

# PROGRESS REPORT IMPLEMENTATION OF THE OPERATIONAL PLAN

JULY-SEPTEMBER 2012



## Progress Report - Implementation of the Operational Plan July - September 2012

Code	Our Commitment	Status
<b>1.1.01</b>	<b>Actively engage with the community to ensure open communication</b>	
1.1.01.01	Respond to media enquiries and provide a range of information for dissemination	
1.1.01.02	Distribute communication from Council across the entire Local Government Area on a regular basis using printed and digital media.	
1.1.01.03	Develop and action best fit communication and engagement plans in conjunction with responsible business owners	
1.1.01.04	Coordinate and facilitate of programmed village consultations	
1.1.01.05	Promote opportunities to build relationships with Planning stakeholder groups	
1.1.01.06	Manage the Multicultural Aboriginal Youth, Seniors and Arts Advisory Committees	
<b>1.1.02</b>	<b>Conduct strategic and operational planning, including measurements and reporting of performance, to ensure effective use of Council resources</b>	
1.1.02.01	Coordinate Council's overall planning and budgeting process in accordance with legislation and Council electoral terms <i>The review of the community strategic plan has commenced with a concept design and community engagement underway. A review of all Council plans is currently being undertaken to ensure that outcomes from these plans are being captured in the Integrated Planning and Reporting Framework.</i>	
1.1.02.02	Coordinate performance reporting process in accordance with legislation	
<b>1.2.01</b>	<b>Promote a positive image of Council in both the local community and the broader region</b>	
1.2.01.01	Implement City Image Strategy	
1.2.01.02	Coordinate photography needs and cataloging as per branding guidelines and publishing requirem	
1.2.01.03	Maintain community registration system for widespread use of City Brand	
<b>1.3.01</b>	<b>Implement sustainable procurement practices</b>	
1.3.01.01	Provide sustainable procurement services	
<b>1.3.02</b>	<b>Implement sustainable procurement practices</b>	
1.3.02.01	Review and refine the corporate advertising processes	
1.3.02.02	Maintain, support and renew Council's information and communication technology	
1.3.02.03	Implement strategy to deliver e-services	
1.3.02.04	Manage Council website for continual structure/content improvement	
1.3.02.05	Provide regular information and events to stakeholders on the local and regional economy	
1.3.02.06	Develop, maintain and continue to integrate Council's corporate applications.	

























Completed/On target



In progress/Behind schedule



Not being completed as part of this Operational Plan

1.3.02.07	Implement a video recording solution for council meetings <i>Planning Stage has been completed. Project is awaiting confirmation as to whether or not it will proceed</i>	
<b>1.3.03</b>	<b>Actively implement and promote Council's best practice governance policies and procedures</b>	
1.3.03.01	Facilitate council meeting processes	
1.3.03.02	Facilitate a legislatively compliant open access to information	
1.3.03.03	Facilitate corporate support services to councillors	
1.3.03.04	Review & manage Good Governance Framework	
1.3.03.05	Manage Privacy Management framework	
1.3.03.06	Facilitate local government pre and post election process	
1.3.03.08	Deliver an annual program of internal audits focussing on adding value and improving Council's operations	
<b>1.3.04</b>	<b>Ensure Council's risk management process reflects industry best practice across all of Council's functions</b>	
1.3.04.01	Implement a program for organisational risk awareness	
1.3.04.02	Review and update annual Risk Management Plan	
1.3.04.03	Maintain workplace health and safety management system and action items identified in audit	
1.3.04.04	Manage Corporate Business Continuity Plan and Disaster Management Framework.	
1.3.04.05	Review and manage corporate insurances.	
<b>1.3.05</b>	<b>Provide a sustainable workforce which supports the current and future service delivery needs</b>	
1.3.05.01	Communicate and implement actions from the Equal Employment Opportunity Management Plan	
1.3.05.02	Conduct the annual Employee Opinion Survey and evaluate and implement improvement initiatives	
1.3.05.03	Design, develop and implement staff learning and development initiatives	
1.3.05.04	Provide recruitment services to the organisation	
1.3.05.05	Review and monitor the implementation of the Workforce Plan	
1.3.05.06	Maintain Council's traineeship and apprenticeship program	
1.3.05.07	Manage the Individual Performance and Development Plan process for all staff	
<b>1.3.06</b>	<b>Deliver a professional level of customer service</b>	
1.3.06.01	Communicate and implement actions from the Equal Employment Opportunity Management Plan.	
1.3.05.02	Conduct the annual Employee Opinion Survey and evaluate and implement improvement initiatives	





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In progress/Behind schedule



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1.3.05.03	Design, develop and implement staff learning and development initiatives	
1.3.05.04	Provide recruitment services to the organisation	
1.3.05.05	Review and monitor the implementation of the Workforce Plan	
1.3.05.06	Maintain Council's traineeship and apprenticeship program	
1.3.05.07	Manage the Individual Performance and Development Plan process for all staff	
<b>1.3.06</b>	<b>Deliver a professional level of customer service</b>	
1.3.06.01	Deliver excellence in customer service throughout the organisation	
1.3.06.02	Assess and determine Section 68 Local Government Act 1993, plumbing and drainage applications and undertake inspections to ensure compliance with AS3500	
1.3.06.03	Assess construction certificate applications and undertake the role of Principal Certifying Authority	
1.3.06.04	Assess development applications within acceptable determination timeframes	
1.3.06.05	Authorise issue of Section 149 planning certificates	
1.3.06.06	Liaise with Planners and external consultant to expedite delivery of heritage management inputs to assist Development Assessment processing	
1.3.06.07	Gather perceptions and satisfaction data and use it to improve service delivery to the community	
1.3.06.08	Provide information and communications technology helpdesk support to Council staff and the elected bodies	
<b>1.3.07</b>	<b>Ensure the long term financial sustainability of Council through effective and prudent financial management</b>	
1.3.07.01	Record assets in a timely and accurate manner to ensure proper custodianship of Council's assets	
1.3.07.02	Prepare a quarterly report on Council's budget position <i>This report based on the Division of Local Government's Quarterly Budgeting Reporting Guidelines and will be completed and reported to Council in November along with the quarterly performance planning report. The June 2012 quarterly report is not required to be submitted until December due to the end of year financial statements</i>	
1.3.07.03	Ensure effective debt recovery processes are in place	
1.3.07.04	Ensure financial statements are completed and lodged in accordance with statutory requirements	
1.3.07.05	Manage Council's investment portfolio in accordance with investment strategies and policies	
1.3.07.06	Pursue opportunities to apply for eligible grants from State and Federal Government that meet the grant criteria for those programs that can be delivered with current capacity	
1.3.07.07	Annually review and report to the community on the Long Term Financial Plan	
1.3.07.09	Ensure statutory requirements are met for taxation and reporting purposes	
<b>1.3.08</b>	<b>Develop and implement archive and storage strategy for organisation</b>	



Completed/On target



In progress/Behind schedule



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1.3.08.01	Digitise Records to mitigate the risk of loss, improve access to information and eliminate the need to retain original copies in archive facilities	
<b>2.1.01</b>	<b>Support accessible childcare services and programs</b>	
2.1.01.01	Promote and provide Family Day Care and in-home care as a quality child care option for the community	
2.1.01.02	Support the provision of accessible child services	
<b>2.2.01</b>	<b>Provide, maintain and promote sport, recreation and leisure programs for the community</b>	
2.2.01.01	Deliver outcomes from the Recreation and Open Space Strategy.	
2.2.01.02	Provide aquatic facilities and programming to the community	
2.2.01.03	Provide Sporting and Recreation Facilities Improvement Grants.	
<b>2.3.01</b>	<b>Provide and implement an inspection framework that supports public safety</b>	
2.3.01.01	Carry out swimming pool inspections audit	
2.3.01.02	Ensure annual fire safety statements are submitted for applicable buildings in the local government area	
2.3.01.03	Implement provisions of the Awnings Policy across the local government area	
<b>2.3.02</b>	<b>Support crime prevention programs</b>	
2.3.02.01	Implement Aboriginal community safety project	
<b>2.4.01</b>	<b>Implement Public Health and Safety Initiatives</b>	
2.4.01.01	Deliver companion animal and livestock management services	
2.4.01.02	Deliver regulatory services	
2.4.01.03	Deliver public health programs	
2.4.01.04	Undertake assessment and approval of on-site sewage management systems	
2.4.01.05	Undertake health inspections to enforce legislative standards	
2.4.01.06	Maintain fire trails	
<b>2.6.01</b>	<b>Build Community capacity through the provision of social and cultural services and programs</b>	
2.6.01.01	Administer annual grants and contributions from Community Services Division	
2.6.01.02	Deliver Aboriginal Family Worker Program aimed at 0-5 years in relation to relationship, nutrition and care giving	
2.6.01.03	Deliver Home and Community Care (HACC) program.	
2.6.01.05	Monitor performance of social and cultural services and programs delivered	
<b>2.7.01</b>	<b>Encourage the community to participate in programs to enhance the environment</b>	
2.7.01.01	Coordinate nationally recognised environmental events for the community	






















Completed/On target



In progress/Behind schedule



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2.7.01.02	Liaise with environmental groups in the implementation of projects	
<b>3.1.01</b>	<b>Assist all communities to be connected and viable</b>	
3.1.01.0	Implement rural village plans	
<b>3.2.01</b>	<b>Plan, construct, maintain and manage Sports and Recreation Facilities</b>	
3.2.01.01	Renew and maintain sports and recreational facilities	
3.2.01.02	Implement Lake Albert Management Plan	
3.2.01.03	Implement outcomes from the Wagga Bicycle Plan	
3.2.01.04	Upgrade cricket facilities citywide	
3.2.01.05	Construct new amenities building at Jubilee Park	
3.2.01.07	Implement Sportsgrounds Lighting Program	
3.2.01.08	Implement Equestrian Audit recommendations	
3.2.01.09	Finalise Robertson Oval upgrade	
<b>3.2.02</b>	<b>Plan, construct, maintain and manage parks, gardens and open space</b>	
3.2.02.01	Renew and maintain playgrounds and parks	
3.2.02.02	Implement Plan of Management Recommendations for natural reserves	
3.2.02.03	Replace Victory Memorial Gardens safety fencing and retaining walls around the lagoon	
<b>3.2.03</b>	<b>Plan, construct, maintain and manage sealed roads</b>	
3.2.03.01	Implement the pavement rehabilitation program	
3.2.03.02	Implement the reseal program	
3.2.03.03	Maintain sealed roads <i>Maintaining the sealed road network has been challenging due to widespread pavement failures associated with moisture ingress and aging infrastructure. Additional costs have been incurred in managing the failures and ensuring that roads are safe and trafficable</i>	
3.2.03.04	Conduct Urban Asphalt Program	
3.2.03.05	Replace kerb and gutter	
3.2.03.06	Maintain kerb and gutter	
3.2.03.07	Implement Bridges Replacement Program	
3.2.03.08	Maintain roadside drainage	
3.2.03.09	Maintain bridges	























Completed/On target



In progress/Behind schedule



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3.2.03.10	Maintain car parks	
3.2.03.11	Demolish Hampden Bridge	
<b>3.2.04</b>	<b>Plan, construct, maintain and manage unsealed roads</b>	
3.2.04.01	Conduct gravel resheets	
3.2.04.02	Maintain unsealed roads	
<b>3.2.05</b>	<b>Plan, construct, maintain and manage streetscapes</b>	
3.2.05.01	Construct bus shelters	
3.2.05.02	Deliver roadside mowing program	
3.2.05.03	Develop infrastructure plans for central business district and hospital precinct	
3.2.05.04	Implement Street Lighting Improvements program	
3.2.05.05	Maintain street trees to the Australian Standards	
3.2.05.06	Maintain bus shelters	
<b>3.2.06</b>	<b>Plan, construct, maintain and manage pathways</b>	
3.2.06.01	Improve footpaths	
3.2.06.02	Renew and maintain footpaths <i>Council continues to monitor and maintain footpath assets within the Local Government Area to a safe and usable condition. Hazards are identified, inspected and listed for remediation for operations staff. Immediate hazards are repaired and made safe with asphalt. Rear lane pathways are managed by a Council contractor who undertakes works such as mowing, snipping, spraying, general land levelling and rubbish removal. The footpath grinding program has commenced and will eliminate many trip points across the footpath network. Recent concrete footpath remediation works include repairs to the Church Street footpath</i>	
3.2.06.03	Implement Cycleways Program (Shared Pathways)	
3.2.06.04	Implement Pedestrian Access and Mobility Program (PAMP)	
<b>3.2.07</b>	<b>Plan, construct, maintain and manage sewer systems</b>	
3.2.07.01	Implement renewal program for gravity sewer	
3.2.07.03	Implement sewer mains rehabilitation program	
3.2.07.04	Install sewer network extensions	
3.2.07.05	Maintain sewer assets	
3.2.07.06	Rehabilitate wells- sewer pump stations - <i>No wells have been identified for rehabilitation this year. No funding has been provided for delivery of works</i>	
3.2.07.10	Upgrade sewer - rising mains - <i>Request for quotation has been sort from local contractors, awaiting submission</i>	













Completed/On target



In progress/Behind schedule



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3.2.07.11	Upgrade sewerage pump station control system	
3.2.07.12	Design and construct sewer pump station and rising main Estella/Gobbagombalin	
3.2.07.14	Implement pressure sewer reticulation scheme - Mangoplah	
3.2.07.15	Design concept sewer pump station storage Flowerdale	
3.2.07.16	Design concept sewer pump station Bomen West	
3.2.07.17	Install sewage pumping station - Forsyth Street	
3.2.07.20	Install sewage treatment works - Mangoplah	
3.2.07.21	Install sewer pump station 91 - Estella/Gobbagombalin	
<b>3.2.08</b>	<b>Plan, construct, maintain and manage drainage systems</b>	
3.2.08.01	Clean and maintain culverts	
3.2.08.03	Implement Stormwater Management Plan - <i>The stormwater management plan provides a priority list of works to be completed from funding appointed under the Stormwater Levy. The priority works to be investigated and undertaken this year, include Murray Street drainage culvert collapse, North Wagga stormwater pump design and construction, Incarnie Crescent network extension and submersible pump upgrades</i>	
3.2.08.04	Install and maintain gross pollutant traps	
3.2.08.05	Maintain stormwater assets	
3.2.08.06	Renew and replace culverts	
<b>3.2.09</b>	<b>Plan, construct, maintain and manage levees</b>	
3.2.09.01	Upgrade the main city levee bank flood protection	
<b>3.2.10</b>	<b>Ensure service delivery meets community acceptable standards</b>	
3.2.10.01	Deliver Asset Management Planning	
<b>3.2.11</b>	<b>Plan, construct, maintain and manage Cemetery</b>	
3.2.11.01	Maintain and enhance cemeteries and crematorium across the local government area	
<b>3.2.12</b>	<b>Plan, construct, maintain and manage community buildings</b>	
3.2.12.01	Manage leasing and licensing of Council owned or controlled real property - <i>The process commenced for all lease &amp; licence renewals during this quarter but not all have been completed due to a variety of reasons. It is expected that all 1st quarter lease &amp; licence renewals will be finalised by the end of the 2nd quarter. All programmed rent reviews have been completed</i>	
3.2.12.02	Construct new amenities building at Duke of Kent Oval	
3.2.12.03	Maintain and renew community amenities at sporting grounds	
3.2.12.04	Maintain and renew community halls infrastructure	



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3.2.12.05	Maintain Council buildings	
3.2.12.06	Execute modifications to the workshop pit	
3.2.12.07	Design animal shelter expansion	
<b>3.5.01</b>	<b>Improve residents access to internet services</b>	
3.5.01.01	Upgrade wireless system to enhance connectivity	
<b>3.6.01</b>	<b>Liaise with stakeholders on traffic issues and improvements</b>	
3.6.01.01	Implement unfunded Traffic Committee resolutions as adopted by Council	
<b>4.1.01</b>	<b>Deliver cultural services and planning to regional arts and local arts community</b>	
4.1.01.01	Delivery of Council's annual schedule of celebratory weeks and days	
4.1.01.02	Engage the Aboriginal community by conducting Aboriginal celebrations	
4.1.01.03	Implement Public Art Plan as part of Public Art Policy	
4.1.01.04	Deliver community development projects and events for target groups	
4.1.01.05	Support Regional Arts New South Wales programs and services	
<b>4.1.02</b>	<b>Deliver Theatre Services</b>	
4.1.02.01	Deliver annual season of programs that enhances the artistic educational social recreational and cultural experiences of the community	
4.1.02.02	Maintain and renew Civic Theatre equipment	
<b>4.1.03</b>	<b>Deliver Art Gallery Services</b>	
4.1.03.01	Acquire pieces for the Australian Print Collection	
4.1.03.02	Acquire pieces for the National Art Glass Collection	
4.1.03.03	Manage the Art Gallery collection to national benchmark standards	
4.1.03.04	Ensure Art Gallery engagement and participation	
4.1.03.05	Deliver an annual exhibition schedule that enhances the artistic, educational, social, recreational and cultural experiences of the community	
4.1.03.06	Develop a significant, accessible and sustainable collection	
4.1.03.07	Maintain cultural infrastructure and technology to ensure that the Art Gallery remains viable and effective	
<b>4.1.04</b>	<b>Deliver Museum Services</b>	
4.1.04.01	Deliver a lively and diverse annual schedule of touring exhibitions to the residents of Wagga Wagga and their visitors	
4.1.04.02	Deliver the Regional Museum Outreach services and assist in the development of a network of sustainable museum's collections in the Riverina	
4.1.04.03	Manage the collections of the Museum of the Riverina to national standards framework	



Completed/On target



In progress/Behind schedule



Not being completed as part of this Operational Plan

4.1.04.04	Initiate, develop, promote and maintain museum education and public programs	
<b>4.2.01</b>	<b>Implement Riverside Masterplan</b>	
4.2.01.01	Facilitate the development and implementation of the Riverside Masterplan	
<b>4.3.01</b>	<b>Deliver Library services</b>	
4.3.01.01	Deliver and develop library outreach service	
4.3.01.02	Deliver quality programs and services that promote community wide education and learning	
4.3.01.03	Develop and maintain a relevant and accessible collection that supports lifelong learning	
4.3.01.04	Deliver regional library services through Riverina Regional Library	
<b>4.3.02</b>	<b>Ensure that opportunities and planning support a 'keeping place' for our heritage</b>	
4.3.02.01	Ensure that opportunities are investigated for heritage funding to protect and enhance heritage values within the local government area	
<b>4.4.01</b>	<b>Facilitate identified Council events for the benefit of the wider community</b>	
4.4.01.01	Develop and coordinate the delivery of identified Council events that increase participation across all demographics	
4.4.01.02	Provide advice to business units across Council in regards to event coordination, management and procedures	
4.4.01.03	Review opportunities to access additional grant funding to enhance existing events	
<b>4.4.2</b>	<b>Provide opportunities for major events and community activities</b>	
4.4.02.01	Design a community facility	
<b>5.1.01</b>	<b>Develop economic development strategies to market and promote the city of Wagga Wagga</b>	
5.1.01.01	Implement retail programs in accordance with Retail Growth Strategy	
5.1.01.02	Investigate and support alternative energy technology opportunities, identification of commercial opportunities for renewable energy infrastructure to be located in Wagga Wagga	
5.1.01.03	Undertake research marketing and communication to benefit the business community - <i>E-newsletter platform is currently going through a redesign to incorporate latest City Branding</i>	
<b>5.1.02</b>	<b>Ensure Wagga Wagga Airport is a market leader in delivering regional air services</b>	
5.1.02.01	Deliver Airport operations that are compliant with regulations	
<b>5.2.01</b>	<b>Implement Bomen Strategic Masterplan</b>	
5.2.01.02	Facilitate the development and implementation of the Bomen Industrial Ecology Strategy contained within the Bomen Strategic Master Plan	
5.2.01.03	Implement Bomen Roads Project	
5.2.01.04	Create a Riverina Freight and Logistics Hub	
<b>5.3.01</b>	<b>Develop and implement tourism activities and plans to attract visitors to Wagga Wagga</b>	
5.3.01.01	Identify and promote new tourism product development	
5.3.01.02	Action recommendations from Events Strategy	



Completed/On target



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5.3.01.03	Action recommendations from Tourism Strategy	
5.3.01.04	Improve service delivery skills by way of providing professional development for staff and tourism industry stakeholders	
5.3.01.05	Work in collaboration with State and Regional Partners to increase visitation to Wagga Wagga and the region	
<b>5.3.02</b>	<b>Implement and develop strategies to attract and retain highly skilled new residents to Wagga Wagga</b>	
5.3.02.01	Implement marketing of evocity brand locally	
<b>5.4.01</b>	<b>Provide and deliver up to date information to Council stakeholders</b>	
5.4.01.01	Continue to provide online alternatives for promoting and disseminating information for visitors and residents to meet the demand of changing demographics of visitors	
5.4.01.02	Ensure accurate processing and timely distribution of incoming correspondence	
5.4.01.03	Maintain, store and retrieve Council's digital and physical corporate records	
<b>5.4.02</b>	<b>Provide spatial data to enhance business solutions for both internal and external customers</b>	
5.4.02.01	Review Council's Spatial Plan	
5.4.02.02	Ensure Council's geospatial systems enable a high quality provision of data, storage and archiving	
<b>5.5.01</b>	<b>Ensure Livestock Marketing Centre is a market leader in providing livestock sales/services</b>	
5.5.01.01	Deliver Livestock Marketing Centre operations in compliance with industry and stakeholder requirements <i>Membership of National Saleyard Quality Assurance is paid for the year and accreditation to the standard is current. The User Group did not meet during the 1st quarter owing to unavailability of sufficient numbers to hold a meeting</i>	
5.5.01.02	Promote Livestock Marketing Centre as a regional business hub and key contributor to the rural economy	
5.5.01.03	Construct a new workshop building	
5.5.01.04	Implement site access control system	
<b>6.1.01</b>	<b>Protect, enhance and rehabilitate native vegetation and ecosystems to enhance biodiversity</b>	
6.1.01.01	Protect and enhance habitats for endangered species	
<b>6.1.02</b>	<b>Implement noxious weed control program</b>	
6.1.02.01	Undertake awareness programs and activities for noxious weeds	
6.1.02.02	Undertake inspection program of private properties to ensure legislative compliance	
6.1.02.03	Undertake noxious weed control program on public lands	
<b>6.3.01</b>	<b>Implement water quality monitoring program</b>	
6.3.01.01	Monitor water quality of the Murrumbidgee River, Lake Albert and Wollundry Lagoon	
6.3.2	Implement water conservation programs	



Completed/On target



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6.3.02.01	Promote and encourage water efficiency practices and programs	
6.3.02.02	Monitor and review Council's water consumption	
<b>6.4.01</b>	<b>Ensure plans for new release areas conserve areas of biodiversity and develop principles for their management</b>	
6.4.01.01	Ensure Development Assessments enhance and maintain native vegetation	
<b>6.4.2</b>	<b>Manage land use to minimise detrimental environmental impact</b>	
6.4.02.02	Comply with all statutory requirements for solid waste management and sewage treatment works	
6.4.02.03	Conduct sediment and erosion education to minimise incidence of non compliance	
6.4.02.04	Ensure environmental complaints/breaches are investigated	
6.4.02.05	Implement Council's Urban Salinity Management Plan	
6.4.02.06	Monitoring and management contaminated land sites	
<b>6.5.02</b>	<b>Minimise waste to landfill through reduce, reuse and recycle strategies</b>	
6.5.02.01	Continue to develop initiatives to reduce Council's waste	
6.5.02.02	Continue to implement community waste initiatives	
<b>6.6.01</b>	<b>Promote and support projects that reduce greenhouse gas emissions</b>	
6.6.01.02	Implement strategies to reduce energy consumption	
6.6.01.03	Implement community education initiatives and projects to reduce greenhouse gas emissions	
<b>6.6.02</b>	<b>Implement projects to reduce air pollution</b>	
6.6.02.01	Enforce air quality legislation in the local government area	
6.6.02.02	Promote and implement air quality programs	
<b>6.7.01</b>	<b>Develop, promote and implement environmental sustainability</b>	
6.7.01.01	Implement community programs and projects that promote environmental sustainability	
6.7.01.02	Participate in regular partnership meetings and forums with key stakeholders	
<b>7.3.01</b>	<b>Encourage retention of graduates into local employment</b>	
7.3.01.01	Meet with Charles Sturt University and TAFE to coordinate business workshops to encourage graduate placement in local enterprises	



Completed/On target



In progress/Behind schedule



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