

Quarterly Review

The Delivery Program 2013/14 – 2016/17
& Operational Plan 2016/17

Quarterly Budget Review Statement | Operational Review | Works Program Review

For the period 1 October - 31 December 2016



Introduction

Section 404(5) of the Local Government Act 1993 requires every council to report on progress with respect to the Principal Activities detailed in its Delivery Program. This report outlines Council's progress for the period of 1 October to 31 December 2016.

A Snapshot of Integrated Planning and Reporting Suite of Documents

Wollondilly Shire Council has prepared a suite of Integrated Planning and Reporting documents in accordance with sections 402(4), 402(1) – 402(7), 403(2), 404(1) – 404(5) and 405(1) – 405(6) of the Local Government Act 1993.

The suite of documents include:

- Wollondilly Community Strategic Plan 2033
- Wollondilly Revised Resourcing Strategy 2013/14 – 2022/23
- Wollondilly Delivery Program 2013/14 – 2016/17 & Wollondilly Operational Plan 2016/17
- Quarterly, Annual and End of Term Reporting

All Council's Corporate Planning documents can be sourced from www.wollondilly2033.com.au

Contents

Report of the General Manager	1
Your Councillors & Wards	2
Integrated Planning & Reporting	4
Wollondilly Reporting	5
Quarterly Budget Review Statement	9
Works Program Review	19
Operational Review	31

Report of the General Manager Luke Johnson

I am pleased to present to you the report on the organisation's results for the second quarter of the 2016/17 financial year.

Council produces a Quarterly Budget Review Statement in accordance with the reporting guidelines issued by the Division of Local Government in 2010. This is the sixth year of reporting under the Integrated Planning & Reporting framework which now has a greater focus on sustainability and aims to ensure consistency in reporting across NSW Councils.

This report reflects Council's financial performance and operational review for October – December 2016. It has been an exciting time for Council during the second quarter of 2016/2017 with strong results in a number of areas of Council.

Wollondilly Wins Awards across a field of areas

Local Government Award:

Wollondilly Shire Council has been a strong contender within Local Government and in the international stage successfully winning the "Overall Category Winner" at the Local Government Environment Awards in the "Natural Environment Policies, Planning and Decision Making" category for our work with the Sydney Peri Urban Network for Council's (SPUN). The Sydney food futures project was lead and auspiced by Wollondilly Shire.

Waste Less, Recycle More:

Our Waste Collection, Monitoring and Reporting Process won the "Waste Less, Recycle More" category at the Blue Star Sustainability Regional Awards. Established as part of the new waste collection contract the process uses state of the art technologies to manage the waste collection 'stream' with maximum effectiveness.

Improving Access to Services and Information for Hard to Reach Populations:

Council's partnership with the Wollondilly Health Alliance has reached international acclaim at the 4th World Congress on Integrated Care, receiving First Runner Up for our paper on "Improving

Access to Services and Information for Hard to Reach Populations". The paper detailed the work of the Dilly Wanderer and its contribution to the community and highlighted Council's commitment to working in partnership with various sectors to address public health and health equity challenges.

Proposed Correctional Precinct

In December the former Minister of Corrections, Hon David Elliot, announced that Wollondilly will no longer be considered as a potential site for a Correctional Precinct. Council welcomed this decision and thanked Federal Member Angus Taylor, State Member Jai Rowell and Premier (at the time) Mike Baird. The favourable decision of the Minister can be attributed to the support from our State and Federal Members and the Premier, and also to Council's consistent campaigning against the proposal.

Western City Deal

The focus on opportunities for growth is becoming more apparent in all aspects of Council life and one way that Council will ensure that Wollondilly benefits from future growth is through its involvement with the Western Sydney City Deal. Council has been a part of round table discussions with Western and South Western Sydney Council leaders and Federal Member, Angus Taylor, and State /Federal Agencies to discuss how the predicted growth of Western Sydney can:

- Increase infrastructure investment
- Improve environmental and liveability outcomes
- Deliver a program for employment and investment that will support the development of the region
- Improve housing affordability
- Facilitate a coordinated approach between governments to deliver regulatory reforms that better integrate infrastructure, land use, housing and environmental planning decisions to facilitate growth.

We can all see the opportunities that lie ahead and as a part of the Western Sydney City Deal Wollondilly will not be forgotten.

Broughton Pass and other Infrastructure Projects

A tender has been accepted for the rectification works at Broughton Pass on Wilton Road. Pan Civil Pty Ltd were notified in December and the preliminary and detail design phase of works under the contract has begun. Whilst the works still remain complicated, with a number of challenges, we estimate that the works will be complete by July 2017.

Additional major projects that have been completed this quarter are:

- Installation of a roundabout at Regreme Rd/Argyle St Picton
- Maintenance works completed at Warragamba Reserve/Boomerang Shelter with all the bbq's fixed and an external stainless steel table and sink installed
- Road re-construction on Silverdale Rd, Orangeville
- Heavy patching at the roundabout on Silverdale Rd, The Oaks

Continuous Improvement Program

Local Government in NSW is currently undergoing a period of substantial change with many Councils being amalgamated. We are very pleased that as part of this process Wollondilly was declared "Fit for the Future", thus avoiding amalgamation.

However we recognise that we operate in a changing environment, particularly with the growth pressures our Shire is facing. The journey ahead will involve striving to ensure we continuously review and improve the way we work and the services we provide.

To assist on this journey we have established a transformative Continuous Improvement Program that will review systems and procedures to improve our efficiency and effectiveness.

We are very fortunate to have a professional and dedicated workforce who have embraced this program and a range of other initiatives and we look forward to implementing a range of improvements throughout the coming year.



Luke Johnson
General Manager

Your Councillors and Ward



Judith Hannan - Mayor
North Ward

P 0414 557 799
E judith.hannan@wollondilly.nsw.gov.au



Robert Khan - Deputy Mayor
Central Ward

P 0407 705 100
E robert.khan@wollondilly.nsw.gov.au



Simon Landow
North Ward

P 0415 406 719
E simon.landow@wollondilly.nsw.gov.au



Michael Banasik
Central Ward

P 0425 798 068
E michael.banasik@wollondilly.nsw.gov.au



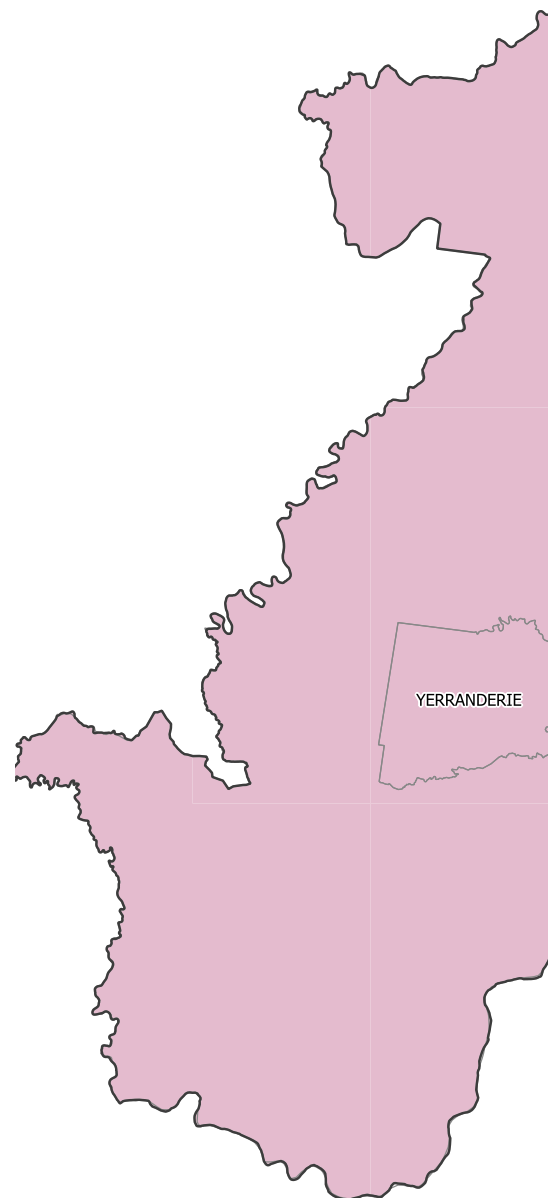
Matt Gould
North Ward

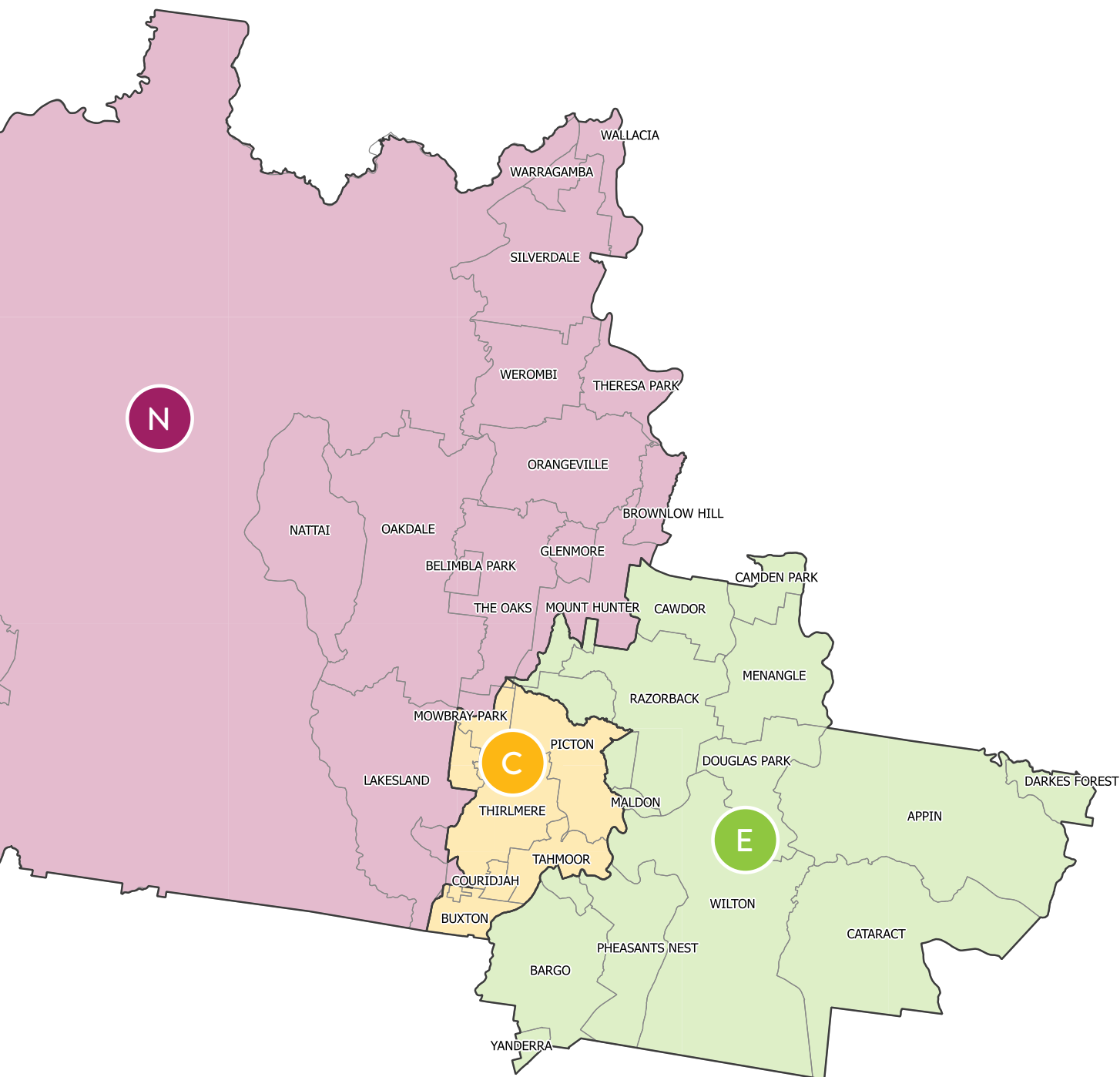
P 0427 936 471
E matt.gould@wollondilly.nsw.gov.au



Blair Briggs
Central Ward

P 0418 269 913
E blair.briggs@wollondilly.nsw.gov.au





Matthew Deeth
East Ward

P 0428 335 743

E matthew.deeth@wollondilly.nsw.gov.au



Ray Law
East Ward

P 0427 901 275

E ray.law@wollondilly.nsw.gov.au



Noel Lowry
East Ward

P 0406 047 086

E noel.lowry@wollondilly.nsw.gov.au

The Integrated Planning and Reporting (IP&R) framework

Getting to know our Corporate Business Planning documents

Wollondilly’s Corporate Business Planning documents consists of: the Wollondilly Community Strategic Plan, the Wollondilly Resourcing Strategy and the Wollondilly Delivery Program & Operational Plan; they all work together to provide a solid plan for the Shire’s sustainable future.

The Community Strategic Plan is our Community’s story. It is a story of our key issues, our strengths, our opportunities and challenges for the future.

It addresses four key questions:

- Where are we now
- Where do we want to be in 10 years time?
- How will we get there?
- How will we know we’ve arrived?

The Resourcing Strategy is a critical link when it comes to translating strategic objectives into actions. The Community Strategic Plan provides the means for our Community to express its long term aspirations, however they will not be achieved without sufficient resources – time, money, assets and people to carry them out.

In 2010, the NSW Government introduced a new framework guiding local government in a new approach to planning for and reporting on their activities. This framework is known as IP&R and is better known to Council as our “Corporate Business Planning documents”.

The Delivery Program is a summary of strategies and activities that Council has prioritised over its four year term to achieve the outcomes in the Community Strategic Plan. It addresses the full range of Council’s operations. It is the critical link between the Community Strategic Plan and the Resourcing Strategy when it comes to translating strategic objectives into detailed activities.

The Operational Plan shows detailed actions we are undertaking that clearly link to our Corporate Business Planning documents.

Together the Delivery Program and Operational Plan are Council’s commitment in response to the Community Strategic Plan (CSP), which was developed in consultation with our Community. This directs Council with the priorities you impressed to be important to you.

Reports – Progress & Annual will outline Council’s progress and achievements in implementing our Plans & Programs.

Wollondilly Quarterly Reporting

“An important tool designed to help achieve best practice outcomes for Council and better outcomes for our Community”

Wollondilly Quarterly Reporting consists of three sections:

- 1. Quarterly Budget Review Statement**
- 2. Operational Review**
- 3. Works Program Review**

1. Quarterly Budget Review Statement

The quarterly budget review acts as a barometer of Council’s financial health during the year. It discloses Council’s overall financial position, providing sufficient information to enable informed decision making while ensuring transparency in the process. It is also a means to ensure that Council remains on track to meet its objectives, targets and outcomes as set out in the Operational Plan.

The information contained in the financial section of this Quarterly Review reports against the original and revised annual budgets at the end of a quarter and also provides explanations for major variations that result in recommendations for budget changes.

Collectively, these pages are known as the Quarterly Budget Review Statement (QBRS) and are reported to Council in accordance with the relevant legislation at the end of each quarter.

The QBRS plays an important role in monitoring Council’s progress against the Operational Plan and the ongoing management of Council’s annual budget.

2. Works Program Review

The quarterly works program review reports on Council’s progress and outcomes against Wollondilly Shire Council’s Draft Capital Projects Program 2016/17. It provides a financial snapshot of money spent from the Special Rate Variation.

The rate increase allows Council to focus on asset renewal and maintenance to deliver better outcomes for our ratepayers, particularly on our roads.

3. Operational Review

The operational review reports on Council’s progress and outcomes on actions, activities and projects set out in the Operational Plan with respect to the principle activities detailed in the Delivery Program.

The operational review:

Quarter	Type
Jul – Sep	▶ Awareness Report
Oct – Dec	▶ Progress Report
Jan – Mar	▶ Awareness Report
Apr - Jun	▶ Progress Report

Awareness Report

The awareness report details activities, actions or projects that are not running to time, quality or budget and requires attention from Council and Councillors. It focuses on information that is meaningful and valuable to the direction and success of the organisation in the short term.

Progress Report

The progress report provides detailed information on progress and outcomes on all of Council’s activities, actions and projects as set out in the Operational Plan. This report is Council’s story back to the Community on what we have delivered, what’s on track, at risk or undelivered over a six month period.

The progress report celebrates our achievements and discusses our challenges and focuses on key topics such as milestones, advocacy, awards, community engagement, grants and other funding.

Wollondilly Delivery Program 2013/14-2016/17

Purpose

Growing **Your** Future Together



Vision

We all want Wollondilly to continue to be a great place to live, work and visit



Direction

Wollondilly Community Strategic Plan 2033
Wollondilly Delivery Program 2013/14 – 2016/17

Outcomes	Strategies
<p>Looking after the Community</p> <ul style="list-style-type: none"> • Access to a range of activities, services and facilities • A connected and supported Community 	<p>CO1 Community Building, Well-being Identity Deliver a range of community programmes, services, facilities and events which strengthen the capacity, well-being and cultural identity of our community.</p>
	<p>CO2 Working with Others Work with other agencies and service providers to deliver community programmes, services and facilities which complement and enhance Council's service provision.</p>
	<p>CO3 Social Planning Undertake strategic social planning and research regarding community needs and issues.</p>
	<p>CO4 Engagement and Communication Implement excellence in our community engagement by listening to and responding to the needs and concerns of residents.</p>
<p>Accountable & Transparent Governance</p> <ul style="list-style-type: none"> • Government, Community and business talking and working together • A Council that demonstrates good business management and ethical conduct 	<p>GO1 Quality Employer Provide and attractive employment choice for talented people.</p>
	<p>GO2 Best Practice Governance Be a leader in best practice local government governance.</p>
	<p>GO3 Customer Service Deliver responsive and helpful services to all our customers.</p>
	<p>GO4 Advocacy Advocate strongly for the interests of Wollondilly and its community.</p>
	<p>GO5 Financial Sustainability Maintain Council in a strong and sustainable financial position.</p>
	<p>GO6 Resource Efficiency Be efficient and effective in the use of Council resources and provide value for money in the delivery of services.</p>
	<p>GO7 Information Management Ensure best practice approach as to the delivery of quality information and technology services.</p>
	<p>GO8 Corporate Image Promote a positive representation of Council's corporate image.</p>

Caring for the Environment

- Our local environment is valued and protected
- A Community that interacts with and cares for their environment



EN1 Biodiversity Resilience

Protect and conserve biodiversity and natural resources, including waterways, riparian lands and groundwater dependant ecosystems.

EN2 Growth Management

Apply best practice environmental principles to the management of future growth.

EN3 Development Assessment

Apply best practice environmental principles to the assessment of development and planning proposals.

EN4 Environmental Responsibility

Educate and promote legislative environmental responsibilities to the community.

EN5 Auditing, Monitoring and Enforcement

Undertake auditing, monitoring and regulatory enforcement to protect the environment and the health, safety and well-being of the community.

EN6 Waste Management

Improve waste minimisation and recycling practices in homes, workplaces, development sites and public places.

EN7 Sustainable Living

Educate, promote and support low consumption, sustainable lifestyles and lowering of the Shire's carbon footprint.

Building a Strong Local Economy

- A strong local economy providing employment and other opportunities



EC1 Economic Development

Enhance economic development in Wollondilly Shire through innovative engagement and ongoing promotion of our strengths.

EC2 Planning for and Supporting Business

Strengthen and diversify Wollondilly's economic base by attracting and supporting the development of a diverse range of industries.

EC3 Manage Growth

Encourage and manage growth to ensure that it contributes to economic well-being.

EC4 Managing Development and Land Use

Manage and regulate land use and development in order to achieve a high quality built environment which contributes to economic well-being.

EC5 Protect Natural Resources

Protect natural resources so as to contribute to the Shire's economic well-being.

Management and Provision of Infrastructure

- Safe, maintained and effective infrastructure
- Access to a range of transport options



IN1 Maintain Road Network

Ensure that the road network is maintained to a standard that is achievable within the resources available.

IN2 Manage Road Network

Manage the road network to respond to community needs, growth in the Shire, improving road safety and improving transport choices.

IN3 Provision of Facilities

Provide a range of recreation and community facilities to meet the needs of the community.

IN4 Emergency Management

Plan for and assist in the community's response to emergencies such as bushfires and flooding.

IN5 Advocacy and Lobbying

Represent our community with regard to external services including energy, communications, water, waste management and resource recovery.





Quarterly Budget Review Statement

The quarterly budget review acts as a barometer of Council's financial health during the year. It discloses Council's overall financial position, providing sufficient information to enable informed decision making while ensuring transparency in the process.


Wollondilly Shire Council

Quarterly Budget Review Statement
for the period 01/10/16 to 31/12/16

Report by Responsible Accounting Officer

The following statement is made in accordance with Clause 203(2) of the Local Government (General) Regulations 2005:

It is my opinion that the Quarterly Budget Review Statement for Wollondilly Shire Council for the quarter ended 31/12/16 indicates that Council's projected financial position at 30/6/17 will be satisfactory at year end, having regard to the projected estimates of income and expenditure and the original budgeted income and expenditure.

Signed: 
Ashley Christie
Responsible Accounting Officer

date: 13-Feb-17

Income & Expenses Budget Review Statement

Budget review for the quarter ended 31 December 2016

Income & Expenses

(\$000's)	Original Budget 2016/17	Sept Revised Budget 2016/17	Variations for this Dec Qtr	Notes	Projected Year End Result	Actual YTD figures
Income						
Rates and Annual Charges	35,815	36,041	200	1	36,241	18,488
User Charges and Fees	4,847	5,009	274	2	5,283	2,262
Interest and Investment Revenues	1,738	1,679	(11)	3	1,668	877
Other Revenues	850	1,127	278	4	1,405	831
Grants & Contributions - Operating	7,258	7,537	393	5	7,930	4,096
Grants & Contributions - Capital	4,434	4,610	1,045	6	5,655	880
Total Income from Continuing Operations	54,942	56,003	2,179		58,182	27,434
Expenses						
Employee Costs	21,308	21,248	(197)	7	21,051	10,319
Borrowing Costs	926	926	(2)	8	924	170
Materials & Contracts	12,992	14,045	950	9	14,995	5,283
Depreciation	10,878	12,777	-	10	12,777	6,389
Legal Costs	571	603	507	11	1,110	796
Consultants	306	507	114	12	621	598
Other Expenses	5,458	5,468	19	13	5,487	2,233
Total Expenses from Continuing Operations	52,439	55,574	1,391		56,965	25,788
Net Operating Result from Continuing Operations	2,503	429	788		1,217	1,647
Discontinued Operations - Surplus/(Deficit)	-	-	-		-	-
Net Operating Result from All Operations	2,503	429	788		1,217	1,647
Net Operating Result before Capital Items	(1,931)	(4,181)	(257)		(4,438)	767

Wollondilly Shire Council

Quarterly Budget Review Statement
for the period 1/10/16 to 31/12/16

Income & Expenses Budget Review Statement
Recommended changes to revised budget

Budget Variations being recommended include the following material items:

Notes	Details
1	Rates & Annual Charges Rates income increased by \$200K due to supplementary levies arising from the release of new subdivisions.
2	User Charges & Fees Increases in income are expected in the following areas: road naming and house numbering fees (\$30K); penalty income (\$15K); plan checking fees (\$45K); fire safety certificates and inspections (\$7K); rezoning fees(\$32K); royalty income (\$50K); cemetery income (\$10K); childrens services carer levies (\$20K); swimming pool inspection fees (\$13K); construction certificates (\$50K); sundry development income (\$25K) and vehicle servicing income (\$5K). Facility hire income is expected to decrease by \$20K.
3	Interest and Investment Revenue Investment rates have continued to decline this year, resulting in a further reduction in expected investment revenue of \$11K.
4	Other Operating Revenues Increases in operating revenue is a result of various reimbursements (including reimbursement of legal fees) (\$55K), insurance rebate for a good claims history (\$69K) and property lease income (\$28K). Council also received a reimbursement for some of its costs in relation to the June storm event (\$232K). Areas where operating revenue decreased include: leisure centre income reduced as a result of the new management contract (\$97K) and a reduction in event and general sales income (\$10K).
5	Operating Grants and Contributions Council received additional operating grants and contributions in relation to community engagement projects (including community resilience project (\$62K), Health Alliance advertising contribution (\$5K) and social plan contribution (\$25K)); Healthy Towns project at Warragamba (\$50K); staffing contribution in relation to the transfer of the responsibility for the collection of the emergency services levy to Council (\$51K); RFS hazard reduction contribution (\$216K) . A reduction in funding occurred in the following areas: RFS annual contribution less than expected (\$7K) and some minor adjustment were made to environment and community grant expectations (\$8K).
6	Capital Grants & Contributions Additional grant funding has been allocated in relation to Broughton Pass remediation project (\$929K) and Tahmoor Fire Station (\$150K). Also, preliminary work in relation to Bargo Fire Station is to be funded from Council's restricted cash rather than from RFS contributions (-\$35K).
7	Employee Costs Additional positions have been created within the Planning Directorate in order to meet demand arising due to the significant growth occurring within the Shire. Despite the additional positions, expected employee costs have been decreased by \$197K for the year due to existing vacancies and the use of labour hire (contractors) to address mounting workloads in the interim.
8	Borrowing Costs Minor adjustment to expected interest on overdraft facility due to reduced use of this facility.
9	Materials & Contracts The increase in materials and contract costs is largely due to the need to engage labour hire contractors (\$436K) to address the increased workloads in the Planning Directorate as a result of the significant growth occurring within the Shire (and to cover the existing vacancies within the Planning area). Additional increases in materials and contracts are in relation to cleaning contractors (\$30K); community service contractor costs (including community newsletter (\$15K), community resilience project (\$64K) and Mayoral events (\$6K)); internal audit contractors (\$24K); tree maintenance contractors (\$188K); staff training and HR contractors (\$58K); grant funded environment project contractors (\$120K); waste contractors (\$84K); security contractors (\$34K); external plant and equipment hire for road maintenance projects (\$52K) and minor plant and equipment purchases (\$17K). These increases were partly offset by decreases in the following areas; outdoor staff uniform costs (\$5K); document storage costs (\$6K); plant running costs (\$36K); streetsweeping contractor costs as a result of the new contract (\$20K); road materials (\$40K); promotional materials (\$6K); stock purchases for visitors centre (\$3K); general maintenance contractor costs (\$8K); internet contractor costs (\$3K); memberships and subscriptions (\$2K) and budget items moved to "other expenses" (\$22K). Note that \$5K of the \$50K that was allocated in the Sept review for the Picton revitalisation project's streetscape enhancements project has been reallocated for "Winterfest".
10	Depreciation No change in this quarter.
11	Legal Expenses The increase in legal expenses was mainly in relation to planning & compliance matters (\$472K). Other increases occurred in relation to domestic waste (\$22K), growth & strategic planning (\$10K) and other minor adjustments (\$3K) .
12	Consultants Additional consultants have been required in relation to development (\$16K), staff training consultants (\$62K), road investigation and environmental consultants (\$20K), IT consultants (\$9K) and consultants for the "Revitalise Picton" project (\$12K). Expected consultant costs decreased in relation to growth and strategic planning projects (\$32K).
13	Other Expenses Additional expenditure is expected in relation to EPA costs (\$145K), software licence fees (\$10K), bank charges (\$3K) and community grants (\$4K). Decreased expenditure is expected in relation to tipping fees (\$120K); mobile phone costs (\$8K); utility costs (\$5K) and insurance costs (\$11K).

Wollondilly Shire Council

Quarterly Budget Review Statement

for the period 01/10/16 to 31/12/16

Capital Budget Review Statement

Budget review for the quarter ended 31 December 2016

Capital Budget

(\$000's)	Original Budget 2016/17	Sept Revised Budget 2016/17	Variations for this Dec Qtr	Projected Year End Result	Actual YTD figures
Capital Expenditure					
New Assets					
- Plant & Equipment	300	315	531	846	170
- Land & Buildings	995	805	298	1,103	463
- Roads, Bridges, Footpaths	1,122	3,057	(40)	3,017	1,921
- Recreation	950	1,330	1	1,331	569
- Other	-	-	100	100	-
Renewal Assets (Replacement)					
- Land & Buildings	-	880	(130)	750	255
- Roads, Bridges, Footpaths	8,888	8,149	2,218	10,367	4,209
- Recreation	-	150	-	150	142
- Environment	285	382	-	382	135
Loan Repayments (Principal)	1,817	1,817	-	1,817	471
Total Capital Expenditure	14,357	16,885	2,978	19,863	8,335
Capital Funding					
Rates & Other Untied Funding	1,817	1,817	-	1,817	471
Capital Grants & Contributions	3,334	3,736	1,079	4,814	880
Reserves:					
- External Restrictions/Reserves	1,490	2,793	-	2,793	1,573
- Internal Restrictions/Reserves	7,716	8,539	1,900	10,439	5,411
Total Capital Funding	14,357	16,885	2,978	19,863	8,335
Net Capital Funding - Surplus/(Deficit)	-	-	-	-	-

Wollondilly Shire Council

Quarterly Budget Review Statement
for the period 1/10/16 to 31/12/16

Capital Budget Review Statement
Recommended changes to revised budget

Budget variations being recommended include the following material items:

Program	Original Budget	Sept Rev Budget	Dec Rev Budget	Proposed Variation
Major Roads & Bridge Work No variation in this quarter	6,848,059	7,158,337	7,158,337	-
Heavy Patching/ Reseals No variation in this quarter	300,000	450,000	450,000	-
Road Upgrade Program No variation in this quarter	175,000	239,162	239,162	-
Kerb & Gutter Additional funding added to Moorlands Road project due to revised scope of project. Funding available from restricted cash.	275,000	275,000	385,000	110,000
Footpaths & Cycleways New project added for footpath at Lumsdaine Street Picton. Funding available from developer contributions.	457,000	557,000	607,000	50,000
Bus Infrastructure Improvements No variation in this quarter	215,000	206,857	206,857	-
Road Safety Improvement Program No variation in this quarter	300,000	226,000	226,000	-
Other Roads Projects Project costs for Broughton Pass embankment restoration have been finalised. Funding available from grants and restricted cash.	1,440,000	2,094,000	4,112,000	2,018,000
Open Space Projects No variation in this quarter	950,000	1,480,611	1,480,611	-
Building Renewal Additional Rural Fire Service funding available for Tahmoor Rural Fire Station improvements (\$150K). Also, adjustment to library fitout costs (\$18K) funded from restricted cash.	995,000	1,681,532	1,849,805	168,273
Plant Fleet Purchases Additional funding made available from restricted cash to replace plant items which have become obsolete or are a safety issue as a result of their age.	200,000	203,023	683,023	480,000
Car Fleet Purchases No variation in this quarter	100,000	100,000	100,000	-
Stormwater Projects No variation in this quarter	285,000	285,000	285,000	-
Other Capital Projects New Information Technology projects for technology improvements including new equipment and call centre investigations. Funding available from restricted cash.	-	112,438	262,845	150,407
	12,540,059	15,068,960	18,045,640	2,976,680

Wollondilly Shire Council

Quarterly Budget Review Statement

for the period 01/10/16 to 31/12/16

Cash & Investments Budget Review Statement

Budget review for the quarter ended 31 December 2016

Cash & Investments - Council Consolidated

(\$000's)	Original Budget 2016/17	Sept Revised Budget 2016/17	Variations for this Dec Qtr	Projected Year End Result	Actual YTD figures
Externally Restricted ⁽¹⁾					
Domestic Waste Management	6,573	6,598	(206)	6,392	6,298
Stormwater Management	456	307	-	307	163
Developer Contributions	17,198	16,674	20	16,694	15,488
Unexpended Grants & Contributions	1,632	1,240	(12)	1,228	911
Total Externally Restricted	25,859	24,819	(198)	24,621	22,860
<small>(1) Funds that must be spent for a specific purpose</small>					
Internally Restricted ⁽²⁾					
Recreation	474	374	-	374	374
Sportsgrounds	1,082	551	-	551	551
Effluent Disposal	194	194	-	194	194
Animal Management	20	20	-	20	20
Legal & Risk	1,159	1,116	(332)	784	784
Asset Maintenance	4,610	4,132	(931)	3,201	3,201
Golf Club Maintenance	216	216	-	216	194
Plant & Vehicle Replacement	1,442	1,441	(423)	1,018	1,018
Leisure Centre Improvements	501	484	-	484	484
Information Technology	41	45	(19)	26	26
Employee Leave Entitlements	2,444	2,444	-	2,444	2,444
Organisational Development	675	663	(182)	481	481
Property	1,897	1,888	68	1,956	1,846
Royalties	141	418	50	468	421
Roads	303	303	-	303	296
Tourism & Economic Development	368	318	-	318	318
Election	67	67	-	67	67
Special Rate Variation	-	-	-	-	-
Infrastructure Projects	1,744	736	(141)	595	595
Efficiency Savings	1,050	1,050	73	1,123	1,123
Growth Management Strategy	1,565	1,569	(172)	1,397	1,397
Work in Progress	469	469	16	485	485
Cemetery Maintenance	102	102	3	105	105
Total Internally Restricted	20,564	18,600	(1,990)	16,610	16,424
<small>(2) Funds that Council has earmarked for a specific purpose</small>					
Unrestricted (ie. available after the above Restrictions)	1,812	2,162	(52)	2,110	15,003
Total Cash & Investments	48,235	45,581	(2,240)	43,341	54,287

Wollondilly Shire Council

Quarterly Budget Review Statement
for the period 01/10/16 to 31/12/16

Cash & Investments Budget Review Statement

Investments

Investments have been invested in accordance with Council's Investment Policy.

Cash

The Cash at Bank figure included in the Cash & Investment Statement totals \$579,334

This Cash at Bank amount has been reconciled to Council's physical Bank Statements.
The date of completion of this bank reconciliation is 03/01/17

Reconciliation Status

		\$ 000's
The YTD Cash & Investment figure reconciles to the actual balances held as follows:		
Cash at Bank (as per bank statements)		579
Investments on Hand		53,815
less: Unpresented Cheques	(Timing Difference)	(10)
add: Undeposited Funds	(Timing Difference)	421
less: Identified Deposits (not yet accounted in Ledger)	(Require Actioning)	(2,210)
add: Identified Outflows (not yet accounted in Ledger)	(Require Actioning)	1,692
less: Unidentified Deposits (not yet actioned)	(Require Investigation)	-
add: Unidentified Outflows (not yet actioned)	(Require Investigation)	-
Reconciled Cash at Bank & Investments		54,287
Balance as per Review Statement:		54,287
Difference:		-

Wollondilly Shire Council

Quarterly Budget Review Statement
for the period 01/10/16 to 31/12/16

Key Performance Indicators Budget Review Statement for Quarter ended 31 December 2016

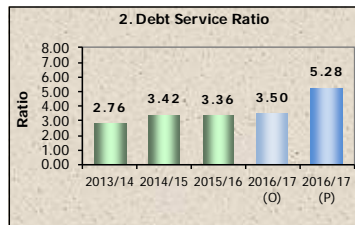
(\$000's)	Current Projection		Original Budget 16/17	Actuals Prior Periods		Industry Benchmark
	Amounts	Indicator		15/16	14/15	
		16/17				

The Council monitors the following Key Performance Indicators:

1. Unrestricted Current Ratio

Current Assets less all External Restrictions	33,873	5.28	3.50	3.36	3.42	1.50
Current Liabilities less Specific Purpose Liabilities	6,412					

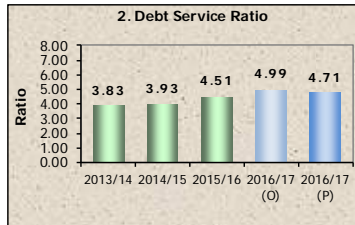
This indicator assesses the adequacy of working capital and its ability to satisfy obligations in the short term for the unrestricted activities of Council.



2. Debt Service Ratio

Debt Service Cost	2,743	4.71	4.99	4.51	3.93	<10.00
Income from Continuing Operations	58,182					

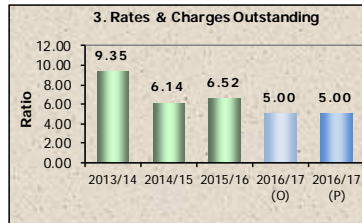
This indicator assesses the impact of loan principal & interest repayments on the discretionary revenue of Council.



3. Rates & Charges Outstanding

Rates, Annual & Extra Charges Outstanding	1,812	5.00	5.00	6.52	6.14	<5.00
Rates, Annual & Extra Charges Collectible	36,241					

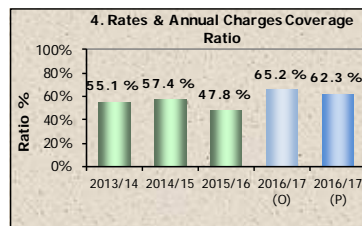
This indicator assesses the impact of uncollected rates & annual charges on Council's liquidity & the adequacy of recovery efforts.



4. Rates & Annual Charges Coverage Ratio

Rates & Annual Charges	36,241	62.3 %	65.2 %	47.8 %	57.4 %	
Income from Continuing Operations	58,182					

This indicator assesses the degree of Council's dependence upon revenue from rates and annual charges to assess the security of Council's finances.

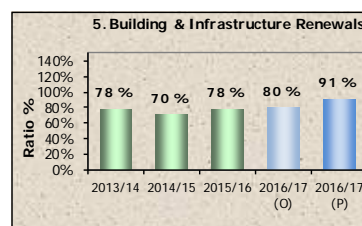


5. Building & Infrastructure Renewals

Asset Renewals (Building & Infrastructure)	11,649	91 %	80 %	78 %	70 %	(1)
Depreciation, Amortisation & Impairment	12,777					

This indicator assesses the rate at which these assets are being renewed relative to the rate at which they are depreciating.

(1) Industry average is 84.4%. Preferred figure is 100%



Wollondilly Shire Council

Quarterly Budget Review Statement
for the period 01/10/16 to 31/12/16

Contracts Budget Review Statement

Budget review for the quarter ended 31 December 2016

Part A - Contracts Listing - contracts entered into during the quarter

Contractor	Contract detail & purpose	Contract Value	Start Date	Duration of Contract	Budgeted (Y/N)
Fleetwood Urban Pty Ltd	Picton Sportsground footbridge	366,461	04/11/16	8 mths	Y
Dwyers Truck Centre	Purchase of truck	62,876	14/11/16	2 mths	Y
Griffith Consulting Group	Staff Training	83,600	18/11/16	6 mths	Y

Notes:

1. Minimum reporting level is 1% of estimated income from continuing operations of Council or \$50,000 - whatever is the lesser.
2. Contracts listed are those entered into during the quarter being reported and exclude contractors on Council's Preferred Supplier list.
3. Contracts for employment are not required to be included.

Consultancy & Legal Expenses Budget Review Statement

Expense	YTD Expenditure (Actual Dollars)	Budgeted
Consultancies	598,209	Partially
Legal Fees	796,464	Partially

Definition of a consultant:

A consultant is a person or organisation engaged under contract on a temporary basis to provide recommendations or high level specialist or professional advice to assist decision making by management. Generally it is the advisory nature of the work that differentiates a consultant from other contractors.





Works Program Review

Council continues to carry-out programmed and reactive maintenance on Council's infrastructure, along with delivering major project upgrades. You can follow what Council is up to each week via Council's Social Media or you can see where our Major Projects are up to via our Major Projects Quarterly Update.

If you are aware of a specific repair that is required to Council's Infrastructure, it can be reported to our Customer Request System (CRM) either by phoning **4677 1100** or crm@wollondilly.nsw.gov.au

Rating Strategy



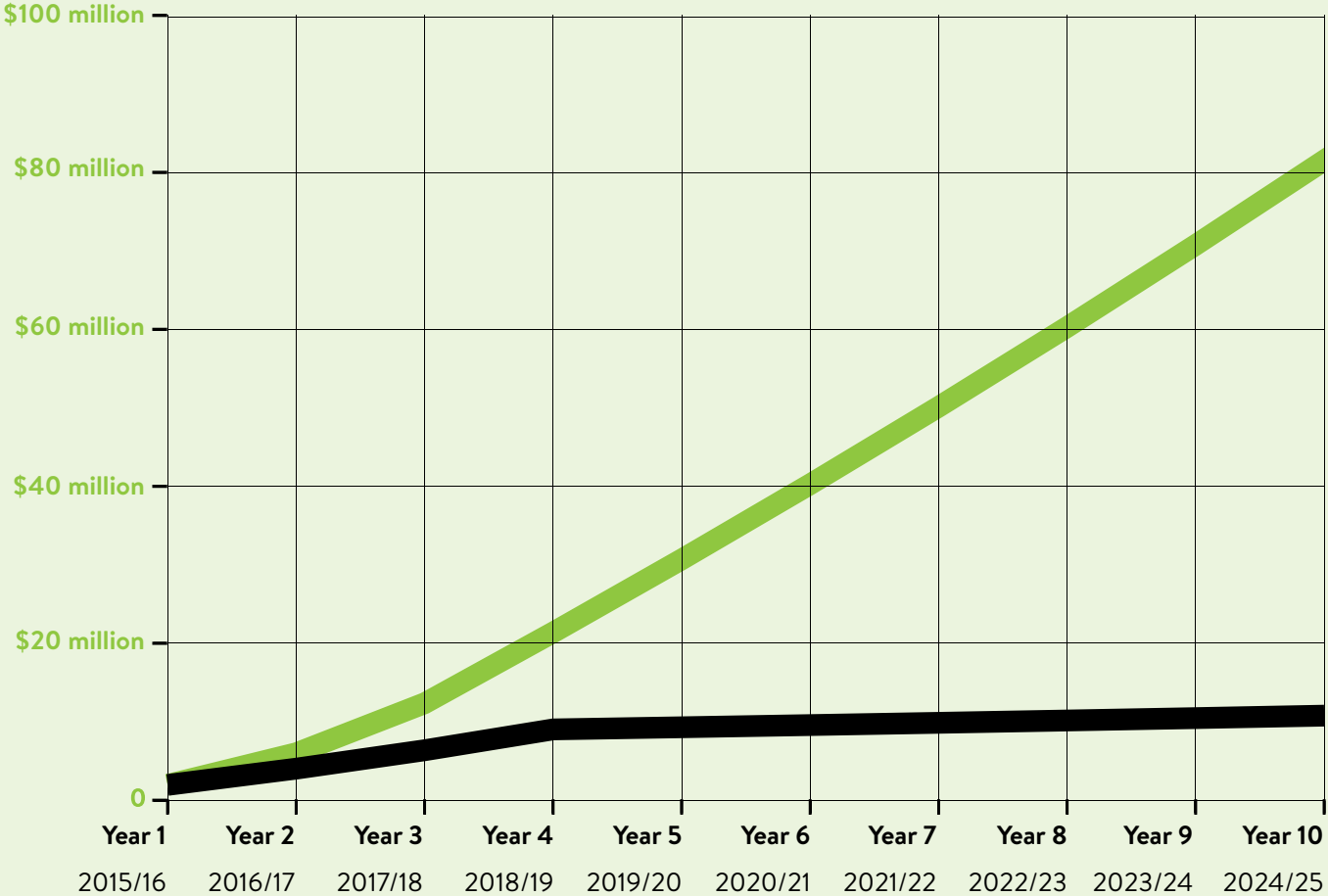
Bridge St Picton

On 19 May 2015 the Independent Pricing and Regulatory Tribunal (IPART) announced that Wollondilly Shire Council's application for a Special Rate Variation was approved in full.

The approved Special Rate Variation of 10.8% per annum over 4 years will generate \$80 million over a 10 year period. These funds will gradually build up over the 10 year period. Subsequently, Council will be addressing the infrastructure needs of the Shire progressively as this funding becomes available. While it will take time to address the backlog of infrastructure renewal needs in the Shire, Council is committed to addressing and improving our community's infrastructure and remaining accountable to our community as to how we spend the Special Rate Variation funds.

For more information on Council's Works Program visit:
www.wollondilly.nsw.gov.au

- Annual Total
- Cumulative Totals by Year



Major Projects Community Update

A tender has been accepted for the rectification works at Broughton Pass on Wilton Road. Pan Civil Pty Ltd were notified in December and the preliminary and detail design phase of works under the contract has begun. Whilst the works still remain complicated, with a number of challenges, we estimate that the works will be complete by July 2017.

- A. Picton Traffic Signals
- B. Remembrance Dwy, Cawdor
- C. Silverdale Rd, The Oaks
- D. Regreme Rd/Argyle St Roundabout
- E. Picton Tennis Court Rectification





Projects Completed/Under Way in the 2nd Quarter

1. **Regreme Rd/Argyle St Picton**
The new roundabout at the intersection of Regreme Rd and Argyle St, Picton was completed in December, along with footpath, drainage and kerb and gutter works.
2. **Douglas Park Sportsground**
The Douglas Park 355 Management Committee is currently sourcing quotes for the first stage of works which involve Little Athletics storage.
3. **Wilton Recreation Reserve Master Plan**
Quotes for a consultant to develop the design and construction documentation associated with Stage 1A close on 20 January 2017.
4. **Picton Sportsground Bridge**
Council's contractor is working on the design of the pedestrian bridge, with construction on site scheduled to commence in early 2017.
5. **Broughton Pass Retaining Wall Rectification Works**
Geotechnical investigations have been carried out and the project was put out to tender in November. The General Manager accepted the tender of Pan Civil Pty Ltd on behalf of Council in December with the detailed design phase starting in early 2017. The road is expected to re-open in July 2017.
6. **Margaret St/Argyle St Signals, Picton**
Traffic signal installation, associated drainage, kerb and gutter, footpath and asphalt works were carried out between July and November 2016. Linemarking, signage and power connection is now complete and the signals are fully operational.
7. **Moorland Rd, Tahmoor**
Drainage works and kerb and gutter construction were completed in mid October.
8. **Picton Tennis Club**
Court re-surfacing and re-fencing was carried out between October and December to repair major damage caused by the June storm event.
9. **Silverdale Rd, The Oaks**
Reconstruction of 925m of the road north from Timothy Lacey Lane was completed in December.
10. **Remembrance Dwy, Cawdor**
An asphalt overlay was applied during night works in November 2016 with linemarking, guardrail works and shoulder works completed in December.
11. **Mary St, The Oaks**
Construction of a 1.5m wide footpath on the south side of MarySt took place in December, west of the existing footpath for 180m.
12. **Thirlmere Way & Oaks St, Thirlmere**
Heavy patching and linemarking was carried out in December on sections of Thirlmere Way and Oaks St.
13. **Silverdale Rd Heavy Patching**
Repair work was carried out on an 80m stretch of road near the Farnsworth Ave roundabout.
14. **Blaxland Crossing Bridge Bearing Replacement**
Tender process underway with contract scheduled to be accepted by the end of February 2017. Construction activities anticipated to commence in April 2017.



A

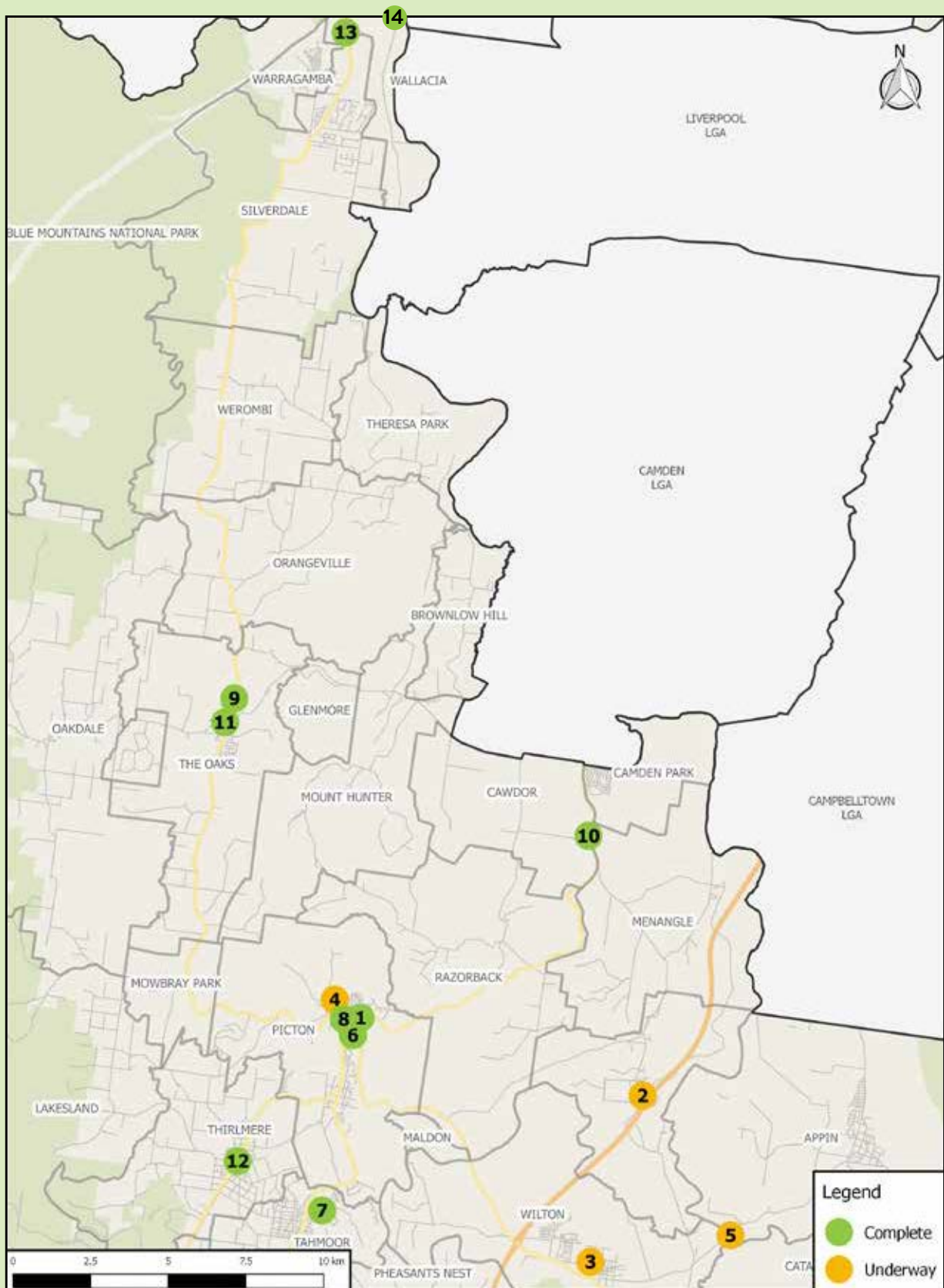


B



C

A. Silverdale Rd Heavy Patching
B. Mary St, The Oaks Footpath
C. Moorland Rd K&G Tahmoor



While every care is taken to ensure the accuracy of this product, Wollondilly Shire Council and the Local / State / Federal Government departments and Non-Government organisations whom supply datasets, make no representations or warranties about its accuracy, reliability, completeness or suitability for any particular purpose and disclaims all responsibility and all liability (including without limitation, liability in negligence) for all expenses, losses, damages (including indirect or consequential damage) and costs which you might incur as a result of the product being inaccurate or incomplete in any way and for any reason.

© Wollondilly Shire Council.

© LPI Department of Finance and Services, Panorama Avenue, Bathurst, 2795. www.lpi.nsw.gov.au.

2016/17 Works Program

as at December 2016 Quarterly Budget Review

Capital Program

Transport

Major Roads & Bridge Works

	Budget			Expenditure	
	Original Budget	Revised Budget (Sept QCR)	Revised Budget (Dec QCR)	Total Expenditure	Total Funding Allocated
Pavement Reconstruction Program	6,848,059	7,158,337	7,158,337	3,660,351	7,158,337
Heavy Patching / Reseal Program	300,000	450,000	450,000	234,075	450,000
Road Upgrade Program	175,000	239,162	239,162	64,755	239,162
Kerb & Gutter Program	275,000	275,000	385,000	342,630	385,000
Footpaths & Cycleways Program	457,000	557,000	607,000	55,534	607,000
Bus Shelter Program	215,000	206,857	206,857	18,090	206,857
Road Safety Improvement Program	300,000	226,000	226,000	75,344	226,000
Other Road Projects	1,440,000	2,094,000	4,112,000	1,777,909	4,112,000

Open Space

Open Space Projects	950,000	1,480,611	1,480,611	711,853	1,480,611
---------------------	---------	-----------	-----------	---------	-----------

Buildings

Building Renewal Program	995,000	1,681,532	1,849,805	715,134	1,849,805
--------------------------	---------	-----------	-----------	---------	-----------

Plant & Fleet

Plant Fleet Purchases	200,000	203,023	683,023	124,275	683,023
Car Fleet Purchases	100,000	100,000	100,000	32,872	100,000

Stormwater Drainage

Stormwater Improvement Program	285,000	285,000	285,000	38,333	285,000
--------------------------------	---------	---------	---------	--------	---------

Other Capital Projects

Various	0	112,438	262,845	12,845	262,845
---------	---	---------	---------	--------	---------

	12,540,059	15,068,960	18,045,640	7,864,000	18,045,640
--	------------	------------	------------	-----------	------------

The Works Program is published in the Wollondilly Delivery Program 2013/14–2016/17 & Wollondilly Operational Plan 2016/17.

Funding Sources					Remaining Funds Available	SRV Funding Movements		
Other Revenue	SRV Funding	Grant Funding	Developer Cont	Restricted Cash		Original SRV Funding	Revised SRV Funding (DEC REV)	Variation
1,119,000	2,926,000	2,122,999	0	990,338	3,497,986	2,926,000	2,926,000	0
300,000	0	0	0	150,000	215,925	0	0	0
0	0	175,000	0	64,162	174,407	0	0	0
75,000	200,000	0	0	110,000	42,370	200,000	200,000	0
135,000	250,000	25,000	50,000	147,000	551,466	150,000	250,000	-100,000
15,000	0	0	0	191,857	188,767	0	0	0
0	150,000	0	0	76,000	150,656	0	150,000	-150,000
70,000	0	1,129,000	1,624,000	1,289,000	2,334,091	250,000	0	250,000
				0				
15,000	300,000	231,818	260,000	673,793	768,758	300,000	300,000	0
50,000	200,000	1,130,786	0	469,019	1,134,671	200,000	200,000	0
0	0	0	0	683,023	558,748	0	0	0
0	0	0	0	100,000	67,128	0	0	0
0	0	0	0	285,000	246,667	0	0	0
0	0	0	0	262,845	250,000	0	0	0
1,779,000	4,026,000	4,814,603	1,934,000	5,492,037	10,181,640	4,026,000	4,026,000	0

For further information on Council's full suite of Corporate Planning documents see www.wollondilly2033.com.au or contact council on **4677 1100** for a hardcopy.

Projects Completed/Under Way in the 2nd Quarter

Projects Completed

Completed

Roads

Redbank Place, Picton - Asphalt Reconstruction	July
Bridge St, Picton Stage 1 (Argyle St to West of Rail Bridge) - Road Reconstruction	July
Caloola Rd, Bargo - Sealing of Unsealed Road	August
Bridge St, Picton Stage 2 (Railway Bridge to Industrial area) - Road Reconstruction	August
Remembrance Dwy Razorback, Rockfall Site - Barrier replacement	September
Moorland Rd, Tahmoor - Kerb and Gutter	October
Remembrance Dwy Cawdor - Asphalt overlay	November
Margaret St/Argyle St Signals - Traffic Lights	December
Regreme Rd/Argyle St Picton - Roundabout construction	December
Silverdale Rd, north from Timothy Lacey Lane The Oaks - Road Reconstruction	December

Facilities

Shire Library Renovation	August
Douglas Park Sportsground Terracing	August
Tahmoor Netball Canteen Awning	August
Botanic Gardens Footpath Extension	September
Picton Tennis Club - Court re-surfacing and re-fencing	November
Mary St, The Oaks - Footpath	December

Projects Under Way

Progress

Roads

Broughton Pass Retaining Wall Rectification - Tender for design and construction	Contractor appointed December
--	-------------------------------

Facilities

Douglas Park Sportsground - Master Plan	Design under way
Wilton Recreation Reserve - Master Plan	Awaiting quotes
Picton Sportsground - Pedestrian Bridge Construction	Scheduled to start early 2017



Projects Scheduled

Scheduled for...

Roads

Lumsdaine St, Picton - Footpath Construction	January 2017
Menangle Rd, Douglas Park (Camden intersection) - Road Reconstruction	3rd Quarter
Burns Rd, Thirlmere - Road Reconstruction	3rd Quarter
Montpelier Dr, The Oaks (Craigend to Dairy Corner) - Road Reconstruction	3rd Quarter
Ridge Rd, Oakdale - Road Reconstruction	3rd Quarter
Arina Rd, Bargo - Road Reconstruction	4th Quarter
May Farm Rd, Brownlow Hill - Heavy Patching	4th Quarter
Werombi Rd, Mount Hunter Rivulet to Brownlow Hill Loop Rd - Road Reconstruction	4th Quarter
Montpelier Dr, The Oaks (Edward to Glendiver)	4th Quarter
Kennedy St Appin Cycleway	with Infrastructure Planning
Argyle St, Prince St To Connellan - Road Widening	with Infrastructure Planning
Thirlmere Way, Stonequarry Roundabout	with Infrastructure Planning
Fairleys Rd, Picton - Road Reconstruction	Deferred
Menangle Rd Menangle (Woodbridge Rd—St James)	Deferred
Blaxland Crossing Bridge Bearing Replacement	April 2017

Facilities

Stonequarry Creek Bridge - Guardrail	3rd Quarter
Bus Shelter Relocation Program - Various locations	3rd Quarter
Old Post Office Building, Picton - Refurbishment	3rd Quarter
Antill Park Clubhouse - Sprinkler system	4th Quarter
Bargo RFS - Construction of new Station in a new location	4th Quarter



Oaks St, Thirlmere Heavy Patching





Operational Review

Wollondilly Reporting - An important tool designed to help achieve best practice outcomes for Council and better outcomes for our Community

94%

**of Council's
Operational Actions
are on track, in
progress, delivered
or completed.**

Progress Report

Awareness Report Introduction

The progress report provides detailed information on progress and outcomes on all of Council’s activities, actions and projects as set out in the Operational Plan.

This report is Council’s story back to the Community on what we have achieved or not achieved over a six month period.

The progress report celebrates our achievements and identifies our challenges and focuses on key topics such as milestones, advocacy, awards, community engagement, funding & grants.

Council is reporting on 122 actions set out in the Wollondilly Operational Plan 2016/17.

The Progress Report, July –December 2016, Reports:

- 3 actions Completed
- 52 actions On Track
- 60 actions In Progress
- 5 actions At Risk
- 1 action Delayed
- 1 action Not Commenced

-  Completed, On track, In Progress
-  At Risk
-  Delayed, Not commenced

Number of Actions by Theme

Looking after the Community 14

Accountable & Transparent Governance 38

Caring for the Environment 30

Building a strong local Economy 19

Management and provision of Infrastructure 21

Summary Document

1 October to 31 December 2017



Community - HIGHLIGHTS

Library Services

The Library has recorded an increase in attendance at children's events due to our larger facilities. The Library has a new partnership with Paws Pet Therapy to raise literacy levels in reluctant readers. The Library has maximised its buying power by entering a consortium to purchase e-Resources with 12 other libraries – CO1.1

Family Day Care

Children's Services Family Day Care has been rated and assessed for their compliance, legislative requirements and best practices, standards and approaches and received an 'exceeding' rating – CO1.3

Dilly Wanderer

The Dilly Wanderer now delivers a service that reaches more villages offering a range of services, information and activities to children and their carers – CO1.6

Wollondilly Health Alliance

The Community Outcomes team continues to invest significant resources into the Wollondilly Health Alliance, participating in both the Health Promotion Working Group and the Care Process working group. Outcomes include: Commencement of the Healthy Towns Project, Community Garden 'Project Grow' at Bargo, new walking group at Wilton and continuation of Tai Chi classes at Warragamba – CO2.2

Community Outcome Grants

Council has been successful in securing grants for Office of Live Music (RevitalLIVE) \$35,000, ARTS NSW Art & Cultural Program (IlluminARTe) \$40,000, Community Resilience Innovation Program (Activate Wollondilly) \$63,000, Country Arts Support Program (Wollondilly Creative Spirit) \$5,000, Glencore (Beach Bus) \$5,200, Glencore (WinterFest) \$7,500 – CO2.3

CHALLENGES

Community Engagement Framework

The review of Council's Community Engagement Framework has commenced however due to other priorities (such as the review of the Community Strategic Plan) this project has experienced some delays - CO4.1



Governance - HIGHLIGHTS

Work, Health & Safety

All Work, Health and Safety Protocols and Procedures have been reviewed to ensure best practice – GO1.7

Customer Service Training

The Organisation received Customer Service training, approximately 200 staff received face to face Customer Service training which included Unreasonable Customer Conduct (complaint handling) training – GO3.1

Award

Council was the recipient of the LGNSW Environment Awards 2016 for Excellence in the Environment for Natural Environment Policies Planning and Decision Making category for The Sydney Foods Futures Project partnered with Institute for Sustainable Futures (UTS) – GO4.3

Information Technology Library Project

Council's Information and Technology team successfully completed the Library Upgrade with IT Projects including the implementation of new touch screen Internet PCs, automating loan checking system and the various Audio Visual and free Wi-Fi Technology infrastructure through the upgraded Library. These projects were delivered under budget and within timeframes ensuring that the Library was open for the Community on time – GO7.2

CHALLENGES

Provision of Plant

The provision of plant (heavy vehicle and trucks) is being restricted by a lack of funding being made available to replace plant items that are at the end of their life – GO6.8



Environment - HIGHLIGHTS

Community Information

Council has issued fact sheets, correspondence and information on flying foxes, koalas and weeds for community information and education relating to legislation – EN4.1

Companion Animals

'Hits' on Council's Facebook and web page for companion animal related matters is high with Animal Listings recording 47,417 hits and animal and pet hits on Facebook 5,746 – EN4.2

Recycling

Council has facilitated better recycling practices at the resident and collection point. Recycling rates at Bargo Waste Management Centre continue to improve – EN6.1

Waste Strategy

Council continues to hold regular workshops to assist with the implementation of the Waste Strategy. Including workshops on reducing food waste, composting, reuse of household items and worm farming as well as attending events to promote such programs – EN6.4

CHALLENGES

Sewage Management Audit

Sewage Management Audit has not yet commenced due to limited staff resources being concentrated on Development Assessments. Audit re-scheduled to commence in the 4th quarter - EN3.3



Economy - HIGHLIGHTS

District Plan

Substantial staff involvement in the District Planning Process. A report to Council's December meeting summarised potential opportunities and issues with the Draft District Plans and also includes discussion of the metropolitan rural area – EC2.1

Maximising Employment

Regular meetings held with major landowners discussing maximising employment. Regular lobbying regarding mining co-existence including reports to Council and subsequent resolutions relating to Wilton New Town, Clearview Planning Proposal and Bronzewing Planning Proposal – EC2.2

CHALLENGES

Planning Proposal Policy

Planning Proposal Policy not commenced as other higher priorities, i.e. planning proposals, seem likely to prevent this policy being completed due to limited resources – EC4.2

Rural Zones

Other workload priorities have prevented the review of rural zones – EC5.1



Infrastructure - HIGHLIGHTS

Partnership Project

A significant asset management project has commenced in partnership with Campbelltown City Council to ensure the road asset management system is current – IN1.1

Road Safety

Council ran a Learner Driver Log Book Run, Parents of Learner Drivers Workshop, two Older Driver (65 Plus) events, a Child Restraint fitting day and a Motorcycle Training event (all RMS funded). In addition, a U-Turn the Wheel day was attended by 200 local students, a School Safety program was run at 3 schools and Council promoted double demerits for the holiday periods – IN2.2

355 Management Committees

The new 355 Management Committees have been formed following the new term of Council and Council's expectations of the Committees have been clearly articulated by a Council resolution – IN3.6

CHALLENGES

Bargo RFS Station

Bargo RFS Station re-location is progressing with drainage issues into and through the adjacent rail corridor being resolved (this is the only item putting this action at risk at this stage – IN4.2

Draft Flood Study

The flood event of June 2016 resulted in more work including the calibration of the storm event and peer review of the Draft Flood Study. Council is now seeking the assistance of a qualified Project Manager to help finalise the Flood Study and commence a Floodplain Risk Management Study – IN4.3





Looking After the Community



Outcomes

1. Access to a range of activities, services and facilities
2. A connected and supported Community




Community Building, Well-being and Identity

DP Action	Deliver a range of Community programmes, services, facilities and events which strengthen the capacity, well-being and cultural identity of our community.
Action Code	CO1.1
Action	Deliver a high quality library service based on best practice standards and approaches
Performance Measure	<ul style="list-style-type: none"> • Achieve positive outcomes against all key industry performance measures
Status	
Comment	Increased attendance at children’s events due to larger facilities at the newly renovated Library. New partnership with Paws Pet Therapy to raise literacy levels in reluctant readers. The Library is maximising buying power by entering a consortium to purchase eResources with 12 other libraries.
Action Code	CO1.2
Action	Continue to deliver a high quality library service throughout the process of reconstruction and relocation of library services
Performance Measure	<ul style="list-style-type: none"> • All major library programs and activities continue to be delivered • Minimise disruption to customers (customer complaints)
Status	
Comment	The Library held 16 events and activities with Community attendance of 4,638. Events and activities such as Library opening, storytime, book bubs, school holiday activities, self development and art & craft workshops. There were no significant complaints by the public with the newly opened Library and services assisted by well trained staff in responding to customer needs and keeping the community informed on the progress of the library refurbishment to minimise frustrations.

Community Building, Well-being and Identity

DP Action	Deliver a range of Community programmes, services, facilities and events which strengthen the capacity, well-being and cultural identity of our community.
Action Code	CO1.3
Action	Deliver high quality children’s services in accordance with legislative requirements and best practice standards and approaches
Performance Measure	<ul style="list-style-type: none"> Compliance with all Legislative Requirements
Status	
Comment	Children’s Services Family Day Care has been rated and assessed for their compliance, legislative requirements and best practices, standards and approaches and received an ‘exceeding’ rating. In regards to Occasional Care who at present do not come under this rating and assessment process have been assessed through spots visits by the State Department and have been successful in receiving continuing funding. Year Round Care have been through a spot visit by the Department and found to be compliant and meeting all standards.
Action Code	CO1.4
Action	Deliver projects, programs and events to foster community connectedness, capacity, identity, cultural expression and diversity
Performance Measure	<ul style="list-style-type: none"> Participation from all key target groups. Growing Council’s role and profile in delivering events and community development projects
Status	
Comment	Council led 23 events throughout July to December 2016. Events targeted a range of target groups including: Young People, Seniors, People with Disabilities, Men, Women, Grandparents and the General Community, the events were themed around Arts, Culture, Christmas, Celebratory Weeks and health.



Community Building, Well-being and Identity

DP Action	Deliver a range of Community programmes, services, facilities and events which strengthen the capacity, well-being and cultural identity of our community.
Action Code	CO1.5
Action	Review Council's approach to community events
Performance Measure	<ul style="list-style-type: none"> Continually implement new approaches to events Q.1
Status	
Comment	In July 2016 Council utilised a risk assessment tool for community events which did not identify accessibility issues. At a key event "IlluminARTE" the community identified access issues which prompted Council to develop an Inclusion and Access tool to measure accessibility of Council led events. This tool will be completed by 30 June 2017. Staff have completed necessary training to undertake development and completion of this tool.
Action Code	CO1.6
Action	Review and improve the capacity of the Dilly Wanderer
Performance Measure	<ul style="list-style-type: none"> Increase patronage and wider range of programs
Status	
Comment	The Dilly Wanderer now delivers a service that reaches more villages offering a range of services, information and activities to children and their carers. Additional funding has also allowed the Dilly Wanderer to work in partnership with the Wollondilly Health Alliance to provide a greater range of activities with a health focus (such as a series of parenting workshops, first aid training and walking groups) and also to expand beyond the 0-5years target group. Plans are in place to begin a new project to deliver health messaging to school age children in early 2017.
Action Code	CO1.7
Action	Provide Regional Sportsground facility in Picton
Performance Measure	<ul style="list-style-type: none"> Stage two including continuation of pedestrian link to amenities block by Q.4
Status	
Comment	Construction of a pedestrian bridge to the Regional Sportsground facility to commence Q.3



Working with Others

DP Action	Work with other agencies and service providers to deliver community programmes, services and facilities.
Action Code	CO2.1
Action	Lobby and work in partnership with other agencies and service providers to deliver community programmes, services and facilities
Performance Measure	<ul style="list-style-type: none"> • Regular representation and correspondence • Conduct regular information forums in partnership with other agencies
Status	
Comment	The Community Outcomes team have developed strong rapport and partnerships with the following key agencies: South Western Sydney Primary Health District & Area Health, Family & Community Services, Southern Tablelands Arts, Sector Connect, Community Links Wollondilly and Warragamba Silverdale Neighbourhood Centre. The Wollondilly Health Alliance continues to achieve health and community based outcomes while partnerships are being formed to achieve the Disability Inclusion Access Plan. Staff continue to attend the Wollondilly Interagency, Macarthur Youth Services Network, Community Safety Precinct Meetings, LGNSW and various Project Officer Meetings.
Action Code	CO2.2
Action	Continued support and involvement in Wollondilly Health Alliance (WHA)
Performance Measure	<ul style="list-style-type: none"> • Monthly meetings • Deliver and report on projects undertaken by the WHA
Status	
Comment	The Community Outcomes team continues to invest significant resources into the Wollondilly Health Alliance, participating in both the Health Promotion Working Group and the Care Process working group. Outcomes include: Commencement of the Healthy Towns Project, Community Garden 'Project Grow' at Bargo, new walking group at Wilton, continuation of Tai Chi classes at Warragamba, attendance at community events, implementation of 5 Ways to Well-being Initiative and finalisation of the Social Planning Strategy.
Action Code	CO2.3
Action	Attract grant funding to support community programmes, services and facilities
Performance Measure	<ul style="list-style-type: none"> • Number of applications submitted • Number of successful grant applications secured
Status	
Comment	The following successful grants have been secured; Office of Live Music (RevitaLIVE) \$35,000, ARTS NSW Art & Cultural Program (IlluminARTE) \$40,000, Community Resilience Innovation Program (Activate Wollondilly) \$63,000, Country Arts Support Program (Wollondilly Creative Spirit) \$5,000, Glencore (Beach Bus) \$5,200, Glencore (WinterFest) \$7,500. Applications awaiting an outcome include: Festivals Australia (IlluminARTE) \$10,200, ANZAC Community Grants (Banner Project) \$1,617 and Seniors Week \$5,000.

Social Planning

DP Action	Undertake strategic social planning and research regarding community needs and issues.
Action Code	CO3.1
Action	Undertake strategic social planning and research to identify current and future community needs and issues, particularly in relation to future growth
Performance Measure	<ul style="list-style-type: none"> • Social Planning Strategy adopted Q.4 • Implement the findings of the Social Planning Strategy
Status	
Comment	Social Planning Strategy (SPS) was adopted by Council in November 2016. Implementation will begin in February 2017 inviting representatives from a range of organisation, agencies and groups to nominate their interest in participating in a 'SPS Implementation Working Group'.
Action Code	CO3.2
Action	Increase social planning input and Health Impact Assessment (HIAs) into development applications and growth matters
Performance Measure	<ul style="list-style-type: none"> • Increase number of comments on development applications and planning proposals
Status	
Comment	The Community Outcomes team continue to provide comments on a range of planning proposals and development applications. These include comments on social infrastructure provision for the Wilton Priority Precinct as well as the Wilton South East Planning Proposal and assisting Growth & Strategic Planning to engage with Wilton East and Wilton West Landowners in December 2016.

Engagement and Communication

DP Action	Implement excellence in our Community engagement by listening to and responding to the needs and concerns of our residents
Action Code	CO4.1
Action	Review and implement Council’s Community Engagement Framework
Performance Measure	<ul style="list-style-type: none"> Continue to introduce innovative ways to engage and communicate with the community
Status	
Comment	The review of Council’s Community Engagement Framework has commenced however due to other priorities (such as the review of the Community Strategic Plan) this project has experienced some delays.
Action Code	CO4.2
Action	Review of communication with new Councillors following election
Performance Measure	<ul style="list-style-type: none"> Establish constructive and positive communication with Councillors
Status	
Comment	The Manager of Community Outcomes has presented to Councillors Council’s current approach to Communications and Engagement and has included feedback received in changes to how information is disseminated as well as an overall increased focus on communicating ‘outcomes’ to the community (especially with regard to reporting on SRV expenditure). A quarterly community newsletter will commence in March 2017 and be delivered to every household. Weekly media summary and regular meetings with the Mayor and the General Manager has been implemented to ensure that communications have been tailored to meet the needs of all parties.

Accountable & Transparent Governance



Outcomes

1. Government, Community and business talking and working together
2. A Council that demonstrates good business management and ethical conduct

Quality Employer

DP Action	Provide an attractive employment choice for talented people
Action Code	GO1.1
Action	Review and develop the Workforce Planning Strategy
Performance Measure	<ul style="list-style-type: none"> • Plan adopted Q.4
Status	
Comment	A new Workforce Management Strategy is currently being developed and the final draft will be finalised by February 2017. Consultation is currently occurring with the Management Team on future workforce planning, challenges and strategies.
Action Code	GO1.2
Action	Provide personal and professional development opportunities for all staff including educational assistance
Performance Measure	<ul style="list-style-type: none"> • As referenced in the Workforce Planning Strategy • As identified in Annual Performance Reviews conducted for all staff • Training needs analysis to be conducted and implemented within next Delivery Program outcomes • Scoping development and implementation of on-line e-learning platforms Q.4
Status	
Comment	The Executive Leadership Team have approved the outcomes of the training needs analysis. Individual outcomes of the training needs analysis is currently being worked through with each Manager. A learning and development procedure has been developed and will be implemented in due course. The educational assistance procedure is currently being reviewed. We are currently scoping an online learning management system which will improve training outcomes for our staff.

Quality Employer

DP Action	Deliver a range of Community programmes, services, facilities and events which strengthen the capacity, well-being and cultural identity of our community.
Action Code	GO1.3
Action	Continue to implement and improve staff Performance Management system
Performance Measure	<ul style="list-style-type: none"> • All assessments comply within agreed timeframes • Development of organisational protocol and procedure on performance improvement and management • Continue to support High Performance Leadership Training Program with a view in developing upcoming leaders • Developing strategies to implement newly developed organisational values into performance management system
Status	
Comment	New refreshed corporate values will be finalised and will be formally launched in February 2017. Mandatory training on the values, information sessions for Managers and Team Leaders and incorporation of the values will be implemented throughout the year. Performance management protocol, procedure and relevant training will be developed later in the year. The final round of High Performance Leadership Training will commence in February 2017 with all Team Leaders and Managers completing by the end of 2017.
Action Code	GO1.4
Action	Provide Employee Relation Services including payroll services, human resources, industrial relations, risk management services and Work, Health and Safety (WHS)
Performance Measure	<ul style="list-style-type: none"> • As part of the review of the Workforce Management Plan • Ongoing review of Employee Relations services and practices to ensure quality and efficient service delivery
Status	
Comment	Employee Relations Transformation and Enhance Strategy is progressing with a view to improving all Employee Relations services.



Quality Employer

DP Action	Provide an attractive employment choice for talented people
Action Code	GO1.5
Action	Provide flexible working options for staff whilst also ensuring operational requirements of council are achieved
Performance Measure	<ul style="list-style-type: none"> • Implement a new organisation procedure and protocol on flexible working hours and employee transition into retirement arrangements • Scoping the implementation of online time and attendance record keeping as well as automated leave approvals
Status	
Comment	The organisational flexible working procedure will be formally reviewed by Executive and consideration will be given to its formal adoption. Online leave has begun to be progressively rolled out across the organisation with a view to completing by 2017.
Action Code	GO1.6
Action	Continue to support gender diversity
Performance Measure	<ul style="list-style-type: none"> • Review organisational induction process to ensure principles of diversity are embedded • Ensure principles of Equal Employment Opportunity (EEO) are considered when reviewing or developing organisational procedures and protocols • Support initiatives and programs aimed at developing women in leadership roles, engagement of persons with disability and Aboriginal or Torres Strait Islander decent
Status	
Comment	A new EEO management plan will be developed to align with the new Workforce Management Strategy. New strategies will be developed to make the organisation more inclusive with its practices. Training on respectful behaviours, harassment prevention will be rolled out in March and April 2017.
Action Code	GO1.7
Action	Foster a safety culture focused on ensuring the health and safety of our employees and community
Performance Measure	<ul style="list-style-type: none"> • Continue to review and develop safe operating procedures, work instructions and educational material on best practice work, health & safety • Continue to deliver mandatory work, health and safety training
Status	
Comment	All Work Health and Safety Protocols and Procedures have been reviewed to ensure best practice. Finalisation of new procedures covering Asbestos management will be finalised early 2017. Council's WHS Safety Policy has been reviewed and is expected to be endorsed by Council in March 2017.



Best Practice Governance

DP Action	Be a leader in best practice local government governance
Action Code	GO2.1
Action	Review and enhance best practice approaches to ethical governance by implementing a governance health check
Performance Measure	<ul style="list-style-type: none"> • Complete and report to Executive Q.4 • Outcomes of governance health check to audit committee Q.4
Status	
Comment	<p>The Governance Health Check has been designed to ensure the Governance function systematically reviews policy and processes. During the reporting period the following Policies and Protocols were reviewed: Councillors Fees Expenses and Facilities Policy, Customer Service Charter Policy, Investment Policy, Borrowing Policy, Overdraft Policy, Internal Reporting Policy, Review of Code of Meeting Practice, Learning & Development Protocol, Respectful Behaviours Protocol, Community Bus Administrative Protocol, Secondary Employment Administrative Protocol, Role of Community Services Protocol (repealed) and Gifts and Benefits Policy.</p> <p>Conflict of interest training was provided to the new Council. Workshops were held with staff and a survey was circulated to staff to develop new corporate values. Council's code of meeting practice was reviewed to enable the introduction of web casting of Council's meetings in 2017. The secondary employment protocol was reviewed. Policies and procedures continue to be reviewed and updated in line with the schedule developed through the governance health check.</p>
Action Code	GO2.2
Action	Management and monitoring of statutory reporting and auditing
Performance Measure	<ul style="list-style-type: none"> • All legislative reports are submitted to appropriate Authorities within required timeframes
Status	
Comment	<p>Required Legislative reports have been submitted within the required timeframes . These have included Code of Conduct reporting, Protected Interest Disclosure reporting, Government Information Public Access Act reporting, Council's Financial Statements were submitted , the Quarterly Review and the Annual report were also completed.</p>
Action Code	GO2.3
Action	Conduct meetings of the elected members in an accordance with legislative requirement and best practice approaches
Performance Measure	<ul style="list-style-type: none"> • Council Meetings and Committee Meetings meet legislative requirements and agreed standards • Community Forums meet agreed standards
Status	
Comment	<p>The meetings of the Council have been conducted with appropriate notice as required by legislation and in accordance with Council's adopted code of meeting practice.</p>

Best Practice Governance

DP Action	Be a leader in best practice local government governance
Action Code	GO2.4
Action	Manage provision of information through Government Information (Public Access) Act
Performance Measure	<ul style="list-style-type: none"> Compliance with legislative requirements
Status	
Comment	During the reporting period a large majority of requests for information have been dealt with on an informal basis due to the nature and scope of the request. Formal requests have reduced in number however significant time and resources have been used to determine applications due to their nature.
Action Code	GO2.5
Action	Implement outcomes of Local Government Reform
Performance Measure	<ul style="list-style-type: none"> Compliance with new Legislative Requirements Implement recommendation/s of Local Government Act Review subject of budget approval
Status	
Comment	During the reporting period the term of the Mayor has been extended to a two year period for this current term of Council. The role of the Mayor, Councillors and the General Manager have changed. The NSW Auditor General is now responsible for the auditing NSW Councils.



Customer Service

DP Action	Deliver responsive and helpful services to all of our customers
Action Code	GO3.1
Action	Deliver quality Customer Service through various means such as face to face interactions and online services
Performance Measure	<ul style="list-style-type: none"> • Implement Complaint Handling and new UCCC training and processes Q.2 • Review switch function and phone call handling across all sections of Council
Status	
Comment	The Organisation received Customer Service training during the reporting period. Approximately 200 staff received face to face Customer Service training which included Unreasonable Customer Contact (complaint handling) training. The Customer Service section assisted in the transition of all Customer Request (CRM) types into the current Customer Service contact centre and will continue to explore opportunities to centralise Customer calls.
Action Code	GO3.2
Action	Provide and improve information through on-line portals and implement self-service options
Performance Measure	<ul style="list-style-type: none"> • Increased website usage • Increased customer satisfaction
Status	
Comment	The new website has been live for approximately 12 months. Council continues work to improve the information accessibility on the website. Council developed and distributed Council contact cards which can be handed out to residents with Key Services provided by Council including key contacts such as Phone, email and website.

Advocacy

DP Action	Advocate strongly for the interests of Wollondilly and its Community
Action Code	GO4.1
Action	Lobby the State Government and other service providers for improved services and better outcomes
Performance Measure	<ul style="list-style-type: none"> • As identified in the “Issues for Wollondilly” paper • As required
Status	
Comment	Issues continue to be raised in forums, meetings and by letter. This has included advocating for: Policing resources; planning and social issues relating to Wilton New Town; Good Neighbour Charter - Wollondilly Poultry Industry; submission regarding the Greater Macarthur Priority Growth Area and draft amendments to State Environmental Planning Policy to the Department of Planning; extra road and transport link between Camden and Campbelltown as a major priority; Community Advisory Committees; completion of works at Warragamba Dam viewing platform; adoption of the Wollondilly Social Planning Strategy; Baby Clinic in Thirlmere; Thirlmere Lakes and mining issues; support for Orchard Growers affected by the increasing amount of Flying Foxes; Review of the Issues paper has commenced to incorporate feedback from the review of the Community Strategic Plan.
Action Code	GO4.2
Action	Lobby the State Government and other service providers for better outcomes
Performance Measure	<ul style="list-style-type: none"> • Continue to advocate for removal of cap on developers contributions • Continue to advocate for funding of local planning resources
Status	
Comment	Ongoing liaison with NSW Government on Wilton New Town advocating for priority bus services, passenger rail services, a hospital and state schools to service existing population and planned growth. Several submissions have been sent to State agencies and local government advocacy groups including the National Growth Areas Alliance (NGAA), the Greater Sydney Commission, NSW Department of Planning and Environment to advocate for greater infrastructure provision, improvements to the planning system and better planning generally.



Advocacy

DP Action	Advocate strongly for the interests of Wollondilly and its Community
Action Code	GO4.3
Action	Facilitate the Sydney Peri Urban Network (SPUN) of Councils
Performance Measure	<ul style="list-style-type: none"> Attend quarterly meetings Report on current projects undertaken by SPUN
Status	
Comment	Convening of the quarterly 27 October 2016 SPUN Meeting; Recipient of the LGNSW Environment Awards 2016 in the Excellence in the Environment for Natural Environment Policies Planning and Decision Making category for The Sydney Foods Futures Project partnered with Institute for Sustainable Futures (UTS) ; new partnership project commenced with the Oculi Group - Striking a balance in the Peri Urban Environment – A fine Art Initiative.
Action Code	GO4.4
Action	Identify and participate in shared resourcing opportunities through Macarthur Regional Organisations of Council (MACROC)
Performance Measure	<ul style="list-style-type: none"> Report on projects undertaken by MACROC
Status	
Comment	MACROC Spoils Management Options Assessment Report and the MACROC Infrastructure Options Assessment completed and tabled at the 30 November 2016 board meeting, the Macarthur Regional Collaboration and Resource Sharing Task Force Spoils Sub-Committee to continue to look for opportunities for tenders of spoils; Economic Development Professional Officers Group identified and to be established 2017.

Financial Sustainability

DP Action	Maintain Council in a strong and sustainable financial position
Action Code	GO5.1
Action	Deliver short & long term financial planning processes
Performance Measure	<ul style="list-style-type: none"> Development of Annual Operational Plan Budget and revised Long Term Financial Plan (LTFP)
Status	
Comment	Review of Annual Operational Plan Budget and revised Long Term Financial Plan (LTFP) commenced and will be included in the current review of the Community Strategic Plan.
Action Code	GO5.2
Action	Prepare and submit Statutory Financial Reports
Performance Measure	<ul style="list-style-type: none"> Audited Financial Statements presented to Office of Local Government (OLG) by 31 October Quarterly Budget Review Statement presented to Council within 8 weeks from the end of the quarter
Status	
Comment	Council's Audited Financial Statements were completed and submitted to the Office of Local Government ahead of the 31 October deadline. 1st quarter budget review completed; 2nd quarter budget review to be presented to February 2017 Council meeting.
Action Code	GO5.3
Action	Maintain and improve financial management systems and processes
Performance Measure	<ul style="list-style-type: none"> Improved internal reporting and budgeting mechanisms / processes
Status	
Comment	Long-standing issues with Council's I.T reporting systems have been progressed with major improvements made in the AP workflow processes.
Action Code	GO5.4
Action	Report annually on Council's Fit for the Future (FFTF) performance
Performance Measure	<ul style="list-style-type: none"> Achievement of each of the FFTF benchmark ratios
Status	
Comment	Council's Fit for the Future performance will be reported in the 2016/17 Annual Report.

Resource Efficiency

DP Action	Be efficient and effective in the use of Council resources and provide value for money in the delivery of services
Action Code	GO6.1
Action	Continue to manage and monitor Internal Audit processes. Integration of Audit and Risk Management Systems.
Performance Measure	<ul style="list-style-type: none"> Review of Audit Function completed by Q.2 Implementation of Audit recommendations in set timeframes
Status	
Comment	The Audit Committee has met in accordance with its charter. Audits carried out in the reporting period included Council's waste contracts and within the human resource department. The internal audits have been prioritised based upon Council's risk register.
Action Code	GO6.2
Action	Continue to Improve and enhance organisational planning processes and corporate reporting as per legislative requirements
Performance Measure	<ul style="list-style-type: none"> Delivered with Legislative timeframes Financial snapshot of money spent from the Special Rate Variation included in all quarterly reports
Status	
Comment	Council is working to develop and review the Community Strategic Plan (CSP) 2033 and is currently engaging with the Community on the review of the CSP, Resourcing Strategy, Delivery Program and Operational Plan. This will set the direction of Council for the next 10 years as well as developing the immediate activities and projects that need to be prioritised over the next 4 years. Council is asking the Community to 'Create Wollondilly' and tell us what the future should be for our Shire.



Resource Efficiency

DP Action	Be efficient and effective in the use of Council resources and provide value for money in the delivery of services
Action Code	GO6.3
Action	Review and improve the “Success Management” program (developed January 2014)
Performance Measure	<ul style="list-style-type: none"> • Review the Success Management Program Strategy Q.2 • Develop a Business Improvement framework Q.4
Status	
Comment	<p>The Success Management Program continues to be implemented with the roll-out of the continuous improvement and innovation project. Council is focussing on continuous improvement in decision making, our operations and our culture. Council implemented piloting continuous improvement reviews throughout the organisation. This has commenced in the key priority area of Planning Services. The review is focusing on how we do business and how to deliver better services to our customers. The Planning Services Review process is underway and the Planning Services section has identified and begun implementing a range of business improvements, other improvements are being planned and resourced for implementation in 2017/18.</p>
Action Code	GO6.4
Action	Continue to plan and deliver tl.connect (Council’s in-house Team Leaders Network)
Performance Measure	<ul style="list-style-type: none"> • Increase participation • 1 meeting per quarter • Review the direction of tl.connect Q.4
Status	
Comment	<p>Team Leader Connect has held numerous pop-up meetings throughout this reporting period e.g. introduction to the Disability Action Plan and Continuous Improvement Review.</p>

Resource Efficiency

DP Action	Be efficient and effective in the use of Council resources and provide value for money in the delivery of services
Action Code	GO6.5
Action	Deliver corporate strategy initiatives and special projects for better outcomes across the organisation
Performance Measure	<ul style="list-style-type: none"> As determined by Executive
Status	
Comment	Recovery from the June 2016 Storm event was co-ordinated by Council to ensure Social, Economic and Infrastructure recovery was prioritised across the storm affected area. A revitalise Picton Project was launched looking at innovative ways to assist the Picton Town Centre Recover from the affects of the storm. The Broughton Pass Project is underway progressing the remedial and repair works works to the damaged caused to the Western approach to the bridge. The Social Recovery committee has been working with various health and Community Services organisations in the Wollondilly area to support and assist individuals and families impacted by the storm event. Council Recovery Co-ordination and response has been praised by the NSW Office Of Emergency Management as the model example in Excellence in Recovery Co-ordination
Action Code	GO6.6
Action	Continue to document strengths based performance through the SEE change project
Performance Measure	<ul style="list-style-type: none"> Reviewed at the same time as the CSP 4 yearly review
Status	
Comment	SEE Change framework used to complete the end of term report and reported to the 15 August 2016 meeting of Council. The end of term report be used to inform the development of the new term of Council's review of the Community Strategic Plan. SEE Change reporting framework to be reviewed in 2017.
Action Code	GO6.7
Action	Draft a framework to establish Service Levels delivered to the Community
Performance Measure	<ul style="list-style-type: none"> Community engagement through the Community Strategic Plan (CSP) process to commence Q.2
Status	
Comment	Service Level Reviews commenced and to be considered in the Continuous Improvement Project to be undertaken by LGNSW.



Resource Efficiency

DP Action	Be efficient and effective in the use of Council resources and provide value for money in the delivery of services
Action Code	GO6.8
Action	Provision and management of appropriate, safe and efficient heavy plant, trucks and motor vehicles to support Council's operations by reviewing needs and types of plant to address organisational needs
Performance Measure	<ul style="list-style-type: none"> • Commence implementing the Plant & Fleet Asset Management Plan Q.1 • Commence implementing the Replacement & Procurement Strategy Q.1
Status	
Comment	Replacement of plant has been restricted by budget capacity. The Plant Asset Management Plan is currently being reviewed to integrate into the Long term Financial Plan.
Action Code	GO6.9
Action	Plan to manage growth
Performance Measure	<ul style="list-style-type: none"> • Develop a Strategic Growth Action Plan that documents processes and timelines Q.1 • Develop growth strategies, actions and outcomes Q.1 • Prepare strategies, actions and outcomes for Council's Integrated Planning and Reporting framework 2017/18 Q.2
Status	
Comment	Implications for Organisational and Corporate Growth team established and regular meetings to discuss impacts across the organisation. Implications of Growth Technology Information and Corporate Strategy and Community Outcomes perspective developed. Managers to consider growth implications in each section through the Workforce Management Strategy Survey.

Information Management

DP Action	Ensure best practice approach to the delivery of quality information and technology services
Action Code	GO7.1
Action	Provide quality information management records and archival services
Performance Measure	<ul style="list-style-type: none"> • Increased timeliness & quality achieved • Consistent approach across the organisation to electronic record keeping • Decrease number or remain static of non-compliances in TRIM each quarter
Status	
Comment	Information Management (Records) section of Council continues to process approximately 13,000 pieces of correspondence per month.
Action Code	GO7.2
Action	Provide server and desktop environments that are robust and reliable platform for applications and systems
Performance Measure	<ul style="list-style-type: none"> • Review the Wollondilly Information Communication Technology (ICT) Strategic Plan by Q.3
Status	
Comment	Council Information Technology section successfully completed the Library Upgrade IT Projects, including the implementation of new touch screen Internet PC's, automated Loan Checking system and the various Audio Visual and free Wifi Technology infrastructure through the upgraded Library. These projects were delivered under very tight timeframes and under budget ensuring that the Public Library was open for the Community as scheduled. Council has commenced the review of the Information Communication Technology Strategy (ICT) Plan through the ICT Steering Committee. This ICT Strategy review will ensure that all technology requirements captured through the Community Strategic Plan and Delivery Program are inputted into the ICT Strategic Plan.
Action Code	GO7.3
Action	Management of ongoing development of Council's Geographic Information System (GIS)
Performance Measure	<ul style="list-style-type: none"> • Further access to information for internal and public access quarterly • Increase in usage
Status	
Comment	During the reporting period a number of training activities were undertaken to enhance staff knowledge of GIS systems.

Information Management

DP Action	Ensure best practice approach to the delivery of quality information and technology services
Action Code	GO7.4
Action	Deliver improved spatial data
Performance Measure	<ul style="list-style-type: none"> Continue to work with government agencies to deliver improved spatial data outcomes
Status	
Comment	A range of activities were completed in the reporting period. These activities included cemetery mapping, updating emergency operation mapping for the bushfire season, vegetation mapping, weeds mapping software was introduced and developer contribution mapping was completed.
Action Code	GO7.5
Action	To manage and maintain Council's interests in property assets
Performance Measure	<ul style="list-style-type: none"> Council's Properties are managed in accordance with legislative requirements and standards Quarterly property panel meeting
Status	
Comment	Council's property section continues to provide a supporting role in the delivery of a range of council projects. The property panel has met on a monthly basis to consider a range of proposals to vest land into the care of council as part of rezoning proposals.

Corporate Image



DP Action	Promote a positive representation of Council's corporate image
Action Code	GO8.1
Action	Develop and implement a framework and process to continue to strengthen Council's corporate image
Performance Measure	<ul style="list-style-type: none"> Maintain and improve Council's corporate image through branding and marketing
Status	
Comment	Processes have been established to ensure a consistent approach to corporate communications, including a processes to manage requests for graphic design and media releases. A streamlined and targeted approach to social media has also been implemented to avoid saturation and dilution of key messages. The community engagement portal 'engage.wollondilly' continues to provide opportunities to engage with residents on key projects and seek input into business planning in a consistent and streamlined way. Ongoing planning continued for the introduction of the quarterly community newsletter (early 2017) that will provide greater opportunity to improve Council's corporate image by reporting on service delivery, key infrastructure projects and community activities and encouraging users to connect with Council's website and social media platforms.
Action Code	GO8.2
Action	Provide innovative and user friendly Council information via social media and web systems
Performance Measure	<ul style="list-style-type: none"> Monitor customer satisfaction with Council's web based services through the use of feedback
Status	
Comment	Facebook insights & Google analytics continue to provide a summary of usage of social media/website and changes were made to improve customer experience accordingly. The Web Strategy Team meets regularly to engage with internal users to address reported issues from customers. The creation of a 'web-help' email function is helping to track and prioritise tasks. Commenced planning for a customer satisfaction survey for January/February 2017 that will provide some information on how the community's preferences for engagement with Council are changing.

Caring for the Environment

Outcomes

1. Our local environment is valued and protected
2. A Community that interacts with and cares for their environment

Biodiversity Resilience

DP Action	Protect and conserve biodiversity and natural resources
Action Code	EN1.1
Action	Provide quality Environmental and Planning Assessments
Performance Measure	<ul style="list-style-type: none"> • Minimise resubmitted internal referrals
Status	
Comment	All Vegetation Management processes are based on biodiversity conservation unless human safety is compromised. Environmental Services is proactive in its efforts to protect biodiversity. No internal referrals yet to be resubmitted to Environmental Assessors.
Action Code	EN1.2
Action	Facilitate responsible public and private tree management
Performance Measure	<ul style="list-style-type: none"> • Complete Review of process by Q.1 • Implementation by Q.2
Status	
Comment	There have been no incidents resulting in personal harm or near incidents from trees assessed for the reporting period.

Biodiversity Resilience

DP Action	Protect and conserve biodiversity and natural resources
Action Code	EN1.3
Action	Appropriately manage weeds in accordance with local and regional strategies
Performance Measure	<ul style="list-style-type: none"> Increased awareness through means such as forums, educational and promotional material
Status	
Comment	All appropriate local and regional weed management strategies have been complied with in Council operations during the reporting period. Promotional material is available on line, at front counter and through direct enquiries to the Section. On-site advisory visits also occurred.
Action Code	EN1.4
Action	Facilitate improvement in native biodiversity through community participation
Performance Measure	<ul style="list-style-type: none"> Increased community participation through means such as forums and workshops
Status	
Comment	Council has held a number of workshops and events during the reporting period. These have included face to face workshops and stalls at Council and other events.
Action Code	EN1.5
Action	Advocate for mining, coal seam gas and extractive industries to be conducted in a responsible manner
Performance Measure	<ul style="list-style-type: none"> Attend Association Meetings as required
Status	
Comment	Council has provided numerous submissions regarding mining impacts, legislation and proposals during the reporting period. Council hosted the AGM of the Association of Mining Related Councils during this reporting period.

Growth Management

DP Action	Apply best practice environmental principles to the management of future growth
Action Code	EN2.1
Action	Provide advice for sustainable principles for biodiversity, waste and water in growth areas
Performance Measure	<ul style="list-style-type: none"> Respond to internal and external requests for advice
Status	
Comment	All requests for internal advice have been responded to externally. Environmental Services continues to be Council's expert in these matters and is influential in development assessment processes.
Action Code	EN2.2
Action	Management and delivery of assessment services for Section 68 certificates including onsite sewage management applications
Performance Measure	<ul style="list-style-type: none"> Net median processing times for Section 68 Certificates less than 40 days
Status	
Comment	Determination times for many S68 Certificates have not been achieved within the usual service levels. This is due to the extreme staff vacancy rate during the reporting period within the Development Services Department and a continuing increase in application lodgements. Hiring of multiple building contractors, filling of vacancies and recommendations to be implemented from the Continuous Improvement Program will assist in processing times for the next reporting period.
Action Code	EN2.3
Action	Provide advise for sustainable principles for biodiversity, waste and water in growth areas to Manage Growth
Performance Measure	<ul style="list-style-type: none"> Respond to internal and external requests for advice
Status	
Comment	All requests for advice from internal and external agencies have been completed.
Action Code	EN2.4
Action	Ongoing Management of Council's role and input into Environmental Investigations for major land release proposals
Performance Measure	<ul style="list-style-type: none"> Oversee Council's representation on the Wilton Priority Precinct Steering Committee for the Greater Macarthur Investigation Area
Status	
Comment	Proactively liaised with Office of Environment and Heritage, NSW Department of Planning & Environment and major developers to ensure that a biodiversity offset strategy is established for Wilton New Town in consultation with Council's Environment Section.

Development Assessment

DP Action	Apply best practice environmental principles to the assessment of development applications and planning proposals
Action Code	EN3.1
Action	Seek expert assistance on the best way to ensure no loss of biodiversity arises out of land rezoning
Performance Measure	<ul style="list-style-type: none"> Refer planning proposals to environmental experts where they potentially impact on biodiversity or threatened species
Status	
Comment	All planning proposals with the potential to impact biodiversity have been referred to Council's in house environmental experts.
Action Code	EN3.2
Action	Ensure consideration of biodiversity for development assessment
Performance Measure	<ul style="list-style-type: none"> Ensure referrals undertaken to relevant agencies including Office of Environment and Heritage (OEH)
Status	
Comment	Referrals to agencies including OEH are being completed.
Action Code	EN3.3
Action	Comply with Sewage Management Policy
Performance Measure	<ul style="list-style-type: none"> Compliance with objectives of Sewage Management Policy (SMP) Audit a sample of Development Applications annually to ensure compliance with SMP and the assessments are carried out by suitable qualified professionals
Status	
Comment	Audit has not yet commenced due to limited staff resources being concentrated on Development Application assessment. Audit re-scheduled to commence in the 4th quarter.
Action Code	EN3.4
Action	Provide assessment process for all development applications and related approvals
Performance Measure	<ul style="list-style-type: none"> Net mean determination time for development applications and office/retail/industrial 80% within 40 days
Status	
Comment	Determination times for many Development Applications have not been achieved within the 40 day timeframe. This is due to the extreme staff vacancy rate during the reporting period within the Development Services Department and a continuing increase in DA lodgements. Hiring of multiple planning contractors, filling of vacancies and recommendations to be implemented from the Continuous Improvement Program will assist in processing times for the next reporting period.

Environmental Responsibility

DP Action	Educate and promote legislative environmental responsibilities to the Community
Action Code	EN4.1
Action	Promote and provide education to the public in their legislative responsibilities in regards to land management, vegetation clearing and waste disposal
Performance Measure	<ul style="list-style-type: none"> Increased community participation through means such as forums, workshops and written information
Status	
Comment	Council has issued fact sheets, correspondence and information on flying foxes, koalas, weeds and other items requiring further community information and education relating to legislation.
Action Code	EN4.2
Action	Continue to develop and implement education initiatives for the community to increase awareness and responsibilities of dog & cat ownership
Performance Measure	<ul style="list-style-type: none"> Continue a Micro-chipping Program Daily update of Council's website of animals impounded and their availability Maintain Council's webpage visitation and likes on Council's facebook page
Status	
Comment	Media release, Mayoral Column and social media posts regarding the responsibilities of owners to keep their dogs contained and the impacts of dog attacks on the farming communities; penalties and regulatory outcomes to owners of attacking dogs. Series of Facebook posts regarding hints to ensure the safety of dogs and cats in the holiday season. The 'hits' on Council's Facebook and web page for companion animal related matters are very high. Animal Listings - 47,417 - and animal and pet hits on Facebook 5,746.
Action Code	EN4.3
Action	Assist and coordinate public awareness of legislative responsibilities in regards to pool safety
Performance Measure	<ul style="list-style-type: none"> Pool Compliance Inspections 10% p.a. to be met as per audit program
Status	
Comment	Pool inspections are continuing as per the inspection program.

Auditing, Monitoring and Enforcement

DP Action	Auditing, monitoring and regulatory enforcement to protect the health, safety and well-being of the Community
Action Code	EN5.1
Action	Provide a high quality service to ensure safe and legislatively compliant impoundment of animals
Performance Measure	<ul style="list-style-type: none"> • % of dogs and cats identified under the Act returned to their Owners • Increased number of impounded dogs and cats already registered at time of impoundment • Increased number of Registrations collected per quarter • % Euthanasia of Dogs and Cats compared to % re-homed
Status	
Comment	Animals that have been impounded for the first time, already registered and released to owners within 24 hour period are not charged an impounding fee. A total of 858 dogs and cats registered within the 6 month reporting period.
Action Code	EN5.2
Action	Monitoring of fire safety statements annually
Performance Measure	<ul style="list-style-type: none"> • Target number of premises audited for fire safety compliance • 10% including building upgraded for change of use - alterations and additions
Status	
Comment	Fire safety inspections are on schedule.
Action Code	EN5.3
Action	Inspection of medium and high risk food premises annually
Performance Measure	<ul style="list-style-type: none"> • 100% of Medium - High Inspections completed per annum • 10% increase in participating premises for Scores on Doors
Status	
Comment	Approx 10% of food shops have been inspected which includes all food shops that have presented on-going health risks. No issue with meeting the target is anticipated.

Auditing, Monitoring and Enforcement

DP Action	Auditing, monitoring and regulatory enforcement to protect the health, safety and well-being of the Community
Action Code	EN5.4
Action	Actively respond to complaints and issues identified to ensure appropriate outcomes for illegal development, dumping and other activities such as abandoned vehicles, noise pollution and odour.
Performance Measure	<ul style="list-style-type: none"> Complaint responded to in 7 days
Status	
Comment	Complaints acknowledged within 24 hrs and further action prioritised subject to environmental impacts.
Action Code	EN5.5
Action	Provide management and investigation of dog attacks and dangerous dog declarations
Performance Measure	<ul style="list-style-type: none"> Annual inspection of declared and Restricted Dogs Enclosures Number of dogs declared menacing or dangerous in accordance with Companion Animal Act legislation
Status	
Comment	Inspections occur within statutory timeframes. During the reporting period there have been 5 Dangerous Dog Declarations and 10 Menacing Dogs.
Action Code	EN5.6
Action	Continue to address a range of regulatory public & environmental health functions as well as other services to the community and stakeholders
Performance Measure	<ul style="list-style-type: none"> Compliance with the Public Health Unit and Local Government Operational Plan
Status	
Comment	The Operational Plan is complied with relative to Council's resources. At this point, skin penetration premises and public swimming pools are not inspected/tested however the Department of Health are aware of this. All other aspects of the Plan are complied with.



Waste Management

DP Action	Improve waste minimisation and recycling practices in homes, workplaces, development sites and public places
Action Code	EN6.1
Action	Manage and monitor recycling and resourcing recovery rates from their various production points
Performance Measure	<ul style="list-style-type: none"> • Submit Legislative Reports on time • Monitor and report recycling and resourcing recovery rates as required
Status	
Comment	Council has facilitated better recycling practices at the resident and collection point. Issues regarding Councils disposal contractors practices have not realised the recycling potential and actions of residents due to their commercial decisions. Recycling rates at Bargo Waste Management Centre continue to improve. Issues with reporting and the coordination of EPAs processes are to be addressed.
Action Code	EN6.2
Action	Manage domestic waste and landfill management contracts
Performance Measure	<ul style="list-style-type: none"> • Reduction in customer complaints • Monthly evaluation
Status	
Comment	Customer complaints directly to Council have reduced, but occasional issue based complaints are received. Council's contractor initially fields complaints and passes to Council those which they cannot process within their role. Residential recycling rates have improved, as have recycling rates at BWMC.
Action Code	EN6.3
Action	Implement and deliver new domestic and commercial waste management contract
Performance Measure	<ul style="list-style-type: none"> • Monthly reviews on contract performance
Status	
Comment	Council and its contractors hold monthly Contract Performance Management meetings.

Waste Management

DP Action	Improve waste minimisation and recycling practices in homes, workplaces, development sites and public places
Action Code	EN6.4
Action	Deliver and implement effective Waste Education Strategies
Performance Measure	<ul style="list-style-type: none"> • Implement the Waste and Recycling Strategy • Quarterly tracking of Waste Avoidance Recovery Strategy (WARRS) measures against baselines
Status	
Comment	Council continues to hold regular workshops to assist with the implementation of the Waste Strategy. These have included workshops on reducing food waste, composting, reuse of household items and worm farming as well as attending events to promote these programs.
Action Code	EN6.5
Action	Manage waste minimisation
Performance Measure	<ul style="list-style-type: none"> • Continual development and implementation of waste minimisation strategies • Maintain or exceed 66% waste diversion from landfill
Status	
Comment	Landfill diversion rates have dropped at Council's contracted disposal facility due to changes in business practices by the contractor. Council is not financially penalised for this but the situation is unhelpful in assisting Council to achieve its targets. Bargo Waste Management Centre continues to improve recycling rates.
Action Code	EN6.6
Action	Manage the operations of Bargo Waste Management Centre
Performance Measure	<ul style="list-style-type: none"> • Develop a Filling Plan for the Bargo Waste Management Centre Q.2 • Prepare tender for Management Contract Q.4
Status	
Comment	Council has engaged a consultant to help develop a contemporary filling plan for Bargo Waste Management Centre.

Sustainable Living


DP Action	Educate, promote and support low consumption, sustainable lifestyles and lowering of the Shire's carbon footprint
Action Code	EN7.1
Action	Deliver quality internal and external sustainability education
Performance Measure	<ul style="list-style-type: none"> • Programs run as per schedule • Continue to monitor Council's water and energy usage at the 4 nominated sites
Status	
Comment	Education schedule being implemented. Council continues to monitor water and energy use.
Action Code	EN7.2
Action	Continue to provide a Community Nursery and Educational Environment Centre to encourage participation in sustainable lifestyles initiatives
Performance Measure	<ul style="list-style-type: none"> • 6 Programs per annum • 2 internal programs per annum
Status	
Comment	Education programs delivered by Waste Educator and Environment Educator are on track. One internal training session has been held regarding reducing food waste.

Building a Strong Local Economy





Outcomes

1. A Strong local economy providing employment and other opportunities



Economic Development

DP Action	Enhance economic development in Wollondilly Shire through innovative engagement and ongoing promotion of our strengths.
Action Code	EC1.1
Action	Conduct events and educational activities that support and promote business and economic development (ED)
Performance Measure	<ul style="list-style-type: none"> • Evaluate and enhance current events program to strengthen economic development and tourism outcomes • Support and provide input to other sections of Council regarding ED opportunities
Status	
Comment	Events and activities have been conducted, limited resources may pose a risk in the next reporting period
Action Code	EC1.2
Action	Engage and support existing businesses in the Shire
Performance Measure	<ul style="list-style-type: none"> • Engage and meet with local businesses on a regular basis • Connect local businesses to business support programs • Continue to advocate on behalf of Council to local businesses
Status	
Comment	Services and support are being provided.
Action Code	EC1.3
Action	Position and promote the Shire as a place for business development, tourism and agriculture
Performance Measure	<ul style="list-style-type: none"> • Develop an investment prospectus Q.3 • Identify and promote investment opportunities • Manage and facilitate EDAG and Rural Industry Liaison Committee • Lead, collaborate and engage other sections of Council in marketing and promotion opportunities
Status	
Comment	Promotion being undertaken.


Planning for and Supporting Business

DP Action	Strengthen and diversify Wollondilly's economic base by attracting and supporting the development of a diverse range of industries.
Action Code	EC2.1
Action	Ensure our strategic planning system provides opportunities for and supports a range of industries and business development opportunities
Performance Measure	<ul style="list-style-type: none"> • Seek funding and or other assistance for a rural land use study • Participate in state government led work on District Plans and Rural Metropolitan Area planning
Status	
Comment	Substantial staff involvement in the District Planning Process. Report to Council's December meeting summarises potential opportunities and issues with the Draft District Plans and also includes discussion of the metropolitan rural area.
Action Code	EC2.2
Action	Proactively seek to maximise opportunities for business to invest in employment creating activities
Performance Measure	<ul style="list-style-type: none"> • Arrange meetings with major land owners/developers to seek to maximise early employment opportunities in Wilton Priority Precinct • Lobby for development and mining to co-exist
Status	
Comment	Regular meetings held with major landowners discussing maximising employment. Regular lobbying regarding mining co-existence including reports to Council and subsequent resolutions relating to Wilton New Town, Clearview Planning Proposal and Bronzewing Planning Proposal.
Action Code	EC2.3
Action	Implement the Economic Development Strategy
Performance Measure	<ul style="list-style-type: none"> • Review the effectiveness of the action plan Q.4
Status	
Comment	
Action Code	EC2.4
Action	Ensure development applications are processed in a timely manner
Performance Measure	<ul style="list-style-type: none"> • Net mean determination time for development applications for office/retail/industrial 80% within 40 days
Status	
Comment	Determination times for many Development Applications (DA) have not been achieved within the 40 day timeframe. This is due to the extreme staff vacancy rate during the reporting period within the Development Services Department and a continuing increase in DA lodgements. Hiring of multiple planning contractors, filling of vacancies and recommendations to be implemented from the Continuous Improvement Program will assist in processing times for the next quarter.



Manage Growth

DP Action	Encourage and manage growth to ensure that it contributes to well-being
Action Code	EC3.1
Action	Review the Growth Management Strategy with a focus on sustainable economic growth
Performance Measure	<ul style="list-style-type: none"> • Advocate for finalisation of the Growth Management Strategy • Review completed by Q.2
Status	
Comment	Still on hold awaiting finalisation of Macarthur Planning Strategy (particularly with uncertainty around West Appin).
Action Code	EC3.2
Action	Take the appropriate action to ensure the community is consulted in relation to major land release proposals
Performance Measure	<ul style="list-style-type: none"> • Implementation of adopted Community Engagement Framework as a minimum standard
Status	
Comment	Council participated in community consultation 'drop in' session with the NSW Department of Planning for the Greater Macarthur Strategy, attended community reference group meetings for Wilton New Town and held community workshops with landowners at Wilton in partnership with the NSW Department of Planning & Environment.



Managing Development and Land Use

DP Action	Manage and regulate land use and development in order to achieve a high quality built environment which contributes to economic well-being
Action Code	EC4.1
Action	Measure assessment processing for Complying Development Applications
Performance Measure	<ul style="list-style-type: none"> • Net median processing times for Complying Development Applications less than 20 days
Status	
Comment	Determination times for many Complying Development Applications (CDCs) have not been achieved within the 20 day timeframe. This is due to the extreme staff vacancy rate during the reporting period within the Development Services Department and a continuing increase in development lodgements. Hiring of multiple building contractors, filling of vacancies and recommendations to be implemented from the Continuous Improvement Program will assist in processing times for the next reporting period.
Action Code	EC4.2
Action	Maintain planning proposal process that adheres to legislative requirements and timeframes
Performance Measure	<ul style="list-style-type: none"> • Provide Heritage Advisory Service • Ensure referrals undertaken to relevant agencies including Office of Environment and Heritage (OEH) • Assessment of Planning Proposals against current Department deadline for each proposal • Adopt a policy for the acceptance and processing of planning proposals by Q.4
Status	
Comment	Monthly Heritage Advisory Service provided. All relevant matters have been referred to relevant agencies including Office of Environment and Heritage (OEH). Any proposals at risk of falling short of the deadline have been granted extensions. Planning Proposal Policy not commenced and other higher priorities, ie planning proposals, seem likely to prevent this policy being completed due to limited resources.
Action Code	EC4.3
Action	Development assessment process that adheres to legislative requirements and timeframes
Performance Measure	<ul style="list-style-type: none"> • Provide Heritage Advisory Service • Ensure referrals undertaken to relevant agencies including Office of Environment and Heritage (OEH) • Net mean determination for Development Applications 80% within 40 days
Status	
Comment	Council's Heritage Advisory Service continues to provide regular free-of-charge advice on Development Applications (DAs), enquiries and strategic matters. Referrals to agencies including OEH are provided as required and usually in a timely fashion. Determination times for many DAs have not been achieved within the 40 day timeframe. This is due to the extreme staff vacancy rate during the reporting period within the Development Services Department and a continuing increase in DA lodgements. Hiring of multiple planning contractors, filling of vacancies and recommendations to be implemented from the Continuous Improvement Program will assist in processing times for the next reporting period.



Managing Development and Land Use

DP Action	Manage and regulate land use and development in order to achieve a high quality built environment which contributes to economic well-being
Action Code	EC4.4
Action	Review the development and construction process for efficiencies
Performance Measure	<ul style="list-style-type: none"> • Complete review of identified processes (DA allocation, checking of consent and officer delegation) Q.1 • Identify opportunities to increase paperless and online services for delivery
Status	
Comment	The Continuous Improvement Program (CIP) commenced in December 2016. There are a range of recommendations to be implemented in 2017 with some actions taken ahead of the CIP commencing, including Officer delegation to determine Development Applications reviewed with changes made. e-planning discussions have occurred with the Department of Planning during December 2016 in advance of the 2017 commencement of electronic DA lodgement.
Action Code	EC4.5
Action	Provide accurate and timely information and or advice in relation to development and land use enquiries
Performance Measure	<ul style="list-style-type: none"> • Provide a range of pre-lodgement service options • Review the range of pre-lodgement options and fees Q.3 • Improve communication with development customer (including additional information request and draft conditions of consent)
Status	
Comment	Council continues to provide a DA pre-lodgement service including formal and informal meetings. Council also provides a free-of-charge daily duty officer service at the customer service counter and phone enquiries. Written enquiries are also provided on request. During the reporting period Council's standard conditions of consent were added to the Council's public website. A further review of prelodgement options will occur as part of the CIP recommendations in 2017.

Protect Natural Resources

DP Action	Protect natural resources so as to contribute to the Shire'
Action Code	EC5.1
Action	Protect and support new & existing agriculture
Performance Measure	<ul style="list-style-type: none"> • Review permissible uses in Rural Zones • Seek funding and or other assistance for a rural land use study • Provide assistance to Rural Industry Liaison Committee in regard to land use planning matters
Status	
Comment	Other workload priorities have prevented the review of rural zones. Regular assistance has been provided to the Rural Industry Liaison Committee.
Action Code	EC5.2
Action	Protect threatened ecological communities
Performance Measure	<ul style="list-style-type: none"> • Incorporate biodiversity considerations into environmental planning instruments and the Wollondilly Development Control Plan
Status	
Comment	Biodiversity considerations included in the Queen Victoria Memorial Home Planning Proposal and incorporated into the Wollondilly Local Environment Plan in October. Detailed consideration occurring for biodiversity considerations in Wilton Priority Growth Area. Draft Development Control Plan changes reported to Council include biodiversity considerations.
Action Code	EC5.3
Action	Investigate bio-diversity opportunities
Performance Measure	<ul style="list-style-type: none"> • Number of opportunities identified increased
Status	
Comment	All environmental assessments undertaken with appropriate actions to protect the Shire's natural resources.

Protect Natural Resources

DP Action	Protect natural resources so as to contribute to the Shire'
Action Code	EC5.4
Action	Advocate eco-tourism initiatives
Performance Measure	<ul style="list-style-type: none"> Engage and advocate to relevant stakeholders
Status	
Comment	Appeals have been made to State Government.
Action Code	EC5.5
Action	Lobby the State Government and other service providers for environmental sustainability improvements and protections
Performance Measure	<ul style="list-style-type: none"> Continue to lobby for listing of the Bargo River Gorge as a National Park
Status	
Comment	<p>Made representation to Department of Planning regarding the Wilton Town Centre and provided input on the Department of Planning & Environment's Environmental Impact Assessment Project - advocating for the Bargo River Gorge and Nepean River Gorge significance as a strategic biodiversity corridor.</p> <p>Contacted Federal and State Ministers, the Federal and State local members, the Greater Blue Mountains World Heritage Area Advisory Committee and UNESCO demanding that action be taken to further investigate the causes of continued water loss from the World Heritage listed Thirlmere Lakes.</p>



Management and Provision of Infrastructure



Outcomes

1. Safe, maintained and effective infrastructure
2. Access to a range of transport options

Maintain Road Network

DP Action	Ensure that the road network is maintained to a standard that is achievable within resources available
Action Code	IN1.1
Action	Develop programs for road network maintenance and renewal from Asset Management Plan (including outcomes of the Special Rate Variation application)
Performance Measure	Report annually on the program of expenditure funded by the Special Rate Variation Ensure draft road works renewal program is maintained to be current and relevant
Status	
Comment	Expenditure is on track and reported with quarterly review financials. A significant asset management project commenced in partnership with Campbelltown City Council to ensure the road asset management system is current.
Action Code	IN1.2
Action	Maintain and enhance asset management system to support the management of all infrastructure assets in accordance with Council's Asset Strategy document
Performance Measure	Develop Asset Management Improvement Strategy and Asset Management Strategy to inform the revised Resourcing Strategy
Status	
Comment	The Draft Asset Management Strategy is currently being revised. A strategy workshop was held with Councillors in November 2016.

Maintain Road Network

DP Action	Ensure that the road network is maintained to a standard that is achievable within resources available
Action Code	IN1.3
Action	Develop programs for road network maintenance and renewal from Asset Management Plan (including outcomes of the Special Rate Variation application)
Performance Measure	Ensure draft road improvement program, includes pedestrian and parking improvements, is maintained to be current and relevant and identified funding sources are pursued
Status	
Comment	Council is working with Roads and Maritime Services (RMS) to review pedestrian access and mobility around Tahmoor. Council is midway through reviewing traffic and pedestrian movements around the Picton CBD.
Action Code	IN1.4
Action	Maintain and improve road infrastructure, including: pavement repairs, road reconstruction, drainage, bridge repairs, footpaths, kerb & gutter, signs and line marking
Performance Measure	Works Programs completed and reported quarterly
Status	
Comment	Council continues to carry out programmed and reactive maintenance on its infrastructure, along with delivering major project upgrades each week via Council's Social Media via our Major Projects Quarterly Review. Repairs and concerns about Council's infrastructure can be reported to our Customer Request system either by phoning 4677 1100 or emailing crm@wollondilly.nsw.gov.au .

Manage Road Network

DP Action	Manage the road network to respond to the Community needs, growth in the Shire, improving road safety, and improving transport choices
Action Code	IN2.1
Action	Identify high crash locations and apply for appropriate funding opportunities
Performance Measure	<ul style="list-style-type: none"> Ensure draft road improvement program is maintained to be current and relevant and identified funding sources are pursued
Status	
Comment	Council has submitted grant applications to RMS under the Federal Black Spot program for Remembrance Dwy, Razorback and two separate sites on Montpelier Drive worth an estimated total of \$2 million.
Action Code	IN2.2
Action	Develop and deliver road safety education programs including drink safe, fatigue and child safety
Performance Measure	<ul style="list-style-type: none"> Completion of 3 year action plan Develop new 3 year plan to commence 17/18
Status	
Comment	Council ran a Learner Driver Log Book Run, Parents of Learner Drivers Workshop, two Older Driver (65 Plus) events, a Child Restraint fitting day and a Motorcycle Training event (all RMS funded). In addition, a U-Turn the Wheel day was attended by 200 local students, a School Safety program was run at 3 schools and Council promoted double demerits for the holiday periods.
Action Code	IN2.3
Action	Implement traffic and parking improvements in response to identified community needs and growth
Performance Measure	<ul style="list-style-type: none"> Ensure draft road improvement program, includes pedestrian and parking improvements, is maintained to be current and relevant and identified funding sources are pursued Prioritise list of investigation sites to inform Works Program Publish list quarterly
Status	
Comment	Council is working with RMS to review pedestrian access and mobility around Tahmoor and Council is midway through reviewing traffic and pedestrian movements around the Picton CBD.
Action Code	IN2.4
Action	Improve access and connectivity for pedestrians and cyclists
Performance Measure	<ul style="list-style-type: none"> Review of Bike Plan and adoption Q.4
Status	
Comment	Review of the Bike Plan has been completed with recent review of Development Contributions Plan.

Provision of Infrastructure and Facilities

DP Action	Provide a range of infrastructure and Community facilities to meet the needs of the Community
Action Code	IN3.1
Action	Maintain and improve community facilities, including: building maintenance, repairs and programmed renewals and upgrades
Performance Measure	<ul style="list-style-type: none"> • Works Programs completed and reported quarterly
Status	
Comment	Council continues to carry out programmed and reactive maintenance on its infrastructure, along with delivering major project upgrades each week via Council's Social Media via our Major Projects Quarterly Review. Repairs and concerns about Council's infrastructure can be reported to our Customer Request system either by phoning 4677 1100 or emailing crm@wollondilly.nsw.gov.au .
Action Code	IN3.2
Action	Provide quality and timely advice to Strategic Planning and development assessment proposals
Performance Measure	<ul style="list-style-type: none"> • Adopt a Service Level Agreement (SLA) with Planning Services Q.4
Status	
Comment	Currently being reviewed as part of the Continuous Improvement Program Review of Planning Services which commenced this reporting period.
Action Code	IN3.3
Action	Managing and delivery of infrastructure through sub-division, development activities and the Developer Contribution process
Performance Measure	Implementation of electronic data capture for development assets by Q.4
Status	
Comment	Council has recently reviewed and updated its design and construction specifications, which will include the requirement of electronic data capture.



Provision of Infrastructure and Facilities

DP Action	Provide a range of infrastructure and Community facilities to meet the needs of the Community
Action Code	IN3.4
Action	Planning for and delivering new and improved community and recreational facilities
Performance Measure	<ul style="list-style-type: none"> • Develop implementation plan from Open Space Strategy
Status	
Comment	Open Space Strategy principles were used in the recent review of the Development Contributions Plan as well as informing principles for the development of the Wilton Junction Master Plan.
Action Code	IN3.5
Action	Continue to provide appropriate swimming and aquatic facilities to the Community
Performance Measure	<ul style="list-style-type: none"> • Develop Aquatic Centres Asset Management Plan by Q.4 • Commence Aquatic Centres Shire-wide master-planning by Q.4
Status	
Comment	New management contracts commenced in Q.1 and a new monthly inspection regime has commenced, with a number of key asset activities completed in Q.1 and Q.2.
Action Code	IN3.6
Action	Management and maintenance of a range of recreation facilities including sportsgrounds, playgrounds and passive open space
Performance Measure	<ul style="list-style-type: none"> • Monitored through Council's Customer Request Management • Review of 355 Management Committee's induction, processes and systems and implement with newly formed committees
Status	
Comment	The new 355 Management Committees have been formed following the new term of Council and Council's expectations of the Committees have been clearly articulated by a Council resolution.
Action Code	IN3.7
Action	Management and maintenance of community facilities and public buildings
Performance Measure	<ul style="list-style-type: none"> • Customer Satisfaction Survey completed annually • Implementation of facilities booking system for online bookings • Service provided in an appropriate and timely manner • Statutory obligations met
Status	
Comment	Council is working with Civica (provider) to implement a Facilities Booking system as part of its asset management system. An electronic survey was sent to all users of Council facilities and the 6, 355 Management Committees. All committees responded positively as did user groups, 67 responses were received. Inspections and maintenance works continue to be scheduled to achieve Statutory obligations.



Emergency Management

DP Action	Plan for and assist in the Community's response to emergencies such as bushfires and flooding
Action Code	IN4.1
Action	Provide support services to the Local Emergency Management Committee (LEMC) and the Local Emergency Operations Controller (LEOCON). 1. Provide LEMC administration support, 2. Provide an operational Emergency Operation Centre, 3. Provide incident support, 4. Local Emergency Management Plan, 5. Pre-Bushfire session briefing for Wollondilly Shire Council (WSC) support staff
Performance Measure	Facilitate and implement Emergency Operation Centre (EOC) at times of emergency Continue to develop Wollondilly Local Emergency Management Plan
Status	
Comment	<ol style="list-style-type: none"> 1. LEMC support ongoing 2. EOC re-located from 65 Bridge St to Picton Library 3. Incident support provided as required 4. Wollondilly Local EM Plan endorsed and on Council's website 5. Pre Season Bushfire Briefing and new EOC familiarisation held on 16 September, General Manager & Manager Works attended a Pre Season Briefing with RFS at their HQ on 8 September 2016.
Action Code	IN4.2
Action	Provide support and facilities to the Rural Fire Service (RFS) and State Emergency Service
Performance Measure	<ul style="list-style-type: none"> • Achieve RFS Equipment Services schedules
Status	
Comment	Support facilities and equipment provided to RFS and SES as required. RFS fleet servicing requirements are increasing and Council is reviewing and modifying resources to support this. Bargo RFS Station re-location is progressing with drainage issues into and through the adjacent rail corridor being resolved (this is the only item putting this Action at risk at this stage). For full updates on this project please visit http://www.wollondilly.nsw.gov.au/resident-services/infrastructure/current-projects/rural-fire-service-bargo-station-project/

Emergency Management

DP Action	Plan for and assist in the Community's response to emergencies such as bushfires and flooding
Action Code	IN4.3
Action	Ongoing review of flood plain management to respond to identified issues such as climate change
Performance Measure	<ul style="list-style-type: none"> • Stonequarry Creek Flood Study adopted Q.1 • Commencement of Floodplain Risk Management Study process
Status	
Comment	The flood event of June 2016 resulted in more work including the calibration of the storm event and peer review of the Draft Flood Study. Council is now seeking the assistance of a qualified Project Manager to help finalise the Flood Study and commence a Floodplain Risk Management Study.
Action Code	IN4.4
Action	Hazard Reduction Control – Identify, raise funds and program
Performance Measure	<ul style="list-style-type: none"> • Complete funded programs • Report hazard reduction outcomes to the community
Status	
Comment	Future funding applications have been submitted and current funded programs are being implemented as planned.

Advocacy and Lobbying

DP Action	Represent our Community with regard to external services including human services, energy, communications, water, waste management and resource recovery
Action Code	IN5.1
Action	Lobby the State Government and other service providers for improved services and infrastructure
Performance Measure	<ul style="list-style-type: none"> As required As identified in the “Issues for Wollondilly” paper
Status	
Comment	Council has continued to lobby for State Government assistance for the upgrading of infrastructure including: The NSW Minister for Transport & Infrastructure; NSW Minister for Roads and Jai Rowell MP Member for Wollondilly for additional grants to fund upgrades to Menangle, Finns and Woodbridge Roads. NSW Roads & Maritime Services and Jai Rowell MP Member for Wollondilly for funding assistance for the upgrading of Avon Dam Road, Bargo.
Action Code	IN5.2
Action	Lobby the State Government and other service providers for infrastructure improvements to facilitate economic development
Performance Measure	<ul style="list-style-type: none"> Continue to lobby for gateway infrastructure such as Hume Highway Picton interchange and Picton Bypass
Status	
Comment	Council has continued to lobby for State Government assistance for the upgrading of infrastructure that facilitates economic development including: The NSW Minister for Transport & Infrastructure; NSW Minister for Roads and Jai Rowell MP Member for Wollondilly for additional grants to fund upgrades to Menangle, Finns and Woodbridge Roads; NSW Roads & Maritime Services and Jai Rowell MP Member for Wollondilly for funding assistance for the upgrading of Avon Dam Road, Bargo; Jai Rowell MP Member for Wollondilly for funding assistance for the Warragamba All Abilities Playground; Minister for Water regarding the repairs to the viewing platform at Warragamba and picnic facilities at Dams.

