



GilgandraShireCouncil
meeting community needs

Council Operational Plan Review

Q3 31 March 2018

Key Actions

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

DP Action Code	DP Action	Action Code	Action Name	Responsible Officer	Responsible Officer Position	Progress	Comments
1.1.1.1	Provide a range of recreational sporting facilities which enable the residents of the Shire to pursue active recreational pursuits	1.1.1.1.2	Develop and implement a masterplan for Hunter Park.	Matthew 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.	Matthew Wilson	Director Community Services	50%	Jordana Park 'revamp' proceeding
1.1.1.2	Encourage, support and lead participation in local State and National physical and mental health programs and initiatives.	1.1.1.2.1	Assess opportunities for involvement in programs and initiatives and promote these opportunities to the community.	Matthew Wilson	Director Community Services	50%	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

DP Action Code	DP Action	Action Code	Action Name	Responsible Officer	Responsible Officer Position	Progress	Comments
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.	Matthew Wilson	Director Community Services	50%	Invoices processed as requested. Minutes placed on Synergy Soft Records.
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.	Kathryn Larkin	Community Engagement Officer	100%	<p>Australia Day event completed 26 January, 2018.</p> <p>Award winners announced - Lester Thurston as Citizen of the Year, 2018.</p> <p>6 nominees for Community Event; 4 for Sports person; 2 for Citizen of the Year; 2 for Community Group.</p> <p>Around 150-200 attendees with CWA, Gilgandra Lions Club & SES assistance on the day.</p> <p>Ambassador was taken of a tour of the town by the Mayor, including to the Co-ee Heritage Centre, to lunch at local Railway Hotel followed by dinner at Armatree.</p> <p>feedback was taken on the day from</p>

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							community groups and ideas for next year may include music or coffee float.
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.	Kathryn Larkin	Community Engagement Officer	60%	<p>Community consultation was undertaken and encouraged by way of letters, social media and local media outlets.</p> <p>There were 12 project ideas received and in the March Council meeting 3 were shortlisted for further community consultation.</p> <p>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.</p>

Involve the youth of our community in decision making processes

DP Action Code	DP Action	Action Code	Action Name	Responsible Officer	Responsible Officer Position	Progress	Comments
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.	Helen 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

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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.	Helen 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

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

DP Action Code	DP Action	Action Code	Action Name	Responsible Officer	Responsible Officer Position	Progress	Comments
1.3.2.01	Provide a range of day activities which aim to teach life skills and improve the independence and general quality of life for Orana Living clients	1.3.2.01.2	Deliver community skill development and physical fitness activities.	Janelle Lummis	Manger OLD	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.

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1.3.2.02	Provide an excellent standard of accommodation and associated services at Orana Living which maintain the independence, dignity and wellbeing of the clients	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.	Janelle Lummis	Manger OLD	65%	NDIS payments occurring as per accounts being sent. All plans due for review - budgets monitored monthly for financial implications.
		1.3.2.02.05	Ensure accommodation service capacity is fully utilised.	Janelle Lummis	Manger OLD	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
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.	Janelle Lummis	Manger OLD	65%	
1.3.2.06	Provide employment and work-related training for	1.3.2.06.01	Assist clients with work experience in various businesses and services within	Janelle Lummis	Manger OLD	55%	Work experience offered at various local business. Pool ceased this quarter.

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	persons with disabilities (both intellectual and physical and/or acquired brain injury)		Gilgandra providing support staff and guidance.				
		1.3.2.06.11	Monitor and manage NDIS transition for Carlginda supported employees.	Ben Chapman	Carlginda Operations Manager	50%	One supported employee remains without an NDIS plan
		1.3.2.06.12	Monitor and respond to implementation of Container Deposit Scheme.	Ben Chapman	Carlginda Operations Manager	50%	Collection point now operating in Gilgandra through private business. Continue to work with Netwaste on implications of this scheme (and changes in China policy). Return and earn audit planned for May.
1.3.2.08	Ensure contract arrangements with State and Federal funding bodies are met	1.3.2.08.2	Continue relationship with funding body and working towards implementing APIs and audit requirements to allow the extension of contract.	Ben Chapman	Carlginda 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	1.3.2.09.2	Web page available about Orana Living on Council's website. Web page to be reviewed and updated annually.	Janelle Lummis	Manger OLD	45%	Work progressing on councils web page.
		1.3.2.09.4	Tours of Carlginda's recycling operations conducted on request.	Ben Chapman	Carlginda Operations Manager	50%	No tours this quarter.

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		1.3.2.09.7	Manage, record and report complaints - provide recommendations as to solutions and liaise with external bodies (eg. OCV) as appropriate.	Janelle Lummis	Manger OLD	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 Insurance Scheme (NDIS Framework).	1.3.2.10.5	Monitor & record vehicles entering waste facility and delivering to land fill	Ben Chapman	Carlginda Operations Manager	50%	Statistics not available at time of reporting.
		1.3.2.10.7	Conduct, as required, rural transfer stations management requirements and delivery.	Ben Chapman	Carlginda Operations Manager	50%	Service to rural management stations provided as scheduled.
		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.	Ben Chapman	Carlginda Operations Manager	50%	Waste management activities conducted as per program.

Offer aged care and accommodation services and activities

DP Action Code	DP Action	Action Code	Action Name	Responsible Officer	Responsible Officer Position	Progress	Comments
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 being of the residents.	1.3.3.1.4	Monitor occupancy rates at all aged care services (Cooee Lodge, Cooee Villas, Jack Towney Hostel and Home Care Packages.)	Angelena 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.
1.3.3.4	ASSETS & PROPERTY - Maintain buildings and infrastructure assets at an appropriate standard.	1.3.3.4.7	Manage Cooee Villa units improved water supply and survey work for villa expansions as LTFP.	Angelena Thompson	Manager Aged Care	75%	New bore in place. Contingency in place for when additional bore required in Retirement Village.
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.	Angelena 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.

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1.3.3.7	JACK TOWNEY HOSTEL Manage Jack Towney Hostel to provide an excellent standard of accommodation and associated services	1.3.3.7.3	Attend other culturally appropriate events. And support NAIDOC week events.	Angelena 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.
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.	Angelena Thompson	Manager Aged Care	75%	18 HCP (Level 1&2) and 2 Flexicare packages currently delivered.

Offer community care services that address the needs of our community

DP Action Code	DP Action	Action Code	Action Name	Responsible Officer	Responsible Officer Position	Progress	Comments
1.3.4.1	Provide a range of social activities, food services and community transport to the	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	Jill 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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	target group over seven days		within the Aged Goal Orientated Support Plan using an enabling approach. Offer price & payment options. WH&S checks. Annual review or review on request.				
		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.	Jill 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.
1.3.4.4	Review plan and deliver a range of Community Care Services that meet the CHSP Guidelines	1.3.4.4.6	Ensure compliance with relevant Federal & NSW State Departments KPI's, agreed outputs and reporting.	Jill 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.

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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.	Jill 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 Community Care Services	1.3.4.6.1	Recruit volunteers continually. Undertake inductions, training, rosters, recognition and support functions.	Jill 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.

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

DP Action Code	DP Action	Action Code	Action Name	Responsible Officer	Responsible Officer Position	Progress	Comments
1.3.5.1	Manage a youth drop in centre and provide activities including after school, school holiday and	1.3.5.1.1	Daily holiday activities to run 4 per year. Includes excursions, sports, camping. Activities vary each school break.	Helen Naef	Youth & Fitness Supervisor	100%	Completed. another busy quarter with holiday activities

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	youth week activities						
1.3.5.2	Identify gaps in service provision to youth, to improve service delivery to youth	1.3.5.2.2	GYS to work with other welfare agencies within the community. Using referral system from those other agencies or interagency.	Helen 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.
1.3.5.4	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.	Helen 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 Sevices 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 Familes NSW remain involved and incorporate the planning and outcomes in delivery. 125 healthy breakfasts are served per week.

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							Positive play and dental hygiene supervised.

Assist in the provision of community housing options

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1.3.6.1	Maintain our current community housing program and consider opportunities for expansion as external funding opportunities arise	1.3.6.1.1	Conduct regular maintenance inspections of all housing stock and carry out maintenance and renewal works as required	Matthew Wilson	Director Community Services	0%	No significant works completed

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

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1.3.7.2	Partner with all levels of government to prioritise and attract funding	1.3.7.2.1	In conjunction with Director Community Development & Services monitor health services and	Neil 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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	for improved medical facilities and services		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.
1.3.7.3	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	Neil Alchin	Director Corporate Services	75%	No action this quarter

Deliver a library service that provides relevant resources and programs

DP Action Code	DP Action	Action Code	Action Name	Responsible Officer	Responsible Officer Position	Progress	Comments
1.3.8.1	Maintain existing community engagement with the Library by continuing to develop the Library as a vibrant community	1.3.8.1.2	Conduct regular Story Time program	Elisabeth McCutcheon	Library Manager	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.	Elisabeth McCutcheon	Library Manager	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.

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	space where people can engage with collections, information services, technology and each other.	1.3.8.1.6	Develop plans to increase space in the Library building and seek funding opportunities to support these plans	Elisabeth McCutcheon	Library Manager	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.
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.	1.3.8.2.3	Assist customers to find information from sources including collections, internet, data bases and collections of other libraries.	Elisabeth McCutcheon	Library Manager	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.
1.3.8.3	Plan and deliver customer focussed library services, reflecting community needs and expectations	1.3.8.3.6	Maintain good budgetary control.	Elisabeth McCutcheon	Library Manager	75%	March QBR completed. Majority of expenditure items are within 75% of annual budget.

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1.3.8.4	Develop relationships and partnerships between the library, other service providers and community groups	1.3.8.4.2	Work with community to develop projects to address adult literacy needs including functional literacy and computer literacy.	Elisabeth McCutcheon	Library Manager	75%	Adult literacy tutoring continues (11 sessions this quarter).
		1.3.8.4.7	Work with State Library of NSW to improve our library service and meet all State Library reporting requirements.	Elisabeth McCutcheon	Library Manager	75%	Attended State Library training held in Dubbo on 13 March and 15 March.

Support the delivery of cultural services

DP Action Code	DP Action	Action Code	Action Name	Responsible Officer	Responsible Officer Position	Progress	Comments
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	1.3.9.1.03	Engage with Orana Arts to maximise opportunities for cultural programs and partnerships	Kylie 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

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	exhibitions to attract diverse audiences						Councils, have requested further information.

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

DP Action Code	DP Action	Action Code	Action Name	Responsible Officer	Responsible Officer Position	Progress	Comments
1.5.1.2	Support NAIDOC Week celebrations	1.5.1.2.1	Apply annual funding to support Annual NAIDOC Week celebrations.	Helen 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.

A SAFE COMMUNITY WITH MINIMAL CRIME AND ANTI SOCIAL BEHAVIOUR

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

DP Action Code	DP Action	Action Code	Action Name	Responsible Officer	Responsible Officer Position	Progress	Comments
1.7.1.4	Address issues regarding owners responsibility in relation to domestic animals (dog control issues)	1.7.1.4.1	Conduct an education campaign for dog owners in regard to rights and responsibilities	Cassandra Boyce	Ranger	60%	Free microchipping to be offered - proposed early May 2018. Education performed as needed with customers.

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

DP Action	Action Code	Action Name	Responsible Officer	Responsible Officer Position	Progress	Comments	DP Action Code
Offer opportunities for community members and groups to have input into strategic planning to ensure the community are informed and empowered.	2.1.1.1.2	Develop and implement guidelines and processes to ensure GSC conducts appropriate community and/or stakeholder engagement	Kathryn Larkin	Community Engagement Officer	50%	<p>Communications Policy developed and adopted.</p> <p>Regular social media, media releases, notices and emails sent to staff of updates.</p> <p>Survey created for 'Have Your Say' projects at the end of March.</p>	2.1.1.1
Report Council's issues, actions and achievements to the community (Council/community newsletter).	2.1.1.2.1	Maintain contact with local and regional media to ensure relevant publicity on a regular basis.	Kathryn Larkin	Community Engagement Officer	60%	Regular contact with media outlets locally and regionally. 17 Media Releases sent during this period.	2.1.1.2
	2.1.1.2.2	Engage regularly on social media platforms to encourage two-way communication with the community	Kathryn Larkin	Community Engagement Officer	50%	<p>Facebook stats from January - March:</p> <p>71 post updates</p> <p>91,799 total people reached from posts</p>	

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						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	Kathryn 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.	
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	Kathryn 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	2.1.1.3

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						paper (Gilgandra Weekly) and radio (ZooFM) Stronger Country Communities - survey developed end of March for feedback.	
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.	Kathryn Larkin	Community Engagement Officer	50%	Australia Day event completed. Seniors Week in planning in conjunction with Lorraine Hutchinson - reviewing documents.	2.1.1.5

A COUNCIL THAT DELIVERS GOOD CUSTOMER SERVICE TO OUR COMMUNITY

Provide Council customer service that is accessible, efficient and responsive

DP Action	Action Code	Action Name	Responsible Officer	Responsible Officer Position	Progress	Comments	DP Action Code
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.	2.2.1.1.3	Deliver a cost effective Service NSW on behalf of State and Federal Government Agencies	Guy 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

STRATEGIC LEADERSHIP

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

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

DP Action Code	DP Action	Action Code	Action Name	Responsible Officer	Responsible Officer Position	Progress	Comments
4.1.3.1	Communicate Council's strategic direction to all staff and encourage staff involvement in the decision making process.	4.1.3.1.2	Use Council newsletter to inform all staff of Council direction.	Julie Prout	Executive Assistant	75%	50th edition of newsletter produced in February

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

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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	David 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.

DP Action Code	DP Action	Action Code	Action Name	Responsible Officer	Responsible Officer Position	Progress	Comments
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.	Neil 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	Neil Alchin	Director Corporate Services	50%	Second Quarterly Budget Review for 2017/18 presented to Councils February 2018 meeting

Deliver sound management of Council's resources and finances.

DP Action Code	DP Action	Action Code	Action Name	Responsible Officer	Responsible Officer Position	Progress	Comments
4.2.2.1	Provide financial planning and reporting to ensure Council maintains accurate and timely financial records that	4.2.2.1.01	Complete Annual Financial Statements on time and without a qualified audit report	Guy McAnally-Elwin	Finance Manager	100%	Completed.

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	facilitate sound decision making.						
4.2.2.6	Ensure Council's 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.	4.2.2.6.1	Maintain an effective debt recovery process	Guy McAnally-Elwin	Finance Manager	75%	No statistics this quarter but the debt recovery process is continuing.
		4.2.2.6.2	Ensure timely and accurate processing of accounts payable and receivable including Council rates and charges.	Guy 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.

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

DP Action Code	DP Action	Action Code	Action Name	Responsible Officer	Responsible Officer Position	Progress	Comments
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.	Melissa Welsh	HR Manager	100%	Performance Appraisals completed and training plan updated. Training has been scheduled for employees

DP Action Code	DP Action	Action Code	Action Name	Responsible Officer	Responsible Officer Position	Progress	Comments

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

DP Action Code	DP Action	Action Code	Action Name	Responsible Officer	Responsible Officer Position	Progress	Comments
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	Randall 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

DP Action Code	DP Action	Action Code	Action Name	Responsible Officer	Responsible Officer Position	Progress	Comments
5.1.2.1	Provide support for existing business and facilitate opportunities for business development and growth.	5.1.2.1.1	Work with local businesses to assist marketing and business development and training opportunities through involvement in the Office of Small Business.	Randall Medd	Economic Development Manager	75%	Entered into agreement with Office of Small Business to be "Easy to Do Business"

DP Action Code	DP Action	Action Code	Action Name	Responsible Officer	Responsible Officer Position	Progress	Comments
		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.	Randall Medd	Economic Development Manager	65%	Extensive community and business consultation undertaken

Encourage and support employment initiatives and programs

DP Action Code	DP Action	Action Code	Action Name	Responsible Officer	Responsible Officer Position	Progress	Comments
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 initiatives as opportunities arise	Matthew Wilson	Director Community Services	0%	No opportunities presented for consideration this quarter

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

DP Action Code	DP Action	Action Code	Action Name	Responsible Officer	Responsible Officer Position	Progress	Comments
5.2.1.1	Deliver professional visitor information services promoting the attractions and services of the Shire	5.2.1.1.4	Continue to develop online and web based approach to tourism marketing and information	Neil Alchin	Director Corporate Services	80%	New website launched April 2018 which includes basis of tourism & marketing information
		5.2.1.1.10	Work with NBN Co as Council contact post 2017 rollout of NBN in Gilgandra.	Randall Medd	Economic Development Manager	75%	Several meetings with NBN - Gilgandra Industrial Park Issue resolved Coo-ee Lodge continues to be an issue

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

DP Action Code	DP Action	Action Code	Action Name	Responsible Officer	Responsible Officer Position	Progress	Comments
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	Randall Medd	Economic Development Manager	100%	All land sold - council resolved not to develop further stages at this point

DP Action Code	DP Action	Action Code	Action Name	Responsible Officer	Responsible Officer Position	Progress	Comments

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 forward works infrastructure programs and plans

DP Action Code	DP Action	Action Code	Action Name	Responsible Officer	Responsible Officer Position	Progress	Comments
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.	Mark 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.	Mark Linton-Harland	Manager Works	0%	This matter has been deferred.
		6.1.2.03.03	Sewer Manholes/Reticulation main repairs, numerous locations.	Mark Linton-Harland	Manager Works	50%	Progressing as manpower permits.
		6.1.2.03.04	Various mains, main cleaning, camera inspections and reporting for planning	Mark Linton-Harland	Manager Works	100%	Completed.

DP Action Code	DP Action	Action Code	Action Name	Responsible Officer	Responsible Officer Position	Progress	Comments
			purposes for future work.				
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.	Mark 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.	Mark Linton-Harland	Manager Works	50%	Identified water meters be replaced between October and March, after the winter and summer meter reading has been completed.
		6.1.2.04.06	Tooraweenah water supply, replace aged steel pipe mains.	Mark Linton-Harland	Manager Works	100%	Completed.
		6.1.2.04.07	Establishment of new bore servicing the Gilgandra water supply - bore no 9.	Mark Linton-Harland	Manager Works	100%	Completed.

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

Improve existing roads infrastructure to meet community needs

DP Action Code	DP Action	Action Code	Action Name	Responsible Officer	Responsible Officer Position	Progress	Comments
6.2.1.1	Strategically maintain a ten year plan for all future improvements to Shire bridges	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.	Mark Linton-Harland	Manager Works	100%	Completed.
6.2.1.06	Undertake annual Road To Recovery program	6.2.1.06.1	Gravel resheet - National Park Road segment 212.30.	Mark Linton-Harland	Manager Works	100%	Complete.
		6.2.1.06.4	Gravel resheet – East Coonamble Road Segment 201.30.	Mark Linton-Harland	Manager Works	100%	Completed.
		6.2.1.06.5	Gravel resheet – Bedford Park Road Segment 402.06.	Mark Linton-Harland	Manager Works	100%	Completed.
		6.2.1.06.6	Gravel resheet - Berida Innisfail Road - segment 336.08.	Mark Linton-Harland	Manager Works	100%	Completed.
		6.2.1.06.11	Reconstruct corner & stabilise using	Mark Linton-Harland	Manager Works	0%	R2R Project, removed from program.

DP Action Code	DP Action	Action Code	Action Name	Responsible Officer	Responsible Officer Position	Progress	Comments
			imported clay, sand and lime - Youlbung Road - segment 217.04.				
		6.2.1.06.15	Widen culverts Tooraweenah Road.	Mark Linton-Harland	Manager Works	100%	Completed

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

DP Action Code	DP Action	Action Code	Action Name	Responsible Officer	Responsible Officer Position	Progress	Comments
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).	Mark Linton-Harland	Manager Works	100%	Completed.
		6.2.2.1.2	Upgrade the existing footpath on the northern side of Myrtle Street between Morris Street and the western boundary of	Mark Linton-Harland	Manager Works	100%	Completed.

DP Action Code	DP Action	Action Code	Action Name	Responsible Officer	Responsible Officer Position	Progress	Comments
			the Gilgandra Police Station property.				
		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.	Mark 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.

DP Action Code	DP Action	Action Code	Action Name	Responsible Officer	Responsible Officer Position	Progress	Comments
6.3.1.1	Develop and implement an open space and recreation plan	6.3.1.1.2	Upgrade the Tooraweenah Park public toilet drainage system.	Mark Linton-Harland	Manager Works	100%	Completed.
		6.3.1.1.3	Establish a replacement bore at the rear of the Council	Mark Linton-Harland	Manager Works	100%	Completed.

DP Action Code	DP Action	Action Code	Action Name	Responsible Officer	Responsible Officer Position	Progress	Comments
			Administration Building, 15 Warren Road that facilitates the supply point for the Hunter Park irrigation system.				
		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.	Mark Linton-Harland	Manager Works	100%	Completed.

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

DP Action Code	DP Action	Action Code	Action Name	Responsible Officer	Responsible Officer Position	Progress	Comments
7.1.1.7	Ensure the integrity and security of Council's records.	7.1.1.7.2	Assess requests for access to information held by Council in line with legislation	Neil Alchin	Director Corporate Services	75%	One informal request received this quarter. Information provided on process to make 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	Neil 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.

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 respected relationships with elected State and Federal Government representatives

DP Action Code	DP Action	Action Code	Action Name	Responsible Officer	Responsible Officer Position	Progress	Comments
8.1.2.1	Maintain regular communications with State and Federal Members	8.1.2.1.1	Ensure Council attendance at relevant forums	David Neeves	General Manager	75%	Attended information sessions on Crown Lands, Inland Rail, Stronger Country Community Funds, Regional Economic Development Strategy to name a few

