



Wagga Wagga
City Council

Progress Report **DELIVERY PROGRAM & OPERATIONAL PLAN**

April - June 2015



LEGEND

76% - 100% On track to meet commitments/targets.

51% - 75% Tracking behind schedule - explanation/mitigation actions provided.

0% - 50% Postponed or delayed - explanation provided.

	Quarterly Target Performance	Actual Quarterly Performance
<i>We have access to information</i>		
1.01 ACTIVELY ENGAGE WITH THE COMMUNITY TO ENSURE OPEN COMMUNICATION		
1.1.1 Provide regular information and events to stakeholders on the local and regional economy		
Coordinate business networking events and develop relationships with the business community	2	2
Publication of various economic updates	2	2
Coordinate and hold the Wagga Wagga Big Business Breakfast	1	1
Comments: Regular information regarding the local economy has been disseminated to the public through a variety of mediums including online and hard copy material. A monthly Mayoral Breakfast is organised for a themed sector of the local economy and well attended by the invited stakeholders.		
1.1.2 Attend environmental stakeholder group meetings		
Meetings attended by Environmental Officers	8	8
Comments: Staff have attended meetings with Wagga Wagga Urban Landcare, ErinEarth, the Wagga Wagga Tidy Town Committee, Riverina Eastern Regional Organisation of Councils (REROC), Riverina Local Land Services and the New South Wales Environment Protection Authority (EPA).		
1.1.3 Provide community communication including media, multimedia and corporate communication		
Provide media information and liaison service	40	40
Build Council's corporate multimedia presence through development and distribution of relevant material	20% subscriber growth	20% subscriber growth
Develop and distribute corporate communication material via rate notices	3	1
Respond to internal requests for project communication material	100%	100%
Comments: Council News has proven to be a successful medium for communicating Council's services, programs and projects with nearly 30,000 page impressions and more than 500 email subscribers in addition to its circulation in the Weekend Advertiser and the Leader publication. Council's social media accounts are continuously attracting followers with Twitter followers increasing to over 1,800 and Instagram experiencing a consistent growth of 9 followers a week over the last 6 months to currently over 400 followers.		
1.1.4 Facilitate community engagement		
Deliver and implement project-specific community engagement plans and training support as requested	100%	100%
Coordinate and deliver schedule of neighbourhood meetings across the local government area	6	6

	Quarterly Target Performance	Actual Quarterly Performance
Comments:		
Council has undertaken the scheduled neighbourhood meetings, although Galore has been rescheduled to the following financial year at the request of the community. The Community Engagement Officer has contributed to significant community engagement projects including the Levee Upgrade consultation, Eunony Bridge Deviation and Lake Albert Management Plan consultation projects.		
The Levee upgrade consultation was successful with over 200 residents attending meetings and over 280 survey responses received. Over 60 interactions were conducted with those affected by the Eunony Bridge deviation project.		
Lake Albert Management Plan consultation saw over 150 residents attend the meeting to discuss the future priorities of the area.		
The Community Engagement Strategy was reviewed and updated during 2015.		

1.1.5 Coordinate and administer online community reference panel		
Registered members for online Community Reference Panel	100	97
Coordinate and administer "Your say" on line community engagement hub	6	4

1.1.6 Provide online communications		
Develop and maintain information on Council websites, increasing relevance growing visitor numbers by 10% annually	71,500	70,053
Continuous improvement of web structure and content	1	2
Training and support in Content Management System for corporate users	3	5

Comments:

The final quarter saw an increase in visits to Council's website by 16.5%. Over the 2014/15 financial year, the website visitors grew by 2.18%. There was substantial increases in new visitors (7%) and overall page views (12%), these are solid indicators of engagement and relevance. As well as ongoing improvements to Council's website, Council has begun planning for the next upgrade of Council's website in the coming years.

Community Engagement:

The People's Panel was engaged to provide feedback on the current website and to suggest improvements.

1.1.7 Promote opportunities to build relationships with Planning stakeholder groups		
Monthly newsletter distributed	11	11
Planning Advisory Committee meeting held	1	2

Comments:

Three industry newsletters have been created and distributed during reporting period and 2 Planning Advisory Committee Meetings have been held during the reporting period.

1.02 PROVIDE AND DELIVER UP TO DATE INFORMATION TO COUNCIL STAKEHOLDERS

1.2.1 Continue to provide online alternatives for promoting and disseminating information for visitors and residents to meet the demand of changing demographics of visitors		
Maintain Business Wagga website and provide and maintain an online presence targeted at investors and new residents.	1	1
Maintain Tourism Wagga website and provide and maintain an online presence.	1	1

Comments:

Council continues to monitor and update both the Business Wagga and Visit Wagga websites. Information is also distributed through the social media channels including Twitter and Facebook. During the 2015 financial year there were over 320,000 visits to the Visit Wagga site. This is a 24% increase from the previous year.

1.2.2 Manage council's records management program		
Documents scanned, registered and distributed according to state standards	99%	99%

	Quarterly Target Performance	Actual Quarterly Performance
Retrieve files from archives	36	200
Destroy day boxes	2	10
Sentence and destroy old records from archives	100	111
Create physical files within 4 hours	100%	100%
Conduct records management and Electronic Content Management (ECM) training	1	3
Review records management framework	1	1
Digitise and register old development files	250	160

1.2.3 Develop, maintain and improve geospatial information systems		
Helpdesk and information requests completed within determined timeframes	90%	99%
Mapping systems available for use	99%	99%
Rural addresses entered	100%	100%
New land parcels created	100%	100%
Property attributes refreshed and imported	100%	100%
Implement arcGIS online	100%	75%

1.2.4 Manage Crown Reserves		
Annual return to Crown Lands Division	1	1

1.03 DELIVER EXCELLENCE IN CUSTOMER SERVICE THROUGHOUT THE ORGANISATION	
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1.3.1 Provide executive services to Director of Environmental and Community Services		
Provide administrative support for Environmental and Community Services Manager's meeting	3	3
Co-ordinate and produce the Environmental and Community Services Newsletter "Around the Traps"	2	2
Coordinate items for the Environment and Community Services Directorate for the weekly Executive Team Meeting	12	12
Respond to internal and external enquiries with 48 hours	100%	100%
Coordinate items for the Environment and Community Services Directorate for the weekly Councillor Bulletin	12	12
Coordinate/liaise with Managers and Directors for reports for monthly Council, Policy and Strategy and Supplementary meetings	9	9
Follow up with Government and sector enquiries	100%	100%
Administrative research projects	100%	100%

1.3.2 Provide executive services to the General Manager		
Provide administrative support for Quarterly Strategic Meetings between Council and Roads and Maritime Services	1	1
Strategic Meetings between Council and Essential Energy	1	1
Provide administrative support for Quarterly Meetings of NSW Inland Forum and Riverina Regional Cities on a rotational basis	2	2
Coordinate the weekly Executive Team Meeting	12	12

Comments:
 The Executive Support team continue to provide quality services to the executive group as well as its related external stakeholders. All identified targets have been achieved for the quarter.

1.3.3 Develop, maintain and improve online services capabilities		
Maintain online services systems availability	99%	99%
Identify and implement online lodgement capabilities	4	-

	Quarterly Target Performance	Actual Quarterly Performance
Maintain user profiles and security access for online services	100%	100%
Increase online lodgement capabilities	4	-
Promote online services	50	-

Comments:

Recruitment has occurred for the two vacant positions in the Corporate Applications team with the officers working on improvements to the availability of documents through Council's e-Services. Projects that have previously been on hold can now be actioned with the addition of the new staff members.

1.3.4 Develop, maintain and improve Council's corporate applications		
Maintain Council's corporate applications availability	99%	99%
Increase automated scanning capabilities	4	-
Implement electronic form functionality internally to reduce the use of paper	6	5
Select and implement a new bookings system	100	50
Investigate a capital works/project management system	100	-
Implement enterprise search engine for internal staff	100	100
Implement and support mobile systems	2	2
Develop and distribute corporate activity reports	100%	100%
Increase the number of staff with digital signature technologies	5	10
Conduct corporate system training sessions	4	6
Configure and maintain SQL server databases	99%	99%
Maintain corporate names and address register	100%	100%

Comments:The Bookings project was initially delayed due to resource availability. Further delays are expected due to the complex business rules surrounding some Council resources, and the limited ability of products in the marketplace to address requirements. Expected delivery date is expected to be late 2015.

1.3.5 Deliver a professional level of customer service via the Customer Service Centre		
First Call resolutions	95%	57%
Customer Satisfaction	95%	95%
Percentage of receipt errors	3%	-
Percentage of application errors	5%	2%
After hours call centre management	100%	100%
Manage outgoing mail	100%	100%
Manage Council's complaint process	100%	100%
Customer Service Based Perception Reports	8	8
Report on information received from Councils Customer Service Charter respond within one day	100	100

1.3.6 Coordinate booking of Council facilities		
Manage facility availability calendar and respond to requests	100	100
Implement new bookings system	100	25

Explanation/Remedial Action:The Bookings project was initially delayed due to resource availability. Further delays are expected due to the complex business rules surrounding some Council resources, and the limited ability of products in the marketplace to address requirements. Expected delivery date is expected to be late 2015.

1.3.7 Maintain, support and renew Council's information and communication technology		
Percentage of support tickets resolved on time	85%	87%
Provide access to new infrastructure (mobile communications, desktop/laptop, Server) to staff	100%	100%
Refresh aging ICT hardware	100%	100%

	Quarterly Target Performance	Actual Quarterly Performance
Externally facing presence including web and application Servers availability	95%	95%
Maintain Server/Storage and Networking Environment including updates, upgrades to ensure availability	100%	100%
Maintain existing PC, laptop, tablet and mobile device fleet updates, upgrades to ensure availability	100%	100%
Review Microsoft licensing options	100%	100%
Review disaster recovery infrastructure and procedures	100%	100%

1.3.8 Provide high quality customer service to a wide range of community stakeholders through the Art Gallery		
Customer satisfaction with service	100%	100%
Coordinate volunteer activities for individuals and groups	100%	100%
Conduct marketing and promotion for exhibitions and programs	100%	100%

Comments:
 The Gallery has maintained high levels of customer service and satisfaction throughout this period, and has worked closely with key volunteer stakeholder organisations, particularly the Friends of the Gallery Inc. to deliver services to a wide range of audiences.

1.04 ACTIVELY IMPLEMENT AND PROMOTE COUNCIL'S BEST PRACTICE GOVERNANCE POLICIES AND PROCEDURES	
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1.4.1 Deliver an annual program of internal audits focussing on adding value and improving Council's operations		
Four year Internal Audit Strategy and annual work program endorsed by the Audit and Risk Committee	100%	100%
Annual work program completed on schedule	100%	80%
Facilitate meetings for the Audit and Risk Committee	100%	100%

1.4.2 Facilitate Council and Policy and Strategy meeting processes		
Agenda distributed within legislative timeframes of three clear days prior to meeting	6	10
Minutes distributed within seven days	6	10
Complete annual review of Code of Meeting Practice	100%	100%

1.4.3 Facilitate a legislatively compliant open access to information – Government Information (Public Access) Act (GIPAA)		
Formal applications are responded to within 20 working days	100%	100%
Informal applications are responded to with 15 working days	100%	20%

Explanation / Remedial Action:
 Council strives to ensure that all Government Information (Public Access) requests are responded to within acceptable time frames, however due to the increasing number of requests being received, these time frames will extend over the coming year.

1.4.4 Review and manage the Good Governance Framework		
Review of the Good Governance Framework	100%	90%
Review the Anti-Fraud Management Framework	100%	100%

Comments:
 The Fraud and Corruption Prevention Framework has been finalised and rolled out to all staff through promotion and training. The Independent Commission Against Corruption (ICAC) also delivered training to all identified staff during April 2015.

1.4.5 Review and manage Privacy Management Framework in compliance with the Privacy and Personal Information Protection Act.		
Review Privacy Management Plan and associated documentation	100%	100%
Facilitate Privacy Management training and awareness program	1	-

	Quarterly Target Performance	Actual Quarterly Performance
Ensure privacy breaches are reported to the Office Information Commission within legislative timeframes	100%	100%
Explanation / Remedial Action:		
The Privacy Framework and associated documentation have been updated according to legislation, however training has not occurred due to a review of all Information Management training options.		
This will be resolved in the next quarter with the development of an induction and ongoing training plan.		
1.05 ENSURE COUNCIL'S RISK MANAGEMENT PROCESS REFLECTS INDUSTRY BEST PRACTICE ACROSS ALL OF COUNCIL'S FUNCTIONS		
1.5.1 Implement a program for organisational risk awareness		
Completion of Risk Maturity Survey	-	1
1.5.2 Review and update annual Risk Management Plan		
Review and update Risk Management Plan	100%	90%
1.5.3 Manage Corporate Business Continuity Plan and Disaster Management Framework		
Review and update the Business Continuity Plan	1	1
Test the Business Continuity Plan and Disaster Recovery Plans annually	100%	100%
1.5.4 Review and manage corporate insurances		
Development of actions for Statewide Insurance's Risk Management Action Plan	-	100%
Review compliance with Statewide Insurance's Risk Management Action Plan	100%	100%
1.06 PROVIDE A SUSTAINABLE WORKFORCE WITH THE CAPABILITY AND CAPACITY TO SUPPORT CURRENT AND FUTURE INFRASTRUCTURE		
1.6.1 Communicate and implement actions from the Equal Employment Opportunity Management Plan		
Develop a Diversity Strategy	100%	100%
Review Equal Employment Opportunities Action Plan	100%	100%
Comments:		
The Workplace Diversity Strategy 2015/2018 is Council's formal commitment to a workplace culture that promotes diversity and inclusiveness, builds respect and recognises the true potential of all our employees.		
Our approach is linked to our vision, our values and the principles of equal employment opportunity (EEO).		
1.6.2 Conduct the annual organisational engagement and culture survey and evaluate and implement improvement strategies		
Conduct organisational engagement and culture survey	100%	-
Analyse data from the survey and recommend initiatives	100%	-
Explanation / Remedial Action:		
Following consultation with Executive Team, the Employee Engagement Survey has been rescheduled to be conducted in October 2015, therefore this item will be carried over to the 2015/2016 year.		
1.6.3 Design, develop and implement staff learning and development initiatives		
Develop flexible E-Learning modules	2	2
Review Council's Coaching and Mentoring Program	100%	100%
Review the Workplace Health and Safety training plan	100%	100%
1.6.4 Provide recruitment services to the organisation		
Implement Labour Hire Services Procedure	100%	90%

	Quarterly Target Performance	Actual Quarterly Performance
Scope project for online recruitment module	100%	100%

1.6.5 Review and monitor the implementation of the Workforce Plan

Review Councils Workforce Action Plan	100%	100%
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1.6.6 Promote future workforce development with options such as traineeships, apprenticeships, cadetships and scholarships

Scheduled contact and monitoring achieved for trainees and apprentices	100%	100%
Active involvement and participation in incorporating traineeships, apprenticeships, cadetships and scholarships into Council's workforce	100%	100%

1.6.7 Manage the Individual Performance and Development Plan (IPDP) process for all staff

Eligible staff have an active and up to date IPDP for the 2014/15 financial year	100%	80%
Review the Individual Performance Development Plan document and process	100%	100%

1.6.8 Manage the implementation and updates to the human resource information system (HRIS)

Electronic timesheets are implemented across the organisation	100%	85%
Scope project for training and development module	100%	-

Explanation / Remedial Action:

Council's People and Culture team are working with Management to transfer outdoor based employees from a paper based timesheet system to an electronic timesheet with 85% staff now on electronic timesheets, the remainder of staff will be transitioned to this way of processing by 30 June 2016. Staff will be provided training, computer and system access and ongoing support.

1.07 STRIVE FOR ZERO HARM AND A CULTURE OF HEALTHY AND SAFETY

1.7.1 Maintain Workplace Health and Safety (WHS) management system and action items identified in audits

Review and maintain WHS Management system	100%	100%
Develop a consultation program	50%	50%
Implement, review and maintain Councils Health and Wellbeing strategy	100%	-
Review the WHS injury Management and return to work programs	100%	100%

Explanation / Remedial Action:

A workshop was held with a number of staff to initiate the implementation of the Health and well-being strategy. Work will continue in 2015/16 with the a draft strategy to be provided to the Executive Team for endorsement.

1.08 SUPPORT AND ENCOURAGE INNOVATIVE AND CONTINUOUS IMPROVEMENT

1.8.1 Provide and promote a framework that supports continuous improvement, change management and business improvement models

Promote and support Look Listen Do it Better and Continuous Improvement activities across Council	100%	85%
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Comments:

The Innovators Committee is working on directorate savings feedback identified by staff in line with the ongoing Service Reviews.

We are provided the opportunity to be involved in decisions impacting us

	Quarterly Target Performance	Actual Quarterly Performance
1.09 CONDUCT STRATEGIC AND OPERATIONAL PLANNING AND REPORTING OF PERFORMANCE		

1.9.1 Prepare and publish Council's Integrated Planning and Reporting documents		
Produce quarterly performance report	1	1
Update the Ruby & Oliver community engagement website	1	-
Deliver the 2014 Community Strategic Plan Engagement Plan	100%	-
Adopt the 2015/2016 Operational Plan	100%	100%
Review Council's Delivery Program	-	100%
Provide end user training for Council's corporate reporting system	1	1

Comments:
 The 2015/2016 Combined Delivery Program and Operational Plan was adopted at the June 2015 Council Meeting. Council in the process of developing improvements to the Integrated Planning and Reporting framework as well as preparing for the 4 yearly review of the suite.

1.9.2 Manage Councils Asset Management framework		
Align Asset register with the annual financial statements and supporting work papers	100%	100%
Administer the Asset Management software system	100%	100%
Asset Management system availability	100%	100%
Provide educational opportunities to key stakeholders	100%	5%

Explanation / Remedial Action:
 The Strategy and Communications area has commenced the development of a project plan for the community engagement and the development of operating standards for the management of asset data.

1.10 ENSURE THE LONG TERM FINANCIAL SUSTAINABILITY OF COUNCIL THROUGH EFFECTIVE AND PRUDENT FINANCIAL MANAGEMENT		
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1.10.1 Maintain financial asset records		
Maintain property plant and equipment register in general ledger	100%	100%

1.10.2 Report on Council's financial position		
Report quarterly budget to Council	1	1
Review Cost Statements	3	3
Report Budget Variations to Council	3	3

Comments:
 Council's financial performance is reported monthly via the Financial Performance Report and quarterly via the Quarterly Budget Review Statement (QBRS). These reports have shown that the financial position of Council is satisfactory in regard to the original estimates of income and expenditure with a current reported surplus of \$547K at the end of April 2015.

1.10.3 Conduct Debt Recovery activities		
Percentage of Outstanding rates and annual charges	6%	6%

Comments:
 Debt Recovery are progressing solidly with continued legal action being undertaken for outstanding rates and general debts.
 The outstanding balance is trending downward with an improvement to the outstanding debt percentage (6.43% in 2013/14) forecast based on current recovery action.

1.10.4 Complete Statutory Financial Reporting		
Statutory returns are lodged with the Australia Tax Office	3	3

	Quarterly Target Performance	Actual Quarterly Performance
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Comments:
 Council has met all of its statutory financial reporting for the June 2015 quarter. The Fringe Benefit Tax Return due in May 2015 was completed and lodged on time. Business Activity Statements due during the June quarter were lodged in a timely manner.

1.10.5 Manage Council's investment portfolio		
Report on Council's investment portfolio performance	3	3
Annual review of Investment and Policy Strategy	100%	100%

Comments:
 Council's investment portfolio has remained stable at approximately \$80M during the June 2015 quarter. The recent decline in interest rates has decreased the potential revenue for Council's investments.
 A revised full year budget estimate was prepared and reported to the 13 April 2015 Policy & Strategy Committee Meeting.

1.10.6 Pursue opportunities to apply for eligible grants from State and Federal Government		
Publish a list of funding sources	1	1

Comments:
 Successful grant applications are included in the monthly report to Council.

1.10.7 Annually review the Long Term Financial Plan		
Review and update the annual budget and Long Term Financial Plan	-	100%

Comments:
 The 2015/16 Long Term Financial Plan was adopted as part of the Integrated Planning and Reporting documents at the 29 June 2015 Council meeting following 28 days for public exhibition and review of submissions.

1.10.8 Manage Rates Revenue		
Raise rates notices	100%	100%
Property valuation records are maintained and updated	100%	100%
Fees and Charges invoiced as per revenue policy	100%	100%

Comments:
 Council Rates notices for the 2014/15 fourth quarter were issued on time with a May 2015 due date.

1.10.9 Process accounts payable		
Invoices recorded and paid accurately within 30 days	100%	100%

Comments:
 Council's Accounts Payable team have ensured that all creditors have been paid based on the Creditors invoice terms.

We use sports, recreation, arts and leisure as ways of staying connected

1.11 FACILITATE IDENTIFIED COUNCIL EVENTS FOR THE BENEFIT OF THE WIDER COMMUNITY

1.11.1 Develop and coordinate the delivery of identified Council events that increase participation across all demographics		
Little Big Day Out	-	100%
Australia Day	-	100%
Regenerate Youth Festival	100%	100%
Walk of Honour	100%	100%

	Quarterly Target Performance	Actual Quarterly Performance
Comments:		
The Walk of Honour Plaque unveiling occurred on Friday 22nd May to induct Henry 'Arthur' Nixon into the Walk of Honour. The ceremony was well attended by family and friends.		
1.11.2 Provide advice to business units across Council in regards to event coordination, management and procedures		
Respond to internal enquiries or requests	100%	100%
1.11.3 Review opportunities to access additional grant funding to enhance existing events		
Investigate funding opportunities for Council events including, Regenerate, Australia Day, Little Big Day Out and a Very Wagga Christmas	1	1
1.12 DELIVER A BROAD RANGE OF CULTURAL SERVICES, COMMUNITY PROGRAMS AND EVENTS THAT SUPPORT PARTICIPATION, LIFELONG LEARNING AND ENGAGEMENT BY ALL		
1.12.1 Present innovative visual arts exhibitions of regional and national significance		
Present a diverse range of Art Gallery exhibitions	8	8
Develop unique and creative visual arts products	3	4
Develop and promote regional visual arts culture and practice	3	3
Comments:		
In 2014/15, the Gallery hosted 38 exhibitions including local and regional artists, touring exhibitions from across Australia, exhibitions drawn from the Gallery's collections, and our own commissioned and developed shows. Local and regional artists presented twenty exhibitions in the main galleries and the dedicated spaces of the Links Gallery and the E3 art space; and a suite of exhibitions in March 2015 across all the entire Gallery celebrated our fortieth anniversary and the development of Wagga Wagga as a rich and vibrant cultural centre.		
1.12.2 Initiate and develop visual arts activities and programs that are accessible and relevant to the community		
Deliver Art Gallery public programs that develop and expand audience engagement	11	12
Present cross-disciplinary performMance events developing engagement with contemporary arts	3	3
Comments:		
Across the entire year, the Gallery welcomed 36,761 visitors to exhibitions, programs and activities. The year's activities included a wide range of workshops for children and adults; lecture programs and artist talks; launches and openings for exhibitions; concerts presented in partnership with key stakeholders across the region; and extensive educational outreach and engagement programs.		
1.12.3 Increase access to quality artistic experiences for diverse groups in the community		
Impliment Art Gallery Disability Action Plan	100%	100%
Develop partnerships between disability community groups and the Art Gallery	2	2
Maintain and develop partnerships with Indigenous community groups and the Art Gallery	2	2
Comments:		
The Gallery has maintained strong partnerships with key local stakeholders in the Indigenous community and the disability sector. Significant projects delivered with consultation and engagement have included the Kurrajong Waratah Skills Options exhibition 'Art to Crow About'; the 'Shine for Kids: Colourful Dreaming Program' exhibition; the educational programs for Mental Health Month for the Cunningham Dax touring exhibition 'Hide and Seek'; and the educational outreach programs 'KaPOW: Kids and Print Outreach Workshops' and 'Ngulagambilanha: to be returning home'.		
1.12.5 Develop and deliver an annual schedule of events and programs		
Programs/activities facilitated for older people	8	8
Programs/activities facilitated for youth	8	6
Programs/activities facilitated for children	4	5

	Quarterly Target Performance	Actual Quarterly Performance
Programs/activities facilitated for people with disabilities and their carers	8	8
Manage and deliver training and support for Home and Community Care program and Aboriginal Home and Community Care Program across 31 LGA's in line with service agreements	100%	100%
Publish the Cultural Guide	4	4
Administer the annual Arts and Culture Community Grants	1	1
Coordinate the delivery of arts and cultural related number, programs and festivals eg. Youth Week	100%	100%
Develop and maintain the cultural development web pages	100%	100%

Comments:

The City of Wagga Wagga's Regenerate Youth Festival in partnership with headspace Wagga Wagga and National Youth Week presented the two very different signature events: Press Play 2015 and the Ryan Gossling Film Festival for local Youth Week celebrations during 10 – 19 April, 2015, over 200 young people attended and feedback received was positive.

Community Engagement:

On Tuesday 2 December, 2014 between 6 -7pm Council's Youth and Community Development Officer and Cultural Officer met with the Headspace Wagga Wagga Community Engagement / Awareness Officer and seventeen (17) youth representatives drawn from headspace Wagga Wagga - Heads Up Wagga Youth (HUWY) and St Vincent De Paul Society NSW. A primary aim of the consultation was to identify and capture ideas for events and/or activities for local Youth Week celebrations during 10 – 19 April, 2015.

1.12.6 Initiate, develop, promote and maintain Civic Theatre education and public programs		
Deliver public programs in conjunction with the annual subscription season	100%	100%
Deliver educational programs in conjunction with performances for children and young people	100%	100%
Complete ongoing audience evaluations	100%	100%

Comments:

During this quarter the Civic Theatre has delivered the following educational programs together with the Season and Kid's Season shows including;

- 360 Allstars - School holiday workshops in body percussion, BMX, Beat boxing, basketball, break dancing and circus.
- Sydney Symphony Orchestra - Two school concerts at the Civic Theatre with workshops and master-classes at the Riverina Conservatorium of Music.
- Unknown Soldier - three artist/educator workshops at local schools
- Kelly - Two workshops on acting at the Civic Theatre
- Head Full of Love - 'Bling your Beanie' craft workshop held together with the Wagga Art Gallery as part of their Colours of the Country Exhibition
- Comedy Festival - Stand up Comedy Workshop - Class Clowns - conducted by the Melbourne International Comedy Festival at the Museum's Historic Council Chambers.

Community Engagement:

A wide range of the community was engaged in these activities. This included students at primary and high school, local professional actors, seniors, local music students and comedy lovers.

1.12.7 Encourage and support performing arts activity in Wagga Wagga by facilitating performances by community groups and commercial hirers		
Provide professional box office ticketing services for number in Wagga Wagga and surrounds	100%	100%
Facilitate performances at the Civic Theatre by community groups	100%	100%
Facilitate performances at the Civic Theatre by commercial hirers	100%	100%
Facilitate Twilight by the Lagoon outdoor concert series	100%	100%

	Quarterly Target Performance	Actual Quarterly Performance
Comments:		
<p>In this quarter the Civic Theatre's online ticketing system was upgraded. The Theatre now have:</p> <ul style="list-style-type: none"> - Mobile compatible online ticket sales - Facebook ticket sales - Print at Home tickets - Tickets on sale at the Visitor Information Centre - Online Seat-View <p>During this quarter the Theatre facilitated community performances by Music at Midday, Kildare High School, Katie Noonan and the Riverina Chamber Orchestra and Bidgee Theatre Company in the theatre along with St Josephs Primary School, Youth Week programs, Soup Kitchen fundraiser and NAIDOC Week in the amphitheatre and outdoor space. The Civic Theatre facilitated many high profile commercial hirers including The Wiggles, Drumstruck, The Moscow Ballet, Ian Moss, The Glen Miller Orchestra, Damien Leith and a Tribute to Simon and Garfunkel. We provided ticketing services for the NDIS Community Leaders Breakfast, Waggafest Winter school, Future Hope Gala night and all ticketing at the newly reopened Riverina Playhouse for CSU.</p>		
Community Engagement:		
Ticketing services are provided to the Wagga Wagga community at a reduced cost.		

1.12.8 Maintain theatre assets		
Deliver maintenance program	100%	100%
Comments:		
During this period we continued to list the theatre assets in the asset register. There has been a deterioration in the condition of the theatre chairs and we are currently looking at options to replace them.		

1.12.9 Develop and deliver a diverse annual theatre program of touring		
Select and present a range of performances in the annual subscription seasons	100%	100%
Present a range of daytime performances for older audiences	100%	100%
Present a range of performances for children and young audiences	100%	100%
Comments:		
<p>During the quarter the Theatre presented the following shows as part of the Main Season, Kid's Season and Seniors Season</p> <ul style="list-style-type: none"> - 360 Allstars - The Tap Pack - Sydney Symphony Orchestra - Unknown Soldier - Don't Shoot me I'm Still only The Piano Player - Kelly - Head Full of Love <p>The Theatre also introduced a new season of Comedy called the Wagga Comedy Fest. This short curated Comedy season attracted a large local and regional audience of diverse ages.</p>		

1.12.10 Deliver the regional museum outreach services and assist in the development of a network of sustainable museum collections in the Riverina		
Delivery the regional museum outreach services and assist in the development of a network of sustainable museum collections in the Riverina	100%	100%
Comments:		
Delivery of outreach services including phone, field and strategic projects were completed on time and budget. In this quarter the Museum has commenced the 2 year Arts NSW funded Strategic Partnership project - Talking Machines.		

1.12.11 Initiate, develop, promote and maintain museum education and public program		
Number of education and public programs initiated and delivered	48	48
Ensure high quality customer service through the completion of annual audience/visitor evaluation reporting	100%	100%
Marketing and promotion for museum exhibitions, education and public programs	100%	100%
Comments:		
All education and public programs were delivered on time and budget.		

	Quarterly Target Performance	Actual Quarterly Performance
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1.12.12 Deliver a diverse annual exhibition schedule		
Deliver a diverse annual exhibition schedule	8	8
Comments:		
All exhibitions were delivered on time and budget during this quarter		

1.12.13 Deliver library services and collections		
Number of library visits per quarter	45,000	46,678
Report on number of Library memberships	1	1
Number of new Library memberships	800	957
Number of new Cyber memberships using e-resources and other services	380	270
Number of physical items loaned (books, DVDs, magazines. Audio and kits	62,500	72,085
Report on the number and types of electronic resources downloaded (eBooks, eAudio, eMusic, eMagazines and eDatabases)	1	1
Report on the total number of full memberships and visitor memberships	1	1
Percentage of Self Loan transactions	75	84
Inter Library Loans Requests	125	250
Report on the foreign language books from State Library of NSW	50	220
Report on Community Links service to Aged Care Facilities	1	1
Report on social media and web maintenance: Current web presence and active engagement through Facebook, Twitter, Blogs, Enewsletter, Pinterest, YouTube Videos	1	1
Website visits and redirects to electronic services and resources	12,000	18,942
Publish Community Directory (LINCS Service)	1	1

1.12.14 Provide physical and online access to Wagga Wagga's history through the Local Studies		
Report on Local Studies Service : collections, services and promotional activities	1	1

1.12.15 Deliver a broad range of library spaces, programs and activities both in-house and outreach		
Report on Home Library Service	1	1
Report on Home Library Service including volunteer and customer statistics	1	1
Number of display and exhibitions per quarter	5	7
Number of number per quarter on community learning	5	7
Number of partnerships and outreach activities across all age groups.	4	7
Number of inter-generational and family programs	1	2
Report on the number of programs, activities and services for people with disabilities and their carers	1	1
Number of programs and information services for culturally and linguistically diverse communities	1	1
Number of programs, activities and services for the Indigenous community	1	1
Number of programs for preschool aged children	2	2
Number of programs for school aged children	3	4
Number of programs and information services for youth	1	1
Number of programs and information services for adults	3	3
Number of programs and information services for older people	2	2

1.13 PROVIDE, FACILITATE AND MAINTAIN COMMUNITY AND CULTURE INFRASTRUCTURE		
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	Quarterly Target Performance	Actual Quarterly Performance
1.13.1 Maintain Art Gallery infrastructure and operations to National Industry standards		
Maintain and upgrade Art Gallery infrastructure to industry best standards	100%	100%
Maintain and review Art Gallery policies and procedures to industry best standards	100%	100%
Maintain infrastructure, operations and procedures to ensure adherence to WHS legislation, policies and guidelines	100%	100%
Comments:		
The Gallery's infrastructure and operations have been maintained throughout 2014/15 to the standards expected and required of a major regional arts institution. This has enabled the Gallery to host exhibitions and activities in partnership with organisations such as the National Portrait Gallery, Bundanon Trust (NSW), the JamFactory (SA), and the Australian Chamber Orchestra.		
1.13.2 Develop and care for Art Collections of national significance		
Acquire pieces for the Margaret Carnegie Print Collection	100%	100%
Acquire pieces for the National Art Glass Collection	100%	100%
Care for and conserve the Margaret Carnegie Print Collection	1	1
Care for and conserve the National Art Glass Collection	1	1
Care for and conserve the general collection	1	1
Comments:		
In 2014/15, the Gallery received several significant donations of glass artworks from private benefactors, with the assistance of the Australian Tax Office's Cultural Gifts Scheme, as well as three dozen prints by Thai artists from the Chiangmai Art on Paper studio in conjunction with the exhibition 'Interchange'. Works were also acquired by purchase from major Australian glass artists for the Gallery's National Art Glass Collection, and from local and regional artists including paintings and prints. The Gallery's collections have retained their status as one of the largest and most highly regarded in regional New South Wales; and several exhibitions celebrating this achievement were delivered for the Gallery's fortieth anniversary in March 2015.		
1.13.3 Maintain and renew cultural infrastructure and technology to ensure that the Civic Theatre remains viable and effective		
Maintain technical equipment to a safe and professional standard	100%	100%
Implement Civic Theatre Asset Management Plan	100%	100%
Comments:		
The Theatre have invested in a new portable sound system that is designed for events outside the theatre. The Theatre are continuing to investigate the website and how it is used and how it can be improved.		
1.13.4 Manage the collections of the Museum of the Riverina to National Standards framework		
Implement recommendations from the National Museum Standards program	100%	100%
Maintain infrastructure, operations and procedures to ensure adherence to Workplace Health and Safety legislation, policies and guidelines	100%	100%
Implement best practice collection management, research, collection storage and access programs	100%	100%
Comments:		
Digitisation of the Museum collection progressed throughout 14/15 ensuring a higher level of access to members of the general public and researchers.		
1.13.5 Implement Public Art Policy		
Administer the Public Art Advisory Panel meetings	6	12
Complete Zone 3 Airport Public Art Project	-	100%
Partner in the delivery of the dLux disstre' new media project	1	1
Maintain Public Art collection	100%	100%
Revise the Public Art Plan 2014-2016	100%	100%
Maintain representation of Council as a member of the Eastern Riverina Arts Board	100%	100%

	Quarterly Target Performance	Actual Quarterly Performance
<p>Comments:</p> <p>Through out 2014/15 the Public Art Advisory Panel completed the Airport Zone 3, Don Kendall Drive with Milne and Stonehouse's "Flight"; a public art work for Riverside, Jane Cavanough's "Stone Crows", two youth workshops around street art design and accompanying artworks. Artists have been selected for the NightLights projection masterclass, Craig Walsh, who will also create a projection piece for Wagga Wagga; Cindi Drenan will run workshops for youth in projection, as well as coordinate a projection with these young people; and Jane Cavanough will return to the Riverina to install ten flat bar silhouettes of life size cows in Uranquinty. Born in a Taxi was selected to perform at the 2014 Little Big Day Out and Fusion14 Multicultural Street Festival.</p>		
<p>Community Engagement:</p> <p>The community consultation process has included consultation as part of the Community Strategic Plan, Ruby and Oliver development, the community committee and industry representative members as part of the Public Art Advisory Panel, as well as individual engagements with each commission.</p>		
<p>1.14 ADVOCATE, PARTNER AND FACILITATE THE DELIVERY OF AFFORDABLE AND ACCESSIBLE SERVICES AND INFRASTRUCTURE</p>		
<p>1.14.1 Facilitate community development</p>		
Manage and facilitate relationships with key stakeholders in service provision and access across all demographics	100	100
Provide strategic support across council on matters relating to community welfare and community development including funding applications across the business	100%	100%
Maintain and coordinate usage by community groups and not for profits to council facilities (community centres) to enable access to support programs and increase education and employment opportunities for community members	100%	100%
Facilitate community consultation on matters pertinent to council and community	4	4
Facilitate training on demographic tools and databases to internal staff and community non-government organisations	100%	100%
<p>Community Engagement:</p> <p>The Social Planning team have consulted with shop owners, community members, police, health and multiple other agencies to ensure responses facilitated by Council are needed, relevant and appropriate.</p>		
<p>1.14.2 Plan and facilitate social and community capacity programs and activities including celebratory days across the Local Government Area</p>		
Programs/activities facilitated for culturally and linguistically diverse communities	8	8
Programs/activities facilitated for Aboriginal and Torres Strait Islander communities	8	8
<p>Community Engagement:</p> <p>Elders and Mawang Garway were consulted to ensure program was culturally relevant and content was respectful of local Elders and community members</p>		
<p>1.14.3 Promote and provide Family Day Care and in-home care as quality child care options for all members of the community</p>		
Service delivery remains within legislative requirements	100%	100%
Conduct monthly educator visits by a trained Early Childhood staff member	100%	100%
Weekly visits for new educators during their first month by a trained early childhood staff member	100%	100%
Fortnightly attendance records for Educators are processed on time	100%	-
Feedback collected on service delivery	100%	100%
Playsession activities are facilitated	100%	100%
All educators participate in mandatory professional development opportunities	100%	100%
<p>Comments:</p> <p>Currently Wagga Wagga Wagga Regional Family Day Care has 47 approved Educators working. Wagga Wagga Regional Family Day Care has been seeking feedback from stakeholders to review the Policies and Procedures of the service.</p>		

	Quarterly Target Performance	Actual Quarterly Performance
Community Engagement:		
Stakeholders were consulted for feedback regarding Wagga Wagga Regional Family Day Care Policies and Procedures.		
<i>We protect our heritage and keep what was</i>		
1.15 MANAGE LOCAL HERITAGE		
1.15.1 Provide heritage management controls to assist Development Assessment		
Liaise with Planners and external consultants as required	100%	85%
Comments:		
Heritage Controls continue to operate in the Local Environmental Plan (LEP) & Development Control Plan (DCP) to assist with Development Assessment. Council finalised the gazettal of LEP Amendment No. 4 which reviewed the heritage listing in the LEP.		

	Quarterly Target Performance	Actual Quarterly Performance
<i>We have access to beautiful parks and recreational spaces throughout the community</i>		
2.01 ENHANCE AND MAINTAIN PARKS, RECREATIONAL FACILITIES AND OPEN SPACE		
2.1.1 Enhance and maintain parks and open spaces		
Deliver Roadside Mowing program	4	4
Deliver Parks Mowing Program	9	9
Deliver high presentation parks mowing program	39	39
Deliver cemetery maintenance program	100%	100%
2.1.2 Enhance and maintain recreational facilities		
Complete Bosley Park Boating Access Project	-	100%
Upgrade Jim Elphick Tennis Centre Fencing	-	100%
Complete sportsground lighting at Duke of Kent Oval	-	50%
Complete Sportsground lighting at Rawlings Park	-	100%
Implement outcomes from the Bike Plan	100%	100%
Renew condition 4/5 assets	100%	100%
Deliver annual Playground Replacement program – - Chambers Park - Tennyson Park - Schooner Place Park - Tony Place Park	-	100%
Continue fencing program at Nature Reserves	100%	100%
Redevelop new playing ground at Conolly Rugby Park	-	50%
Comments: The Bosley park boating access project, upgrade to Jim Elphick fencing, Rawlings Park lighting, nature reserve fencing and playground replacement projects have been completed. The sports ground lighting project at Duke of Kent is currently under way and will be completed after the Duke of Kent Amenities project is completed. Wagga Wagga Cricket are delivering the Duke of Kent amenities project.		
2.1.3 Lineal Park Corridor Recreation Improvements		
Execution	100%	100%
Comments: This is a long term project over three years. Works to date have included mowing and slashing and preparation for removal of dead trees and weed species. Planning is also underway for the future closure of Amundsen Street and construction of an 800m shared pathway and shade tree planting.		
2.1.4 Construct Indoor Multi Purpose Stadium		
Construction	63%	-
Comments: At the Supplementary Council Meeting of 11 May 2015, Council resolved to place the Multi Purpose Stadium Bolton Park Project on hold.		
2.1.6 Estella Playground and Local Open Space Works		
Project Completion	100%	-

	Quarterly Target Performance	Actual Quarterly Performance
Comments: Estella Playground and Local Open Space Works is on hold until land is released for development.		

2.1.7 Construction for renewal of Tolland neighbourhood		
Planning	-	100%
Execution	100%	25%
Comments: The construction of the Tolland Skate Park is progressing with a tender having been awarded at the June 2015 Council meeting. It is expected construction will be completed during October 2015.		
Community Engagement: Significant community engagement has been undertaken on this project with addition consultation to occur on the concept design.		

2.1.8 Conduct Tree Management		
Complete all Tree Management Application inspections within 21 days	100%	100%
Comments: Council receives approximately 300 requests per annum from the community for inspections of trees on private property under the Tree Preservation Order. This order protects trees from unauthorised removal. Council's Parks officers inspect each tree and provide timely advice back to the customer with appropriate recommendations.		

2.1.9 Parks Operations Management		
Deliver strategic planning services for new and infill areas for the Wagga Wagga Local Government Area	100%	100%
Deliver landscape design program citywide	100%	100%
Comments: This program provides for the delivery of new open space to the communities in the suburbs of Bourkelands, Lloyd, Boorooma, Estella and Forest Hill. This process involves liaison with developers, government agencies and engagement with the community for the creation of liveable communities and quality open spaces. Current projects include new park designs in consultation with developers and the community at Boorooma, Estella, Forest Hill and Lloyd. The Strategic Parks Operations Program also coordinates landscape design services across the organisation for relevant capital works projects. A further part of the Strategic Parks Operations Program includes the assessment of 300 Tree Management Applications annually for the pruning and removal of private trees on private land.		
Community Engagement: Recent community engagement took place with the new park created at Mangrove Crescent at Forest Hill in conjunction with the developer. The local community is very pleased with the new park and the new playground is very popular. There will be community engagement with other new communities in the future once these subdivisions are developed.		

2.02 PROVIDE RECREATIONAL PROGRAMS

2.2.1 Provide aquatic facilities		
Bookings for Swim and Survive program	5,600	5,433
Annual visitations to Oasis Regional Aquatic Centre	300,000	287,805

	Quarterly Target Performance	Actual Quarterly Performance
Comments:		
The user groups and Sporting group usage continues to diversify with many other traditional land-based sports using the pool facilities for alternative exercises and rehabilitation. Total visitations for this quarter were 45,576 which is similar to previous years. The swim and Survive program had a strong Term 2 with 1,179 enrolments. There were also 3 local primary schools participate in Learn to Swim lessons during Term 2, with 826 total visits.		
2.03 IMPLEMENT THE RIVERSIDE MASTER PLAN		
2.3.1 Facilitate the development and implementation of the Riverside Master Plan		
Final Inspection of Wagga Wagga Beach Landscaping	100%	100%
Present commercial development opportunities to the market in strategic Riverside locations through Expression of Interest Process	100%	40%
Comments:		
Stage 1 of the Landscape upgrade of the Wagga Beach has been completed. We will now continue to develop the concepts and ideas for Stage 2 as well as other actions from the Riverside Strategic Master plan.		
Council officers are continuing to explore commercial development opportunities in strategic Riverside locations. With the remediation of the former gasworks site now complete, Council is able to explore this site further in consultation with Crown Lands and industry. Opportunities will be presented to Council for consideration once appropriate due diligence is complete.		
<i>We are a healthy community</i>		
2.04 IMPLEMENT PUBLIC HEALTH AND SAFETY INITIATIVES		
2.4.1 Install CCTV in Wagga Wagga's Central Business District		
Project complete	100%	100%
Comments:		
Council has installed 25 Closed Circuit TV (CCTV) Cameras in the Wagga Wagga Central Business District (CBD). These cameras are located in Station Place, Baylis Street, Fitzmaurice Street and the taxi rank at the eastern end of Gurwood Street.		
The cameras send images to the Wagga Wagga Police Station where the system can be monitored by the Local Area Command particularly in the event of an incident or at peak times. The recorded images will only be used and/or disclosed for law enforcement or other lawful purposes.		
All recorded images that are not part of any ongoing police investigation, or court proceeding or required for any other lawful reason will be deleted after approximately 30 days.		
2.4.2 Deliver companion animal and livestock management services		
Ensure compliance with legislative requirements for dangerous dogs	1	1
Respond to customer requests within 72 hours	90%	90%
Maintain Glenfield Road Animal Shelter operations	100%	100%
Respond to call out for stock and dangerous dogs in accordance with protocols	100%	90%
2.4.3 Deliver regulatory services		
Maintain controls for parking enforcement	100%	90%
Respond to customer requests within 72 hours	90%	90%
Undertake investigations into legislative breaches	100%	100%
Process street activity applications	100%	100%
2.4.5 Deliver public health programs		
Respond to customer requests for sharp collection within 48 hours	100%	100%

	Quarterly Target Performance	Actual Quarterly Performance
Produce annual food safety and compliance calendar	1	1
Produce newsletters to food business owners	2	1

Comments:

Public Health programs have been delivered. Food Safety Newsletter to food business proprietors is in draft and will soon be posted out.

2.4.6 Implement on -site sewage management plan		
Assess and approve on-site sewerage Management applications within 14 days	100%	100%
Inspections for onsite sewer Management systems completed	100%	70%
Undertake investigations regarding customer complaints within 5 days	100%	100%

Comments:

Implementation of the 2014-2018 On-site Sewage Management Plan has been ongoing. Owners of property greater than 20 Ha have been notified of changes to the plan. Educational resources have been developed including brochures and fact sheets and are available on Council's website and at Council's customers service counter. Installation inspections of On-site sewage system following lodgement of Development Application are ongoing to meet conditions of consent.

Explanation / Remedial Action:

Routine inspections are planned to resume on properties less than 20 Ha. Process improvements by Council's Corporate Systems team is underway to identify properties less than 20 Ha in Council's Property & Rating system.

2.4.7 Undertake Health Inspections to enforce legislative requirements		
Undertake food business inspections in accordance with food regulations partnerships	100%	100%
Undertake legionella control inspections	100%	100%
Undertake commercial and semi-commercial swimming pool inspections	100%	100%
Undertake skin penetration/hairdressing inspections	100%	100%
Undertake mortuary inspections	100%	100%
Respond to customer requests with 5 days	100%	100%

2.05 PROVIDE AND IMPLEMENT AN INSPECTION FRAMEWORK THAT SUPPORTS PUBLIC SAFETY	
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2.5.1 Carry out swimming pool inspection audits		
Residential premises inspected for swimming pool safety	100	20

Comments:

20 inspections have been undertaken from 1 May 2015 to 30 June 2015 as a result of requests for Swimming Pool Compliance certificates. This is a reduced number from previous periods due to the change in Council policy to only undertake inspections on the sale and lease of property.

2.5.2 Ensure annual fire safety statements are submitted for applicable buildings		
Submitted Annual Fire Safety Statements are finalised by Council	100%	90%

Comments:

Outstanding statement reminders were forwarded with next process step being compliance.

2.06 PROVIDE WASTE MANAGEMENT SERVICES	
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2.6.1 Manage Kerbside Waste Collection		
Manage Kerbside Collection Contract	100%	100%

2.6.2 Construct a new Waste Cell at the Gregadoo Waste Management Centre		

	Quarterly Target Performance	Actual Quarterly Performance
Execution	20%	20%
<p>Comments:</p> <p>Construction works have commenced for the Civil works contract. The Civil component is around 65% complete. A separate contract for the High Density Polyethylene (HDPE) liner works has been awarded and installation of the liner will commence once the Civil works have been completed.</p>		
2.6.3 Complete Cap at Gregadoo Waste Management Centre		
Planning	100%	100%
<p>Comments:</p> <p>Capping of old landfill cell not required this year due to the achievement operational efficiencies. This is a positive result for the management of the landfill.</p>		

	Quarterly Target Performance	Actual Quarterly Performance
<i>We have a skilled workforce</i>		
3.01 IMPLEMENT AND DEVELOP STRATEGIES TO ATTRACT AND RETAIN HIGHLY SKILLED NEW RESIDENTS TO WAGGA WAGGA		
3.1.1 Provide assistance for new residents including evocities relocaters		
Maintain local and project level Evocities web pages	2	2
Respond to local Evocities enquiries	100%	100%
Report on Evocities Progress and achievements	2	2
Update Live Work Invest pack to satisfy local Evocities enquiries	1	1
Work collaboratively with Evocities partners to monitor progress of marketing program	2	1
Comments:		
The Evocities campaign was featured in The Daily Telegraph and The Sun Herald in two separate articles.		
The Daily Telegraph features local Wagga family the Dutfields who relocated to Wagga from Sydney last year. As a result of the Evocities campaign more than 2100 city households have moved to regional NSW since 2010. Mr Dutfield said "It was a no-brainer. We could not afford the Sydney house prices."		
3.1.2 Meet with Charles Sturt University and TAFE NSW Riverina Institute to coordinate strategies and activities for mutual benefit and synergy		
Meet with Charles Sturt University and TAFE NSW Riverina Institute	1	1
Comments:		
A quarterly meeting between Charles Sturt University, TAFE Riverina Institute and Council was held June 16, 2015. Quarterly meetings are scheduled as per the Memorandum Of Understanding.		
<i>There is growing business investment in our community</i>		
3.02 ENSURE WAGGA WAGGA AIRPORT IS A MARKET LEADER IN DELIVERING REGIONAL AIR SERVICES		
3.2.1 Promote Wagga Wagga Airport as a regional business hub and key contributor to the regional economy		
Print media/industry journals and advertorials	1	1
Run industry networking number – Aviation after five	1	1
3.2.2 Manage Airport Public Facilities		
Conduct daily maintenance of Airport Public facilities	100%	100%
3.2.3 Manage Airport Car Park		
Ensure the car park is operational	100%	100%
3.03 ENSURE THE LIVESTOCK MARKETING CENTRE IS A MARKET LEADER IN PROVIDING LIVESTOCK SALES AND SERVICES		
3.3.1 Deliver Livestock Marketing Centre operations in compliance with industry and stakeholder requirements		
Convene Livestock Marketing Centre User Group meetings	1	1
Maintain infrastructure and systems to enable auctions and other permitted activities by members of Wagga Wagga Selling Agents Association	100%	100%
3.3.2 Promote the Livestock Marketing Centre as a regional business hub and key contributor to the rural economy		
Participate in Australian Livestock Markets Association annual conference	1	1

	Quarterly Target Performance	Actual Quarterly Performance
Print media advertorials	1	1
Provide specific content in Council's Annual Report	1	1
3.3.5 Design and install improved lighting in truck wash facilities at Livestock Marketing Centre		
Construction	100%	100%
3.3.6 Design and install lighting over sheep yard loading ramps at Livestock Marketing Centre		
Construction	100%	-
Comments:		
Project placed on hold to determine the need for possible extra lights.		
3.3.7 Expanded female toilet facilities in main office/cattle selling ring at Livestock Marketing Centre		
Construction	100%	100%
3.04 IMPLEMENT THE BOMEN STRATEGIC MASTER PLAN		
3.4.1 Develop Bomen Business Park through implementing the Riverina Intermodal Freight and Logistics (RIFL) Hub Project		
Complete construction for the Eunony Bridge Road Project	100%	100%
<i>Tourism is a large industry in our community</i>		
3.05 PROMOTE A POSITIVE IMAGE OF COUNCIL IN BOTH THE LOCAL COMMUNITY AND THE BROADER REGION		
3.5.1 Provide organisational graphic design		
Respond to requests to deliver Council documents as per corporate guidelines and community need	100%	30%
Respond to requests to develop material and support usage of City Brand across Council and the community	100%	100%
Respond to requests for design material to support the delivery and increase community understanding of Council works, services and projects	100%	100%
Comments:		
The Graphic Designer has worked on several projects during the quarter including the branding of Wagga Comedy Fest, The Art Gallery re-branding, Council's Workplace Diversity Strategy, NAIDOC Week and National Youth Week alongside the regular publication of the Economic Snapshot and Council News.		
3.5.2 Maintain and administer Corporate and City Brand Guidelines		
Council Signage Guidelines completed	-	30%
Graphic Design Internal Work Request implemented	-	100%
Corporate Brand Guidelines Reviewed	100%	100%
3.06 DEVELOP AND IMPLEMENT TOURISM ACTIVITIES AND PLANS TO ATTRACT VISITORS TO WAGGA WAGGA		
3.6.1 Assist and monitor product and industry development		
Respond to opportunities to develop tourism product such as tours and trails	100%	100%
Participate in the implementation of the Destination Management Plan	2	2
Maintain a comprehensive Calendar of events and produce the monthly "What's On" Guide	3	3

	Quarterly Target Performance	Actual Quarterly Performance
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Comments:

The Visitor Economy team have continued the development of a new visitation app, AppVenture, in collaboration with 365cups, Coolamon and Junee Shire Councils. The project is almost ready to officially launch early in the new financial year. The team also support the implementation of Riverina Regional Tourism initiatives including marketing promotions, the Riverina Localist program and Taste Riverina Festival.

3.6.2 Provide a co-ordinated calendar of events

	100%	100%
Support events that have the potential to attract local, state and national participation providing an economic benefit to Wagga Wagga	100%	100%
Provide assistance to event organisers to encourage the hosting of events	100%	100%

Comments:

Redesign and development of Events Guide is complete and available in hard copy and online. The guide features detailed information for anyone wanting to organise an event such as booking venues, planning requirements and development applications, risk management and insurance to name a few.

Developed and made live the Wagga Events Website www.waggaevents.com.au The site is a one stop shop for event organisers featuring a plethora of information, advice, forms and procedures for holding an event in Wagga Wagga.

Completion of Wagga Events promotional DVD to be utilised to attract events to the City

Continually promoting upcoming events on the Wagga Events facebook page and the coming weekly events in Council News.

3.6.3 Record visitor statistics

	2	2
Gather and record visitor enquiry statistics	2	2
Record Tourism Research Australia/Destination NSW Statistics on Visitation and spend	2	2

Comments:

During 2014/2015 the Visitor Information Centre welcomed 42,472 visitors. The centre also provided 21 guided city tours, distributed over 70,000 What's On guides and answered 5,500 requests for information via phone and email.

The Visit Wagga website has experienced a 24% increase in traffic with over 320,000 visits to the website during the year and 8,000 various guides downloaded. Visit Wagga also maintains several social media accounts including Facebook with 3123 followers, Twitter with 1294 and Instagram with 669 followers.

3.6.4 Work in collaboration with state and regional partners to increase visitation to Wagga Wagga and the region

	100%	100%
Participate in regional campaigns and promotional activities	100%	100%
Update STDW (State Tourism Data Warehouse) to populate Visit NSW and visit Riverina Websites	100%	100%

Comments:

The Visitor Economy team continue to collaborate with state and regional partners including tourism organisations, other councils and industry. The team actively participates in Riverina Regional Tourism meetings and initiatives including the Taste Riverina Festival.

There is Government investment to develop our community

3.07 PROVIDE FINANCIAL ASSISTANCE TO COMMUNITY GROUPS AND PROJECTS**3.7.1 Implement the Annual Community Grants Program**

	100%	100%
Information workshops held	100%	100%
Assess applications	100%	100%

Comments:

Annual Grants Program successfully implemented with a 52% increase in applications on last year. Applications were assessed and recommendations were presented to Council at July Council Meeting recommending 69% of the applications be funded with a total of \$166,025 in funds distributed.

	Quarterly Target Performance	Actual Quarterly Performance
<i>We monitor the quality of our environment</i>		
4.01 EFFECTIVELY MANAGE WATER RESOURCES		
4.1.1 Conduct water quality monitoring of local waterways		
Monthly monitoring completed	100%	100%
Monthly urban salinity monitoring completed	100%	100%
<p>Comments:</p> <p>Piezometer monitoring of ten sub catchments continued on a monthly basis to monitor urban salinity. Discharge and salinity of the dewatering bore network of Calvary Borefield continued to be monitored monthly.</p> <p>Murrumbidgee River readings were within acceptable limits. Turbidity levels remained low during the June quarter due to stable rainfall and run-off conditions across the catchment.</p> <p>Water quality monitoring of the Wollundry Lagoon continued during the June quarter. Growth of the reed beds have been impressive, it is too early to tell the impact on surrounding water quality.</p> <p>Dissolved oxygen levels remained stable in the Wollundry and Flowerdale Lagoons mainly due to steady water temperatures and stable inflows, with temperature levels dropping.</p> <p>Bacteria and blue green algae levels remain low in Lake Albert after monthly testing. Wagga Wagga City Council issued zero (0) Red alerts for blue green algae at Lake Albert after water sampling during the June quarter.</p>		
<i>We promote environmental sustainability through education and through sustainable practices</i>		
4.02 IMPLEMENT THE RESOURCE RECOVERY STRATEGY		
4.2.1 Provide community education on waste minimisation and recycling		
Run waste related workshops	2	6
<p>Comments:</p> <p>Council celebrated International Composting Awareness Week in May by hosting two free Introduction to Composting workshops. Both sessions were fully booked out and the feedback received from participants was very positive.</p>		
4.2.2 Construct Resource Recovery Centre at Gregadoo Waste Management Centre		
Construction of Resource Recovery Centre (building and services)	100%	-
<p>Comments:</p> <p>Project has been placed on hold</p>		
<p>Explanation / Remedial Action:</p> <p>A review of opportunities for the implementation of improved resource recovery is being undertaken as part of the Tipping point campaign.</p>		
4.03 IMPLEMENT ENVIRONMENTAL PRACTICES AND INITIATIVES		
4.3.1 Monitor Council's energy and water consumption		
Conduct quarterly report from Planet Footprint on Council's energy usage	4	4
Conduct quarterly report from Planet Footprint on Council's water usage	4	4

	Quarterly Target Performance	Actual Quarterly Performance
Comments:		
Monitoring of Councils electricity, gas and water has continued through participation in the Planet Footprint program. A new customised portal has been developed which will allow staff to readily find information on specific sites which will allow for better management of these assets.		

4.3.2 Implement energy and water reduction initiatives		
Energy efficiency programs delivered	100%	100%
Water efficiency programs delivered	100%	50%

Comments:
Solar panels have been installed at the Senior Citizens Centre, Ashmont Community Hub and Glenfield Community Centre.

Explanation / Remedial Action:
Council does not currently have a budget allocated for water efficiency projects.

4.3.3 Develop Greenhouse Action Plan		
Plan developed	100%	50%

Comments:
The scope of the plan has changed slightly and will now be inclusive of climate change adaptation and mitigation actions as a result of the recent risk assessment undertaken with key internal stakeholders.

Explanation / Remedial Action:
The initial draft document will be distributed to internal staff for comment, and then proceed to the Corporate Review Committee.

4.04 IMPLEMENT COMMUNITY PROGRAMS TO IMPROVE ENVIRONMENTAL SUSTAINABILITY

4.4.2 Coordinate community education initiatives focussing on environmental sustainability		
Environmental sustainability education workshops programs run	4	8

Comments:
A number of workshops were conducted with schools and preschools covering the themes of worm farming, recycling, littering and vegetable gardening.

4.05 MINIMISE DETRIMENTAL IMPACTS ON THE ENVIRONMENT

4.5.1 Comply with all statutory requirements for solid waste management and sewage treatment works		
Statutory requirements for Environmental Protection Licences are met	100%	100%

4.5.2 Process Liquid Trade Waste applications		
Renew all applications every 5 years	100%	100%
Ensure all relevant new developments are enrolled with an agreement for a period of 5 years	100%	100%
Monitor illegal/non compliant dischargers	100%	100%
Inspect and advise non residential dischargers.	100%	100%

Comments:
All submitted liquid trade waste applications and reviews have been completed in accordance with Council's Liquid Trade Waste Regulation Policy

4.5.3 Manage Carbon Pricing Mechanism		
Ensure 100 percent compliance with the CPM	100%	100%

4.5.4 Comply with Environmental Legislation		
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	Quarterly Target Performance	Actual Quarterly Performance
Environmental complaints and breaches are investigated	100%	100%
Statutory requirements for Environmental Protection Licences are met	100%	100%
Development applications assessed for environmental impacts	100%	100%

Comments:

All environmental breaches or complaints were addressed and appropriate actions taken. Development applications were reviewed for environmental impacts and conditioned accordingly.
All legislative requirements with regard to monitoring and reporting for EPA licensed premises owned by Council were completed.

We improve the quality of our environment

4.06 PROTECT AND ENHANCE NATURAL AREAS

4.6.1 Implement restoration and rehabilitation projects

Submit application for grant funding	1	1
Lloyed environmental restoration project	100%	100%

Comments:

An application was submitted to the Public Reserve Management Fund Program, which identified that Coolatai Grass was a problematic weed at Pomingalarna Reserve. The submission included mapping and eradication components as well as consultation with community groups such as the mountain bike club.

The Wetland at Narrung Street is in the construction phase. Bulky earthworks and water transfer structures are under way and are expected to be completed before spring.

4.6.2 Implement the noxious weed control programs

Roadsides sprayed for noxious weeds	2,400	2,400
Private properties inspected	320	320
Awareness and extension activities conducted	4	4

Comments:

Council Officers have undertaken a comprehensive inspection regime of rural roadside reserves and chemically treated 2400km of roadside reserve for noxious weeds.

Private property inspections have also been a focus in this period due to the ideal weather conditions for weed infestations.

Community awareness about weeds has been raised with a 'Wanted Weeds' campaign implemented in the printed media.

4.6.3 Develop a Vegetation Management Plan

Plan developed	100%	75%
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Comments:

The Management Plan is in draft format. At present the document is being reviewed by internal stakeholders to ensure that the needs of their customers will be met by the performance targets within the plan as well as meeting the requirements of the Local Government Act.

Explanation / Remedial Action:

During this report period staff have consulted with the Governance section of Council. This review identified that the draft report contained all the required elements of a Plan of Management, however the current format of the document did not fully align with some other Council documents, and some reformatting is required.

4.07 MANAGE CONTAMINATED SITES

4.7.1 Monitor and remediate potentially contaminated sites

	Quarterly Target Performance	Actual Quarterly Performance
Monitor potentially contaminated sites	100%	100%

Comments:

Practical Completion certificates have been issued for the Tarcutta Street former gasworks remediation and the defects liability period has commenced.

Chaston Street former gasworks site remediation is being reviewed by the previous auditor to determine status of ongoing monitoring requirements.

We maintain our current and future infrastructure

4.08 PLAN, CONSTRUCT, MAINTAIN AND MANAGE SEALED ROADS

4.8.1 Renew and maintain sealed roads

Complete pavement rehabilitation program	100%	100%
Complete reseal program	100%	100%
Complete urban asphalt program	-	100%

4.8.2 Renew and maintain kerb and gutter

Complete kerb and gutter replacement program	100%	100%
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4.8.3 Maintain Carparks

Routine maintenance undertaken as scheduled	100%	100%
Reduction in number of customer requests received	2%	2%

4.8.4 Manage Permanent Road Closures

Initiate application and subsequent disposal of land within 3 months of Council resolution	100%	100%
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Comments:

Road closure applications lodged with Crown Lands.

4.09 PLAN, CONSTRUCT, MAINTAIN AND MANAGE UNSEALED ROADS

4.9.1 Renew and maintain unsealed roads

Complete gravel sheet program	100%	100%
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Comments:

The unsealed road resheet program was completed and maintenance undertaken as required.

4.10 PLAN, CONSTRUCT, MAINTAIN AND MANAGE STREETSCAPES

4.10.1 Construct , renew and maintain bus shelters

Routine maintenance undertaken as scheduled	100%	100%
Complete bus shelter construction and renewal program	100%	100%

Comments:

Grant funding has been received for seven new bus shelters, three of which have been installed in previous financial years. Since the original application, it has been identified that additional work is required on two of the bus shelters to ensure that they meet the needs of an expanded bus service. An application for grant funding was made last financial year for these additional works. Unfortunately, the application was unsuccessful. A new application has been made this financial year with timing of works dependent upon the outcome of the grant application.

	Quarterly Target Performance	Actual Quarterly Performance
4.10.2 Enhance and maintain streetscapes		
Deliver the annual new and replacement Street Tree program	100	80
Complete all street tree customer requests within 30 days	100%	90%
Comments:		
Council's annual street tree planting program is undertaken during the winter months. This year saw new street trees planted in Bourkelands, Lloyd, Tatton, Boorooma, Estella and Forest Hill. The program also provides for replacement street trees including 100 tree replacements along various main roads throughout Wagga Wagga. This annual program has seen 550 new trees planted to date and when completed will see a total of 650 trees planted citywide.		
4.11 PLAN, CONSTRUCT, MAINTAIN AND MANAGE PATHWAYS		
4.11.1 Construct, renew and maintain footpaths and shared paths		
Complete Footpath replacement program	100%	100%
4.11.2 Implement Pedestrian Access and Mobility Program (PAMP)		
Scheduled pedestrian access ramps constructed	100%	100%
4.12 PLAN, CONSTRUCT, MAINTAIN AND MANAGE LEVEES		
4.12.1 Upgrade the main city levee bank flood protection		
Detailed design complete	100%	90%
Comments:		
The design for the levee bank upgrade is nearing completion and will be finalised in early 15/16.		
Community Engagement:		
Extensive community consultation was undertaken. A number of information sessions were held with the different communities impacted by the levee upgrades. Individual meetings were held with directly impacted landowners. One of the main focuses of the consultation was the options available for flood mitigation in the North Wagga village.		
4.13 PLAN, CONSTRUCT, MAINTAIN AND MANAGE SEWER SYSTEMS		
4.13.1 Implement renewal program for gravity sewer		
Complete all identified renewals as per the priorities on the Black Spot list	100%	100%
4.13.2 Implement sewer mains rehabilitation program		
Deliver a minimum of 2km of rehabilitated/re lined sewer main	0.50	0.52
4.13.3 Maintain sewer assets		
Complete maintenance of scheduled sewer assets	100%	100%
4.13.4 Eliminate joint sewer connections		
Respond to all applications received	100%	100%
4.13.6 Construct new Bomen pump station		
Initiation	-	100%
Planning	100%	10%

	Quarterly Target Performance	Actual Quarterly Performance
Explanation / Remedial Action:		
The project is currently in the initiation phase. A catchment analysis has been completed and is currently being reviewed. Officers will engage an external contractor to undertake detailed designs of both rising main and sewer pump station. Construction of works is not likely to commence until 2016/17.		
4.13.7 Renew Mechanical Pump at Wagga Beach Pump Station		
Replacement complete	100%	100%
4.13.8 Construct Forrest Hill Pump Station		
Design	-	50%
Construction commenced	100%	-
Explanation / Remedial Action:		
Awaiting further information from developers prior to completion of designs. Officers are still confident of completion within 2015.		
4.13.10 Construction of Sewage Treatment Works Mangoplah		
Construction complete	-	50%
Comments:		
The Package Plant and Earthworks contracts have been signed. Completion of the project is anticipated by December 2015.		
4.13.11 Upgrade sewerage pump station control system		
Upgrade current RADTEL control system with new ClearScada system. Program is to be undertaken over a two year period.	100%	95%
4.13.12 Coordinate Pressure Sewer Connections (E1's)		
Complete all submissions through a Development Application process, and referrals from Councils Environmental Health Division	100%	100%
4.13.13 Operation of Sewage Treatment Plants		
Comply with all statutory requirements for Management and operations of sewage treatment plants	100%	100%
Comments:		
All Sewage Treatment Plants operated within licence conditions.		
4.13.14 Design Oura Sewer Reticulation Scheme		
Survey Complete	-	100%
Draft Design	-	10%
Planning Phase Complete	100%	-
Comments:		
Survey work has been complete. Commencement of concept initiation phase for a stand alone treatment plant may be required for the village of Oura. This project is scheduled for completion by December 2017.		
Explanation / Remedial Action:		
None required at this stage.		
4.14 PLAN, CONSTRUCT, MAINTAIN AND MANAGE DRAINAGE SYSTEMS		
4.14.1 Progressively upgrade flood pumps		
Review and maintain compliant standards for flood pumps	100%	100%
Install gross pollutant traps around the lagoon	100%	60%

	Quarterly Target Performance	Actual Quarterly Performance
<p>Comments:</p> <p>Pumps reviewed and maintained to the required standards.</p> <p>The project for installing gross pollutant traps around the lagoon is in drafting stage. Once drafting is completed project will be checked and prepared for construction. Construction is scheduled to be completed by the end of 2015</p>		
4.14.2 Maintain stormwater assets		
Completed schedule of maintenance for stormwater assets	100%	100%
<p>Comments:</p> <p>This maintenance program is scheduled upon requests from the general public, Surveillance officers, as well as identified blackspot areas. The surveillance officers undertake on-site inspections of pipes and pits of known black spot areas and general inspections of all other council stormwater assets. This maintenance program also includes the maintenance of the gross pollutant traps, Open earthen drains and detention/retention basins that are placed around the city. These are maintained after every rainfall event and also on the general inspections of the surveillance officer.</p>		
4.14.3 Assess encumbrance of mains/easement applications		
Process all submissions received through a Development Application process within set timeframes	100%	100%
<p>Comments:</p> <p>Items are identified through a development application activity and dealt with in accordance with Council's Sewer and Stormwater Policies. All current applications are up to date.</p>		
4.14.4 Duplicate Stormwater Drainage - 1050 Copland St to proposed pumping station - Wagga East Developer Servicing Plan Area		
Execution	25%	-
<p>Comments:</p> <p>This project has been established through a Developer Servicing Plan document. Council officers are currently reviewing all DSP related projects with the intention of updating the current servicing plan for stormwater. This project shall remain on hold until the completion of the review.</p>		
<p>Explanation / Remedial Action:</p> <p>A project scoping document is required.</p>		
4.14.5 Copland St Industrial Land - Pump Station for Drainage Purposes		
Execution	25%	-
<p>Comments:</p> <p>This project has been established through a Developer Servicing Plan (DSP) document. Council officers are currently reviewing all DSP related projects with the intention of updating the current servicing plan for stormwater. This project shall remain on hold until the completion of the review.</p>		
<p>Explanation / Remedial Action:</p> <p>A project scoping document is required</p>		
4.14.6 Implement Stormwater Drainage - New Estella western and southern subdivision piped drainage Pine Gully Road /Old Narrandera Road to Olympic Highway		
Execution	25%	-
<p>Comments:</p> <p>This project has been established through a Developer Servicing Plan (DSP) document. Council officers are currently reviewing all DSP related projects with the intention of updating the current servicing plan for stormwater. This project shall remain on hold until the completion of the review.</p>		
4.14.7 Manage Stormwater		
Implement hot spot mitigation solutions	100%	-

	Quarterly Target Performance	Actual Quarterly Performance
Develop mitigation solutions for known stormwater risks	100%	-
Implement mitigation solutions for known stormwater risk items	100%	-
Undertake annual CCTV inspections	100%	-

Comments:

The funding available to undertake the Major Overland Flow Flood Risk Management Study and Plan was not sufficient to deliver the required scope. The funding has been used to further refine the model. The modelling has been completed. It will be reviewed then placed on public exhibition.

Application has been made for funding for stage 2 of the Major Overland Flow Flood Risk Management Study and Plan. This stage will develop overland flow flood mitigation solutions which will be implemented as funding becomes available.

Explanation / Remedial Action:

Additional funding may be required for the development and completion of the risk management plan.

4.14.8 Complete annual fire trails program		
Complete annual fire trails program	100%	100%
4.15 PLAN, CONSTRUCT, MAINTAIN AND MANAGE COMMUNITY BUILDINGS		

4.15.1 Manage leasing and licensing of Council owned or controlled real property		
Initiate new lease or licence agreements, within 3 months of Council resolution	100%	100%
Manage rent reviews, outgoing, lessee/licensee insurance certificates of currency	100%	100%
Renew leases and licences	100%	100%
Maintain leased and licensed premises	100%	100%

4.15.2 Property Management		
Initiate acquisitions (by agreement), compulsory acquisitions, disposals within 3 months of Council resolution	100%	100%
Title Research (e.g. ownership, easements, covenants, etc) to inform decision making, within agreed timeline	100%	100%
Maintain Council owned and Council controlled real property data in GIS system within 1 month of implemented change	100%	100%
Review of Development Applications potentially impacting Council property	100%	100%

4.15.3 Maintain and renew Council buildings		
Maintain and renew buildings to agreed standard and within adopted budgets	100%	100%

Comments:

The upgrade to Botanic Gardens Amenities Block adjacent the restaurant and the Jubilee Park Clubhouse External Amenities have been completed.

4.15.4 Manage service contracts		
Manage contracts for Security, Cleaning, Fire Safety Systems, Lifts	100%	100%

Comments:

Service contracts are being managed to achieve planned outcomes.

4.15.5 Upgrade Air-Conditioning Control at Wagga Wagga Civic Centre		
Execution	100%	100%
Closure	100%	100%

	Quarterly Target Performance	Actual Quarterly Performance
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Comments:
 A report has been received from the consultant engaged to review the Civic Centres air conditioning system. This report identifies short and long term recommendations which could be implemented to further optimise system efficiency and reliability while increasing occupant comfort.
 The recommendations of the report will be implemented over time.

4.16 IMPLEMENT SUSTAINABLE PROCUREMENT PRACTICES		
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4.16.1 Provide procurement services		
Stock turnover ratio of Council stores	4.10	4.10
Average utilisation of major plant	75%	72%

Comments:
 Procurement services is performing to expectations in respect to the delivery Fleet and Stores services

We plan for a growing community

4.17 MAINTAIN AND UPDATE STRATEGIC LAND USE PLANS		
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4.17.1 Amend the Wagga Wagga Local Environmental Plan 2010		
Receive and process requests for amendments to the Wagga Wagga Local Environmental Plan on a bi-annual basis	-	100%
Receive and process individual Planning Proposals to amend the Local Environmental Plan that have significant positive economic and social impacts for the whole of the Wagga Wagga Local Government Area separately to the bi-annual amendments.	100%	100%
Consult with internal and external stakeholders in relation to proposals to alter the Local Environmental Plan	100%	100%
Undertake a 5 yearly review of the Wagga Wagga Local Environmental Plan 2010	40%	5%

Comments:
 Council continues to process Local Environmental Plan amendments on a twice yearly basis. The 5 yearly review of the Wagga Wagga Local Environmental Plan 2010 has not yet commenced.

Explanation / Remedial Action:
 The strategic planning unit has not been resourced to undertake an LEP Review. The strategic work required to inform a review is to commence in 2015-16. This work includes Residential Land Strategy, Rural Land Strategy Integrated Transport Strategy and Open Space Rec and community Facilities Strategy.

Community Engagement:
 All future strategic work will need to incorporate community engagement.

4.17.2 Amend the Wagga Wagga Development Control Plan 2010		
Liaise with all Directorates and Advisory committees to ensure consistent and ongoing review of the Wagga Wagga Development Control Plan 2010	100%	75%
Implement ecologically sustainable development principles and programs	100%	100%
Prepare amendments to the Development Control Plan 2010 that support amendments to the Local Environmental Plan 2010	100%	100%

Comments:
 Council continues to maintain controls in the Development Control Plan and update as necessary.

4.17.3 Develop and implement Strategic strategies and policies.		
Implement actions of the Wagga Wagga Spatial Plan 2013-2043	10%	1%
Undertake a 5 yearly review of the Wagga Wagga Spatial Plan 2013-2043	20%	-

	Quarterly Target Performance	Actual Quarterly Performance
Maintain contaminated (potential) land register	100%	-
Review and update Traffic Model in conjunction with Roads and Maritime Services	50%	30%
Maintain and update Property Vegetation Plan register	100%	-

Comments:

The actions in the Spatial Plan have yet to be completed. The strategic planning unit has not been adequately resourced (either money or staff) to undertake the actions in the plan. Work will commence 2015-16 using an existing resource to progress the Residential and Rural Land Strategy however due to the complexities of projects of this kind and with only one resource committed to these they will take well into 2 years to complete.

Council is involved in a Working Group to develop policies and procedures for the management of contaminated land.

Explanation / Remedial Action:

There is pressure to complete key actions in the Spatial Plan however current resourcing levels are not sufficient to progress these in a timely manner. Council should lobby state government for some planing reform fund and look into other sources to support the unit to progress these projects in a timely manner.

A resource needs to be allocated to ensure that the legislative requirements for S149 Planning Certificates, Contaminated Land and Property Vegetation Plans are met. A two year temporary spatial analyst position has been approved for the unit. It is proposed that part of this role will be to review and update these registers and make recommendations on how to continue to do this in into the future.

4.17.4 Process and issue Section 149 (2) and (5) Planning Certificates.		
Process applications within 5 working days	90%	90%
Update certificate templates to reflect amendments to the Wagga Wagga Local Environmental Plan and Development Control Plan	100%	100%

Comments:

Council continues to process and issue Section 149 Planning Certificates. Recent updates to the templates has improved processing times. A permanent resource has not yet been determined to continue to undertake this work. a casual is currently being paid out of savings.

Explanation / Remedial Action:

A permanent resource needs to be allocated to the processing and issuing of S149 Certificates and the maintenance of the S149 Template & relevant registers that inform the certificates (i.e. Contaminated Land / Property Vegetation Plans).

4.17.5 Car Parking Study		
Review and update the 2008 Wagga Wagga CBD Parking Study	50%	50%

Comments:

Council is committed to reviewing the 2008 Car Parking Study and part of this will be done within the scope of the Integrated Transport Strategy. In the interim and as work-shopped with Council in June 2015 some key projects are to be completed to alleviate existing perceived car parking issues in and around Baylis and Fitzmaurice Streets.

Explanation / Remedial Action:

This matter is being progressed with some short term actions identified to complete in the next 12 months.

4.18.1 Assess Council lodged Construction Certificate applications and undertake the role of Principal Certifying Authority		
Construction Certificates (CC) determined within 40 days from the date of approval of the Development Application or date the CC is lodged	60%	77%

Comments:

There was a total of 97 Construction Certificates determined during the period. 75 of these determinations were within 40 days.

4.18.2 Assess and determine Development Applications		
Development Applications determined within 40 days	70%	75%

	Quarterly Target Performance	Actual Quarterly Performance
Comments: There was a total of 176 Development Applications determined during the period. 132 of these determinations were within 40 days.		

4.18.3 Assess and determine Plumbing and Drainage Applications and undertake inspections to ensure compliance		
Assess and determine Section 68 applications within 7 days of receipt	70%	88%

Comments: The target of 70% of applications determine within 7 days has been exceeded with 98 out of 112 applications approved within the set timeframe.		
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