



Operational Plan Review

Q3, 2017/2018

Operational Plan Review as at 31 March 2018: SENSE OF PLACE

AN ACTIVE COMMUNITY WITH A FOCUS ON PHYSICAL AND MENTAL WELLBEING

Establish and maintain programs and facilities that promote and encourage a healthy lifestyle

Delivery Program Action Code	Delivery Program Action	Operational Plan Action Code	Operational Plan Action	Responsible Officer	Responsible Position	Progress	Action This Quarter
1.1.1.1	Provide a range of recreational sporting facilities which enable the residents of the Shire to pursue active recreational pursuits	1.1.1.1.1	Review and monitor opportunities to address priorities identified in McGrane Oval master plan	M Wilson	Director Community Services	70%	Proposals now included in stronger communities options
		1.1.1.1.2	Develop and implement a masterplan for Hunter Park.	M Wilson	Director Community Services	100%	Master Plan for Hunter Park developed on basis of fully funded wish-list
		1.1.1.1.3	Co-ordinate approved Capital Expenditure Projects for recreational and sporting facilities.	M Wilson	Director Community Services	50%	Jordana Park 'revamp' proceeding
1.1.1.2	Encourage, support and lead participation in	1.1.1.2.1	Assess opportunities for involvement in programs and initiatives and promote these	M Wilson	Director Community Services	50%	Nil activity

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	local State and National physical and mental health programs and initiatives.		opportunities to the community.				
		1.1.1.2.2	Monitor Disability Inclusion Action Plan program across Council departments.	M Wilson	Director Community Services	0%	Nil activity

AN INCLUSIVE COMMUNITY THAT HAS GREAT PRIDE AND INSTILLS THIS PRIDE FROM A YOUNG AGE

Encourage and support community groups, festivals, celebrations and events

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1.2.1.1	Assist village community committees to maintain their public facilities.	1.2.1.1.1	Provide ongoing support to the Curban Hall Committee.	M Wilson	Director Community Services	50%	Invoices processed as requested. Minutes placed on Synergy Soft Records.
1.2.1.2	Provide a Shire Hall facility that meets	1.2.1.2.1	Hold twice yearly meetings of Council's Shire Hall reference group.	M Wilson	Director Community Services	50%	Next Half yearly meeting will be for budget deliberation

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	community needs.	1.2.1.2.2	Carry out maintenance and renewal works to Shire Hall in line with budget	M Wilson	Director Community Services	55%	No major works
1.2.1.3	Support community organised events, festivals and celebrations.	1.2.1.3.2	Organise Australia Day event including awards process, Ambassador program and function.	K Larkin	Community Engagement Officer	100%	Australia Day event completed 26 January, 2018. Award winners announced - Lester Thurston as Citizen of the Year, 2018. 6 nominees for Community Event; 4 for Sports person; 2 for Citizen of the Year; 2 for Community Group. Around 150-200 attendees with CWA, Gilgandra Lions Club & SES assistance on the day. Ambassador was taken of a tour of the town by the Mayor, including to the Coo-ee Heritage Centre, to lunch at local Railway Hotel followed by dinner at Armatree. feedback was taken on the day from community groups and ideas for next year may include music or coffee float.
		1.2.1.4.1	Assistance provided with community events as requested and required.	K Larkin	Community Engagement Officer	30%	Started 'What's On In Our Shire' Facebook posts and sharing community events such as Curban Market Day, Tooraweenah Ladies Day, Art Gallery. Started conversations with community groups about functionality of new website

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							to promote events and encourage them to send the events through.
1.2.1.4	Develop a project to commemorate WW1 Armistice Centenary.	1.2.1.4.1	Consider appropriate project/event to commemorate WW1 Armistice including Solder Settlers Memorial.	K Larkin	Community Engagement Officer	60%	Community consultation was undertaken and encouraged by way of letters, social media and local media outlets. There were 12 project ideas received and in the March Council meeting 3 were shortlisted for further community consultation. A survey has been created at the end of March for distribution and promotion through social media, newspaper and radio for feedback on these 3 ideas.

Involve the youth of our community in decision making processes

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1.2.2.1	Conduct activities as part of a Youth Engagement Plan.	1.2.2.1.2	Devise & organise quality events throughout the year under the guidance of GYS.	H Naef	Youth & Fitness Supervisor	0%	Youth activities included Skateboard workshop, Community Disco, Bush walk Day In the Park(Hunter) BBQ music & games , ASPIRE co partner at Highschool, and Afterschool drop in centre activities
		1.2.2.1.3	Manage IAS grant funding including	H Naef	Youth & Fitness Supervisor	0%	Director Community Services to investigate further funding options following discontinuing of previous funding

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			reporting and statistical analysis.				
1.2.2.2	Support the engagement of children and youth of all backgrounds in education.	1.2.2.2.1	Partner with GPS, GHS and AECG to promote and deliver GYS services to schools.	H Naef	Youth & Fitness Supervisor	100%	Positive and ongoing. Kiaya Leonard is now Pres of AECG. DV workshop "Lovebites" ongoing at High School. Primary school remain engaged with GYS for extra support for children with behavioral needs. Both High school and Primary school in contact with GYS for extra needs students /Targeted Early Intervention case work (FACS Funded)

A COMMUNITY WITH ACCESS TO QUALITY AGED CARE, DISABILITY, HEALTH, WELFARE, EDUCATION, EARLY CHILDHOOD, SPORTING, RECREATIONAL, CULTURAL AND TECHNOLOGICAL SERVICES AND FACILITIES

Support and encourage the improvement of a variety of high quality preschool, primary and secondary education and vocational training facilities

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1.3.1.4	Provide administration support to	1.3.1.4.1	Process payroll on behalf of Gilgandra preschool	M Welsh	HR Manager	75%	Payroll and superannuation processed

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	Gilgandra Preschool on a user pays basis.	1.3.1.4.2	Maintain landlord tenant relationship with Preschool premises	N Alchin	Director Corporate Services	75%	No issues raised by Pre School as Tenant this quarter
1.3.1.5	Monitor the level of preschool and early childhood services places available to meet our community needs	1.3.1.5.1	Meet with Pre School executive at least annually to discuss issues	N Alchin	Director Corporate Services	50%	No meeting required this quarter. Opportunity to apply for State Government funding for pre schools flagged with pre school committee

Offer supported accommodation services, activities, employment and training programs to people with a disability

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1.3.2.01	Provide a range of day activities which aim to teach life skills and improve the independence	1.3.2.01.1	Ensure Day Access Options (DAO) service fully utilised in terms of client numbers and programs - community access and recreational activities	J Lummis	Manager Orana Living	50%	One client is in respite in aged care facility. Is being supported by OL with visits. NDIS plan for 1 client needs to have increased day program hours. 9 clients accessing gym and 3 doing boxing through LSC.

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	and general quality of life for Orana Living clients		offered. Management of OL keep in close contact with mentors, organisations that supports and offers training to NGOs within the region funded by ADHC.				
		1.3.2.01.2	Deliver community skill development and physical fitness activities.	J Lummis	Manager Orana Living	50%	No swimming at Dubbo RSL pool due to renovations. One client is accessing Fitness Focus Centre in Dubbo for 1 on 1 program Zumba still weekly \$ clients attended Gunnedah swimming carnival this quarter.
		1.3.2.01.3	Manage vehicle fleet.	J Lummis	Manager Orana Living	0%	No changes to vehicle fleet.
		1.3.2.01.4	Pursue development of Stage II (independent living units) at 59 Waugan such as design and DA	J Lummis	Manager Orana Living	0%	Proposals considered as part of budget deliberations and discussions have been held with BOM. Funding for potential design work etc in fy18/19 and building in fy19/20 but subject to grant funding.
1.3.2.02	Provide an excellent standard of	1.3.2.02.01	Manage Staff matters including training and performance appraisal.	J Lummis	Manager Orana Living	45%	Appraisals ready to commence next quarter for care support employees.

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	accommodation and associated services at Orana Living which maintain the independence, dignity and wellbeing of the clients	1.3.2.02.02	Review at least annually all client accommodation to decide where each client would be best suited based on current or changing individual needs	J Lummis	Manager Orana Living	70%	One client in respite for high medical support needs. 2 other reviews will occur in line with NDIS reviews in April/ May
		1.3.2.02.03	Manage transfer to and implementation of NDIS. Issues to address include for example finance systems, marketing, recruitment, governance and individualised funding.	J Lummis	Manager Orana Living	65%	NDIS payments occurring as per accounts being sent. All plans due for review - budgets monitored monthly for financial implications.
		1.3.2.02.04	Review existing BCP practices with a view to consolidation.	J Lummis	Manager Orana Living	25%	Nil activity again this quarter. NDIS reviews will assist with future BCP practices.
		1.3.2.02.05	Ensure accommodation service capacity is fully utilised.	J Lummis	Manager Orana Living	45%	Clients currently are 27. One client is in respite in aged care facility. Working with family through support co ordination for a high support client . Will have SILS quote sent for their NDIS plan

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		1.3.2.02.06	Police check records for staff, volunteers and committee members are renewed to ensure records are always current. (a) The number of police checks expiring in the next three months are identified for (i) staff (ii) volunteers & (iii) committee members (b) of those, the number of police checks submitted to the police is monitored and recorded.	J Lummis	Manager Orana Living	50%	3 NPC checks conducted for 4 new casuals this quarter NPC for existing employee was completed in February. NIL issues to prevent working at Orana Living
		1.3.2.02.07	Ensure WH&S and related matters are discussed at staff meetings, ensure WH&S policies are procedures are effective.	J Lummis	Manager Orana Living	50%	One incident reported. Cause was from a client behaviour and it did not result in a workers comp claim. Reviewed and followed up internally No inspections conducted through GSC H&S committee this quarter
		1.3.2.02.08	Manage housing maintenance and capex budget allocation as required.	J Lummis	Manager Orana Living	50%	NO Major maintenance this quarter, OL finalising SDA through NDIS.

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		1.3.2.02.09	Explore and pursue opportunities through Western Independent Alliance.	J Lummis	Manager Orana Living	25%	Director attended WIA meeting this quarter in Orange. Communication outside this meeting has been through emails.
		1.3.2.02.10	Ensure client meetings are held at least bi-monthly for each residential outlet and the day access centre.	J Lummis	Manager Orana Living	45%	Advocate attended client meetings in 10 and 59 Waugan St in March. Nil concerns raised.
1.3.2.03	Maintain links within the disability industry	1.3.2.03.1	Ensure OL staff attend training as deemed appropriate within the organisation budget.	J Lummis	Manager Orana Living	50%	Training this quarter has been centred on client communication systems conducted by speech pathologist. Looking at training for individual client behaviour strategies.
1.3.2.04	Maintain client plans to meet identified individual goals and needs of each client	1.3.2.4.1	Ensure clients have up to date (person-centred) plans and documentation that meet their individual goals and needs, reviewed annually in line with industry best practice.	J Lummis	Manager Orana Living	65%	
		1.3.2.4.2	Client and outlet audits are conducted each quarter to ensure compliance of clients	J Lummis	Manager Orana Living	45%	Audits from outlets have been completed for this quarter

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			plans and documentation				life skills centre states they are working on them,
		1.3.2.4.3	Maintain individual training plans for supported employees from Employee Assistance Plans including Workplace Health and Safety and Risk Management	K Gibson	Carlginda Enterprises Policy Training Officer	30%	Not completed due to resources being moved to supervising supported employees and other duties due to staffing shortages
		1.3.2.4.4	Manage and report WH&S issues as they arise and conduct regular reviews of policies and procedures applicable to CTPO & PSO.	K Gibson	Carlginda Enterprises Policy Training Officer	75%	Nil WHS issues this quarter
		1.3.2.4.5	Conduct recruitment of supported employees to advantage Carlginda, Orana Living and Council.	K Gibson	Carlginda Enterprises Policy Training Officer	70%	No action this quarter
		1.3.2.4.6	Ensure wage assessments are completed on time and up-to-date.	K Gibson	Carlginda Enterprises Policy Training Officer	100%	Wage assessments completed.

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		1.3.2.4.7	Assist with transition to NDIS and implement approved strategies.	K Gibson	Carlginda Enterprises Policy Training Officer	90%	16 supported employees have NDIS plans in place. 1 supported employee still on DSS funding
1.3.2.05	Increase disability services utilisation within the Aboriginal population	1.3.2.05.1	Ensure OL has equal access to services and service information appropriate for Aboriginal clients and culture.	J Lummis	Manager Orana Living	45%	NIL activity this quarter
1.3.2.06	Provide employment and work-related training for persons with disabilities (both intellectual and physical and/or acquired brain injury)	1.3.2.06.01	Assist clients with work experience in various businesses and services within Gilgandra providing support staff and guidance.	J Lummis	Manager Orana Living	55%	Work experience offered at various local business. Pool ceased this quarter.
		1.3.2.06.02	Maintain business service to employ 21 supported employment positions.	B Chapman	Operations Manager	75%	Have 17 supported employees currently employed
		1.3.2.06.03	Monitor and review opportunities for involvement in	B Chapman	Operations Manager	50%	No activity this quarter.

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			Council's waste and recycling strategies.				
		1.3.2.06.04	Conduct staff appraisals and monitor supported employees EAP	B Chapman	Operations Manager	75%	Nil activity this quarter
		1.3.2.06.05	Arrange social events for supported employees and our annual trip tour.	B Chapman	Operations Manager	75%	No activity this quarter
		1.3.2.06.06	Liaise with Council's contractors to ensure service delivery standards are reached.	B Chapman	Operations Manager	50%	No issues reported this quarter
		1.3.2.06.07	Police check records for staff, volunteers and committee members are renewed to ensure records are always current. (a) The number of police checks expiring in the next three months are identified for (i) staff & (ii) volunteers (b) of those, the number of police checks	B Chapman	Operations Manager	50%	Police check due dates are 14/12/19, 23/11/18, 7/11/19 and 4/12/19

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			submitted to the police is monitored and recorded.				
		1.3.2.06.08	Manage and report WHS issues as they arise and conduct regular reviews of policies and procedure applicable to Carlginda	B Chapman	Operations Manager	50%	One lost time injury reported during quarter with employee now returned to work.
		1.3.2.06.09	Monitor operation of plant and equipment (especially the four presses and conveyor belt) to consider if replacement needed.	B Chapman	Operations Manager	75%	Lunch room chairs repaired
		1.3.2.06.10	Pursue recruitment strategies to the advantage of Carlginda, Orana Living and Council.	B Chapman	Operations Manager	50%	No new supported employees this quarter.
		1.3.2.06.11	Monitor and manage NDIS transition for Carlginda supported employees.	B Chapman	Operations Manager	50%	One supported employee remains without an NDIS plan
		1.3.2.06.12	Monitor and respond to implementation of	B Chapman	Operations Manager	50%	Collection point now operating in Gilgandra through private business. Continue to work

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			Container Deposit Scheme.				with Netwaste on implications of this scheme (and changes in China policy). Return and earn audit planned for May.
1.3.2.07	Comply with principles and objectives of the Commonwealth Disability Services Act and ensure service is aware of, and meets, disability service standards at all times	1.3.2.07.1	All organisation policies reviewed November annually to ensure they continue to meet industry standards	K Gibson	Carlinda Enterprises Policy Training Officer	100%	No changes required.
		1.3.2.07.2	All organisation procedures reviewed annually in July and August.	K Gibson	Carlinda Enterprises Policy Training Officer	100%	Completed August 2017
		1.3.2.07.3	Implement training and ongoing review of 6 National Standards for Disability Services.	K Gibson	Carlinda Enterprises Policy Training Officer	50%	Training completed on SWMS and councils Safety improvement program
		1.3.2.07.4	Issue Bi monthly newsletter including information on the Disability Standards, advocacy as well as information and news.	K Gibson	Carlinda Enterprises Policy Training Officer	50%	Not completed this quarter due to moving resources to supervision of supported employees because of changes in staffing

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1.3.2.08	Ensure contract arrangements with State and Federal funding bodies are met	1.3.2.08.1	Review signed funding agreements as required to ensure compliance in line with API's.	K Gibson	Carlginda Enterprises Policy Training Officer	70%	Reviewing funding agreements as required
		1.3.2.08.2	Continue relationship with funding body and working towards implementing APIs and audit requirements to allow the extension of contract.	B Chapman	Operations Manager	50%	Nil activity required this quarter following re-accreditation in September.
1.3.2.09	Engage with the families and carers of our supported employees and clients	1.3.2.09.1	December surveys are sent to all clients, persons responsible for direct care staff	J Lummis	Manager Orana Living	95%	No activity this quarter.
		1.3.2.09.2	Web page available about Orana Living on Council's website. Web page to be reviewed and updated annually.	J Lummis	Manager Orana Living	45%	Work progressing on councils web page.
		1.3.2.09.3	Conduct EAP reviews six monthly involving supported employees' families, carers or advocates.	K Gibson	Carlginda Enterprises Policy Training Officer	50%	6 month reviews due from July 2018

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		1.3.2.09.4	Tours of Carlginda's recycling operations conducted on request.	B Chapman	Operations Manager	50%	No tours this quarter.
		1.3.2.09.5	Ensure good relations between employees (parents, guardians, advocacy services etc.) and management.	B Chapman	Operations Manager	50%	Newell advocacy has attended monthly meetings on regular basis as well a being involved in BSWAT and NDIS plan issues.
		1.3.2.09.6	Survey completed annually by supported employees, families or carers to critique standards of services delivered.	K Gibson	Carlginda Enterprises Policy Training Officer	100%	Survey completed January 2018
		1.3.2.09.7	Manage, record and report complaints - provide recommendations as to solutions and liaise with external bodies (eg. OCV) as appropriate.	J Lummis	Manager Orana Living	55%	One verbal complaint received from client and this was addressed internally with client.
1.3.2.10	Manage and implement transition to National Disability	1.3.2.10.1	Collate monthly and annual EPA statistics on production of recycling	B Chapman	Operations Manager	50%	Annual EPA statistics not required till June 2018, however daily recording of the type of waste the general public are dropping off at the Waste Management facility. Recycling production bale recorded weekly

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	Insurance Scheme (NDIS Framework).						and correlated monthly in councils data base.
		1.3.2.10.2	Conduct operations business recycling run	B Chapman	Operations Manager	50%	Service conducted weekly.
		1.3.2.10.3	Monitor & Manage recycling debtors with the Finance Department	B Chapman	Operations Manager	50%	Debtors processed for quarter
		1.3.2.10.4	Monitor & respond to complaints received	B Chapman	Operations Manager	50%	One complaint received and reviewed. No response provided as matter raised anonymously.
		1.3.2.10.5	Monitor & record vehicles entering waste facility and delivering to land fill	B Chapman	Operations Manager	50%	Statistics not available at time of reporting.
		1.3.2.10.6	Manage Community Recycling Centre (E-Waste) collection program.	B Chapman	Operations Manager	50%	CRC program continuing.
		1.3.2.10.7	Conduct, as required, rural transfer stations management requirements and delivery.	B Chapman	Operations Manager	50%	Service to rural management stations provided as scheduled.

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		1.3.2.10.8	Carry out related waste management activities such as - drum muster program, oil container collection, litter picks, vehicle cleaning service, conduct extra activities such as paper shredding.	B Chapman	Operations Manager	50%	Waste management activities conducted as per program.

Offer aged care and accommodation services and activities

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1.3.3.1	OPERATION - Provide an excellent standard of assisted living accommodation at Cooee Lodge and Jack Towney Hostels which maintains the independence, dignity and well	1.3.3.1.1	Regularly assess residents needs and update care plans as required.	A Thompson	Manager Aged Care	75%	Care plan format at Cooee Lodge in process of change as care deficits identified through physio assessments are incorporated into new plan of care. Significant uplift in care needs ongoing.
		1.3.3.1.2	Monitor resident ACFI domains to maximise funding levels through regular audit in line with resident reappraisal date - or as required.	A Thompson	Manager Aged Care	75%	Change in methodology with extensive work in place ongoing with ACFI Coordinator, Physio and Manager to identify resident care needs and maximise ACFI through new processes. Funding has moved from \$115 - \$123/bed day over 3 mths.

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	being of the residents.	1.3.3.1.3	Provide diversional therapy programs and recreational activities to enhance lifestyle for seniors. Identify and implement changes to diversional therapies or activities on evaluation of services maximising resident participation.	A Thompson	Manager Aged Care	75%	New Diversional Therapist has renewed the energy, by introducing new programs including monthly BBQ and Happy Hour and bus outings to theme events e.g. International Women's Day, Senior Citizens program at Shire Hall etc.
		1.3.3.1.4	Monitor occupancy rates at all aged care services (Cooee Lodge, Cooee Villas, Jack Towney Hostel and Home Care Packages.)	A Thompson	Manager Aged Care	75%	Cooee Lodge - Occupancy improved significantly to 98% of which 12% respite. JTH - Occupancy 90%, Villas - Occupancy - 96%. Additional Advertising strategies with display board and new pamphlets at Tooraweenah International Women's Day - 8/3/18.
		1.3.3.1.5	Co-ordinate allied health and medical services to maintain or improve residents' health status.	A Thompson	Manager Aged Care	75%	22/2/18 Physiotherapy services commenced at Cooee Lodge 1 day/wk, resulting in significant improvement in care through assessments identifying needs.
		1.3.3.1.6	Encourage residents to participate in events to encourage retention of their personal civic,	A Thompson	Manager Aged Care	75%	Participation in community events encouraged and assisted with Diversional Therapist involvement.

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			legal and consumer rights.				
		1.3.3.1.7	Maintain My Aged Care Website. Update information to include services provided and pricing information.	A Thompson	Manager Aged Care	75%	Difficulty accessing My Aged Care Website in recent months due to ongoing technical errors.
1.3.3.2	STAFF - Deliver appropriate level of care through well trained and motivated staff.	1.3.3.2.1	Ensure staff performance appraisals conducted at least annually	A Thompson	Manager Aged Care	75%	Regular reviews in place for new staff that have commenced in 2018.
		1.3.3.2.2	Develop staff training with delivery provided on site and externally with aim to achieve best practice.	A Thompson	Manager Aged Care	75%	Active training in place for 2018, with Fire Education, ACFI Training and Leadership course for 3x staff at Cooee Lodge.
		1.3.3.2.3	Police check records for staff, volunteers and committee members are renewed to ensure records are always current. (a) The number of police checks expiring in the next three months are identified for (i) staff (ii) volunteers & (iii)	A Thompson	Manager Aged Care	75%	Police check status maintained as current for all staff - otherwise not permitted to work until renewed.

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			committee members (b) of those, the number of police checks submitted to the police is monitored and recorded for Cooee Lodge and Jack Towney Hostel.				
		1.3.3.2.4	Manage and report on WH&S issues as they arise and conduct regular reviews of policies and procedures relevant to Aged Care.	A Thompson	Manager Aged Care	75%	WHS issues are being reported more consistently. Hazard Report Form under review, as not user friendly and not well utilised. New HR Officer taking an active role in auditing areas of Cooee Lodge. JTH - Significant WHS issue addressed and in process of being resolved for all staff. WHS addressed as an agenda item at each meeting type.
1.3.3.3	GOVERNANCE - Establish and maintain an appropriate governance framework to ensure accreditation and legislative compliance.	1.3.3.3.1	Regularly review policies and procedures in line with Aged Care Standards and Council requirements.	A Thompson	Manager Aged Care	75%	Policy and Procedure Manual review complete. Medication Management component updated to reflect improved system that commenced 1/2/18. Continuous Improvement log maintained, identifying upgrades in most areas of facility and practices e.g. implementation of Preventative Maintenance schedule, commencement of Medication Advisory Committee, Quality Assurance meeting with detailed analysis of data and audit completion etc.

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		1.3.3.3.2	Develop and implement continuous improvement goals.	A Thompson	Manager Aged Care	75%	Accreditation standards are addressed on a daily and weekly basis as audits and checklists are attended to ensure completion of tasks and standards achieved. New Accreditation standards are in DRAFT format and to be introduced 1st July 2018.
		1.3.3.3.3	Conduct meetings of Aged Care Committee quarterly with reports as appropriate.	A Thompson	Manager Aged Care	75%	Accreditation standards upheld through internal audits, memos and staff meetings to address identified concerns and provide feedback and new information.
		1.3.3.3.4	Complete compliance reporting as required.	A Thompson	Manager Aged Care	75%	Survey reports and other criteria are addressed and forwarded to required service within required time frames.
1.3.3.4	ASSETS & PROPERTY - Maintain buildings and infrastructure assets at an appropriate standard.	1.3.3.4.1	Maintenance and repairs as required in line with budget. Regular inspections of infrastructure and equipment. Purchase new or replacement equipment in line with budget.	A Thompson	Manager Aged Care	75%	Manager in regular consultation with maintenance regarding issues. Currently reviewing need to repaint sections of Special Care Wing (SCW) April '18. Another room refurbished to accommodate new medication trolleys, pharmafiles (medication packs) and Schedule 8 Cupboard in Feb '18. In process of upgrading dirty utility room to achieve required standards and functionality regarding infection control. To purchase new sanitiser for the dirty utility room in May '18..

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		1.3.3.4.2	Annual safety inspection of Cooee Villa units, direct maintenance for repairs and or replacement in Villa units	A Thompson	Manager Aged Care	75%	Schedule still outstanding - but set to take place May-June 2018.
		1.3.3.4.3	Continue room renovations when maintenance timeframe allows.	A Thompson	Manager Aged Care	75%	Awaiting inclusion with Significant Refurbishment to assist with qualifying for additional supplement that is available.
		1.3.3.4.4	Explore solar power for hostel(s)	A Thompson	Manager Aged Care	25%	Specification prepare ready for tender pending assessment of preferred strategy for fire protection works.
		1.3.3.4.5	Carry out Jack Towney Hostel facility improvements in line with capital renewals budget in LTFP.	A Thompson	Manager Aged Care	75%	JTH extension works have been completed April 2018 and new offices and kitchen need to be set up to function. Landscaping still to take place. Opening of new section scheduled for mid May 2018.
		1.3.3.4.6	Work with environmental services to pursue installation of fire protection works for Cooee Lodge Hostel.	A Thompson	Manager Aged Care	75%	Fire Protection works included in budget for 2018/19 year, as an inclusion to the Significant Refurbishment that is planned for the facility. Still in the early stages of planning.

Delivery Program Action Code	Delivery Program Action	Operational Plan Action Code	Operational Plan Action	Responsible Officer	Responsible Position	Progress	Action This Quarter
		1.3.3.4.7	Manage Cooee Villa units improved water supply and survey work for villa expansions as LTFP.	A Thompson	Manager Aged Care	75%	New bore in place. Contingency in place for when additional bore required in Retirement Village.
1.3.3.5	PLANNING & STRATEGY - Establish and maintain plans and strategies that place our aged care services to an advantage and enable emerging trends and issues to be managed or addressed.	1.3.3.5.1	Maintain links within the aged care industry by: * Attending State and National Conferences * Maintain membership of ACS and attend membership briefings as required * Maintain association with other aged care providers and industry bodies to establish communication networks. * Meet and liaise with other Orana Region aged care providers.	A Thompson	Manager Aged Care	75%	Networking effectively with local groups and ACSA. Attended ACFI Training at Berrigan (Victorian Border Feb '18). Infection Control seminar scheduled in June '18 (Orange).
		1.3.3.5.2	(a) Meet monthly with Gilgandra district aged care agencies to provide links for available services for aged clients.	A Thompson	Manager Aged Care	75%	Networking effectively with committee members to achieve positive outcomes for community members accepting of assistance.

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			(b) Meet monthly Gilgandra Shire Council Interagency.				
1.3.3.6	COOEE VILLA UNITS Manage the residential village	1.3.3.6.1	Manage entry and exit process – maintain infrastructure for complex and individual units.	A Thompson	Manager Aged Care	75%	Processes working effectively. Recent influx in enquiries, resulting in only 2 units available for purchase now. Two new-builds about to commence in the Retirement Village.
1.3.3.7	JACK TOWNEY HOSTEL Manage Jack Towney Hostel to provide an excellent standard of accommodation and associated services	1.3.3.7.1	Maximise aged care utilisation within the Aboriginal and Torres Strait population and provide a link between targeted groups and services.	A Thompson	Manager Aged Care	75%	Occupancy rate near maximum. Recent commencement of physiotherapy functional assessments for residents, will assist with formulating tailored care plans to address all care needs.
		1.3.3.7.2	Monitor opportunities for health initiatives for clients such as education and advocacy.	A Thompson	Manager Aged Care	75%	Residents receive assistance with daily living tasks and are supported by skilled staff with meals, cleaning and laundry services.
		1.3.3.7.3	Attend other culturally appropriate events. And support NAIDOC week events.	A Thompson	Manager Aged Care	75%	All cultural events supported by management and staff. Recent renovations have been completed which will provide a larger space for residents to enjoy congregating and socialising at meal times.

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1.3.3.8	AGED CARE PACKAGES (JTH & COOEE) - Deliver CACPs in a cost effective and flexible manner to meet client needs	1.3.3.8.1	Deliver Home Care Packages (HCP) on a Consumer Directed Care (CDC) basis.	A Thompson	Manager Aged Care	75%	18 HCP (Level 1&2) and 2 Flexicare packages currently delivered.
		1.3.3.8.2	Administer individual accounts, care plans and agreements.	A Thompson	Manager Aged Care	75%	Aged Care Packages tailored to client needs, within budget guidelines.

Offer community care services that address the needs of our community

Delivery Program Action Code	Delivery Program Action	Operational Plan Action Code	Operational Plan Action	Responsible Officer	Responsible Position	Progress	Action This Quarter
1.3.4.1	Provide a range of social activities, food services and community transport to the target group over seven days	1.3.4.1.1	Deliver CHSP services by referring to My Aged Care for Assessment or accept referrals from My Aged Care. Deliver client/carer needs within the Aged Goal Orientated Support Plan using an enabling approach. Offer price & payment options. WH&S checks. Annual	J Blackman	Manager Community Care	75%	Eight (8) new clients referred from My Aged Care. Five (5) for meals and Four (4) for transport. Checks completed, choices actioned and support plan developed. One review was undertaken.

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			review or review on request.				
		1.3.4.1.2	Deliver and improve availability of transport for disadvantaged and disability transport locally and regionally.	J Blackman	Manager Community Care	75%	Five new clients participating. Distribution of the Transport Flyer has attracted new business. The service currently supports fifteen (15) disadvantaged clients and One thousand & twenty four (1024) trips were provided through Travel vouchers. Year to date total is 1,863 trips.
		1.3.4.1.3	Develop a calendar of activities, bi monthly, in consultation with clients/carers to address social isolation. Deliver one on one social support offering home visits accompanied shopping and transport - regular phone checks.	J Blackman	Manager Community Care	75%	Calendar developed. Jan/Feb and Mar/Apr. Nine(9) clients attended Luncheon. Two Special Bus trips to Dubbo had 5 and 6 passengers. Promoted Exhibitions and community activities. Trial special Bus outing in May for our existing Commonwealth Program clients to gauge interest.
		1.3.4.1.4	Deliver drop in support in consultation with client. Review annually in April with Advocate. Arrange health plan, transport needs, weekend activities, holidays. Attend EAP review.	J Blackman	Manager Community Care	75%	Two hundred and eighty seven (287) hours of drop in support provided. New Plan approved 12 March 2018. Currently developing Support coordination via Orana Living with Community Care delivering drop in support.

Delivery Program Action Code	Delivery Program Action	Operational Plan Action Code	Operational Plan Action	Responsible Officer	Responsible Position	Progress	Action This Quarter
		1.3.4.1.5	To broaden meal choice and support clients to meet their nutritional needs develop breakfast and evening meal packs, trial them and if successful implement. Liaise with local coffee shops and restaurant businesses to develop a meal voucher system to reduce isolation.	J Blackman	Manager Community Care	45%	No progress made due to workload. New Manger has been advised and will progress over the coming months.
1.3.4.2	Provide respite services to people living with a mental illness and their carers	1.3.4.2.1	Liaise with the various mental health providers and related services. This includes, respite and recovery and Carer Mental Health Program, MHA, Community Health, CRRMH and the community.	J Blackman	Manager Community Care	35%	Contact with Mental Health providers has reduced since the implementation of the NDIS as many of the client plan have not met expectation. Information continues to come in from Way Ahead with options to work with them in the future.
1.3.4.3	Advocacy and delivery of mental health initiatives to the broader community.	1.3.4.3.1	Identify new opportunities with a focus on general health and wellbeing. Source funds for Community forums then deliver.	J Blackman	Manager Community Care	35%	No further progress.

Delivery Program Action Code	Delivery Program Action	Operational Plan Action Code	Operational Plan Action	Responsible Officer	Responsible Position	Progress	Action This Quarter
		1.3.4.3.2	Promote Mental Health Month. Source material from MHA and distribute. Arrange a Stress Less Day activity across Council and within the community.	J Blackman	Manager Community Care	35%	Mental Health Month program will commence beyond July 2018. Contact to be made with Way Ahead (Mental Health Assoc) to source material early for October 2018 activities.
1.3.4.4	Review plan and deliver a range of Community Care Services that meet the CHSP Guidelines	1.3.4.4.1	Planning Day Feb. Identify CHSP & CT continuous improvement outcomes then document as each change or improvement occurs. Look for new opportunities and partnerships. Deliver	J Blackman	Manager Community Care	35%	Forum will need to be progress as time permits. Transition has taken 3 months. No time to implement.
		1.3.4.4.2	Review policies & procedures against Commonwealth Home Support program manual, standards, good practice guide, fees and charges. Update.	J Blackman	Manager Community Care	70%	Review of Policy & Procedures delayed due to new quality standards coming in in July 2018. NSW Meals on Wheels Assoc is developing a template for these. It will be available FREE in the near future to make this next change easier to implement.
		1.3.4.4.3	Monitor transitional arrangements from DSS to Department of Health	J Blackman	Manager Community Care	45%	Draft Aged Care standards received. Awaiting NSW Meals on Wheels Assoc new Policy and procedure document

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			and implement any identified changes.				around the new standards. No other identified changes.
		1.3.4.4.4	Work with Transport for NSW and Living Well on the best outcome for all transport to Dubbo.	J Blackman	Manager Community Care	65%	Transport guide distribution has resulted in new transport business. Dubbo Bus is each Monday has passenger numbers fluctuating.
		1.3.4.4.5	Deliver outreach transport into Shire villages. Tooraweenah, Collie, Gulargambone, Balladoran, Armatree and Eumungerie.	J Blackman	Manager Community Care	55%	Flyer wasn't progressed due to staff transition - time limited -
		1.3.4.4.6	Ensure compliance with relevant Federal & NSW State Departments KPI's, agreed outputs and reporting.	J Blackman	Manager Community Care	75%	The service currently support 70 client across services. 35 receive Meals - 1,559 meals delivered. 21 CHSP Transport clients - 287 Trips provided., 8 Social support clients - 59 hours of support, 15 Transport Disadvantage clients - 1024 trips delivered Disability Transport: 5 clients - 576 trips delivered. NDIA 1 client - 287 Hours delivered. KPI Reporting for Transport will be actioned by April 24th.
		1.3.4.4.7	Work with stake holders to reduce transport disadvantage and provide information as required.	J Blackman	Manager Community Care	60%	Working with Homelessness division and other local services. Vouchers provided and medical to Dubbo is supported.

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		1.3.4.4.8	Ensure services address diversity and are delivered inclusively and meet the needs of LGBTI and CALD community.	J Blackman	Manager Community Care	75%	No referrals or requests received. Services will address diversity and will be delivered inclusively.
		1.3.4.4.9	Work with Transport for NSW to implement the centralised trip allocation and booking system	J Blackman	Manager Community Care	75%	Dates for implementation received. Design visit: 12 & 13th April. (2 Half days) Visit the Centre 1pm on 12th. Training: 28 & 29th May (2 days) Go Live 30th May to 1st June (3 days) All background information has been received
1.3.4.5	Increase community care utilisation within the Aboriginal population	1.3.4.5.1	Work in partnership with Aboriginal Community Health, the Aboriginal community and Aboriginal services.	J Blackman	Manager Community Care	55%	Linked to future Planning Day. No further progress due to transition. Do continually work with Aboriginal services.
1.3.4.6	Increase volunteer participation and recognise the value of volunteer participation to Home and	1.3.4.6.1	Recruit volunteers continually. Undertake inductions, training, rosters, recognition and support functions.	J Blackman	Manager Community Care	70%	Lost High School Team and another volunteer. Transport may need to consider paid drivers to help fulfill services. Marketing section of Council working on recruitment. Roster and Newsletter for May to July distributed along with Newsletter.

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	Community Care Services						
1.3.4.7	Recruit and train staff to provide administration and delivery programs within Community Care.	1.3.4.7.1	Manage staffing operations including recruitment, training, leave liabilities and performance ensuring capacity meets delivery requirements and beyond 2018 for Gilgandra Community Care.	J Blackman	Manager Community Care	75%	Recruitment for Manager successful. Transition commenced last week in March. Time constraints made this process very difficult. Staff currently at full capacity.
		1.3.4.7.2	Manage and report WH&S issues as they arise and conduct regular reviews of policies and procedures applicable to Community Care.	J Blackman	Manager Community Care	75%	No WH&S concerns identified during the quarter. All policies and procedures will be reviewed in February 2019 or prior to the implementation of the NEW Standards for Aged Care. Transport for NSW is advised each quarter as an important KPI reporting requirement.
		1.3.4.7.3	Police check records for staff and volunteers are renewed to ensure records are always current. (a) The number of police checks expiring in the next three months are identified for (i) staff &	J Blackman	Manager Community Care	70%	No known outstanding check to March 2018.

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			(ii) volunteers (b) of those, the number of police checks submitted to the police is monitored and recorded.				

Offer a range of youth services that engage youth and encourage participation

Delivery Program Action Code	Delivery Program Action	Operational Plan Action Code	Operational Plan Action	Responsible Officer	Responsible Position	Progress	Action This Quarter
1.3.5.1	Manage a youth drop in centre and provide activities including after school, school holiday and youth week activities	1.3.5.1.1	Daily holiday activities to run 4 per year. Includes excursions, sports, camping. Activities vary each school break.	H Naef	Youth & Fitness Supervisor	100%	Completed. another busy quarter with holiday activities
		1.3.5.1.2	Run Youth Week programs. Minimum 3 events. Youth Week excursion, Blue Light Disco and 3rd event changes due to funding opportunities.	H Naef	Youth & Fitness Supervisor	50%	Youth week 2018 complete. No Blue light disco this year as the "Mobile" blue light disco team were in another part of NSW this year, therefore a well attended Joint Community disco 2018 was organised GYS and Barnados well attended. The Gilgandra Youth Week program uploaded on YOUTH WEEK website for first time this year. GSC Facebook proving great way to advise community of events

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		1.3.5.1.3	Conduct after school/drop in activities with youth consultation and subject to seasonal changes. Eg - Oz tag to be held each Monday during school.	H Naef	Youth & Fitness Supervisor	50%	Ongoing and well attended,
		1.3.5.1.4	Manage and report WH&S issues as they arise and conduct regular reviews of policies and procedures applicable to GYS & GFC and pool.	H Naef	Youth & Fitness Supervisor	50%	Ongoing. Transition for new supervisor into GYS role has been smooth and Staff Kiaya and Noel have been 'on the floor' rostered for supervision of afternoon activities including xbox, pool computers and basketball. Youth week activities highlighted in previous item
		1.3.5.1.5	Manage and promote family fun days at swimming pool subject to funding.	H Naef	Youth & Fitness Supervisor	50%	\$1 entry per summer school holidays continues to be a good attendance incentive for families(along with the very HOT summer we have just experienced-kept pool numbers consistent) Pool well managed by Bill Welsh and staff 7 days per wk- a credit to the well organised pool team. Good feedback from community about opening hours.
1.3.5.2	Identify gaps in service provision to youth, to improve	1.3.5.2.1	GYS attends monthly Interagency meetings. Supervisor also to remain involved in community projects that	H Naef	Youth & Fitness Supervisor	50%	Interagency meetings attended by all GYS staff. New GYS Supervisor to continue a good working relationship in community with services and agencies, and be involved in

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	service delivery to youth		emanate from these meetings.				any event/meeting/casecoordination arising from Interagency
		1.3.5.2.2	GYS to work with other welfare agencies within the community. Using referral system from those other agencies or interagency.	H Naef	Youth & Fitness Supervisor	50%	A strong working relationship continues (developed in the GHHS role.) A wonderful outcome for a Family who had experienced longterm DV being able to safely relocate and be housed prior to defendant being released from jail. Collaboration with Parole, Victims register , and lgeal services. Another long term GHHS client was finally housed after a 18m wait on the public housing wait list. GHHS is a complex case management role with varying degrees of"client effort" reflected in our Q# report to Mission australia with 51 clients supported 01/01/2018-31/03/2018.
1.3.5.3	Review resources at GYS to be able to offer a quality integrated experience including fitness opportunities	1.3.5.3.1	Liaise with WT&S regarding grounds maintenance for GYS and Gilgandra Pool.	H Naef	Youth & Fitness Supervisor	50%	Similar to previous quarter , but with dry weather need for mowing has dropped off- but weeds still growing. At the completion of the Pool season the grounds have been left tidy and presentable.

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1.3.5.4	Promote availability of both after school care and vocational care programs	1.3.5.4.1	Operate Youth Centre for age group with breakfast program during school year and various structured afternoon activities.	H Naef	Youth & Fitness Supervisor	50%	A review of the operational cost vs community donation funding has resulted in a Breakfast club meeting being held with Director Community Services and Barnardos staff to define the future of breakfast club operations . GYS will continue to offer venue, bus, fuel , cleaning and staff and now also the Groceries from FACS TEI Funding. It is proposed that Barnardos Families NSW remain involved and incorporate the planning and outcomes in delivery. 125 healthy breakfasts are served per week. Positive play and dental hygiene supervised.

Assist in the provision of community housing options

Delivery Program Action Code	Delivery Program Action	Operational Plan Action Code	Operational Plan Action	Responsible Officer	Responsible Position	Progress	Action This Quarter
1.3.6.1	Maintain our current community housing program and consider opportunities	1.3.6.1.1	Conduct regular maintenance inspections of all housing stock and carry out maintenance and renewal works as required	M Wilson	Director Community Services	0%	No significant works completed

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	for expansion as external funding opportunities arise	1.3.6.1.2	Monitor demand for community housing and explore opportunities for partnerships with other tiers of government in line with identified needs	M Wilson	Director Community Services	50%	No expressions of interest this quarter

Support the retention and expansion of health medical and hospital services and facilities

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1.3.7.1	Monitor the level of health services in our community including mental health and lobby for / encourage services to fill identified gaps	1.3.7.1.1	Maintain regular contact with relevant Government Departments to maintain or improve the range of services.	M Wilson	Director Community Services	0%	No significant issues raised at Interagency meetings held in quarter.
1.3.7.2	Partner with all levels of government to prioritise and	1.3.7.2.1	In conjunction with Director Community Development & Services monitor health	N Alchin	Director Corporate Services	75%	Currently Rural and Remote Medical Service (2) & Bawrunga Medical Service providing GP Practices in Gilgandra in Council owned premises.

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	attract funding for improved medical facilities and services		services and apply for funding as required.				Dental Services provided by Maven Dental Group (2 to 3 days a week). Dentists of Gilgandra providing a full time Dental Service . Maven dental have flagged that their intention to extend their lease.
		1.3.7.2.2	Continue to lobby other tiers of government for financial assistance to address issues relating to medical facilities	N Alchin	Director Corporate Services	75%	No requirements currently identified in Councils Long Term Financial Plan
1.3.7.3	Maintain medical centres and dental clinics in our community	1.3.7.4.1	Continue to maintain and renew Council's medical facilities as required to retain/expand medical services in Gilgandra	N Alchin	Director Corporate Services	75%	No action this quarter

Deliver a library service that provides relevant resources and programs

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1.3.8.1	Maintain existing community engagement with the	1.3.8.1.1	Work on Public Library Infrastructure Grant 2016/2017 'Rural Opportunities - Break the Barrier'.	E McCutcheon	Librarian	10%	No further progress- delayed pending result of 2017/18 grant application.

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	Library by continuing to develop the Library as a vibrant community space where people can engage with collections, information services, technology and each other.	1.3.8.1.2	Conduct regular Story Time program	E McCutcheon	Librarian	75%	Storytime held on 27/2/18 (5 adults and 11 children) and 22/3/18 (8 adults and 16 children).
		1.3.8.1.3	Encourage usage of the Library by holding events; especially Writers Workshops, Writers' Groups, Book Group and internet training for seniors.	E McCutcheon	Librarian	75%	Point Blank Writers' Group was held at the Library on 10/2/18 (12 members) and 10/3/18 (10 members). Gilgandra Book Group (which meets in members' homes) was supported through the provision of book sets.
		1.3.8.1.4	Maintain Library building and fittings & equipment	E McCutcheon	Librarian	75%	Minor maintenance undertaken this quarter. The new automatic door had repeated issues which were repaired under warranty.
		1.3.8.1.5	Manage and report WH&S issues as they arise and conduct regular reviews of policies and procedures applicable to the Library.	E McCutcheon	Librarian	50%	No WH&S issues arose this quarter.
		1.3.8.1.6	Develop plans to increase space in the Library building and seek funding opportunities to support these plans	E McCutcheon	Librarian	100%	We were advised on April 19 that our application for a NSW Public Libraries Infrastructure Grant of \$199,495 was successful. This will fund the addition of a multi-purpose room on the eastern side of the library.

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1.3.8.2	Provide free access to library services to meet the community's educational, recreational and cultural information needs, support community health and well being and enable learning for all.	1.3.8.2.1	Continuously improve the Library to provide equality of access to services and materials for everyone (DIAP).	E McCutcheon	Librarian	50%	No new equipment or services this quarter, but staff have noticed that usage of the Library by people with mobility devices has increased since the installation of the automatic door.
		1.3.8.2.2	Continuously improve collections by ensuring that collections are current and cover key areas of community interest.	E McCutcheon	Librarian	65%	113 new items selected to fill gaps in existing resources and improve currency of collections.
		1.3.8.2.3	Assist customers to find information from sources including collections, internet, data bases and collections of other libraries.	E McCutcheon	Librarian	75%	In this quarter there were 5,076 loans, 34 new members, 3,409 visits to the Library, 734 internet users (including wifi). Staff have answered 80 reference enquiries and 23 local history enquiries. Staff have assisted 137 people with using the computers and requested 11 books from libraries outside of North Western Library Service.
		1.3.8.2.4	Provide public access to computers and internet	E McCutcheon	Librarian	75%	Public computer and wifi internet access consistently available during business hours in this quarter.
		1.3.8.2.5	Provide home delivery service to housebound clients.	E McCutcheon	Librarian	20%	No home delivery clients this quarter.

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		1.3.8.2.6	Work to promote early literacy and develop an ongoing culture in Gilgandra of reading, talking and listening to 0-5 year olds.	E McCutcheon	Librarian	75%	Storytime is used to promote early literacy to families. Over the Summer holidays, the Library ran the Summer Reading Club program. 78 children signed up to the program, with 38 reaching their goal of 10 books read over the holidays. All children who reached their goal received a library bag containing some goodies, and three names were drawn to win 7" Lenovo tablets.
1.3.8.3	Plan and deliver customer focussed library services, reflecting community needs and expectations	1.3.8.3.1	Conduct annual customer survey and from survey analysis, identify collection and service priorities.	E McCutcheon	Librarian	50%	The annual survey was completed at the end of March. We received 91 completed surveys, and are in the process of analysing the results.
		1.3.8.3.2	Continuously identify information needs and develop projects to address them.	E McCutcheon	Librarian	50%	In the 2016/17 Library Survey, 79% of respondents wanted more activities for children aged 5-10 years, and 85% wanted more activities for young people aged over 10. Over the Summer holidays we held three special holiday sessions of our LEGO Club (Age 5-12 yrs- maximum 12 children due to limited space). Once school returned, LEGO Club recommenced on Tuesday afternoons after school, and Code Club on Thursday afternoons after school. Total LEGO Club attendances this quarter: 11 sessions- 76 children. Total Code Club attendances this quarter: 8 sessions- 63

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							children. At Code Club this quarter, four children completed all Scratch 1 projects and received their certificates.
		1.3.8.3.3	Train staff to enable delivery of high quality, customer focused library services.	E McCutcheon	Librarian	75%	The Librarian and Library Officer attended training on how to use the reader's advisory database "Novelist" on 13 March, and "Connecting Culture" training in Indigenous family history resources on 15 March. Both training sessions were provided by the State Library, free of charge.
		1.3.8.3.4	Maintain accurate records of Library Management System including creating and updating items and borrower records.	E McCutcheon	Librarian	75%	Loan and membership records have been updated and maintained accurately. 104 new items and 33 donations have been catalogued and acquisitioned at Gilgandra this quarter.
		1.3.8.3.5	Maintain current useful collections by identifying items for deselection.	E McCutcheon	Librarian	75%	The collections are continuously reviewed for deselection. This quarter, 719 items were deselected.
		1.3.8.3.6	Maintain good budgetary control.	E McCutcheon	Librarian	75%	March QBR completed. Majority of expenditure items are within 75% of annual budget.
1.3.8.4	Develop relationships and partnerships	1.3.8.4.1	Work with community to promote children's literacy.	E McCutcheon	Librarian	35%	Flyers and newsletter items were sent to local schools and preschool to promote the Summer Reading Club, LEGO Club and Code Club. The schools have encouraged

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	between the library, other service providers and community groups						their students to participate in Summer Reading and to use the Library's resources to build their reading skills. Gilgandra Public School participates in Premier's Reading Challenge, and the Library assists with this by labelling books with PRC age levels.
		1.3.8.4.2	Work with community to develop projects to address adult literacy needs including functional literacy and computer literacy.	E McCutcheon	Librarian	75%	Adult literacy tutoring continues (11 sessions this quarter).
		1.3.8.4.3	Work with North Western Library having input into resource selection, policy and procedures.	E McCutcheon	Librarian	75%	Attended NWL Librarian's meeting at Warren on 14 March. Discussed purchasing and created guidelines for resource selection 2018/19.
		1.3.8.4.4	Participate in Public Libraries NSW activities including training.	E McCutcheon	Librarian	50%	No Public Libraries NSW activities this quarter.
		1.3.8.4.5	Work with community to organise and participate in Seniors Week activities.	E McCutcheon	Librarian	50%	Seniors Week 2018 to run from Monday 9th April to Sunday 15th April.

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		1.3.8.4.6	Participate in Gilgandra Interagency group.	E McCutcheon	Librarian	75%	Attended Interagency meeting 29 March.
		1.3.8.4.7	Work with State Library of NSW to improve our library service and meet all State Library reporting requirements.	E McCutcheon	Librarian	75%	Attended State Library training held in Dubbo on 13 March and 15 March.

Support the delivery of cultural services

Delivery Program Action Code	Delivery Program Action	Operational Plan Action Code	Operational Plan Action	Responsible Officer	Responsible Position	Progress	Action This Quarter
1.3.9.1	Provide a museum, keeping place and cultural centre for Gilgandra and district which supports and develops a range of travelling and local exhibitions to	1.3.9.1.01	Maintain and oversee museums and gallery displays, storage, preservation and maintenance issues that may arise.	K Moppett	Cultural Officer	50%	Community consultation with key stakeholders for plaque on Coe-ee Memorial Gates has been approved with conditions attached. Media display in Coe-ee March Gallery is unable to be repaired. New display to be designed. Receipt of new donation of Chess board from Coe-ee Marcher descendant received and cabinet to be sourced for display. Four stands painted for quilting display in Gilgandra Art Gallery. Discussion regarding grant application process for renovating entrance to CHC and access to Galleries is in progress. Measures have been put in place

Delivery Program Action Code	Delivery Program Action	Operational Plan Action Code	Operational Plan Action	Responsible Officer	Responsible Position	Progress	Action This Quarter
	attract diverse audiences						for flooding after rain in Gilgandra Art Gallery. This has been effective to date however real measure will be monitored after a downfall has occurred.
		1.3.9.1.02	Provide a minimum of 8 Exhibitions per year, usually 6 weeks each that reflect a variety of artistic content and present local and non local artists.	K Moppett	Cultural Officer	0%	Lisa Allen Woodworker, Joe & Judy Shalhoub continued until 28 January 2018. Lisa Allen's work was then extended with Quilt NSW annual challenge Repurposed, Recycled, Reloved 2016-2017. Gilgandra Wednesday Quilters and Patchworkers biannual exhibition from 14 March to 29 April 2018 is always an appealing exhibition to our visitors and locals alike. This exhibition went through peak periods of Easter, school holidays and Anzac Day.
		1.3.9.1.03	Engage with Orana Arts to maximise opportunities for cultural programs and partnerships	K Moppett	Cultural Officer	0%	Portia Lindsay OA Comms officer has been in contact regarding tailored programs to address areas that Councils may need more training with ie Event Poster Design. A disability awareness workshop has been offered for expressions of interest to attend through Create NSW. Brief catch up with staff at OA after a joint meeting in Dubbo. Advice given Board is now only 4 members after consultation with Councils, have requested further information.
		1.3.9.1.04	Promote galleries and museums via local	K Moppett	Cultural Officer	0%	Facebook advertising and Council website update have been main focus for this

Delivery Program Action Code	Delivery Program Action	Operational Plan Action Code	Operational Plan Action	Responsible Officer	Responsible Position	Progress	Action This Quarter
			newspapers, website, social media and Orana Arts. Respond to public programs as requested.				quarter. Gilgandra Weekly continues its support of exhibitions and happenings within the galleries and museums.
		1.3.9.1.5	Apply for and manage grants to fulfil needs of the museums and galleries. Work with Gilgandra Aboriginal Lands Council to explore opportunities for the Joy Trudgett Gallery.	K Moppett	Cultural Officer	0%	Cultural Plan still in progress due to unforeseen circumstances regarding funding and facilitators. Grant application in progress with Kathryn Larkin for upgrades to entrance and visitor access. No further engagement with Gilgandra Aboriginal Lands Council.
		1.3.9.1.07	Continue working towards provision of an educational program for the Cooee March Gallery for local high schools.	K Moppett	Cultural Officer	0%	No further action. To be discussed in Cultural Planning workshop.
		1.3.9.1.08	Carry out Council governance duties complying with budget and operation plan.	K Moppett	Cultural Officer	0%	Ongoing

A COLLABORATIVE COMMUNITY WHERE SERVICES ARE INTEGRATED, MATCH OUR COMMUNITY NEEDS AND ARE SUSTAINABLE

Partner with government agencies and non-government organisations to determine community needs and coordinate delivery both cost effectively and avoiding service duplication

Delivery Program Action Code	Delivery Program Action	Operational Plan Action Code	Operational Plan Action	Responsible Officer	Responsible Position	Progress	Action This Quarter
1.4.1.1	Facilitate the development of, and provide secretarial support to, an interagency forum that is inclusive of all community services provided in our Shire	1.4.1.1.1	Attend and support interagency meetings and related activities and raise issues relevant to the local community as agenda items at interagency meetings.	M Wilson	Director Community Services	75%	Interagency meetings held with agenda etc distributed by GSC and attended by GSC staff.
		1.4.1.1.2	Encourage involvement of all community services agencies in interagency meetings and initiatives	M Wilson	Director Community Services	0%	Agenda papers distributed to all Interagency members; GSC members attend regularly

A COMMUNITY THAT ENCOURAGES ABORIGINAL LEADERSHIP, PRIDE AND VALUES OUR ABORIGINAL CULTURAL HERITAGE

Support Aboriginal leaders and groups in their roles and provide opportunities for Aboriginal involvement

Delivery Program Action Code	Delivery Program Action	Operational Plan Action Code	Operational Plan Action	Responsible Officer	Responsible Position	Progress	Action This Quarter
1.5.1.1	Work with community service providers to increase access by Aboriginal people to community services	1.5.1.1.1	Encourage aboriginal agency involvement in interagency meetings and initiatives	M Wilson	Director Community Services	0%	Interagency agenda papers distributed to GALC
1.5.1.2	Support NAIDOC Week celebrations	1.5.1.2.1	Apply annual funding to support Annual NAIDOC Week celebrations.	H Naef	Youth & Fitness Supervisor	100%	Application for NAIDOC 2018 submitted as at 20/04/2018. This years event will include a NAIDOC awards evening to recognise and celebrate the contributions to the Gilgandra community of aboriginal staff employed in businesses and services . Kiaya Leonard prepared the application in consultation with Buddy Knight. Jack Towney again will share the funds applied for which is the same amount as last years NAIDOC. The LALC has advised they are supportive of the proposed event this year with other relevant consultation within the community also proposed.

Delivery Program Action Code	Delivery Program Action	Operational Plan Action Code	Operational Plan Action	Responsible Officer	Responsible Position	Progress	Action This Quarter
1.5.1.3	Encourage Aboriginal groups to seek Government support for local Aboriginal programs and projects	1.5.1.3.1	Identify opportunities for grant funding targeted at Aboriginal initiatives and programs	M Wilson	Director Community Services	50%	No applications made during quarter
1.5.1.4	Encourage and support employment initiatives for Aboriginal people	1.5.1.4.1	Support employment initiatives developed by State and Federal Governments for Aboriginal people	M Wilson	Director Community Services	65%	Nil activity. Note though support provided to local group painting bridge mural

A SAFE COMMUNITY WITH MINIMAL CRIME AND ANTI SOCIAL BEHAVIOUR

Encourage and support crime prevention and anti social behaviour programs and initiatives

Delivery Program Action Code	Delivery Program Action	Operational Plan Action Code	Operational Plan Action	Responsible Officer	Responsible Position	Progress	Action This Quarter
1.7.1.1	Work with local agencies,	1.7.1.1.1	Provide secretarial support to local liquor accord	M Wilson	Director Community Services	0%	Secretarial support provided at meetings held during quarter.

Delivery Program Action Code	Delivery Program Action	Operational Plan Action Code	Operational Plan Action	Responsible Officer	Responsible Position	Progress	Action This Quarter
	particularly police and liquor accord members to develop effective crime prevention and responsible behaviour strategies	1.7.1.1.2	Invite the Officer in Command of local police to address Council on an annual basis.	M Wilson	Director Community Services	0%	Nil action this quarter.
1.7.1.2	Support programs and initiatives that address the issue of domestic violence	1.7.1.2.1	Support domestic violence committee.	H Naef	Youth & Fitness Supervisor	50%	Ongoing . DV Awareness committee meetings have not been held for some months now but re convened last week. GYS staff weren't able to attend this most recent meeting on 19/04/2018 but have asked for a copy of the minutes to be emailed to GYS. DV continues to present as a major contributor to homelessness .
1.7.1.3	Recognise the issue of illicit drug use in our community	1.7.1.3.1	Assist interagency and other organisations initiatives regarding illicit drug use.	M Wilson	Director Community Services	0%	Nil action from Interagency this quarte
1.7.1.4	Address issues regarding owners responsibility	1.7.1.4.1	Conduct an education campaign for dog owners in regard to rights and responsibilities	C Boyce	Ranger	60%	Free microchipping to be offered - proposed early May 2018. Education performed as needed with customers.

Delivery Program Action Code	Delivery Program Action	Operational Plan Action Code	Operational Plan Action	Responsible Officer	Responsible Position	Progress	Action This Quarter
	in relation to domestic animals (dog control issues)						

Operational Plan Review as at 31 March 2018: COMMUNITY ENGAGEMENT

A TRANSPARENT COUNCIL THAT KEEPS ITS COMMUNITY INFORMED, ENCOURAGES AND FACILITATES COMMUNITY INPUT INTO ITS DECISION MAKING PROCESS

Implement Council's Community Engagement Strategy and encourage resident participation in community forums

Delivery Program Action Code	Delivery Program Action	Operational Plan Action Code	Operational Plan Action	Responsible Officer	Responsible Position	Progress	Action This Quarter
2.1.1.1	Offer opportunities for community members and groups to have input into strategic planning to ensure the community are informed and empowered.	2.1.1.1.1	Strongly promote exhibition of Council's Strategic Planning Documents and review various documents.	D Neeves	General Manager	0%	
		2.1.1.1.2	Develop and implement guidelines and processes to ensure GSC conducts appropriate community and/or stakeholder engagement	K Larkin	Community Engagement Officer	50%	Communications Policy developed and adopted. Regular social media, media releases, notices and emails sent to staff of updates. Survey created for 'Have Your Say' projects at the end of March.
2.1.1.2	Report Council's issues, actions and achievements to	2.1.1.2.1	Maintain contact with local and regional media to ensure	K Larkin	Community Engagement Officer	60%	Regular contact with media outlets locally and regionally. 17 Media Releases sent during this period.

Delivery Program Action Code	Delivery Program Action	Operational Plan Action Code	Operational Plan Action	Responsible Officer	Responsible Position	Progress	Action This Quarter
	the community (Council/community newsletter).		relevant publicity on a regular basis.				
		2.1.1.2.2	Engage regularly on social media platforms to encourage two-way communication with the community	K Larkin	Community Engagement Officer	50%	Facebook stats from January - March: 71 post updates 91,799 total people reached from posts 12,999 total engagements with posts Likes January = 1,621 - March = 1,682. Increase of 3.76%
		2.1.1.2.3	Develop guidelines, processes and templates to ensure Gilgandra Shire Council, and its divisions, has a clear corporate brand with any marketing activities or promotion representing Council to have a uniform approach	K Larkin	Community Engagement Officer	30%	Corporate Image policy developed and adopted. Review with departments including working on Aged Care brand, review of collateral, implementing processes out of the new policy.
2.1.1.3	Encourage attendance at various community consultation forums and presentations to Council meetings.	2.1.1.3.1	Create communication opportunities with the public to inform, consult, involve, collaborate and empower through a variety of channels	K Larkin	Community Engagement Officer	50%	Federation Street - community meeting, social media updates, weekly residents letters, public notices displayed, media releases distributed and acknowledged in paper and radio Armistice project - community letters, social media, media releases sent and acknowledged in paper (Gilgandra

Delivery Program Action Code	Delivery Program Action	Operational Plan Action Code	Operational Plan Action	Responsible Officer	Responsible Position	Progress	Action This Quarter
							Weekly) and radio (ZooFM) Stronger Country Communities - survey developed end of March for feedback.
		2.1.1.3.2	Facilitate representations by individuals or interest groups to Council meetings.	D Neeves	General Manager	75%	No attendance or representation this quarter.
2.1.1.4	Recognise the importance of and encourage community members onto Council committees.	2.1.1.4.1	Advertise committee vacancies as they occur and ensure any new members are properly inducted in order to fully understand their role.	D Neeves	General Manager	75%	No vacancies this quarter
2.1.1.5	Encourage and promote Council involvement in community activities/functions.	2.1.1.5.1	Co-ordinate a range of activities including Australia Day, Senior Citizens Week, Anzac Day and civic receptions.	K Larkin	Community Engagement Officer	50%	Australia Day event completed. Seniors Week in planning in conjunction with Lorraine Hutchinson - reviewing documents.

A COUNCIL THAT DELIVERS GOOD CUSTOMER SERVICE TO OUR COMMUNITY

Provide Council customer service that is accessible, efficient and responsive

Delivery Program Action Code	Delivery Program Action	Operational Plan Action Code	Operational Plan Action	Responsible Officer	Responsible Position	Progress	Action This Quarter
2.2.1.1	Provide a one stop shop for access to a range of local, State and Federal Government services that meet identified needs of the local community.	2.2.1.1.1	Maintain and continually review revenue receipting, counter and telephone enquiry functions to ensure effective allocation of resources in these areas.	N Alchin	Director Corporate Services	50%	Currently reviewing the handling of Customer Service Requests throughout the organisation
		2.2.1.1.2	Call for quotations for the upgrade of Council's telecommunications system	N Alchin	Director Corporate Services	50%	Telstra preparing proposal for the replacement of Council's current telecommunications system
		2.2.1.1.3	Deliver a cost effective Service NSW on behalf of State and Federal Government Agencies	G McAnally-Elwin	Finance Manager	75%	3,396 transactions performed in the 3rd quarter of 17/18. 9,986 transactions performed YTD.
		2.2.1.1.4	Conduct monthly customer service staff meetings to ensure quality service is achieved and maintained	N Alchin	Director Corporate Services	75%	Meetings conducted on a regular basis

Delivery Program Action Code	Delivery Program Action	Operational Plan Action Code	Operational Plan Action	Responsible Officer	Responsible Position	Progress	Action This Quarter
		2.2.1.1.5	Ensure relevant training is provided for customer service staff when/where required.	N Alchin	Director Corporate Services	50%	Review of Customer Service Request procedures underway with Councils Administration staff
		2.2.1.1.6	Maintain and review as required business processes that support Council's internal customers.	N Alchin	Director Corporate Services	50%	Currently reviewing Customer Service Requests processes & Telecommunications across the organization
		2.2.1.1.7	Ensure that all customer service requests (CSR's) relevant to the operations of the Works & Technical Services section are appropriately handled and responded to.	M Linton-Harland	Manager Works	50%	This is an ongoing task.

Operational Plan Review as at 31 March 2018: LAND USE PLANNING AND SUSTAINABLE ENVIRONMENT

A COUNCIL THAT WORKS WITH THE COMMUNITY TO CREATE AN ENVIRONMENT THAT GUIDES THE USE OF LAND TO BALANCE ECONOMIC, ENVIRONMENTAL AND COMMUNITY/SOCIAL VALUES

Develop and maintain appropriate land use planning strategies for sustainable development

Delivery Program Action Code	Delivery Program Action	Operational Plan Action Code	Operational Plan Action	Responsible Officer	Responsible Position	Progress	Action This Quarter
3.1.2.1	Actively preserve identified cultural, heritage and natural assets	3.1.2.1.1	Community heritage study and associated heritage strategies review bi-annually.	L Mathieson	Director Planning & Environment	100%	Review conducted with Council's new heritage adviser to preserve identified cultural heritage and natural assets. Ongoing.
3.1.2.2	Develop heritage initiatives that provide support and financial assistance to property owners	3.1.2.2.2	Advertise for expressions of interest from owners of Heritage listed properties	L Mathieson	Director Planning & Environment	100%	Annual heritage projects complete for 17/18 period
		5.1.1.2.1	Local Heritage fund grants for conservation of heritage items available annually	L Mathieson	Director Planning & Environment	100%	Annual heritage projects advertised and accepted.

Delivery Program Action Code	Delivery Program Action	Operational Plan Action Code	Operational Plan Action	Responsible Officer	Responsible Position	Progress	Action This Quarter
3.1.2.3	Actively seek projects that add value to our cultural and natural assets	3.1.2.3.1	Assist local aboriginal community with the conservation of aboriginal site/s of cultural significance	L Mathieson	Director Planning & Environment	50%	Assisting when required
3.1.2.4	Continue to regulate the orderly arrangement and use of land in town and rural areas in order to promote the improvement of the community and the environment of residents	3.1.2.4.1	Development applications and Complying Development Certificates assessed to obtain compliance with the Gilgandra Local Environmental Plan and Development Control Plan.	L Mathieson	Director Planning & Environment	100%	Developments assessed and approved in accordance with Council's planning instruments. Ongoing.
		3.1.2.4.2	Any complaints regarding development compliance are investigated and documented and appropriate action taken.	L Mathieson	Director Planning & Environment	100%	Proposed developments assessed for appropriate land use with Council's identified zones. Ongoing.

A COMMUNITY THAT PROACTIVELY MINIMISES THE ENVIRONMENTAL IMPACTS OF WASTE AND MAXIMISES WASTE RESOURCE RECOVERY RATES

Develop and monitor a waste management and reduction strategy

Delivery Program Action Code	Delivery Program Action	Operational Plan Action Code	Operational Plan Action	Responsible Officer	Responsible Position	Progress	Action This Quarter
3.2.1.1	Promote community awareness of waste avoidance programs that focus on reduce, reuse and recycling of wastes	3.2.1.1.1	Recycling calendars developed shall include relevant recycling information and improvement ideas	L Mathieson	Director Planning & Environment	90%	Ongoing education programs identified for the community. Recycling calendar developed with recycling fact. Ongoing.
3.2.1.2	Assess the potential environmental risks and optimise positive environmental outcomes as part of developing a landfill master plan	3.2.1.2.1	Implement actions from waste management plan.	L Mathieson	Director Planning & Environment	100%	Landfill action plan developed. Actions implemented on an ongoing basis
		3.2.1.2.2	Develop a 10 year long term financial plan for the waste functions of Council.	L Mathieson	Director Planning & Environment	90%	A waste management action plan has been developed. A full waste strategy is a work in progress. Waste operations are currently under review. A current 10 year budget has been developed.
		3.2.1.2.3	Undertake a review of the waste management strategy.	L Mathieson	Director Planning & Environment	50%	Currently reviewing action plan for waste management

Be acknowledged as a regional leader in waste resource recovery

Delivery Program Action Code	Delivery Program Action	Operational Plan Action Code	Operational Plan Action	Responsible Officer	Responsible Position	Progress	Action This Quarter
3.2.2.1	Participate as a steering committee member in the voluntary waste group known as Netwaste	3.2.2.1.1	Ensure waste and recycling collection contracts are carried out in accordance with the contract	L Mathieson	Director Planning & Environment	100%	Council participates in the steering committee for Netwaste. Ongoing
		3.2.2.1.2	Attend and participate in Netwaste Forums	L Mathieson	Director Planning & Environment	95%	Council staff actively participates as a steering committee member in the voluntary waste group known as Netwaste.
3.2.2.2	Provide a high standard of service for the collection and disposal of commercial, domestic and industrial wastes to ratepayers	3.2.2.2.1	Maintain effective and efficient management of the Gilgandra Waste Facility	L Mathieson	Director Planning & Environment	100%	Council staff provide a high standard of service for the collection and disposal of commercial, domestic and industrial wastes to ratepayers. Ongoing.
		3.2.2.2.2	Purchase suitable item of plant for removal of waste to replace skip bins at Waste Facility.	L Mathieson	Director Planning & Environment	50%	Reviewing options for service of skip bins
3.2.2.3	Maintain waste reporting systems to ensure	3.2.2.3.1	EPA annual waste return processed and report to Office of Environment and Heritage (by August).	L Mathieson	Director Planning & Environment	100%	Complete

Delivery Program Action Code	Delivery Program Action	Operational Plan Action Code	Operational Plan Action	Responsible Officer	Responsible Position	Progress	Action This Quarter
	Council complies with legislative requirements	3.2.2.3.2	Monitor Compliance of the EPA licence at the Waste tyre facility on Arthursleigh Road.	L Mathieson	Director Planning & Environment	100%	Reporting requirements are maintained in accordance with the pollution incident response management plan.
3.2.2.4	Reduce amount of waste delivered to landfill by providing better recycling and waste avoidance options at all waste facilities	3.2.2.4.1	Continually provide the opportunities to encourage recycling, reuse or reprocessing of sorted waste streams at our waste facilities	L Mathieson	Director Planning & Environment	100%	Council staff continually provide the opportunities to encourage recycling, reuse or reprocessing of sorted waste streams at our waste facility. Ongoing.
		3.2.2.4.2	Provide recycling and sorted waste stream options for residents across the shire.	L Mathieson	Director Planning & Environment	100%	Council staff continually provide the opportunities to encourage recycling, reuse or reprocessing of sorted waste streams at our waste facility. Ongoing.
		3.2.2.4.3	To provide appropriate infrastructure to meet the disposal needs of the community.	L Mathieson	Director Planning & Environment	95%	Council continues education programs to reduce amount of waste delivered to landfill by providing better recycling and waste avoidance options at the waste facility.
3.2.2.5	Explore options for future growth opportunities of recycling	3.2.2.5.1	Continue to promote the benefits of recycling to the Gilgandra Shire Community	L Mathieson	Director Planning & Environment	100%	Council continues to explore options for future growth opportunities of recycling. Part of Netwaste Council, ongoing.

Delivery Program Action Code	Delivery Program Action	Operational Plan Action Code	Operational Plan Action	Responsible Officer	Responsible Position	Progress	Action This Quarter
3.2.2.6	Assist with the delivery of school based education programs on recycling	3.2.2.6.1	Work with Netwaste staff to deliver school education programs	L Mathieson	Director Planning & Environment	80%	Council staff continue to work with Netwaste to develop education programs for schools.
3.2.2.7	Be a community leader in waste minimisation and use of recycled products	3.2.2.7.1	Explore options for the use of recycled products in Council's operations	L Mathieson	Director Planning & Environment	100%	Council sets the bench mark in waste minimisation and use of recycled products. Ongoing.
		3.2.2.7.3	Identify opportunities for recycling containers at sporting and recreational facilities and other key collection points.	L Mathieson	Director Planning & Environment	90%	Recycling bin installed at CHC for a trial.
		3.2.2.7.3	Investigate the option of the waste kerb side collection service moving towards weekly recycling and fortnightly waste collection.	L Mathieson	Director Planning & Environment	0%	No action this quarter

A COMMUNITY AWARE OF CLIMATE CHANGE THAT STRIVES TO REDUCE ITS ECOLOGICAL FOOTPRINT

Work with stakeholders to increase community awareness of environmental and climate change issues

Delivery Program Action Code	Delivery Program Action	Operational Plan Action Code	Operational Plan Action	Responsible Officer	Responsible Position	Progress	Action This Quarter
3.3.1.1	Actively pursue environmental programs with other government agencies	3.3.1.1.1	Participate in the Regional State of the Environment Report.	L Mathieson	Director Planning & Environment	100%	SOE reporting data collected and sent. Projects identified with other agencies as they arise. Ongoing.
3.3.1.2	Be a community leader in water saving practices	3.3.1.2.2	Enforce the development controls outlined in the Gilgandra DCP for stormwater management	L Mathieson	Director Planning & Environment	100%	Stormwater management plans assessed in accordance with Council's Development control plan. Ongoing.
3.3.1.3	Promote alternative green energy options and consider these options for community facilities	3.3.1.3.1	Explore options and benefits of converting Council's buildings to solar power.	L Mathieson	Director Planning & Environment	70%	No action this quarter
3.3.1.4	Monitor Council's energy use	3.3.1.4.1	Use E21 software to identify electricity	N Alchin	Director Corporate Services	75%	Latest quarterly report from Energy Plus (E21) recieved on 1 February 2018. No recommendations for changes identified.

Delivery Program Action Code	Delivery Program Action	Operational Plan Action Code	Operational Plan Action	Responsible Officer	Responsible Position	Progress	Action This Quarter
	and identify savings which in turn will reduce our greenhouse gas emissions		savings opportunities for Council's sites				

Improve the health of the Castlereagh River system and reduce invasive weeds

Delivery Program Action Code	Delivery Program Action	Operational Plan Action Code	Operational Plan Action	Responsible Officer	Responsible Position	Progress	Action This Quarter
3.3.2.1	Support the management of the Castlereagh River catchment within our Shire boundaries	3.3.2.1.1	Evaluate and monitor the quality of the river water upstream and downstream of the Castlereagh River	L Mathieson	Director Planning & Environment	100%	River water testing carried out bi-annually
		3.3.2.1.2	Consider the installation of additional gross pollutant traps	M Linton-Harland	Manager Works	0%	

Operational Plan Review as at 31 March 2018: STRATEGIC LEADERSHIP

A COUNCIL THAT PROVIDES QUALITY LEADERSHIP, GOVERNANCE AND MANAGEMENT TO ITS COMMUNITY

Ensure Councillors and Committee Members are provided with appropriate training, support and resources to facilitate good Governance

Delivery Program Action Code	Delivery Program Action	Operational Plan Action Code	Operational Plan Action	Responsible Officer	Responsible Position	Progress	Action This Quarter
4.1.1.1	Support Councillors in their role by providing information regularly and training as required	4.1.1.1.1	Ensure business papers, minutes, reports, plans and all other relevant correspondence and information is collated and distributed/made available in line with legislation policies and procedures	N Alchin	Director Corporate Services	75%	No issues encountered this quarter
		4.1.1.1.2	Provide secretarial support to Council and Committee meetings	N Alchin	Director Corporate Services	75%	Secretarial support provided as required this quarter. Some issues encountered with staff availability for committee meetings
		4.1.1.1.3	Offer training opportunities to Councillors as they arise	J Prout	Executive Assistant	75%	No formal training however Council staff have been conducting a series of workshops on topical issues such as

Delivery Program Action Code	Delivery Program Action	Operational Plan Action Code	Operational Plan Action	Responsible Officer	Responsible Position	Progress	Action This Quarter
							budget, planning, economic development, etc.

Implement and promote best practice Governance policies and procedures

Delivery Program Action Code	Delivery Program Action	Operational Plan Action Code	Operational Plan Action	Responsible Officer	Responsible Position	Progress	Action This Quarter
4.1.2.1	Conduct the business of Council in an open and transparent manner.	4.1.2.1.1	Noting provision of LG Act to conduct business in an open meeting, provide detailed informative reports to Council and Committees	D Neeves	General Manager	75%	Reports prepared with input from Directors and Staff. No significant issues identified.
4.1.2.2	Ensure Council and Committee meetings are conducted regularly	4.1.2.2.1	Ensure at least 11 Council meetings held each year. Committee meetings held in line with relevant charter or schedule agreed by Council.	D Neeves	General Manager	75%	Council meetings held as scheduled. Minor changes to timings for Committee meetings.
4.1.2.3	Develop, implement and continually monitor a good	4.1.2.3.1	Regularly check Governance calendar and ensure all targets and statutory	J Prout	Executive Assistant	75%	All targets met this quarter

Delivery Program Action Code	Delivery Program Action	Operational Plan Action Code	Operational Plan Action	Responsible Officer	Responsible Position	Progress	Action This Quarter
	governance plan		requirements are met in a timely manner.				

Nurture an organisational culture of community pride and ownership for Councillors, Managers and Staff of Council.

Delivery Program Action Code	Delivery Program Action	Operational Plan Action Code	Operational Plan Action	Responsible Officer	Responsible Position	Progress	Action This Quarter
4.1.3.1	Communicate Council's strategic direction to all staff and encourage staff involvement in the decision making process.	4.1.3.1.1	General Manager to attend regular staff meetings held to disseminate information, discuss current issues/topics and provide and receive feedback.	D Neeves	General Manager	75%	General Manager regularly attending divisional meetings. Manex meetings held twice per month.
		4.1.3.1.2	Use Council newsletter to inform all staff of Council direction.	J Prout	Executive Assistant	75%	50th edition of newsletter produced in February
		4.1.3.1.3	Meet with all tier 3 and 4 managers at least once a year.	D Neeves	General Manager	75%	Conscious effort being made to attend divisional meetings as time permits to ensure engagement with tier 3 and 4 managers
		4.1.3.1.4	Regularly review delegations and ensure	D Neeves	General Manager	100%	Complete review of delegations has now been completed.

Delivery Program Action Code	Delivery Program Action	Operational Plan Action Code	Operational Plan Action	Responsible Officer	Responsible Position	Progress	Action This Quarter
			decisions made at relevant levels.				

Be an industry leader in Work Health and Safety and risk management requirements

Delivery Program Action Code	Delivery Program Action	Operational Plan Action Code	Operational Plan Action	Responsible Officer	Responsible Position	Progress	Action This Quarter
4.1.4.1	Provide controls that minimise adverse impacts on all employees and stakeholders	4.1.4.1.1	Implement a safety improvement program (SIP) aimed at improving WHS practices across Council and the local community	D Neeves	General Manager	75%	Work on Safety Improvement Program has commenced.

A COUNCIL THAT FOCUSES ON STRATEGIC PLANNING AND FINANCIAL SUSTAINABILITY

Establish, maintain and monitor strategic plans that reflect and address the needs of the community and meet legislative requirements.

Delivery Program Action Code	Delivery Program Action	Operational Plan Action Code	Operational Plan Action	Responsible Officer	Responsible Position	Progress	Action This Quarter
4.2.1.1	Develop, maintain and regularly review strategic plans in line with Integrated Planning requirements.	4.2.1.1.1	Review Council's Integrated Plans including CSP LTFP and Asset Management Plans as required.	N Alchin	Director Corporate Services	75%	Operational plan review as at 31 December 2017 presented to Councils February 2018 meeting
4.2.1.2	Report the outcome of a quarterly performance review of the Delivery Program and Budget.	4.2.1.2.1	Quarterly reviews presented in line with legislation	N Alchin	Director Corporate Services	50%	Second Quarterly Budget Review for 2017/18 presented to Councils February 2018 meeting
4.2.1.3	Maintain Plans of Management for Community Land that meets	4.2.1.3.1	Plans maintained and reviewed in line with legislation	N Alchin	Director Corporate Services	75%	Strategic Plans in place and reviewed in line with IP&R legislation and Council requirements

Delivery Program Action Code	Delivery Program Action	Operational Plan Action Code	Operational Plan Action	Responsible Officer	Responsible Position	Progress	Action This Quarter
	legislative requirements.						
4.2.1.4	Ensure that an appropriate Business Continuity and Disaster Recovery Plans are in place.	4.2.1.4.1	Annually review the Business Continuity and Disaster Recovery Plans for all Council operations.	N Alchin	Director Corporate Services	100%	Business Continuity and Disaster Recovery Plans reviewed in 1st half of 2018

Deliver sound management of Council's resources and finances.

Delivery Program Action Code	Delivery Program Action	Operational Plan Action Code	Operational Plan Action	Responsible Officer	Responsible Position	Progress	Action This Quarter
4.2.2.1	Provide financial planning and reporting to ensure Council maintains accurate and timely financial records that facilitate sound	4.2.2.1.01	Complete Annual Financial Statements on time and without a qualified audit report	G McAnally-Elwin	Finance Manager	100%	Completed.
		4.2.2.1.02	Ensure that the annual budget is completed accurately and within agreed timeframes	G McAnally-Elwin	Finance Manager	50%	A draft budget has been completed and will be presented to the May Council meeting. Reports for rates, annual charges and fees and charges will go to April meeting.
		4.2.2.1.03	Ensure Quarterly Budgets Reviews are	G McAnally-Elwin	Finance Manager	75%	The 1st quarterly review was presented to the November meeting, the 2nd quarterly

Delivery Program Action Code	Delivery Program Action	Operational Plan Action Code	Operational Plan Action	Responsible Officer	Responsible Position	Progress	Action This Quarter
	decision making.		presented to Council accurately within agreed timeframes				review was presented to the February meeting and the 3rd quarterly review will be presented to the May meeting.
		4.2.2.1.04	Provide management with monthly budget against actual comparison information	G McAnally-Elwin	Finance Manager	75%	Reports for January, February and March were provided within 1 weeks of those months ending.
		4.2.2.1.05	Review and maintain Council's long term financial Plan modelling	G McAnally-Elwin	Finance Manager	50%	Workshops have been conducted and a draft budget completed. All information has been provided to Council to ensure that the 18/19 budget as approved at the May meeting and adopted at the June meeting.
		4.2.2.1.06	Provide Council with recommendations regarding borrowings at the time the 2018/19 budget is considered for current and future borrowings.	G McAnally-Elwin	Finance Manager	50%	Workshops have been conducted where borrowings have been discussed. Council has been provided with information on the debt service ratio to be able to consider further borrowings in the 18/19 budget and LTFP.
		4.2.2.1.07	Place Council investments according to Council requirements and policy	G McAnally-Elwin	Finance Manager	75%	Council investments have been placed according to policy and reported to Council on a monthly basis.
		4.2.2.1.08	Review Council's General Ledger costing allocations in line with	G McAnally-Elwin	Finance Manager	0%	Not yet started - awaiting the asset management software.

Delivery Program Action Code	Delivery Program Action	Operational Plan Action Code	Operational Plan Action	Responsible Officer	Responsible Position	Progress	Action This Quarter
			Asset Management Planning				
		4.2.2.1.09	Review Council's Asset Register in line with Council's Asset Management and Long Term Financial Plans	G McAnally-Elwin	Finance Manager	0%	Not yet started - awaiting the asset management software.
		4.2.2.1.10	Complete audited financial statements to be referred to auditors by August Council meeting	G McAnally-Elwin	Finance Manager	100%	Completed.
		4.2.2.1.11	Refer audited financial statement to DLG by 1 November annually	G McAnally-Elwin	Finance Manager	100%	Completed.
4.2.2.2	Deliver financial awareness training to all Councillors.	4.2.2.2.1	Deliver financial workshops to Council as required/requested	G McAnally-Elwin	Finance Manager	75%	Workshops have been presented regarding the 18/19 budget and LTFP. It is anticipated that a further workshop may be required.
4.2.2.3	Ensure that rates and user charges are levied on an	4.2.2.3.1	Review Council's Rates and user charges in line with 2018/19 budget deliberations	G McAnally-Elwin	Finance Manager	90%	Completed, presented to a workshop and will be reported to the April Council meeting.

Delivery Program Action Code	Delivery Program Action	Operational Plan Action Code	Operational Plan Action	Responsible Officer	Responsible Position	Progress	Action This Quarter
	equitable basis taking account of the legislative and financial restrictions under which Council operates.	4.2.2.3.2	Complete rating models to be adopted by Council for 18/19 year	G McAnally-Elwin	Finance Manager	90%	Completed, presented to a workshop and will be reported to the April Council meeting.
4.2.2.4	Take account of the affect on all ratepayers when considering special rate variation applications.	4.2.2.4.1	Provide Council with rating options and the effect of those options on all rate payers when special rate variations are considered	G McAnally-Elwin	Finance Manager	90%	Workshops completed, no special rate variation to be applied for.
4.2.2.5	Maintain Best Practice pricing for water and sewer charges.	4.2.2.5.1	Co-ordinate and complete water and sewer pricing to best practice pricing requirements annually	G McAnally-Elwin	Finance Manager	90%	Completed, workshops presented and reports going to the April Council meeting.
4.2.2.6	Ensure Council's	4.2.2.6.1	Maintain an effective debt recovery process	G McAnally-Elwin	Finance Manager	75%	No statistics this quarter but the debt recovery process is continuing.

Delivery Program Action Code	Delivery Program Action	Operational Plan Action Code	Operational Plan Action	Responsible Officer	Responsible Position	Progress	Action This Quarter
	finance functions are operating effectively and efficiently and its purchasing and procurement policies and procedures reflect best practice and provide value for money to the community.	4.2.2.6.2	Ensure timely and accurate processing of accounts payable and receivable including Council rates and charges.	G McAnally-Elwin	Finance Manager	75%	In the 3rd quarter, there were 1,722 rates instalment notices produced and 485 reminder notices issued. There were 451 water reminder notices issued. YTD there has been \$4,181,258 of rates paid and \$359,679 of water paid. There was 1,286 EFT paid for \$7,258,555, 23 cheques paid for \$181,652 and 294 debtor invoices issued for \$856,788.
		4.2.2.6.3	Review Council's Local Purchasing Policy	N Alchin	Director Corporate Services	75%	Workshop on local purchasing policy to be presented following adoption of Economic Development Action Plan in April/May 2018
4.2.2.7	Maintain and grow relationships with peak industry procurement bodies.	4.2.2.7.1	Maintain membership of peak industry procurement bodies and use their purchasing power to Council's advantage wherever possible	D Neeves	General Manager	75%	Group purchasing opportunities taken as appropriate
4.2.2.8	Develop and Implement an internal Audit program.	4.2.2.8.1	With OROC Councils develop Audit & Risk management function.	D Neeves	General Manager	0%	OROC councils decided against internal audit program

Proactively pursue Government and corporate support and financial assistance to meet Council and community objectives.

Delivery Program Action Code	Delivery Program Action	Operational Plan Action Code	Operational Plan Action	Responsible Officer	Responsible Position	Progress	Action This Quarter
4.2.3.1	Review funding for key services and seek to retain funding and grow new avenues of funding.	4.2.3.1.1	Constantly monitor and review the level of external funding received and pursue opportunities for additional funding and keep relevant Committees and Council informed	N Alchin	Director Corporate Services	75%	Draft of Regional Economic Development Plan received in March 2018 . Feedback provided and final plan expected in May 2018 to allow Regional Growth Fund application to be prepared. Application for Stronger Communities Funding being prepared following on from recent community consultation in which six key projects were identified.
4.2.3.2	Apply for grants that assist Council to achieve identified projects.	4.2.3.2.1	Apply for grants applicable to Council's Strategic Plans	K Larkin	Community Engagement Officer	50%	Grant applications submitted for - Crown Reserves Management Fund Program towards Hunter Park Project - Village Waste Reduction for Tooraweenah Recycling Trailer - RAS Foundation Kitchen Grant for Tooraweenah War Memorial Hall Successful notifications on grants: - Village Waste Reduction - RAS Foundation Kitchen Grant - Defibrillator Grant for GRLFC
4.2.3.3	Assist community groups to apply for grants.	4.2.3.3.1	Assist community groups through the grant application process, either by writing application, proofing, letters of	K Larkin	Community Engagement Officer	50%	Grant applications submitted for - RAS Foundation Kitchen Grant for Tooraweenah War Memorial Hall - Assistance provided with RAS Foundation Kitchen Grant for Gilgandra CWA Evening Branch Successful notifications on grants:

Delivery Program Action Code	Delivery Program Action	Operational Plan Action Code	Operational Plan Action	Responsible Officer	Responsible Position	Progress	Action This Quarter
			support or general advice.				- RAS Foundation Kitchen Grant for Tooraweenah - Defibrillator Grant for GRLFC
4.2.3.4	Provide information to Council and the community regarding grant funding opportunities.	4.2.3.4.1	Advise and promote grant opportunities to appropriate organisations and community groups.	K Larkin	Community Engagement Officer	50%	Review of grants opportunities and referred to relevant community groups by email or phone. Grants register recording including separate tabs for considered grants and potential projects.
		4.2.3.4.2	Advise relevant directors of funding opportunities	K Larkin	Community Engagement Officer	50%	Review of grants opportunities and referred to relevant Directors by email. Grants register recording including separate tabs for considered grants and potential projects.

Develop and maintain a skilled and well equipped work force at a sustainable level to support service delivery requirements.

Delivery Program Action Code	Delivery Program Action	Operational Plan Action Code	Operational Plan Action	Responsible Officer	Responsible Position	Progress	Action This Quarter
4.2.4.1	Establish and implement relevant training for all employees.	4.2.4.1.1	Ensure there is a current annual training plan for every full time and part time employee of Council.	M Welsh	HR Manager	100%	Performance Appraisals completed and training plan updated. Training has been scheduled for employees

Delivery Program Action Code	Delivery Program Action	Operational Plan Action Code	Operational Plan Action	Responsible Officer	Responsible Position	Progress	Action This Quarter
4.2.4.2	Determine initiatives to assist in maintaining a productive and motivated workforce.	4.2.4.2.1	Ensure staff awareness of Human Resource Policies and Procedures throughout the organisation	M Welsh	HR Manager	75%	No new policies or procedures
		4.2.4.2.2	All new staff inducted. All departing staff interviewed	M Welsh	HR Manager	75%	Inductions and exit interview completed.
		4.2.4.2.3	Regularly promote EAP service	M Welsh	HR Manager	75%	EAP promoted at every opportunity
		4.2.4.2.4	Conduct one fire drill at each location	M Welsh	HR Manager	0%	No fire drills completed this quarter
		4.2.4.2.5	Conduct (minimum) one D&A random test	M Welsh	HR Manager	0%	Not completed this quarter
		4.2.4.2.6	Ensure performance appraisals have been done for every employee of Council.	M Welsh	HR Manager	100%	Performance appraisals completed.
		4.2.4.2.7	Continue to investigate electronic timesheets.	M Welsh	HR Manager	5%	Meeting held to discuss.
		4.2.4.2.8	Update Council's recruitment documents.	M Welsh	HR Manager	100%	Recruitment documents have been updated.

Delivery Program Action Code	Delivery Program Action	Operational Plan Action Code	Operational Plan Action	Responsible Officer	Responsible Position	Progress	Action This Quarter
		4.2.4.2.9	Conduct Safety Culture Survey	M Welsh	HR Manager	50%	Survey schedule for April 2018
		4.2.4.2.11	Safety Improvement Program Strategy 1 – Plant Safety Improvement Program	M Welsh	HR Manager	20%	Audit conducted in February 2018
		4.2.4.2.12	Safety Improvement Program Strategy 2 – Workplace Wellbeing Strategy	M Welsh	HR Manager	20%	PERfoRM program scheduled for July 2018
		4.2.4.2.13	Safety Improvement Program Strategy 3 – OROC Safety Wellbeing Initiative	M Welsh	HR Manager	5%	Guest Speakers for Safety Conference approached.
		4.2.4.2.14	Safety Improvement Program Strategy 4 – Community Awareness Program	M Welsh	HR Manager	5%	Not progressed this quarter
4.2.4.3	Monitor performance of IT systems in place and continually	4.2.4.3.1	Maintain contract with Anittel to provide support to Council's IT Network	P Gaff	Assets Manager	100%	Contract renewed

Delivery Program Action Code	Delivery Program Action	Operational Plan Action Code	Operational Plan Action	Responsible Officer	Responsible Position	Progress	Action This Quarter
	investigate alternate options to improve the performance of Council's operations.	4.2.4.3.2	With Anittel review Council's wireless network	P Gaff	Assets Manager	50%	Re-arrangements are continuing. Site specific subnets are being setup
4.2.4.4	Attend to IT user requests and provide appropriate training to individuals/groups on various IT systems to improve operational efficiency.	4.2.4.4.1	Work with Council's software providers to maintain Council's IT systems	P Gaff	Assets Manager	75%	Software renewals are complete for this year

Operational Plan Review as at 31 March 2018: ECONOMIC DEVELOPMENT

A COMMUNITY WITH A STRONG AND DIVERSE ECONOMIC BASE THAT SUPPORTS AND IMPROVES THE LIFESTYLE OF ITS RESIDENTS

Take a proactive and flexible approach to the pursuit of new businesses with a particular focus on increasing the diversity of local industry and promoting our highway location

Delivery Program Action Code	Delivery Program Action	Operational Plan Action Code	Operational Plan Action	Responsible Officer	Responsible Position	Progress	Action This Quarter
5.1.1.1	Proactively pursue industry to relocate to Gilgandra.	5.1.1.1.1	Promote the Gilgandra Industrial Park including site signage and marketing plan.	R Medd	Economic Development Manager	70%	No action but will be considered as part of the re branding of Council and in the context of Inland Rail branding
5.1.1.2	Continue to foster and promote the importance of the purchase of goods and services locally	5.1.1.2.1	Maintain local purchasing policy to enable Council to lead by example in the community	N Alchin	Director Corporate Services	75%	Local Purchasing Policy in place.
		5.1.1.2.2	Run Shop Local promotion in the lead up to Christmas	R Medd	Economic Development Manager	100%	Decision not to survey. Have proposed a new program to the Economic Development Committee - Grow My Business Gilgandra. This project would

Delivery Program Action Code	Delivery Program Action	Operational Plan Action Code	Operational Plan Action	Responsible Officer	Responsible Position	Progress	Action This Quarter
							focus more on business development with a part to include shop local
5.1.1.3	Monitor opportunities and impacts associated with our proximity to mining development.	5.1.1.3.1	Monitor developments in the Coal Seam Gas Industry where it impacts our region	R Medd	Economic Development Manager	50%	Santos under takeover offer by USA bid from Harbor Energy. This issue could change the issue of Narrabri project
5.1.1.4	Ensure an adequate supply of industrial land is available to match our Shires growth potential.	5.1.1.4.1	Monitor sales of industrial land in Gilgandra Industrial Park to ensure land is available with a 5 year planning timeframe in mind	R Medd	Economic Development Manager	75%	Continuing negotiation on GrainCorp Land which will secure sufficient land for decades

Encourage, nurture and support new and existing businesses

Delivery Program Action Code	Delivery Program Action	Operational Plan Action Code	Operational Plan Action	Responsible Officer	Responsible Position	Progress	Action This Quarter
5.1.2.1	Provide support for existing	5.1.2.1.1	Work with local businesses to assist marketing and business	R Medd	Economic Development Manager	75%	Entered into agreement with Office of Small Business to be "Easy to Do Business"

Delivery Program Action Code	Delivery Program Action	Operational Plan Action Code	Operational Plan Action	Responsible Officer	Responsible Position	Progress	Action This Quarter
	business and facilitate opportunities for business development and growth.		development and training opportunities through involvement in the Office of Small Business.				
		5.1.2.1.2	Implement Stage two of CBD Masterplan strategy (riverbank side of Miller Street). Work with stakeholders to implement stage 2 of CBD Masterplan.	R Medd	Economic Development Manager	65%	Extensive community and business consultation undertaken

Encourage and support employment initiatives and programs

Delivery Program Action Code	Delivery Program Action	Operational Plan Action Code	Operational Plan Action	Responsible Officer	Responsible Position	Progress	Action This Quarter
5.1.4.1	Promote school based and adult traineeships/apprenticeships in the community	5.1.4.1.1	– Investigate recruitment of apprenticeships and traineeships	M Welsh	HR Manager	100%	Recruitment completed
5.1.4.2	Support unemployment programs and encourage community acceptance and local participation	5.1.4.2.1	Consider opportunities for involvement in unemployment programs and	M Wilson	Director Community Services	0%	No opportunities presented for consideration this quarter

Delivery Program Action Code	Delivery Program Action	Operational Plan Action Code	Operational Plan Action	Responsible Officer	Responsible Position	Progress	Action This Quarter
			initiatives as opportunities arise				

A COMMUNITY WITH A REPUTATION AS A GREAT PLACE TO LIVE, STOP, STAY OR JUST SPEND TIME WHERE VISITORS ARE WELCOMED AND ENGAGED

Capitalise on visitation due to our location on the junction of three major highways

Delivery Program Action Code	Delivery Program Action	Operational Plan Action Code	Operational Plan Action	Responsible Officer	Responsible Position	Progress	Action This Quarter
5.2.1.1	Deliver professional visitor information services promoting the attractions and services of the Shire	5.2.1.1.1	Maintain VIC accreditation standards	N Alchin	Director Corporate Services	75%	Monthly reporting carried out. Accreditation maintained.
		5.2.1.1.2	Ensure an adequate number of volunteers to staff the VIC for all shifts	N Alchin	Director Corporate Services	50%	Difficulty Filling a number of shifts throughout the quarter. However service continues to be delivered on a 7 day 9am to 5pm basis subject to review over next 6 months.
		5.2.1.1.3	Run a minimum of two CHC Visitor Centre volunteer recruitment drives with the target of 6 new volunteers in 2017/18. Target volunteers able to work	N Alchin	Director Corporate Services	50%	Community Services & Corporate Services to coordinate a volunteer recruitment drive in 2nd half of 2018

Delivery Program Action Code	Delivery Program Action	Operational Plan Action Code	Operational Plan Action	Responsible Officer	Responsible Position	Progress	Action This Quarter
			weekends without supervision.				
		5.2.1.1.4	Continue to develop online and web based approach to tourism marketing and information	N Alchin	Director Corporate Services	80%	New website launched April 2018 which includes basis of tourism & marketing information
		5.2.1.1.5	Strengthen our relationship with suppliers of local produce ensuring clear terms of payment are in place and adhered to and product is available as required	N Alchin	Director Corporate Services	75%	Arrangements in place with suppliers of local product. Local product continues to be received well by visitors to the Centre as reflected in consistent sales figures
		5.2.1.1.6	Develop strategies to measure CHC visitation and gauge visitor trends through the implementation of Visitor Conversion Strategy.	N Alchin	Director Corporate Services	50%	Traffic Counters installed at CHC entrances and exits for six month period from January to June 2018 as 1st step in this process.
		5.2.1.1.7	Implement free Wi Fi at the CHC	N Alchin	Director Corporate Services	50%	Application lodged for funding assistance with installation of free WIFI at the CHC

Delivery Program Action Code	Delivery Program Action	Operational Plan Action Code	Operational Plan Action	Responsible Officer	Responsible Position	Progress	Action This Quarter
		5.2.1.1.8	Consider strategies for increasing effectiveness of volunteers in delivering tourism message, succession planning for volunteers and volunteers' ability to carry out retail sales duties effectively. Develop a workforce (volunteer) plan.	N Alchin	Director Corporate Services	25%	No particular action this quarter
		5.2.1.1.9	Consider strategies to encourage our community to promote our Shire to visitors	R Medd	Economic Development Manager	50%	New Dubbo (Great Western Plains) brochure release
		5.2.1.1.10	Work with NBN Co as Council contact post 2017 rollout of NBN in Gilgandra.	R Medd	Economic Development Manager	75%	Several meetings with NBN - Gilgandra Industrial Park Issue resolved Coo-ee Lodge continues to be an issue
		5.2.1.1.11	Establish a building maintenance and renewal plan for CHC including consideration of conversion to solar energy	N Alchin	Director Corporate Services	40%	Priorities identified for funding opportunity under the Gaming & Racing Infrastructure Grant Fund

Delivery Program Action Code	Delivery Program Action	Operational Plan Action Code	Operational Plan Action	Responsible Officer	Responsible Position	Progress	Action This Quarter
5.2.2.2	Reinvigorate Gilgandra with a fresh promotional campaign	5.2.2.2.1	Continue work with Destination Management Plan Cluster to develop marking programs.	R Medd	Economic Development Manager	50%	Draft regional DMP currently on public display
		5.2.2.2.2	Continue incorporating Gilgandra brochure as part of the Dubbo brochure with the aim of reducing production costs and increase distribution.	N Alchin	Director Corporate Services	75%	Gilgandra has a two page spread in the current Dubbo & Wellington visitors guide
		5.2.2.2.3	Review all tourism signage for Gilgandra Shire and develop a replacement/ management plan.	R Medd	Economic Development Manager	50%	Workshop held with council and project progressing with in line with rebranding of Council

Work collaboratively with industry and stakeholders to develop a tourism destination plan

Delivery Program Action Code	Delivery Program Action	Operational Plan Action Code	Operational Plan Action	Responsible Officer	Responsible Position	Progress	Action This Quarter
5.2.2.1	Develop an Economic Development	5.2.2.1.1	Develop strategies to ensure we have the appropriate focus on our	R Medd	Economic Development Manager	75%	Workshops and work carried out on Economic Development Action Plan and Regional Economic Development Strategy

Delivery Program Action Code	Delivery Program Action	Operational Plan Action Code	Operational Plan Action	Responsible Officer	Responsible Position	Progress	Action This Quarter
	Strategy to guide the Economic development and sustainability of the Gilgandra Shire.		highway location and that all highways that go through Gilgandra are included in these strategies.				

Sustain the population of Gilgandra Shire and grow the population in age brackets where the percentage is below the State average

Delivery Program Action Code	Delivery Program Action	Operational Plan Action Code	Operational Plan Action	Responsible Officer	Responsible Position	Progress	Action This Quarter
5.2.3.1	Ensure an adequate supply of residential land is available to match our Shires growth potential	5.2.3.1.1	Monitor the development and staging of the Aero Park residential subdivision to ensure adequate level of availability and pricing	R Medd	Economic Development Manager	100%	All land sold - council resolved not to develop further stages at this point
		5.2.3.1.2	Continued development of the Aero Park Residential Subdivision which involves the construction of all the civil works (electricity	M Linton-Harland	Manager Works	100%	Completed.

Delivery Program Action Code	Delivery Program Action	Operational Plan Action Code	Operational Plan Action	Responsible Officer	Responsible Position	Progress	Action This Quarter
			and telecommunication's, etc.) as per the design.				
		5.2.3.1.3	Plan, scope the continuation of the development of the Aero Park Residential Subdivision which involves the construction of all civil works eg establishment of electricity, telecommunications, stormwater, sewer, water, other civil works as per design and the relevant tender.	M Linton-Harland	Manager Works	100%	Completed.
5.2.3.2	Promote Gilgandra as a great place to live	5.2.3.2.1	Invest in development of Council website as the primary source of information	K Larkin	Community Engagement Officer	50%	Developing and reviewing content; meetings with each department; development of Aged Care sub-site; reviewing suitable images; undergoing training for sub-site and theme management. Presented website to Manex team. Defined launch date for April.

Operational Plan Review as at 31 March 2018: ASSET MANAGEMENT AND SERVICE DELIVERY

A COMMUNITY WITH WELL CONSTRUCTED, MAINTAINED AND MANAGED PUBLIC INFRASTRUCTURE INCLUDING WATER AND SEWER INFRASTRUCTURE, PUBLIC BUILDINGS AND FACILITIES AND PLANT AND EQUIPMENT

Develop and implement Asset Management Policies, Strategies and Plans

Delivery Program Action Code	Delivery Program Action	Operational Plan Action Code	Operational Plan Action	Responsible Officer	Responsible Position	Progress	Action This Quarter
6.1.1.1	Review all asset management plans	6.1.1.1.1	Asset Management Plans reviewed in line with legislation	P Gaff	Assets Manager	20%	Due to server refresh available time has not permitted the advance of this
6.1.1.2	Establish Levels of Service for all infrastructure assets	6.1.1.2.1	Levels of service to be established for Council buildings and recreation.	P Gaff	Assets Manager	0%	waiting as before
6.1.1.3	Ensure all infrastructure assets are inspected and	6.1.1.3.1	Continue to implement policies and procedures for inspection of all transport assets	P Gaff	Assets Manager	10%	Due to changes to Infrastructure management this has not progressed

Delivery Program Action Code	Delivery Program Action	Operational Plan Action Code	Operational Plan Action	Responsible Officer	Responsible Position	Progress	Action This Quarter
	conditionally rated in accordance with the determined level of service	6.1.1.3.2	Establish and implement policies and procedures for inspection of all building assets	P Gaff	Assets Manager	0%	as before

Develop and implement forward works infrastructure programs and plans

Delivery Program Action Code	Delivery Program Action	Operational Plan Action Code	Operational Plan Action	Responsible Officer	Responsible Position	Progress	Action This Quarter
6.1.2.01	Ensure all Council buildings are maintained in a safe and operable condition	6.1.2.01.01	Liaise with building managers in developing strategic maintenance plans for all occupied buildings.	P Gaff	Assets Manager	0%	as before
		6.1.2.01.02	Ensure Council building projects are constructed to the highest standards and cost savings are identified.	L Mathieson	Director Planning & Environment	100%	Design and specifications are developed for each project to meet industry and legislative standards. Ongoing.
		6.1.2.01.03	Undertake a review of all Council commercial buildings documenting the essential fire safety	L Mathieson	Director Planning & Environment	0%	No action this quarter

Delivery Program Action Code	Delivery Program Action	Operational Plan Action Code	Operational Plan Action	Responsible Officer	Responsible Position	Progress	Action This Quarter
			measures required in each building				
		6.1.2.01.04	Carry out capital renewals as per LTFP for three services as approved.	H Naef	Youth & Fitness Supervisor	50%	Air conditioners at the GYM have had to be replaced, covers blew off one unit in very heavy winds early in the quarter. Some have been purchased and will be installed soon. An overheard basketball light was broken in the in door B Ball court. Need to also highlight the need for updated Youth Bus with regular repairs required .
		6.1.2.01.07	Complete the relocation of the bitumen emulsion storage tank.	M Linton-Harland	Manager Works	0%	On hold.
		6.1.2.01.08	Complete the relocation of the materials (aggregates, crusher dust, road base) bays closer to the relocated emulsion tank.	M Linton-Harland	Manager Works	0%	On hold.
		6.1.2.01.09	Complete the establishment of a new shed that will serve as a new store and workshop.	M Linton-Harland	Manager Works	0%	On hold.
		6.1.2.01.10	Establishment of a new administration block	M Linton-Harland	Manager Works	0%	On hold.

Delivery Program Action Code	Delivery Program Action	Operational Plan Action Code	Operational Plan Action	Responsible Officer	Responsible Position	Progress	Action This Quarter
			inclusive of team offices, meeting room, lunch room facilities, administration office and toilets.				
6.1.2.02	Provide a swimming pool facility	6.1.2.02.1	Routine maintenance of pump facilities, water supply, pool grounds, surrounds and security provisions.	M Linton-Harland	Manager Works	50%	This is ongoing.
6.1.2.03	Provide an effective sewer connection to all land parcels in the Gilgandra village area	6.1.2.03.01	Pump Station No. 8 Warren Road - install of new sewer pump station including electricity and telemetry.	M Linton-Harland	Manager Works	100%	Completed.
		6.1.2.03.02	Pump Station No 10 - Mavis Street - Modification of concrete lid and security hatch, repositioning of switchboard.	M Linton-Harland	Manager Works	0%	This matter has been deferred.
		6.1.2.03.03	Sewer Manholes/Reticulation main repairs, numerous locations.	M Linton-Harland	Manager Works	50%	Progressing as manpower permits.

Delivery Program Action Code	Delivery Program Action	Operational Plan Action Code	Operational Plan Action	Responsible Officer	Responsible Position	Progress	Action This Quarter
		6.1.2.03.04	Various mains, main cleaning, camera inspections and reporting for planning purposes for future work.	M Linton-Harland	Manager Works	100%	Completed.
		6.1.2.03.05	Finalise, have endorsed by Council and advertise the Gilgandra Sewerage System Asset Management Plan inclusive of the updated 30 year plan.	M Linton-Harland	Manager Works	100%	Completed.
		6.1.2.03.06	SPS No 14 - Iris Street - installation of safety rails and stairs, repositioning of switchboard and modification to concrete lid and supporting structure signage.	M Linton-Harland	Manager Works	100%	Completed.
		6.1.2.03.07	Survey, design and cost the replacement of the troublesome sewer main serving Wamboin and Rawson Street.	M Linton-Harland	Manager Works	50%	Progressing

Delivery Program Action Code	Delivery Program Action	Operational Plan Action Code	Operational Plan Action	Responsible Officer	Responsible Position	Progress	Action This Quarter
6.1.2.04	Provide a potable town water supply to Gilgandra that meets Australian Drinking Water standards	6.1.2.04.01	Within the Gilgandra water supply, replaced aged and/or deteriorated stop valves, air valves and hydrants as required.	M Linton-Harland	Manager Works	50%	Progressing
		6.1.2.04.02	Water meter replacement program to replace all older style meters with auto reading provisions and the check valves with double check valve.	M Linton-Harland	Manager Works	50%	Identified water meters be replaced between October and March, after the winter and summer meter reading has been completed.
		6.1.2.04.03	Bore No 1 - complete an investigation determining the condition of the bore casing.	M Linton-Harland	Manager Works	100%	Completed
		6.1.2.04.04	Reservoir 1 - Replacement of stairway. Establishment of upper walkway and protruding aerial bases.	M Linton-Harland	Manager Works	10%	Project on hold, deferred to 2018/19.
		6.1.2.04.05	Coose Drive water main extension (Clarice Schultz Park Division).	M Linton-Harland	Manager Works	0%	Not progressing

Delivery Program Action Code	Delivery Program Action	Operational Plan Action Code	Operational Plan Action	Responsible Officer	Responsible Position	Progress	Action This Quarter
		6.1.2.04.06	Tooraweenah water supply, replace aged steel pipe mains.	M Linton-Harland	Manager Works	100%	Completed.
		6.1.2.04.07	Establishment of new bore servicing the Gilgandra water supply - bore no 9.	M Linton-Harland	Manager Works	100%	Completed.
		6.1.2.04.08	Establishment of rising main servicing bore no 9, provide for the Gilgandra water supply.	M Linton-Harland	Manager Works	100%	Completed.
6.1.2.05	Provide a safe and effective urban stormwater drainage system	6.1.2.05.1	Review the 30 year Stormwater Plan during the third quarter and list the works for inclusion in the 2017/18 budget year.	M Linton-Harland	Manager Works	0%	
		6.1.2.05.2	Development of the stormwater network model C, D and E.	M Linton-Harland	Manager Works	0%	
		6.1.2.05.3	Pipe under the railway line from the industrial subdivision to Bimbimbie Wetland	M Linton-Harland	Manager Works	100%	Completed.

Delivery Program Action Code	Delivery Program Action	Operational Plan Action Code	Operational Plan Action	Responsible Officer	Responsible Position	Progress	Action This Quarter
			(subject to funding contribution).				
		6.1.2.05.4	Farrar and Barden Streets intersection stormwater upgrade. (This project - liaise with kerb and gutter upgrade along Farrar Street and subject to road intersection upgrade).	M Linton-Harland	Manager Works	0%	Not Progressing.
		6.1.2.05.5	Survey, plan and implement drainage improvements to Butler Drive and Howard Place linking in with the planned and partially completed stormwater provisions within the Aero Park subdivision.	M Linton-Harland	Manager Works	0%	Not Progressing.
6.1.2.06	Maintain Gilgandra and Tooraweenah aerodromes to legislative standards	6.1.2.06.1	Routine maintenance and repair of Council's Gilgandra Airstrip.	M Linton-Harland	Manager Works	45%	This is an ongoing task which is constantly monitored.
		6.1.2.06.2	Routine maintenance and repair of Council's Tooraweenah Airstrip.	M Linton-Harland	Manager Works	50%	This is an ongoing task that is constantly monitored.

Delivery Program Action Code	Delivery Program Action	Operational Plan Action Code	Operational Plan Action	Responsible Officer	Responsible Position	Progress	Action This Quarter
6.1.2.07	Ensure that cemeteries are maintained at a standard acceptable to the community	6.1.2.07.1	Investigate, compile report listing advantages and disadvantages of options of upgrading the water supply provisions for the Gilgandra Lawn Cemetery.	M Linton-Harland	Manager Works	0%	
6.1.2.08	Plant fleet maintained and updated to reflect needs	6.1.2.08.1	Pursue the purchase and/or disposal of the major plant items within the major plant portion of the 2017/18 budget year.	M Linton-Harland	Manager Works	100%	Completed.
		6.1.2.08.2	Pursue the purchase and/or disposal of the cars and station wagons plant items within the cars and station wagon plant portion of the 2017/18 budget year.	M Linton-Harland	Manager Works	25%	Purchases and disposals proceeding in line with budget allocation.
		6.1.2.08.3	Pursue the purchase and/or disposal of the light truck and utility plant items within the light truck and utility	M Linton-Harland	Manager Works	50%	Purchases and disposals proceed in line with budget allocation.

Delivery Program Action Code	Delivery Program Action	Operational Plan Action Code	Operational Plan Action	Responsible Officer	Responsible Position	Progress	Action This Quarter
			plant portion of the 2017/18 budget year.				
		6.1.2.08.4	Pursue the purchase and/or disposal of the minor plant items within the minor plant portion of the 2017/18 budget year.	M Linton-Harland	Manager Works	25%	Progressing.

Encourage and support a well resourced emergency response capability

Delivery Program Action Code	Delivery Program Action	Operational Plan Action Code	Operational Plan Action	Responsible Officer	Responsible Position	Progress	Action This Quarter
6.1.3.1	Support local emergency and rescue agencies in their delivery of services to the Gilgandra Shire area	6.1.3.1.1	Consider requests for support and assistance for local agencies in a timely manner	M Linton-Harland	Manager Works	50%	When requested this task is approached in a cordial manner.
6.1.3.2	Maintain an active Local Emergency	6.1.3.2.1	Arrange meetings of LEMC on a regular basis.	M Linton-Harland	Manager Works	50%	This is an ongoing matter.

Delivery Program Action Code	Delivery Program Action	Operational Plan Action Code	Operational Plan Action	Responsible Officer	Responsible Position	Progress	Action This Quarter
	Management Committee in line with the State Emergency and Rescue Management Act	6.1.3.2.2	Review Local Emergency Management Plans and ensure they align with Council's Strategic Plans where relevant.	M Linton-Harland	Manager Works	50%	This is an ongoing matter.

A COMMUNITY SERVICED BY A SAFE, RELIABLE AND EFFICIENT TRANSPORT NETWORK

Improve existing roads infrastructure to meet community needs

Delivery Program Action Code	Delivery Program Action	Operational Plan Action Code	Operational Plan Action	Responsible Officer	Responsible Position	Progress	Action This Quarter
6.2.1.04	Maintain and construct streets and roads in accordance with Council's adopted road classifications	6.2.1.04.1	Ensure that all public gates and motor bypasses located on the rural road networks are maintained in a safe and compliant condition.	M Linton-Harland	Manager Works	50%	
		6.2.1.04.2	Introduce a program where old dilapidated, unsafe motor bypasses are replaced.	M Linton-Harland	Manager Works	50%	Ongoing

Delivery Program Action Code	Delivery Program Action	Operational Plan Action Code	Operational Plan Action	Responsible Officer	Responsible Position	Progress	Action This Quarter
		6.2.1.04.3	Liaise with the Environmental Services Section on new DA's submitted involving new roads to ensure compliance with Council's road hierarchy standards.	M Linton-Harland	Manager Works	50%	Liaison takes place as required.
		6.2.1.04.4	Rehabilitate the listed sections of kerb & gutter in accordance with the budget allocation - Wrigley Street, Miller Street to Morris Street - both sides.	M Linton-Harland	Manager Works	100%	Completed.
		6.2.1.04.5	Establish an ongoing compliant approved heavy vehicle access system satisfying the NSW Roads & Maritime Services and the National Heavy Vehicle Regulator on all local roads and listed urban roads for road trains, A doubles and AB triples.	M Linton-Harland	Manager Works	50%	

Delivery Program Action Code	Delivery Program Action	Operational Plan Action Code	Operational Plan Action	Responsible Officer	Responsible Position	Progress	Action This Quarter
6.2.1.05	Inspect all pits and culverts annually.	6.2.2.05.1	Inspect all pits and culverts annually.	M Linton-Harland	Manager Works	50%	Ongoing
6.2.1.06	Undertake annual Road To Recovery program	6.2.1.06.1	Gravel resheet - National Park Road segment 212.30.	M Linton-Harland	Manager Works	100%	Complete.
		6.2.1.06.2	Gravel resheet - Balladoran Railway Road - segment 363.14.	M Linton-Harland	Manager Works	100%	Completed
		6.2.1.06.3	Gravel resheet – Bellhaven Road Segment 366.02.	M Linton-Harland	Manager Works	100%	Completed.
		6.2.1.06.4	Gravel resheet – East Coonamble Road Segment 201.30.	M Linton-Harland	Manager Works	100%	Completed.
		6.2.1.06.5	Gravel resheet – Bedford Park Road Segment 402.06.	M Linton-Harland	Manager Works	100%	Completed.
		6.2.1.06.6	Gravel resheet - Berida Innisfail Road - segment 336.08.	M Linton-Harland	Manager Works	100%	Completed.

Delivery Program Action Code	Delivery Program Action	Operational Plan Action Code	Operational Plan Action	Responsible Officer	Responsible Position	Progress	Action This Quarter
		6.2.1.06.7	Gravel resheet - Curban Biddon Road Segment 206.04.	M Linton-Harland	Manager Works	100%	Completed.
		6.2.1.06.8	Gravel resheet - Gundeia Road Segment 251.20.	M Linton-Harland	Manager Works	100%	Completed.
		6.2.1.06.9	Gravel resheet - Gundeia Road Segment 251.22.	M Linton-Harland	Manager Works	100%	Completed.
		6.2.1.06.10	Gravel resheet – Hilliers Road Segment 362.06.	M Linton-Harland	Manager Works	100%	Completed.
		6.2.1.06.11	Reconstruct corner & stabilise using imported clay, sand and lime - Youlbung Road - segment 217.04.	M Linton-Harland	Manager Works	0%	R2R Project, removed from program.
		6.2.1.06.12	Bitumen reseal - Pearl Street Gilgandra - segment 633.	M Linton-Harland	Manager Works	100%	Completed.
		6.2.1.06.13	Urban Road rehabilitation - Wrigley Street Gilgandra, Station Street to	M Linton-Harland	Manager Works	100%	Completed.

Delivery Program Action Code	Delivery Program Action	Operational Plan Action Code	Operational Plan Action	Responsible Officer	Responsible Position	Progress	Action This Quarter
			Wamboin Street - segment 646.00.				
		6.2.1.06.14	Repair floodway - Marthaguy Creek, Everton Road.	M Linton-Harland	Manager Works	0%	R2R Project, deferred to 2018/19.
		6.2.1.06.15	Widen culverts Tooraweenah Road.	M Linton-Harland	Manager Works	100%	Completed
6.2.1.07	Maintain and improve the regional road network within the Shire in association with Roads and Maritime Services	6.2.1.07.1	Undertake specific renewal and or improvement works on the Regional Road No.205 in association with the Regional Road Supplementary Grant. Bitumen reseal segment 205.18.	M Linton-Harland	Manager Works	100%	Completed.
		6.2.1.07.2	Undertake specific renewal and or improvement works on regional road No.4053 in association with the Regional Road Supplementary Grant. Bitumen reseal segment 4053.08.	M Linton-Harland	Manager Works	100%	Completed.

Delivery Program Action Code	Delivery Program Action	Operational Plan Action Code	Operational Plan Action	Responsible Officer	Responsible Position	Progress	Action This Quarter
		6.2.1.07.3	Rehabilitation Federation Street, the Gilgandra heavy vehicle bypass, between Oxley Highway (Warren Road) and the Castlereagh Highway.	M Linton-Harland	Manager Works	70%	Bencubbin Street to Castlereagh Highway 95% completed, linemarking outstanding. Planning the continuation of work towards the Oxley Highway.
6.2.1.08	Explore options for ongoing access to gravel resources for road making in our Shire.	6.2.1.08.2	Undertake the rehabilitation unrequired portions of the gravel resource pits frequently used.	S Ball	Manager Classified Roads	10%	Progressing
		6.2.2.08.1	Establish a gravel pit register indicating the gravel resource still	M Linton-Harland	Manager Works	0%	
		6.2.2.08.3	Investigate the location of new gravel resources suitable for gravel road renewal and maintenance works for up to ten years.	M Linton-Harland	Manager Works	30%	Progressing.
6.2.1.1	Strategically maintain a ten year plan for all future improvements	6.2.1.1.1	Provide for the establishment of a new bridge over Luckies Gully on the Bearbong Road.	M Linton-Harland	Manager Works	100%	

Delivery Program Action Code	Delivery Program Action	Operational Plan Action Code	Operational Plan Action	Responsible Officer	Responsible Position	Progress	Action This Quarter
	to Shire bridges	6.2.1.1.3	Provide for the establishment of a new bridge over the Wallumburrawang Creek on the Tooraweenah Road.	M Linton-Harland	Manager Works	0%	Completed
		6.2.2.1.2	Provide for the establishment of a new bridge over the Walga Creek on Regional Road No. 205, the Tooraweenah to Gumin Road.	M Linton-Harland	Manager Works	100%	Completed.
6.2.1.2	Provide and maintain road access for all residents except during periods of extreme weather	6.2.1.2.1	In accordance with Gilgandra Shire Council road hierarchy maintain all components of Council's local road network.	M Linton-Harland	Manager Works	50%	Ongoing.
		6.2.1.2.2	Routine maintenance and repair of all Urban Local Sealed Roads In Gilgandra, Tooraweenah And Armatree.	M Linton-Harland	Manager Works	50%	Ongoing.

Delivery Program Action Code	Delivery Program Action	Operational Plan Action Code	Operational Plan Action	Responsible Officer	Responsible Position	Progress	Action This Quarter
		6.2.1.2.3	Routine maintenance and repair of all Rural local sealed roads throughout the Shire.	M Linton-Harland	Manager Works	50%	Ongoing
		6.2.1.2.4	Routine maintenance and repair of all Urban local unsealed roads in Gilgandra, Tooraweenah and Armatree.	M Linton-Harland	Manager Works	50%	Ongoing.
		6.2.1.2.5	Routine maintenance and repair of all Rural local unsealed roads throughout the Shire.	M Linton-Harland	Manager Works	50%	Ongoing
		6.2.1.2.6	Routine Maintenance And Repair Of Kerb and Gutter in Urban Local Sealed Roads In Gilgandra, Tooraweenah And Armatree.	M Linton-Harland	Manager Works	50%	This is ongoing.
		6.2.1.2.7	Rehabilitate The Listed Sections Of Kerb & Gutter In Accordance With The Budget Allocation	M Linton-Harland	Manager Works	50%	Ongoing.

Delivery Program Action Code	Delivery Program Action	Operational Plan Action Code	Operational Plan Action	Responsible Officer	Responsible Position	Progress	Action This Quarter
		6.2.1.2.8	Establish an ongoing compliant approved heavy vehicle access system satisfying the NSW Roads & Maritime Services (RMS) and the National Heavy Vehicle Regulator (NHVR) on all local rural and listed urban roads for Road Trains, A-Doubles and AB-Triples.	M Linton-Harland	Manager Works	50%	

Provide a network of pathways that link wheelchair pedestrians, pedestrians and cyclists to important destinations

Delivery Program Action Code	Delivery Program Action	Operational Plan Action Code	Operational Plan Action	Responsible Officer	Responsible Position	Progress	Action This Quarter
6.2.2.1	Implement the elements of the Pedestrian Mobility Plan (PAMP) as resources and funding permit	6.2.2.1.1	Upgrade the existing footpath on the western side of Morris Street between Myrtle Street and Warren Road (the northern side of Gilgandra Toyota's yard).	M Linton-Harland	Manager Works	100%	Completed.

Delivery Program Action Code	Delivery Program Action	Operational Plan Action Code	Operational Plan Action	Responsible Officer	Responsible Position	Progress	Action This Quarter
		6.2.2.1.2	Upgrade the existing footpath on the northern side of Myrtle Street between Morris Street and the western boundary of the Gilgandra Police Station property.	M Linton-Harland	Manager Works	100%	Completed.
		6.2.2.1.3	Construction of the proposed pathway linking the bridge underpass to Lower Castlereagh Street and the CBD - that is; from the bridge to rear of Central Stores.	M Linton-Harland	Manager Works	80%	Progressing

A COMMUNITY WITH QUALITY GREEN SPACES THAT ENCOURAGE PEOPLE TO BE ACTIVE AND INVOLVED IN THEIR BUILT AND NATURAL SURROUNDS

Provide a range of parks, gardens, reserves and sporting recreational facilities to an acceptable level and suitable for passive recreational and sporting activities.

Delivery Program Action Code	Delivery Program Action	Operational Plan Action Code	Operational Plan Action	Responsible Officer	Responsible Position	Progress	Action This Quarter
6.3.1.1	Develop and implement an open space and recreation plan	6.3.1.1.1	Survey, design and establishment (earth pad, sewer, water, electricity, drainage, landscaping, and demolition of existing) of the new public toilet block within Hunter Park Gilgandra.	M Linton-Harland	Manager Works	100%	Complete.
		6.3.1.1.2	Upgrade the Tooraweenah Park public toilet drainage system.	M Linton-Harland	Manager Works	100%	Completed.
		6.3.1.1.3	Establish a replacement bore at the rear of the Council Administration Building, 15 Warren Road that facilitates the supply point for the Hunter Park irrigation system.	M Linton-Harland	Manager Works	100%	Completed.

Delivery Program Action Code	Delivery Program Action	Operational Plan Action Code	Operational Plan Action	Responsible Officer	Responsible Position	Progress	Action This Quarter
		6.3.1.1.4	Replacement/upgrade of the amenities at McGrane Oval, inclusive of quotes for alternate styles, public consultation, selection and installation.	M Linton-Harland	Manager Works	0%	Corporate Services seeking grants for upgrades
		6.3.1.1.5	Replacement/upgrade of playground equipment in Hunter Park inclusive of quotes for alternate styles, public consultation, selection and installation.	M Linton-Harland	Manager Works	100%	Completed.
		6.3.1.1.6	Establish a replacement bore at Cooee Lodge Aged Care Facility that facilitates the maintenance and repair of all lawns, gardens and other open spaces within the overall Cooee Lodge Aged Care Facility.	M Linton-Harland	Manager Works	100%	Completed.

Operational Plan Review as at 31 March 2018: LEGISLATION AND BYLAWS

A Council that applies legislation, develops and maintains policies that support the local community

Deliver consistent, timely and transparent regulatory functions in line with the legislation under which Council is required to operate

Delivery Program Action Code	Delivery Program Action	Operational Plan Action Code	Operational Plan Action	Responsible Officer	Responsible Position	Progress	Action This Quarter
7.1.1.1	Provide assessments of development and subdivision approvals in a timely manner.	7.1.1.1.1	Construction Certificate applications determined in accordance with legislative requirements	L Mathieson	Director Planning & Environment	100%	Construction certificates assessed and approved in line with legislative requirements. Ongoing.
7.1.1.2	Provide efficient service to prospective home builders and developers to ensure building standards are maintained.	7.1.1.2.1	Encourage prospective developers to participate in DA pre lodgement meetings	L Mathieson	Director Planning & Environment	100%	Regular pre-lodgement meetings conducted with prospective developers. Ongoing.
		7.1.1.2.2	Assist prospective developers to understand Council's development requirements	L Mathieson	Director Planning & Environment	100%	Staff provide efficient service to prospective home builders and developers to ensure building standards are maintained. Ongoing.

Delivery Program Action Code	Delivery Program Action	Operational Plan Action Code	Operational Plan Action	Responsible Officer	Responsible Position	Progress	Action This Quarter
7.1.1.3	Provide thorough scrutiny of all construction work to ensure compliance with all relevant codes and standards	7.1.1.3.1	Routine inspections of construction works are undertaken at critical stages of construction and action taken on any non-compliances	L Mathieson	Director Planning & Environment	100%	Mandatory critical stage inspections are carried out in accordance with legislation. Ongoing.
		7.1.1.3.2	All relevant forms and documents are completed and recorded into Council's document management system.	L Mathieson	Director Planning & Environment	100%	Construction certificate assessed and approved in accordance with legislation. Ongoing.
		7.1.1.3.3	Inspect private swimming pools in accordance with legislative requirements	L Mathieson	Director Planning & Environment	50%	Swimming pool inspections are carried out in accordance with legislation and Council's policy. Ongoing.
7.1.1.4	Maintain public health and amenities by actively responding, investigating and acting on complaints.	7.1.1.4.1	Complaints actioned in a timely manner and in accordance with Council policy	L Mathieson	Director Planning & Environment	100%	Complaints actioned in a timely manner and in accordance with Council policy. Ongoing
		7.1.1.4.2	All regulated air handling and war water systems are registered.	L Mathieson	Director Planning & Environment	100%	Council staff maintain public health and amenities by actively responding, investigating and action on complaints. Ongoing.

Delivery Program Action Code	Delivery Program Action	Operational Plan Action Code	Operational Plan Action	Responsible Officer	Responsible Position	Progress	Action This Quarter
		7.1.1.4.3	Inspect all penetration premises annually.	L Mathieson	Director Planning & Environment	100%	Inspections carried out annually.
		7.1.1.4.4	Inspect all food premises annually	L Mathieson	Director Planning & Environment	95%	Inspections carried out annually.
		7.1.1.4.5	Report to Council and make the community aware of an issues as they arise	L Mathieson	Director Planning & Environment	100%	Council staff continue to develop, implement and monitor on an ongoing basis, issues relating to public health, hygiene and community wellbeing.
		7.1.1.4.6	Undertake potable water sampling in line with Department of Health requirements	L Mathieson	Director Planning & Environment	100%	Samples collected and sent weekly.
7.1.1.5	Regulate new onsite sewerage management systems.	7.1.1.5.1	Manage the lodging of all OSMS system applications and such applications processed in a timely manner	L Mathieson	Director Planning & Environment	100%	All new OSMS receive a local activity approval and are registered on Council's database and inspections carried out as required.
7.1.1.6	Respond to community requests on matters relevant to	7.1.1.6.1	Companion animals and straying livestock impounded on regular patrols or as reported by community.	C Boyce	Ranger	50%	Complaints and requests are continually attended to in a timely manner and all complaints and requests are resolved to the best of the Ranger's ability.

Delivery Program Action Code	Delivery Program Action	Operational Plan Action Code	Operational Plan Action	Responsible Officer	Responsible Position	Progress	Action This Quarter
	regulatory functions.	7.1.1.6.2	Abandoned items and articles are impounded on regular patrols or as reported by the community.	C Boyce	Ranger	50%	Complaints and requests are responded to in a timely manner. Regular patrols are conducted to provide a proactive resolution.
		7.1.1.6.3	Appropriate enforcement action undertaken to control matters resulting in breaches of the protection of the environment legislation.	C Boyce	Ranger	50%	Complaints and requests are responded to when made. Regular proactive patrols are conducted.
7.1.1.7	Ensure the integrity and security of Council's records.	7.1.1.7.1	Oversee the ongoing operation of Councils records system to ensure records are being dealt with in accordance with legislation and internal policies and procedures and dispose of Council's records in line with the current State Records Act GDA	N Alchin	Director Corporate Services	75%	No issues this quarter
		7.1.1.7.2	Assess requests for access to information	N Alchin	Director Corporate Services	75%	One informal request received this quarter. Information provided on process to make

Delivery Program Action Code	Delivery Program Action	Operational Plan Action Code	Operational Plan Action	Responsible Officer	Responsible Position	Progress	Action This Quarter
			held by Council in line with legislation				formal request. No further correspondence received at this time.
		7.1.1.7.3	Finalise rural addressing across the Shire and establish procedures to keep all address related information up to date	N Alchin	Director Corporate Services	100%	Some issues with Australia post delivering mail to particular Shire Localities. Matter has been taken up with Geographical Names Board & Postal Ombudsman.

Operational Plan Review as at 31 March 2018: REPRESENTATION AND COLLABORATION

A COUNCIL THAT ENGAGES WITH OTHER COUNCILS AND SPHERES OF GOVERNMENT TO REPRESENT AND ADVOCATE THE NEEDS OF ITS COMMUNITY

Establish and maintain strong working relationships with surrounding Councils

Delivery Program Action Code	Delivery Program Action	Operational Plan Action Code	Operational Plan Action	Responsible Officer	Responsible Position	Progress	Action This Quarter
8.1.1.1	Maintain active relationship with Orana Regional Organisation of Councils (OROC)	8.1.1.1.1	Ensure regular participation of Mayor and General Manager at OROC and GMAC meetings	D Neeves	General Manager	75%	Regular attendance by Mayor and GM at these meetings.
		8.1.1.1.2	Facilitate ongoing resource and function sharing opportunities with neighbouring Councils and encourage opportunities for joint projects	D Neeves	General Manager	75%	Opportunities for resource sharing being pursued through OROC in addition to current resource sharing arrangements
		8.1.1.1.3	Attend functions sponsored by and support initiatives of neighbouring Councils	D Neeves	General Manager	75%	No opportunities this quarter, other than in pursuing a Joint Organisation

Establish and maintain respected relationships with elected State and Federal Government representatives

Delivery Program Action Code	Delivery Program Action	Operational Plan Action Code	Operational Plan Action	Responsible Officer	Responsible Position	Progress	Action This Quarter
8.1.2.1	Maintain regular communications with State and Federal Members	8.1.2.1.1	Ensure Council attendance at relevant forums	D Neeves	General Manager	75%	Attended information sessions on Crown Lands, Inland Rail, Stronger Country Community Funds, Regional Economic Development Strategy to name a few
		8.1.2.1.2	Ensure State and Federal Members are invited to local civic functions and community celebrations	D Neeves	General Manager	50%	No invitations issued this quarter.

Maintain relationships with government departments and regional organisations that provide services to our community

Delivery Program Action Code	Delivery Program Action	Operational Plan Action Code	Operational Plan Action	Responsible Officer	Responsible Position	Progress	Action This Quarter
8.1.3.1	Monitor issues such as law and order, education and health that impact on the Gilgandra community	8.1.3.1.1	Represent community concerns in relation to government and non-government service delivery issues	D Neeves	General Manager	75%	No action this quarter

