTD and budget income and expenditure is within YTD forecast. GoCo MSO provided individual and group social support with transport complementing these services. The recruitment and induction of new volunteers took place in 2nd QTR and is scheduled for 3rd quarters of 16/17, as well. Service Provision reports were collected and provided to funding bodies on time. GoCo MSO outputs are below target YTD. Action Plan in place to increase outputs too target level by 30 June 2017. Computer software renewal completed. Annual customer service satisfaction survey scheduled for 3rd Quarter of 2016/17. GoCo MSO YTD budget income and expenditure is on target. A number of new grant funding opportunities have been pursued YTD, including: Application lodged for funds to hold Seniors Week in 2017; Application for Commonwealth Home Support Program growth funds was lodged in November 2016; \$250.00 in grant funds received for Carers Week 2016.
General Manager	GoCo - Community Hub	Bruce Mercer	3.7.3.1 Provide quality youth services that are comprehensive, responsive and empowering for young people.	07/07/2016	30/06/2017	In Progress	50	The GoCo Community Hub has provided quality services to its target groups YTD which is evident in outputs achieved. Additional grant funds were received YTD which has enabled services to be increased. Service Provision reports collected and delivered to funding body on time. GoCo Community Hub YTD outputs are exceeding YTD targets. GoCo Community Hub YTD budget income and expenditure are on target. The Annual Customer Services Satisfaction Survey is scheduled for 3rd Quarter of 16/17.
General Manager	GM Management	Eric Groth	4.6.1.1 Identify resources from government agencies to facilitate investment in renewal energy operations in partnership with Namoi Councils.	01/07/2016	30/06/2017	Ongoing		Namoi Councils JO continues to seek opportunities for support from other government for renewal energy operations.
General Manager	GM Management	Eric Groth	1.2.7.1 Identify, represent, advocate and lobby for inclusion of Gunnedah Shire's community needs within regional and state planning processes.	01/07/2016	30/06/2017	Ongoing		The review of the Actions and Tasks linked to the strategies identified within the CSP (Community Strategic Plan) and the required strategies by Council to deliver those outcomes has resulted in a more streamlined document that has a more defined link to the needs of the community and deliverables that are easier to measure. In addition to this strategic approach, community needs are able to be identified by the community and raised through contact with Council or elected members at which point Council can consider representation, advocacy and/or lobbying actions required. Through Council's systems aimed at continual improvement of operations, staff also have the opportunity to identify further needs community needs not already identified for consideration by Council.
General Manager	GM Management	Eric Groth	1.2.5.6 Ensure the existence and implementation of systems and processes to review and continually improve Council operations.	01/07/2016	30/06/2017	Ongoing		In addition to response to actions raised through customer requests, staff have implemented a perpetual feedback program to ensure that opportunities to improve operations are captured in a timely fashion, and actioned to ensure identified required improvement is recorded, tracked and actioned. The internal audit function, oversights by the Audit Committee, also ensures a continuous improvement focus in the delivery of Council services.

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General Manager	GM Management	Eric Groth	1.2.4.1 Collaborate and share resources with other organisations.	01/07/2016	30/06/2017	Ongoing		Management continues to pursue resource sharing and shared service opportunities with neighbouring, and other regional, councils. During this period, Liverpool Plains Shire Council has determined to withdraw from the proposed sharing of resources program. Council continues to benefit from successful relationships with Northern Inland Regional Waste and various regional Weeds Committees and Advisory Groups. These groups provide opportunities to participate in tenders, funding applications and works programs in conjunction with member Councils across the region. The Namoi Joint Organisation meets monthly to review issues affecting the region, including: Murray Darling Basin; regional road network; inland rail project; Namoi Regional Investment Prospectus; emergency services levy; and the NBN.
General Manager	GM Management	Eric Groth	1.3.1.1 Identify opportunities to advocate our interests with local community groups and organisations and the State and Federal Government on issues such as planning, development and the provision of services and facilities.	01/07/2016	30/06/2017	Ongoing		Weekly meetings are held with the executive of the Gunnedah and District Chamber of Commerce and as a result, a closer relationship has been developed with a focus on encouraging development and investment in Gunnedah Shire. The Chamber is notified of Council's tenders when as they are advertised to ensure local business with the capacity to tender have an opportunity to do so. Council resolved to conduct workshops in relation to voluntary planning agreements to ensure that ongoing negotiations with mining companies result in the best possible outcome for the Gunnedah community.
General Manager	GoCo	Bruce Mercer	3.1.1.1 Market Council's community care services.	06/07/2016	30/06/2017	In Progress	50	Marketing and Communication Strategy in place for 16/17. A GoCo Marketing Action Plan was developed for 16/17 which will progress the broader GoCo Marketing Strategy. Implementation commenced in 1st Quarter of 16/17 including: Production and distribution of the GoCo Winter Newsletter in August and Summer Edition in December; Regular update of GoCo Website; Attendance by staff at a range of events to promote GoCo; Regular media releases and advertisements; Production and Distribution of GoCo marketing collateral. Set up GoCo Facebook in December 2016.
Infrastructure Services	Street Cleaning	Richard Baxter	2.2.1.30 Ongoing maintenance and cleaning of streets across the Shire.	01/07/2016	30/06/2017	In Progress	50	Regular paver cleaning is undertaken to ensure the CBD pavers are maintained to a high standard. Street cleaning program implemented and adhered to.
Infrastructure Services	Street Lighting	Richard Baxter	4.8.3.3 Identify opportunities to reduce costs to deliver efficient and effective lighting to streets across the Shire.	01/07/2016	30/06/2017	In Progress	50	The solar lighting on Wandobah Road has 15 batteries replaced in the lighting towers and panels turned to face north.
Infrastructure Services	Private Works	Richard Baxter	2.2.7.1 Creation and implementation of private works program.	01/07/2016	30/06/2017	In Progress	50	Private works undertaken for Whitehaven, including asphaltting works on Kamilaroi/Blue Vale intersection as well as renewal of linemarking and painting the calming island surrounds to comply with safety requirements. Various grading jobs throughout the Shire for private land holders, primarily road grading.
Infrastructure Services	Parks and Gardens	Geoff Phillips	4.9.4.2 Review and update Maintenance Programs - Parks and Gardens across the Shire.	01/07/2016	30/06/2017	Ongoing		This is an ongoing process, maintenance programs are reviewed constantly and amended as required based on seasonal aspects, environmental considerations and communities usage and requirements.
Infrastructure Services	Parks and Gardens	Geoff Phillips	4.9.4.1 Implementation of Street Tree Strategy.	01/07/2016	30/06/2017	Ongoing		Stage two of the Street tree strategy has commenced with the removal of the trees in the footpaths along Conadilly Street between Rosemary street and Blackjack creek. Trees will be planted in the Street corridor in the cooler months.

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Infrastructure Services	Parks and Gardens	Geoff Phillips	3.4.1.1 Collaborate with Village progress associations to ensure effective and efficient delivery of maintenance of the Village open spaces.	01/07/2016	30/06/2017	Ongoing		Village maintenance is undertaken through a contract agreement with Village Progress Associations, this is to provide the Associations with ownership and involvement with their villages. Council ensures effective and efficient service delivery through regular inspections and consultation with the Progress Associations. Council also engages contractual services for villages that do not have active Progress Associations
Infrastructure Services	Parks and Gardens	Geoff Phillips	2.2.5.5 Investigate and pursue opportunities for increased usage of Open Spaces (parks and gardens) throughout the Shire.	01/07/2016	30/06/2017	Ongoing		A playground equipment replacement program has been instigated on an annual basis with replacement of aging infrastructure and replacement with new equipment suitable to the park and immediate community through a consultation and survey process. New parks are being established in conjunction with the development of new housing estates.
Infrastructure Services	Parks and Gardens	Geoff Phillips	2.2.5.6 Provide systems and processes to manage Council and crown land leases and licenses.	01/07/2016	30/06/2017	Ongoing		Council maintains a lease/Licence/facility agreement portfolio with various Clients/organisations, these agreements are managed for currency and reviewed/inspected regularly to ensure compliance
Infrastructure Services	Parks and Gardens	Geoff Phillips	3.12.1.1 Identify suitable areas for the implementation and installation of outdoor gym equipment in conjunction with the current and future cycleway and walkway network.	01/07/2016	30/06/2017	Ongoing		An outdoor gym equipment installation program has been instigated and is an ongoing process in conjunction with existing pathways along with future developments of the cycleway and walkway program through out town.
Infrastructure Services	Urban Streets	Richard Baxter	2.2.1.33 Review and update Urban Streets Capital Works Program.	01/07/2016	30/06/2017	In Progress	50	Works consisting of pavement reconstruction was commenced and completed within the reporting period in Links Road. Works commenced in Bloomfield Street and will be completed early 2017.
Infrastructure Services	Urban Streets	Richard Baxter	2.2.6.1 Ongoing review and maintenance of urban streets to ensure car, bicycle and pedestrian safety.	01/07/2016	30/06/2017	In Progress	50	Linemarking undertaken to refresh pedestrian access in Conadilly Street and Stock Road and several trees were trimmed in Conadilly Street to ensure sign visibility.
Infrastructure Services	Urban Streets	Richard Baxter	2.2.1.32 Ongoing maintenance of Urban Streets.	01/07/2016	30/06/2017	In Progress	50	Maintenance as and when required.
Infrastructure Services	Airport	Richard Baxter	2.2.1.3 Review and update Airport Capital Works Program.	01/07/2016	30/06/2017	Ongoing		Capital Works Program consistent with Asset Management Plan.
Infrastructure Services	Airport	Richard Baxter	2.3.4.1 Creation and implementation of Airport Master Plan.	01/07/2016	30/06/2017	Ongoing		Negotiations with the Gunnedah Aero Club are ongoing in relation to landing fees and a workshop was conducted with Councillors in December 2016 to provide an update on the status of the implementation of the Airport Master Plan.
Infrastructure Services	Airport	Richard Baxter	2.2.1.2 Ongoing maintenance and reseal Runway 11-29.	01/07/2016	30/06/2017	In Progress	50	Entire runaway crack sealed completed towards the end of 2016 in reparation for the reseal to be undertaken in February 2017.
Infrastructure Services	GIS/LIS	John "Sam" Devine	1.2.10.4 Ensure effective and efficient delivery of geographical information services across Council and to the community.	01/07/2016	30/06/2017	In Progress	70	GIS position is currently vacant. All GIS and LIS updates currently being undertaken by M.A.D.D. Manager

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Infrastructure Services	Regional Roads	Richard Baxter	2.2.1.23 Ongoing maintenance of Regional Roads.	01/07/2016	30/06/2017	In Progress	50	Full reconstruction works completed on Black Stump Way, from Bando Gate to Plain Camp. Ongoing maintenance as required, however Rangari Road (MR 357) requires more maintenance due to increase in mining traffic.
Infrastructure Services	Depot	Wayne Kerr	2.2.1.13 Ensure effective and efficient operation of the Depot Facility.	01/07/2016	30/06/2017	Ongoing		Depot secure and accessible for all users.
Infrastructure Services	Depot	Wayne Kerr	2.2.1.14 Review and update Depot Capital Works Program.	01/07/2016	30/06/2017	In Progress	50	Capital Works Program consistent with Asset Management Plan.
Infrastructure Services	Quarry Operations	Richard Baxter	2.2.1.22 Ongoing maintenance of Council's quarries.	01/07/2016	30/06/2017	In Progress	50	Drilling and soil testing commenced at the Rankmore Quarry (located on Wandobah Road, past Milroy turnoff). The drilling and soil testing will provide data in relation to the quality of the gravel with test results to date confirming a high quality gravel source at this quarry.
Infrastructure Services	Sporting Grounds	Geoff Phillips	2.2.5.8 Investigate and pursue opportunities for increased usage of open spaces (sporting grounds) throughout the Shire.	01/07/2016	30/06/2017	Ongoing		Consultation with sporting organisations in respect to their requirements has been undertaken & will be an ongoing process. Sporting facilities are being improved in conjunction with the Riverine Precinct Project to cater for sporting events.
Infrastructure Services	Sporting Grounds	Geoff Phillips	4.9.4.3 Review and update Maintenance Programs - Sporting Grounds across the Shire.	01/07/2016	30/06/2017	Ongoing		This is an ongoing process, maintenance programs are reviewed constantly and amended as required based on seasonal aspects, environmental considerations, communities usage and sporting organisations requirements.
Infrastructure Services	Sporting Grounds	Geoff Phillips	3.6.2.1 Review and update Capital Works Program - Sporting Grounds.	01/07/2016	30/06/2017	In Progress	90	Construction of a three turfed Cricket wicket table at Namoi Playing fields has been completed. Riverine sporting precinct project completed Riverine road works 90% completed, drainage culvert on the corner of Maitland & Rosemary Streets required
Infrastructure Services	Sporting Grounds	Geoff Phillips	1.7.6.1 Creation and implementation of the Gunnedah Racecourse Master Plan.	01/07/2016	30/06/2017	Completed	100	Race Course Master Plan is completed
Infrastructure Services	Stormwater Drainage	Richard Baxter	4.4.4.1 Creation and implementation of Stormwater Education Program.	01/07/2016	30/06/2017	In Progress	50	Ongoing works with Council's stormwater infrastructure are undertaken on a regular basis.
Infrastructure Services	Stormwater Drainage	Richard Baxter	4.4.6.1 Ongoing maintenance of gross pollutant traps across the Shire.	01/07/2016	30/06/2017	In Progress	50	The four gross pollutant traps are inspected and cleaned as required.
Infrastructure Services	Stormwater Drainage	Richard Baxter	4.4.4.2 Provide systems and processes to identify opportunities to harvest stormwater runoff.	01/07/2016	30/06/2017	In Progress	50	Review of potential methods of reducing stormwater volumes, flows and runoff frequencies is ongoing.
Infrastructure Services	Stormwater Drainage	Richard Baxter	2.2.1.29 Review and update Stormwater Capital Works Program.	01/07/2016	30/06/2017	In Progress	50	Planning and design for the George Street stormwater project ongoing. The scope of works in relation to Links Road (Stock Road to George Street) has been amended following the identification of a more efficient process.

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Infrastructure Services	Stormwater Drainage	Richard Baxter	2.2.1.28 Ongoing maintenance and upgrade of stormwater infrastructure in the Shire.	01/07/2016	30/06/2017	In Progress	50	Gross pollutant traps have been pumped out and various gully pits and culverts have been cleaned and repaired throughout the Shire. Ashfords Watercourse has been relevelled from Baxter Street to Winder Place to ensure the water escaped efficiently.
Infrastructure Services	Halls and Centres	Geoff Phillips	3.9.1.2 Ongoing maintenance and repairs of Council's building assets (halls and centres) to meet operational standards.	01/07/2016	30/06/2017	Ongoing		Councils Halls and centres maintenance & repairs schedules are based on regular inspections along with engaging cyclic, reactive, historical and planned processes. Emerald Hill Hall stage 2 works completed. Town Hall upgrade for lease requirements completed
Infrastructure Services	Halls and Centres	Geoff Phillips	3.9.1.3 Review and update Capital Works Programs - Halls and Centres.	01/07/2016	30/06/2017	Completed	100	Town Hall upgrade for lease requirements completed
Infrastructure Services	Swimming Pools	Geoff Phillips	2.2.1.31 Ensure effective and efficient swimming pool complex is available to the community.	01/07/2016	30/06/2017	Ongoing		The Gunnedah Pool Complex is managed to Royal Life Saving guidelines and has been audited for compliance to ensure the operation provides a safe, effective and efficient service given the age and infrastructure currently in place. The upgrade process of the complex will increase operational standards and compliance by replacing old infrastructure with state of the art facilities and equipment.
Infrastructure Services	Community Housing	Geoff Phillips	2.2.1.11 Ongoing maintenance and repairs of Council's building assets (community housing) to meet operational standards.	01/07/2016	30/06/2017	Ongoing		Councils community housing maintenance & repairs schedules are based on regular inspections and consultation with tenants along with engaging cyclic, reactive, historical and planned processes
Infrastructure Services	Community Housing	Geoff Phillips	2.2.1.12 Review and update Capital Works Programs - Community Housing.	01/07/2016	30/06/2017	Completed	100	No capital works identified for the 2016/17 financial year
Infrastructure Services	Bus Shelters	Richard Baxter	2.2.1.6 Ongoing maintenance of bus shelters across the Shire.	01/07/2016	30/06/2017	In Progress	50	Two bus shelters were damaged with broken perspex/glass which are in the process of being repaired.
Infrastructure Services	Car Parks	Richard Baxter	2.2.1.7 Ongoing maintenance and upgrade of car parks within the Shire.	01/07/2016	30/06/2017	In Progress	50	Erected new signage at parking area in Little Conadilly Street, Kepreotes Carpark and Little Barber Street Carpark. Several dead trees at various carparks throughout the Shire were identified and removed due to safety concerns.
Infrastructure Services	Car Parks	Richard Baxter	2.2.1.8 Review and update Car Parks Capital Works Program.	01/07/2016	30/06/2017	Completed	100	No carpark capital works for carparks identified in the 2016/17 year.
Infrastructure Services	Administration Buildings	Geoff Phillips	4.8.3.1 Provide systems and processes to identify opportunities to reduce the energy consumption of the organisation.	01/07/2016	30/06/2017	Ongoing		Energy audit completed on Council key buildings, Solar installed with high energy use assets Solar systems have been serviced to ensure they are operating at capacity and effective Reviewing energy efficient lighting options for Administration building Replacement program in place for aging unserviceable & high energy use air conditioning units, with more energy efficient systems
Infrastructure Services	Administration Buildings	Geoff Phillips	2.2.1.1 Review and update Capital Works Programs - Administration Buildings.	01/07/2016	30/06/2017	In Progress	80	Internal painting completed Replacement of unserviceable air conditioners 80% completed Quotations for carpet replacement are being reviewed

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Infrastructure Services	Rural Sealed Roads	Richard Baxter	2.2.1.25 Ongoing maintenance of Rural Sealed Roads.	01/07/2016	30/06/2017	In Progress	50	Shoulder widening undertaken on Goolhi Road from Quia Road West (approximately 6 kilometres). Elimination of defects on shoulders on various roads throughout the Shire was undertaken as a result of the wet weather experienced during the period.
Infrastructure Services	Rural Sealed Roads	Richard Baxter	2.2.1.24 Ongoing maintenance of pavement reconstruction programs across the Shire.	01/07/2016	30/06/2017	In Progress	50	Pavement reconstruction completed for Bluevale Road, Links Road and Black Stump Way.
Infrastructure Services	Rural Sealed Roads	Richard Baxter	2.2.1.26 Review and update Rural Sealed Roads Capital Works Program.	01/07/2016	30/06/2017	In Progress	50	The capital works program for the reporting period included shoulder widening and pavement renewal on various roads, such as Blue Vale Road, Black Stump Way, Kelvin Road and Goolhi Road.
Infrastructure Services	Rural Unsealed Roads	Richard Baxter	2.2.1.34 Ongoing maintenance of Rural Unsealed Roads.	15/07/2016	30/06/2017	In Progress	50	Unsealed road maintenance as conditions require, with works completed on Pullaming Road, Kelvin Road, Basin Plain Road, Trinkey Forest Road and Orange Grove Road.
Infrastructure Services	Caravan Parks and Camping Grounds	Geoff Phillips	2.4.7.1 Ensure ongoing access for caravans and recreational vehicles to South Street Caravan Park.	01/07/2016	30/06/2017	Ongoing		South Street caravan park is currently under Licence to the Gunnedah & District Kennel Club, Council engages with the organisation to maintain standards and access to all Caravans and Recreational vehicles under the Licence agreement terms
Infrastructure Services	Sewer Services	Kevin Sheridan	2.2.2.3 Ensure effective and efficient delivery of sewerage services across the Shire.	01/07/2016	30/06/2017	Not Started	0	On going maintenance and repairs undertaken as required. Regular inspections completed in-line with EPA requirements
Infrastructure Services	Sewer Services	Kevin Sheridan	2.2.2.2 Creation and implementation of upgrade works for improvement of infrastructure and increased capacity for Sewage Treatment Works.	01/07/2016	30/06/2017	Not Started	0	STP Concept design completed. Currently undertaking detailed design process and commencement of procurement requirements
Infrastructure Services	Sewer Services	Kevin Sheridan	2.2.2.4 Review and update Sewer Capital Works Programs.	01/07/2016	30/06/2017	Not Started	0	Sewer main relining program commenced with new lines being investigated and previous relined junctions being surveyed.
Infrastructure Services	State Roads	Richard Baxter	2.2.1.27 Review and complete Roads Maintenance Council Contract (RMCC - Roads and Maritime Services) Maintenance Program.	01/07/2016	30/06/2017	In Progress	50	During the reporting period, the RMCC contract works completed included the completion of Oxley Highway from Tamworth Roundabout to Wilkinson Road, which included a full reconstruction including the construction of a centre turning lane. Heaving patching completed on Oxley Highway and Kamilaroi Highway. The extension of the Keepit Dam overtaking lane commenced, which is due to be completed early in 2016.
Infrastructure Services	Emergency Services and Fire Control	Wayne Kerr	4.2.4.1 Review and update the DISPLAN annually, including sub-plans for bushfires, wildfires, evacuation procedures, floods and aerodrome.	01/07/2016	30/06/2017	Ongoing		Sub-plans for flood updated April 2014. Bushfire Risk Management Plan updated August 2015 prior to fire season. Aerodrome Emergency Plan to be updated June 2016. DISPLAN contacts updated every four months.
Infrastructure Services	Emergency Services and Fire Control	Wayne Kerr	3.2.5.1 Ensuring that appropriate access for emergency services is available across the Shire.	01/07/2016	30/06/2017	Ongoing		As 2.3.3.1 with respect to second road over rail bridge construction.

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Infrastructure Services	Infrastructure Management	Wayne Kerr	2.2.9.1 Investigate strategies to ensure the local road network and regional transport are sustainable and provide for future growth of Gunnedah Shire.	01/07/2016	30/06/2017	Ongoing		Participation in intermodal discussions with Transport for NSW and Regional Councils and freight operators. Working with Namoi Councils to undertake regional freight strategy. Working with RMS for B triple access on Oxley Highway to Tamworth.
Infrastructure Services	Infrastructure Management	Wayne Kerr	2.3.3.2 Identify strategies to maintain long term infrastructure.	01/07/2016	30/06/2017	Ongoing		Continuing to work with RMS to construct the second road over rail bridge.
Infrastructure Services	Assets	John "Sam" Devine	2.2.4.1 Coordinate asset revaluation programs.	01/07/2016	30/06/2017	In Progress	50	Discussions underway with water/sewer business units to work towards timely valuations for the upcoming 16/17 financial year in accordance with accounting code requirements.
Infrastructure Services	Assets	John "Sam" Devine	2.2.4.2 Review and update Asset Management Plans across the organisation.	01/07/2016	30/06/2017	In Progress	80	Will start in the coming weeks now the financial statements have been completed.
Infrastructure Services	Noxious Weeds	Lee Amidy	4.2.2.1 Identify and provide noxious weed spraying services to the community.	01/07/2016	30/06/2017	Not Started	0	Continued education programs including Ag-Quip, Keepit Dam, etc.
Infrastructure Services	Noxious Weeds	Lee Amidy	4.2.1.1 Provide systems and processes to ensure compliance with noxious weeds legislation and standards.	01/07/2016	30/06/2017	Not Started	0	Continued aerial weed inspection and personal follow up on known outbreaks.
Infrastructure Services	Kerb and Gutter	Richard Baxter	2.2.1.18 Ongoing maintenance and upgrade of kerbs and gutters across the Shire.	01/07/2016	30/06/2017	In Progress	50	Ongoing maintenance undertaken in various locations within the urban area, including: Links Road, Johnson Street, Barber Street and Gallen Avenue.
Infrastructure Services	Kerb and Gutter	Richard Baxter	2.2.1.19 Review and update Kerb and Gutter Capital Works Program.	01/07/2016	30/06/2017	In Progress	50	Renewal of kerb and guttering in Wentworth Street, Little Barber Street, Conadilly Street (Rosemary Street towards Warrabungle Street) completed.
Infrastructure Services	Commercial Properties	Geoff Phillips	2.2.1.9 Ongoing maintenance and repairs of Council's building assets (commercial properties) to meet operational standards.	01/07/2016	30/06/2017	Ongoing		Councils commercial property maintenance & repairs schedules are based on regular inspections along with engaging cyclic, reactive, historical and planned processes
Infrastructure Services	Commercial Properties	Geoff Phillips	4.8.3.2 Provide systems and processes to identify opportunities to reduce the energy consumption of the organisation.	01/07/2016	30/06/2017	Ongoing		Energy audit completed on Council key buildings, Solar installed with high energy use assets Solar systems have been serviced to ensure they are operating at capacity and effective Reviewing energy efficient lighting options for Administration building Replacement program in place for aging unserviceable & high energy use air conditioning units, with more energy efficient systems
Infrastructure Services	Commercial Properties	Geoff Phillips	2.2.1.10 Review and update Capital Works Programs - Commercial Properties.	01/07/2016	30/06/2017	Completed	100	Town hall upgrade for lease requirements completed
Infrastructure Services	Cemeteries	Geoff Phillips	2.2.5.2 Provide timely burial service for the Gunnedah Memorial Park Cemetery, Hunter Street Cemetery and Villages.	01/07/2016	30/06/2017	Ongoing		Burial services take the highest priority within Council and all required infrastructure is allocated to the process to achieve a timely outcome for the client

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Infrastructure Services	Cemeteries	Geoff Phillips	2.2.5.3 Review and update Maintenance Programs - Cemeteries, across the Shire.	01/07/2016	30/06/2017	Ongoing		Ongoing process of review dependant on seasonal and burial requirements. Maintenance schedules are displayed in advance for the communities information at the entrance to the Memorial Park Cemetery. Village cemeteries are maintained through Progress Associations and or Contractual services
Infrastructure Services	Design	John "Sam" Devine	2.2.1.15 Undertake survey and design work.	01/07/2016	30/06/2017	In Progress	50	Survey and Design works undertaken in line with works programs.
Infrastructure Services	Design	John "Sam" Devine	2.2.5.4 Creation and implementation of traffic studies to improve the safety of the community.	01/07/2016	30/06/2017	In Progress	60	Ongoing Traffic Counter Program
Infrastructure Services	Footpaths and Bike Tracks	Richard Baxter	2.2.1.17 Review and update Footpaths and Bike Tracks Capital Works Program.	01/07/2016	30/06/2017	In Progress	50	The Pedestrian Access Mobility Plan and the Bike Plan were exhibited and adopted by Council in late 2016. A review will be undertaken in early 2017 to program future works.
Infrastructure Services	Footpaths and Bike Tracks	Richard Baxter	2.2.1.16 Ongoing maintenance and upgrade of footpaths and bike tracks across the Shire.	01/07/2016	30/06/2017	In Progress	50	A number of footpath trip hazards/defects were identified as requiring remediation, including: Hunter Street, Conadilly Street, Bridge Street, View Street and Stock Road. Any trip hazards/defects reported are inspected to determine priority and placed on Council's works program for attention.
Infrastructure Services	Water Services	Kevin Sheridan	2.2.3.1 Ensure effective and efficient delivery of water services across the Shire.	01/07/2016	30/06/2017	Not Started	0	On going maintenance and repairs undertaken as required. Regular inspections completed in-line with DPI-Water requirements
Infrastructure Services	Water Services	Kevin Sheridan	2.2.3.2 Implementation of Water Quality Assurance Framework in accordance with the Public Health Act.	01/07/2016	30/06/2017	Not Started	0	Water Quality Management System currently being implemented inline with quality assurance plan.
Infrastructure Services	Water Services	Kevin Sheridan	2.2.3.3 Main replacement program for Gunnedah Water Services (CAPITAL).	01/07/2016	30/06/2017	Not Started	0	Water main replacement program commenced. Main replacements in Daniel Keane Crescent, Porcupine St, South St, Kamilaroi Rd and Carroll St.
Infrastructure Services	Water Services	Kevin Sheridan	4.4.5.1 Implement strategies to ensure permanent water allocation retained.	01/07/2016	30/06/2017	Not Started	0	On going discussions with DPI-Water to insure water allocation remains.
Infrastructure Services	Water Services	Kevin Sheridan	2.2.3.4 Review and update Water Capital Works Programs.	01/07/2016	30/06/2017	Not Started	0	Program updated regularly
Infrastructure Services	Water Services	Kevin Sheridan	4.4.3.1 Collaborate with Save Water Alliance delivering educational strategies on water consumption reduction.	01/07/2016	30/06/2017	Not Started	0	Undertaking joint water education and conservation program through new provider with Namoi Water alliance.
Infrastructure Services	Bridges	Richard Baxter	2.2.1.5 Review and update Bridges Capital Works Program.	01/07/2016	30/06/2017	Ongoing		Preparation of the tender process for the demolition of the existing and construction of a new Simpson Bridge commenced.
Infrastructure Services	Bridges	Richard Baxter	2.2.1.4 Ongoing maintenance of bridges and culverts across the Shire.	01/07/2016	30/06/2017	In Progress	50	Repaired various culverts throughout the Shire for separation whilst closing the Mooki River Bridge at Breeza due to the deteriorating condition. Council was successful in obtaining \$140,000 grant for the inspection of all bridges throughout the Shire in relation to higher mass limits and structural condition.

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Planning and Environmental Services	Domestic Waste Management	Blake O'Mullane	4.7.2.1 Investigate strategies to increase the amount of waste recycled by households and industry in the Shire.	01/07/2016	30/06/2017	Ongoing		As part of the Northern Inland Regional Waste Group, Gunnedah Shire Council has been investigating strategies to increase the amount of waste recycled by households. Projects proposed by NIRW include: Develop waste processing/recycling facilities; Improve kerbside recycling performance; and Consider processing residual waste as a long term option.
Planning and Environmental Services	Domestic Waste Management	Blake O'Mullane	4.7.4.1 Provide systems and processes to manage the future waste management services across the Shire.	01/07/2016	30/06/2017	Ongoing		The following systems and processes have been implemented to manage future waste management services across the shire: Monitoring to ensure adequate landfill life and replacement needs of the Gunnedah Waste Management Facility are met; and Provisioning for closure and remediation of the Gunnedah landfill.
Planning and Environmental Services	Domestic Waste Management	Blake O'Mullane	4.7.1.1 Ensure effective and efficient delivery of recycling services across the Shire.	01/07/2016	30/06/2017	Ongoing		Recycling services have been delivered across the Shire in accordance with the existing contractual arrangements in place with the service provider.
Planning and Environmental Services	Domestic Waste Management	Blake O'Mullane	4.7.3.1 Investigate strategies to reduce waste produced by households and industry in the Shire.	01/07/2016	30/06/2017	Ongoing		As part of the Northern Inland Regional Waste Group, Gunnedah Shire Council has been investigating strategies to reduce waste produced by households and industry. Projects propose by NIRW to achieve this include: Promote reuse of discarded products; Promote home composting; and Guide the community in reducing waste.
Planning and Environmental Services	Parking Control	Blake O'Mullane	2.3.1.1 Regulate parking control in the Gunnedah Central Business District.	01/07/2016	30/06/2017	Ongoing		Parking control has been regulated in the Gunnedah CBD.
Planning and Environmental Services	Sanitation	Blake O'Mullane	2.2.2.1 Ensure efficient provision of Section 68 Septic Tank Approvals.	01/07/2016	30/06/2017	Ongoing		Sec 68 Septic Tank Approvals have been issued within 10 working days, where all required information has been provided.
Planning and Environmental Services	Building Control	Blake O'Mullane	2.2.5.1 Assess and process swimming pool barrier compliance certificate applications in accordance with the Swimming Pools Act 1992 and Swimming Pools Regulation 2008.	01/07/2016	30/06/2017	Ongoing		All Swimming Pool Barrier Compliance Certificates have been processed in accordance with the Swimming Pools Act 1192 and the Swimming Pools Regulation 2008.
Planning and Environmental Services	Building Control	Blake O'Mullane	4.8.1.1 Assess and process construction certificate applications in accordance with legislation and the Building Code of Australia.	01/07/2016	30/06/2017	Ongoing		Construction certificate applications have been assessed and processed in accordance with relevant legislation and the Building Code of Australia. Assessment templates have been developed to assist in ensuring that applications are assessed against the relevant parts of the Building Code of Australia.
Planning and Environmental Services	Building Control	Blake O'Mullane	4.8.2.1 Provision of advice and guidance on legislative compliance for the construction of dwellings and commercial/industrial buildings to applicants.	01/07/2016	30/06/2017	Not Started	0	Pre-lodgement advice on compliance with relevant pieces of legislation has been provided to applicants of both residential and commercial/industrial developments.

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Planning and Environmental Services	Economic Development	Andrew Johns	2.1.4.2 Identify opportunities to advocate our local interests with local community groups and organisations and the State and Federal Government on issues such as planning and development, the provision of services and facilities.	15/07/2016	30/06/2017	Ongoing		Meetings attended when requested. Interaction with villages has been formalised with Council's Community and Social Planner being the main point of contact.
Planning and Environmental Services	Economic Development	Andrew Johns	2.5.5.1 Coordinate and promote effective and sustainable community development and cultural programs and assist community organisations to build capacity.	01/07/2016	30/06/2017	Ongoing		This is occurring on an ongoing basis in association with Council's Lifestyle team.
Planning and Environmental Services	Economic Development	Andrew Johns	2.1.5.1 Ensure a diversified economy by supporting existing industry and encouraging new industry to the Shire.	15/07/2016	30/06/2017	Ongoing		Monthly meetings with the Gunnedah and District Chamber of Commerce and Industry are held to discuss attraction of business to Gunnedah. Council has collaborated with the Chamber to develop an Investment Prospectus that has been translated into the Mandarin, Japanese and Korean languages. Development of a Trade Mission to China has also been planned for early 2017.
Planning and Environmental Services	Economic Development	Andrew Johns	2.4.3.1 Identify potential partners to enhance access to and delivery of telecommunications activities across the Shire.	01/07/2016	30/06/2017	Ongoing		Meetings attended upon invitation.
Planning and Environmental Services	Economic Development	Andrew Johns	2.5.1.1 Review and provide updated business and organisation's details via range of promotional activities.	01/07/2016	30/06/2017	Ongoing		Regular contact with local businesses to ensure business listing up to date.
Planning and Environmental Services	Economic Development	Andrew Johns	2.1.9.1 Support Gunnedah and District Chamber of Commerce.	01/07/2016	30/06/2017	Ongoing		Council staff and Mayor meet with the Chamber on a monthly basis. Council was the Major Sponsor of the Chamber's Spirit of Christmas Event and provided logistical and administrative support to its development and delivery.
Planning and Environmental Services	Economic Development	Andrew Johns	2.4.5.1 Identify opportunities to attract economic, sporting and cultural events to the area.	01/07/2016	30/06/2017	Ongoing		This is occurring on an ongoing basis.
Planning and Environmental Services	Economic Development	Andrew Johns	2.5.3.1 Creation and implementation of strategies to facilitate and market economic growth in the Shire.	15/07/2016	30/06/2017	Ongoing		The Gunnedah Shire Economic Development Strategy provides the framework and directions for economic development within the Shire, and investigations commenced in relation to the implementation of the actions within the strategy. A proposal to employ the services of an economic development officer to promote and facilitate economic development, business and employment opportunities and to support the viability of local businesses is being researched with a report to be presented to Council in early 2017.

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Planning and Environmental Services	Economic Development	Andrew Johns	2.1.8.1 Identify new business opportunities and assist in the expansion of existing businesses in the Shire by providing incentives through the Business Partner Program.	15/07/2016	30/06/2017	In Progress	50	All Business Partner Program applications have been assessed, determined and acquitted. Council began working with the Gunnedah and District Business and Industry Chamber to review the Program Guidelines.
Planning and Environmental Services	Planning and Environmental Services Management	Andrew Johns	1.4.1.2 Represent Council on regional and strategic planning matters through consultation with Government agencies.	01/07/2016	30/06/2017	Ongoing		Attended upon invitation. Meeting with NSW Chief Planner attended by Director.
Planning and Environmental Services	Planning and Environmental Services Management	Andrew Johns	4.9.3.2 Ensure that the community is provided with a high quality built environment that meets regulatory standards and community expectations.	01/07/2016	30/06/2017	Ongoing		Monitoring is continual.
Planning and Environmental Services	Planning and Environmental Services Management	Andrew Johns	3.8.2.1 Ensure that the community is provided with high quality community and cultural services that meets community expectations, demands and need.	01/07/2016	30/06/2017	Ongoing		Monitoring is continual.
Planning and Environmental Services	Planning and Environmental Services Management	Andrew Johns	4.9.3.3 Ensure that the community is provided with high quality environmental management services.	01/07/2016	30/06/2017	Ongoing		Monitoring is continual.
Planning and Environmental Services	Planning and Environmental Services Management	Andrew Johns	2.1.4.1 Support business and economic development organisations across the Shire.	01/07/2016	30/06/2017	Ongoing		Meetings attended upon request.
Planning and Environmental Services	Planning and Environmental Services Management	Andrew Johns	4.9.1.2 Ensure that the community is provided with high quality planning through a rigorous regulatory process that meets regulatory standards and community expectations.	01/07/2016	30/06/2017	Ongoing		Monitoring is continual.
Planning and Environmental Services	Planning and Environmental Services Management	Andrew Johns	2.5.5.2 Support economic development within Gunnedah Shire.	01/07/2016	30/06/2017	Ongoing		Support is ongoing.
Planning and Environmental Services	Planning and Environmental Services Management	Andrew Johns	4.1.4.1 Support the development of Gunnedah as a vibrant and resilient community through strategic initiatives that support the future needs of the community.	01/07/2016	30/06/2017	Ongoing		Exhibition of the draft Gunnedah Urban Land Use Plan and interaction with interested community groups and individuals to ensure that "game changer" developments such as the second road over rail bridge and realignment of the state highway regional road network. Public exhibition of documents and workshopping of draft strategy with councillors and business community undertaken. Lodgement of funding application through Commonwealth Stronger Regions Fund for flood lighting of Donnelly Field to support Namoi Parklands open space strategy. Unfortunately funding application unsuccessful.

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Planning and Environmental Services	Planning and Environmental Services Management	Michael Silver	2.2.1.20 Oversee the swimming pool complex renewal project.	01/07/2016	30/06/2017	Not Started	0	Concept design finalised and adopted with architectural consultants progressing to complete development application documentation for lodgement.
Planning and Environmental Services	Community and Social Planning	Debra Hilton	3.2.3.1 Advocate for delivery of health services to the community.	01/07/2016	30/06/2017	Ongoing		Advocacy provided through the delivery of the Connecting Our Communities Forum which identified gaps in services and made recommendations for service enhancement. Advocated via support of specific awareness raising events, eg drug and alcohol initiatives, domestic and family violence, child safety.
Planning and Environmental Services	Community and Social Planning	Debra Hilton	3.6.4.1 Identify and develop opportunities that reduce crime and enhance community safety throughout the Shire.	01/07/2016	30/06/2017	Ongoing		Ongoing implementation of the recommendations within the Crime Prevention Plan 2014-2017. The Crime Prevention Working Group support for community based community safety and crime prevention initiatives with bi-monthly meetings conducted.
Planning and Environmental Services	Community and Social Planning	Debra Hilton	1.7.6.2 Encourage and support community action groups and progress associations.	15/07/2016	30/06/2017	Ongoing		Support offered to community action groups and progress associations through attendance at meetings and facilitation of Community Grants.
Planning and Environmental Services	Community and Social Planning	Debra Hilton	2.1.6.1 Promote the Gunnedah Shire as a liveable community.	01/07/2016	30/06/2017	Ongoing		Encouraging youth participation in local events to enhance social connectedness to the community and foster sense of place. Consultation on Disability Inclusion Action Plan is underway. Crime Prevention Plan is being implemented. Access Working Group has been reconstituted by Council.
Planning and Environmental Services	Community and Social Planning	Debra Hilton	3.8.2.2 Identify opportunities to develop multi cultural resources that promote access and increase knowledge.	15/07/2016	30/06/2017	Ongoing		Identification of opportunities ongoing.
Planning and Environmental Services	Community and Social Planning	Debra Hilton	3.9.1.1 Participate in Village community group meetings to communicate available services across the Shire.	01/07/2016	30/06/2017	Ongoing		Liaison with Village Hall groups and Progress Associations on going.
Planning and Environmental Services	Community and Social Planning	Debra Hilton	1.1.2.1 Celebrate volunteers and role models in our community.	01/07/2016	30/06/2017	Ongoing		Library volunteers supported and recognised regularly. Whilst no specific corporate event or function was conducted, ongoing support for volunteers assisting the organisation to deliver services to the community.
Planning and Environmental Services	Community and Social Planning	Debra Hilton	3.3.3.1 Continue to participate in forums and initiatives aimed at supporting the low socio economic members of the community.	01/07/2016	30/06/2017	Ongoing		Participation ongoing via interagency meetings, involvement in Crime Prevention community initiatives, support via attendance at community events, eg Gunnedah Family Support, Red Chief Local Land Council, Challenge.
Planning and Environmental Services	Community and Social Planning	Debra Hilton	1.1.3.1 Identify opportunities to support and build capacity of local community groups and organisations to enhance service delivery.	01/07/2016	30/06/2017	Not Started	0	Connected Communities Forum delivered December 2015 to identify network and resource sharing opportunities in relation to service delivery. Interagencies facilitated and participated in to encourage cross service collaboration. Ongoing support of local events to raise awareness of social issues.

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Planning and Environmental Services	Community and Social Planning	Debra Hilton	1.1.4.1 Collaborate with Progress Associations and Hall Committees to enhance access opportunities for the residents.	01/07/2016	30/06/2017	Not Started	0	Maintaining contact with Village Halls and Progress Associations to increase participation in local and regional events.
Planning and Environmental Services	Community and Social Planning	Debra Hilton	3.11.2.1 Identify opportunities to partner with Aboriginal organisations and the community to recognise and retain Aboriginal heritage and culture.	01/07/2016	30/06/2017	Not Started	0	Participation in NAIDOC Week activities including financial support of \$4,500 for the community, and events included a free movie day, a NAIDOC Week exhibition, exhibited the Back to Burrabee by local artist Warwick Keen, and supported community events via participation at Winanga-Li and Red Chief Local Area Land Council.
Planning and Environmental Services	Community and Social Planning	Debra Hilton	3.10.5.1 Advocate and administer grant funding to support community and cultural activities across the Shire.	01/07/2016	30/06/2017	Not Started	0	Two grant opportunities were utilised during the reporting period to deliver a refugee focussed event in March 2016 and a proposed ANZAC Ball in April 2016.
Planning and Environmental Services	Community and Social Planning	Debra Hilton	3.12.2.1 Administer financial assistance to community and sporting groups with Section 356 Community and Sports Small Grants Program.	01/07/2016	30/06/2017	Not Started	0	The 2015 Section 356 grant funds were disseminated in August 2015, with the seven community organisations being awarded a total of \$18,983.80 in funding. The community organisations included: Challenge Community Services, Gunnedah Woodturners, Carroll Progress Association Inc, Gunnedah Rural Museum, Gunnedah Pottery Club In, Mullaley P&C Association and Plains Pipes and Drums. Four sporting organisations were awarded a total of \$12,640.00 in funding and included: Namoi Horse Association, Gunnedah Little Athletics, Gunnedah Junior Cricket Association and Gunnedah Bender and Stocker Club.
Planning and Environmental Services	Community and Social Planning	Debra Hilton	3.6.1.1 Undertake a review of Alcohol Free Zones within the Gunnedah Shire.	01/07/2016	30/06/2017	Completed	100	The designated zones have been reinstated for another four year term, with new area of coverage included. Some signage has been renewed.
Planning and Environmental Services	Animal Control	Blake O'Mullane	4.3.2.1 Administer the Companion Animals legislation across the Shire.	01/07/2016	30/06/2017	Ongoing		Companion Animals legislation has been administered across the shire.
Planning and Environmental Services	Environmental Management	Carolyn Hunt	1.2.2.4 Investigate environmental and natural resource management programs.	01/07/2016	30/06/2017	Ongoing		Ongoing investigation of available programs for environmental and natural resource management is being undertaken.
Planning and Environmental Services	Environmental Management	Carolyn Hunt	4.3.1.1 Investigate funding opportunities with Government Agencies for additional habitat construction.	01/07/2016	30/06/2017	Ongoing		Funding opportunities are being investigated when presented. However, no additional opportunities have been taken up to date.
Planning and Environmental Services	Environmental Management	Carolyn Hunt	4.5.1.1 Creation and implementation of the Blackjack Creek Riparian Corridor/Channel Reconstruction project.	01/07/2016	30/06/2017	Ongoing		Blackjack Creek Riparian Corridor and Channel Reconstruction project is being undertaken in accordance with the approved work plan.
Planning and Environmental Services	Environmental Management	Carolyn Hunt	4.3.3.1 Creation and implementation of strategies to sustain the koala population across the Shire.	01/07/2016	30/06/2017	Ongoing		Gunnedah Koala Strategy has been adopted by Council. Implementation of the Strategy and the state legislation for the protection of the koala and its habitat is being undertaken through the development application process.

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Planning and Environmental Services	Development and Planning	Carolyn Hunt	4.5.2.1 Implement protection measures in respect of European heritage and items of Aboriginal significance.	01/07/2016	30/06/2017	Ongoing		The provisions of the Gunnedah Local Environmental Plan 2012 that refer to the preservation of heritage items are being applied. Appropriate development conditions are applied for the development of items of heritage significance through the development application process.
Planning and Environmental Services	Development and Planning	Carolyn Hunt	4.1.1.1 Identify and promote reductions in energy and water consumption for new developments across the Shire through BASIX.	01/07/2016	30/06/2017	Ongoing		Where required by legislation, BASIX Certificates are provided at the development application stage. The requirements of the certificate are implemented at the require stages and checked prior to issue of a final occupation certificate to ensure reductions in energy and water consumption.
Planning and Environmental Services	Development and Planning	Carolyn Hunt	2.3.3.1 Ongoing liaison with rail and government agencies in relation to State Government approved major projects impacting rail infrastructure.	01/07/2016	30/06/2017	Ongoing		Through the lodgement of submissions in regard to major development proposals, Council liaises with rail and government agencies to encourage consideration of impacts on rail infrastructure as a result of the major development projects. The submission is considered by the Department of Planning during the assessment of the development.
Planning and Environmental Services	Development and Planning	Carolyn Hunt	4.9.1.1 Implement Council's Development Control Plan with regard to streetscape consistency across the Shire.	01/07/2016	30/06/2017	Ongoing		Council's Development Control Plan, which contains provisions for attractive streetscapes is implemented through the assessment of each application. The potential impact on the streetscape is considered for each application and appropriate conditions are applied.
Planning and Environmental Services	Development and Planning	Carolyn Hunt	4.9.2.1 Encourage appropriate development of items of heritage significance.	01/07/2016	30/06/2017	Ongoing		Appropriate development of items of heritage significance is being undertaken through the development application process. The provisions of the Gunnedah Local Environmental Plan 2012 that refer to the preservation of heritage items are being applied.
Planning and Environmental Services	Development and Planning	Carolyn Hunt	3.6.3.1 Enforce Safer by Design principles in development applications.	01/07/2016	30/06/2017	Ongoing		The principles of Safer by Design are considered during the processing of each development application. Where required, relevant conditions of consent are applied to ensure that the principles are implemented.
Planning and Environmental Services	Development and Planning	Carolyn Hunt	3.3.3.2 Consideration of affordable housing during the development review of strategies and plans.	01/07/2016	30/06/2017	Ongoing		During the review of Council's strategic plans, consideration is given to the location and provisions for affordable housing. Council has received limited applications for affordable housing, which are assessed in accordance with the provisions of the State Environmental Planning Policy.
Planning and Environmental Services	Development and Planning	Carolyn Hunt	1.2.2.3 Ongoing implementation of floodplain management strategies into the development application assessment process.	01/07/2016	30/06/2017	Ongoing		Floodplain Management strategies are implemented through the development process. Development which is subject to flooding is required to undertake additional investigation in regard to the impact of flooding on the proposed development. Conditions of consent are applied where required.
Planning and Environmental Services	Development and Planning	Carolyn Hunt	3.3.4.1 Encourage development incorporating residential blocks to attract new residents to the Shire.	01/07/2016	30/06/2017	Ongoing		Development applications for the creation of residential lots are assessed to ensure that they are attractive for future development within the Shire. Council's Local Environmental Plan and Development Control Plan provisions ensure that new residential development incorporate utility services, access, open space and landscaping.
Planning and Environmental Services	Development and Planning	Carolyn Hunt	1.2.2.2 Implement Open Space Strategy initiatives.	01/07/2016	30/06/2017	Ongoing		The Open Space Strategy initiatives are regularly considered in strategic planning projects. Council's Development Control Plan includes the provision of open space areas in the master plans for implementation by future development.

Directorate	Business Unit	Responsible Person	Action	Start Date	End Date	Action Status	Percent Complete	Comments
Planning and Environmental Services	Development and Planning	Carolyn Hunt	1.2.2.1 Assess and process development proposals in accordance with the Environmental Planning and Assessment Act.	01/07/2016	30/06/2017	Ongoing		All development applications are assessed and processed in accordance with the provisions of the Environmental Planning and Assessment Act. Relevant conditions of consent are imposed to ensure that Council's Local Environmental Plan and Development Control Plan provisions are implemented.
Planning and Environmental Services	Development and Planning	Carolyn Hunt	2.5.2.1 Review Development Control Plan provisions.	01/07/2016	30/06/2017	Ongoing		The provisions of the Development Control Plan are applied to each development application. Any provisions that require review are noted and will be incorporated into the Review of the plan.
Planning and Environmental Services	Development and Planning	Carolyn Hunt	4.2.3.1 Identify and promote legislative rehabilitation requirements for new developments across the Shire.	01/07/2016	30/06/2017	Ongoing		Council's Development Control Plan 2012 requires commercial and industrial development to provide a landscaping plan for the proposed development. For major developments, landscaping in the form of rehabilitation would be determined during the development application process.
Planning and Environmental Services	Development and Planning	Carolyn Hunt	1.8.3.1 Identify educational requirements through submission on major development proposals.	01/07/2016	30/06/2017	Ongoing		Through the lodgement of submissions in regard to major development proposals, Council highlights the need for consideration of education requirements within the community as a result of the proposed development. The submission is considered by the Department of Planning during the assessment of the development.
Planning and Environmental Services	Development and Planning	Carolyn Hunt	1.4.1.1 Identify funding opportunities for local services and facilities through developer contributions, voluntary planning agreements and lobbying government agencies.	01/07/2016	30/06/2017	Ongoing		Council's developer contributions plans are applied to all development applications, where applicable. The funds collected from these contributions are utilised in the provision of Council's Delivery Plan and in accordance with the works identified in the contributions plans. Council has resolved to enter into Voluntary Planning Agreements with developers to ensure that local services and facilities are provided.
Planning and Environmental Services	Development and Planning	Carolyn Hunt	4.1.2.1 Implement Council's Development Control Plan with regard to provisions and location of open space areas.	01/07/2016	30/06/2017	Ongoing		Council's Development Control Plan, which contains master plans for future subdivision areas is implemented through the assessment of each application. The location of open space areas is identified in the master plans and are required to be provided in the subdivision of land.
Planning and Environmental Services	Development and Planning	Carolyn Hunt	4.1.3.1 Consideration of inclusion of suitable koala habitat during assessment of major developments.	01/07/2016	30/06/2017	Ongoing		The implementation of Council's Koala Strategy and other state legislation to protect the koala and its habitat, is undertaken with each development application. Where koala habitat is located, Koala Plans of Management may be required.
Planning and Environmental Services	Development and Planning	Carolyn Hunt	4.4.1.1 Support the Catchment Management Action Plan strategies.	01/07/2016	30/06/2017	Ongoing		Catchment Management Action Plan strategies have been reviewed. Where applicable, catchment management strategies are considered in the assessment of the development application and strategic planning.
Planning and Environmental Services	Development and Planning	Carolyn Hunt	2.2.8.1 Implement Council's Section 94A Contributions Plan where applicable.	01/07/2016	30/06/2017	Ongoing		Consideration and implementation, where applicable, of Council's Section 94A Contributions Plan is undertaken with the assessment of each development application. When applicable, a condition of consent is imposed for a monetary contribution to facilitate identified local services and facilities.
Planning and Environmental Services	Development and Planning	Carolyn Hunt	4.9.3.1 Implement the provisions of the Local Environmental Plan 2012.	01/07/2016	30/06/2017	Ongoing		Through the development application process, the provisions of the Gunnedah Local Environmental Plan 2012 are being implemented. Each development application is assessed against the relevant clauses of the plan.

Directorate	Business Unit	Responsible Person	Action	Start Date	End Date	Action Status	Percent Complete	Comments
Planning and Environmental Services	Development and Planning	Carolyn Hunt	4.3.2.2 Review legislation to facilitate identification of threatened species and the implementation of provisions for their protection.	01/07/2016	30/06/2017	Ongoing		Legislation is regularly reviewed to ensure that threaten species requirements are implemented through the development application process. The relevant investigation reports are requested where required for development assessment to ensure that threatened species are protected.
Planning and Environmental Services	Development and Planning	Carolyn Hunt	4.4.2.1 Collaborate with Government Agencies to implement catchment management strategies across the region.	01/07/2016	30/06/2017	Ongoing		Catchment Management Action Plan strategies have been reviewed. Where applicable, catchment management strategies are considered in the assessment of the development application and strategic planning.
Planning and Environmental Services	Public Health	Blake O'Mullane	4.9.3.4 Assess and process Fire Permit Applications during Bush Fire Danger Periods.	01/07/2016	30/06/2017	Ongoing		Fire Permit Applications have been assessed/processed and returned to applicants prior to the dates of the proposed "burns".
Planning and Environmental Services	Public Health	Blake O'Mullane	2.2.5.7 Provide systems and processes to manage removal and destruction of abandoned vehicles in accordance with the Impounding Act 1993.	01/07/2016	30/06/2017	In Progress	45	A draft Standard Operating Procedure (SOP) detailing systems and processes to manage removal and destruction of abandons vehicles has been prepared.
Planning and Environmental Services	Public Health	Blake O'Mullane	3.2.2.1 Provide systems and processes to ensure compliance with food legislation and standards.	01/07/2016	30/06/2017	Completed	100	A Food Premises Inspection Register has been developed to track what inspections have been completed for the reportable year.
Planning and Environmental Services	Public Health	Blake O'Mullane	4.9.3.5 Provide systems and processes to manage excess vegetation to ensure land and premises are in a safe and/or healthy condition.	01/07/2016	30/06/2017	Completed	100	A system has been implemented to track and manage properties which have excess vegetation/overgrown.