PROGESS REPORT IMPLEMENTATION OF THE OPERATIONAL PLAN

JANUARY - MARCH 2013

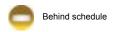






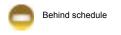


	Progress Report - Implementation of the Operational Pla October - December 2012	n
Code	Our Commitment	Status
1.1.01	Actively engage with the community to ensure open communication	
1.1.01.01	Respond to media enquiries and provide a range of information for dissemination	
1.1.01.02	Distribute communication from Council across the entire Local Government Area on a regular basis using printed and digital media An additional Rates notice insert was developed for the April issue, with a follow up newsletter to be provided in May.	
1.1.01.03	Develop and action best fit communication and engagement plans in conjunction with responsible business owners	②
1.1.01.04	Coordinate and facilitate of programmed village consultations	②
1.1.01.05	Promote opportunities to build relationships with Planning stakeholder groups	
1.1.01.06	Manage the Multicultural Aboriginal Youth, Seniors and Arts Advisory Committees	
1.1.02	Conduct strategic and operational planning, including measurements and reporting performance, to ensure effective use of Council resources	ng of
1.1.02.01	Coordinate Council's overall planning and budgeting process in accordance with legislation and Council electoral terms	
1.1.02.02	Coordinate performance reporting process in accordance with legislation	
1.2.01	Promote a positive image of Council in both the local community and the broader	region
1.2.01.01	Implement City Image Strategy Resolution of Council 24 Sept 2012 has allowed progress on implementation Entry signs - Sign manufacturer experienced delays - project will be complete by end of April Entry statements called for EOI. Panel selected one submission to be reported to Council to go to detailed design and costing stage	•
1.2.01.02	Coordinate photography needs and cataloging as per branding guidelines and publishing requirements Photography/video and image database management progressing well, with major organisational operational works recorded. Worked with People and Culture team and Graphic Designer to photograph staff for new advertising material. Seasonal photo shoot has not been undertaken due to City Brand budget being significantly reduced; hence the need for images is not warranted at this time.	
1.2.01.03	Maintain community registration system for widespread use of City Brand	
1.3.01	Implement sustainable procurement practices	
.3.01.01	Provide sustainable procurement services	
1.3.02	Take advantage of new and emerging technology to improve services	
.3.02.01	Review and refine the corporate advertising processes	
1.3.02.02	Maintain, support and renew Council's information and communication technology	
1.3.02.03	Implement strategy to deliver e-services	O
1.3.02.04	Manage Council website for continual structure/content improvement	

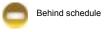


1.3.02.05	Provide regular information and events to stakeholders on the local and regional economy	
.3.02.06	Develop, maintain and continue to integrate Council's corporate applications.	
1.3.02.07	Implement a video recording solution for council meetings Project will not proceed following the outcome of the December 2012 Council Meeting.	8
1.3.03	Actively implement and promote Council's best practice governance policies and pr	ocedures
1.3.03.01	Facilitate council meeting processes	
1.3.03.02	Facilitate a legislatively compliant open access to information	
1.3.03.03	Facilitate corporate support services to councillors	
1.3.03.04	Review and manage Good Governance Framework	
1.3.03.05	Manage Privacy Management framework	
1.3.03.06	Facilitate local government pre and post election process	
1.3.03.08	Deliver an annual program of internal audits focussing on adding value and improving Council's operations	
1.3.04	Ensure Council's risk management process reflects industry best practice across al Council's functions	l of
1.3.04.01	Implement a program for organisational risk awareness	
1.3.04.02	Review and update annual Risk Management Plan	
1.3.04.03	Maintain workplace health and safety management system and action items identified in audit	
1.3.04.04	Manage Corporate Business Continuity Plan and Disaster Management Framework.	
1.3.04.05	Review and manage corporate insurances.	
1.3.05	Provide a sustainable workforce which supports the current and future service deliv	ery needs
1.3.05.01	Communicate and implement actions from the Equal Employment Opportunity Management Plan The Equal Employment Opportunity Report has been sent to the Corporate Review Committee (CRC) before going to Council. The Aboriginal Employment Strategy will be going through a final review before also going to the CRC and Council. Relevant data was included in Council's	
1.3.05.02	Conduct the annual Employee Opinion Survey and evaluate and implement improvement initiatives	
1.3.05.03	Design, develop and implement staff learning and development initiatives	
	Provide recruitment services to the organisation	
1.3.05.04		
	Review and monitor the implementation of the Workforce Plan	
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1.3.05.04 1.3.05.05 1.3.05.06 1.3.05.07 1.3.06	Maintain Council's traineeship and apprenticeship program	0
1.3.05.05 1.3.05.06 1.3.05.07	Maintain Council's traineeship and apprenticeship program Manage the Individual Performance and Development Plan process for all staff	0000

.3.06.03		
	Assess construction certificate applications and undertake the role of Principal Certifying Authority	
.3.06.04	Assess development applications within acceptable determination timeframes 66% of Development Applications were determined within 40 days, up slightly on last quarters figures.	
.3.06.05	Authorise issue of Section 149 planning certificates	
.3.06.06	Maintain Council's traineeship and apprenticeship program	
.3.06.07	Manage the Individual Performance and Development Plan process for all staff	
.3.06.08	Provide information and communications technology helpdesk support to Council staff and the elected bodies	
.3.07	Ensure the long term financial sustainability of Council through effective and pruder management	t financial
.3.07.01	Record assets in a timely and accurate manner to ensure proper custodianship of Council's assets	
.3.07.02	Prepare a quarterly report on Council's budget position	
.3.07.03	Ensure effective debt recovery processes are in place	
.3.07.04	Ensure financial statements are completed and lodged in accordance with statutory requirements	
.3.07.05	Manage Council's investment portfolio in accordance with investment strategies and policies	
.3.07.06	Pursue opportunities to apply for eligible grants from State and Federal Government that meet the grant criteria for those programs that can be delivered with current capacity	
.3.07.07	Annually review and report to the community on the Long Term Financial Plan	
.3.07.08	Undertake an annual review of Developer Contribution Plans and update as required	
.3.07.09	Ensure statutory requirements are met for taxation and reporting purposes	
.3.08	Develop and implement archive and storage strategy for organisation	
.3.08.01	Digitise Records to mitigate the risk of loss, improve access to information and eliminate the need to retain original copies in archive facilities	
.1.01	Support accessible childcare services and programs	
.1.01.01	Promote and provide Family Day Care and in-home care as a quality child care option for the community New family enquiries have been received and educator vacancies are minimal. Co ordination unit staff have been supporting Educators in reflective practice and updating individual philosophies. This is a requirement of the National Quality Standard Element 7.2, outlining a statement of philosophy is developed and guides all aspects of the services operations. Co ordination unit staff have been supporting Educators in the implementation of the Early Years Learning Framework. New educators have been recruited with minimum Cert 3 qualifications in childcare Currently 65 Family Day Care Educators are working and 4 In Home Care Educators providing education and care to 298 families and over 400 children. Educators are receiving regular visits to ensure professional development in the National Quality Framework. Parents of the service	•
	Advisory group was attended by 5 Educators with an apology from a parent. WWRFDC Policies are under review Promotional activities have occurred through the newspaper and radio and WIN television 2 Educators have returned to work with WWRFDC after a short period of work elsewhere.	



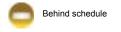
2.2.01	Provide, maintain and promote sport, recreation and leisure programs for the comm	unity
2.2.01.01	Deliver outcomes from the Recreation and Open Space Strategy.	
2.2.01.02	Provide aquatic facilities and programming to the community	
2.2.01.03	Provide Sporting and Recreation Facilities Improvement Grants.	
2.3.01	Provide and implement an inspection framework that supports public safety	
2.3.01.01	Carry out swimming pool inspections audit	
2.3.01.02	Ensure annual fire safety statements are submitted for applicable buildings in the local government area	
2.3.01.03	Implement provisions of the Awnings Policy across the local government area The awnings policy was suspended by a notice of motion submitted to the 19 November 2012 Council Meeting the notice of motion has requested that a Councillor Workshop be held on the policy. Councillor workshop held on 10 December 2012 further workshop to be held pending distribution of legal advice. Additional Councillor workshop held on 4 March 2013 Council has requested amendments to policy in the form of creation of risk matrix for all awnings within Local Government Area plus additional administrative amendments. Planning Directorate currently amending policy prior to undertaking stakeholder engagement and presenting report to Council requesting endorsement of amended policy for public exhibition. Policy amendments will require the development of a Request for Quotation to be distributed to suitably qualified engineering firms for the visual inspection of all awnings and subsequent assessment and allocation to appropriate risk category. Council will be required to allocate funding to progress the appointment of engineering firm to complete terms of brief.	83
2.3.02	Support crime prevention programs	
2.3.02.01	Implement Aboriginal community safety project	
2.4.01	Implement Public Health and Safety Initiatives	
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2.4.01.01	Deliver companion animal and livestock management services	②
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2.4.01.02	Deliver companion animal and livestock management services Deliver regulatory services	⊘
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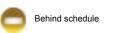
3.1.01	Assist all communities to be connected and viable	
3.1.01.0	Implement rural village plans	
3.2.01	Plan, construct, maintain and manage Sports and Recreation Facilities	
3.2.01.01	Renew and maintain sports and recreational facilities	
3.2.01.02	Implement Lake Albert Management Plan	
3.2.01.03	Implement outcomes from the Wagga Bicycle Plan	
3.2.01.04	Upgrade cricket facilities citywide	
3.2.01.05	Construct new amenities building at Jubilee Park	
3.2.01.07	Implement Sportsgrounds Lighting Program	
3.2.01.08	Implement Equestrian Audit recommendations	
3.2.01.09	Finalise Robertson Oval upgrade	
3.2.02	Plan, construct, maintain and manage parks, gardens and open space	
3.2.02.01	Renew and maintain playgrounds and parks	
3.2.02.02	Implement Plan of Management Recommendations for natural reserves	
3.2.02.03	Replace Victory Memorial Gardens safety fencing and retaining walls around the lagoon	
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3.2.03	Plan, construct, maintain and manage sealed roads	O
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3.2.03.01 3.2.03.02	Plan, construct, maintain and manage sealed roads Implement the pavement rehabilitation program Implement the reseal program Maintain sealed roads Sealed maintenance of Councils road network is ongoing. Council staff continue the challenge of maintaining the LGA sealed road network to a safe and useable condition. Infrastructure services continue to experiment and trial new and improved maintenance methods in an attempt to	
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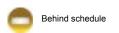
3.2.03.11	Demolish Hampden Bridge	②
3.2.04	Plan, construct, maintain and manage unsealed roads	
3.2.04.01	Conduct gravel resheets	
3.2.04.02	Maintain unsealed roads	
3.2.05	Plan, construct, maintain and manage streetscapes	
3.2.05.01	Construct bus shelters	
3.2.05.02	Deliver roadside mowing program	
3.2.05.03	Develop infrastructure plans for central business district and hospital precinct	
3.2.05.04	Implement Street Lighting Improvements program	
3.2.05.05	Maintain street trees to the Australian Standards	
3.2.05.06	Maintain bus shelters	Ø
3.2.06	Plan, construct, maintain and manage pathways	
3.2.06.01	Improve footpaths	
3.2.06.02	Renew and maintain footpaths	
3.2.06.03	Implement Cycleways Program (Shared Pathways)	
3.2.06.04	Implement Pedestrian Access and Mobility Program (PAMP)	
3.2.07	Plan, construct, maintain and manage sewer systems	
3.2.07.01	Implement renewal program for gravity sewer	
3.2.07.03	Implement sewer mains rehabilitation program	
3.2.07.04	Install sewer network extensions	
3.2.07.05	Maintain sewer assets	
3.2.07.06	Rehabilitate wells- sewer pump stations	
3.2.07.10	Upgrade sewer - rising mains	
3.2.07.10 3.2.07.11	Upgrade sewer - rising mains Upgrade sewerage pump station control system	O
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3.2.07.11	Upgrade sewerage pump station control system	♡ ○ ○ ○ ○
3.2.07.11	Upgrade sewerage pump station control system Design and construct sewer pump station and rising main Estella/Gobbagombalin	
3.2.07.11 3.2.07.12 3.2.07.14	Upgrade sewerage pump station control system Design and construct sewer pump station and rising main Estella/Gobbagombalin Implement pressure sewer reticulation scheme - Mangoplah	
3.2.07.11 3.2.07.12 3.2.07.14 3.2.07.15	Upgrade sewerage pump station control system Design and construct sewer pump station and rising main Estella/Gobbagombalin Implement pressure sewer reticulation scheme - Mangoplah Design concept sewer pump station storage Flowerdale	



3.2.07.20	Install sewage treatment works - Mangoplah	
3.2.07.21	Install sewer pump station 91 - Estella/Gobbagombalin	
3.2.08	Plan, construct, maintain and manage drainage systems	
3.2.08.01	Clean and maintain culverts	
3.2.08.03	Implement Stormwater Management Plan	
3.2.08.04	Install and maintain gross pollutant traps	
3.2.08.05	Maintain stormwater assets	
3.2.08.06	Renew and replace culverts	
3.2.09	Plan, construct, maintain and manage levees	
3.2.09.01	Upgrade the main city levee bank flood protection	
3.2.10	Ensure service delivery meets community acceptable standards	
3.2.10.01	Deliver Asset Management Planning	
3.2.11	Plan, construct, maintain and manage Cemetery	
3.2.11.01	Maintain and enhance cemeteries and crematorium across the local government area	
3.2.12	Plan, construct, maintain and manage community buildings	
3.2.12.01	Manage leasing and licensing of Council owned or controlled real property Actions have commenced on all lease & licence renewals due to date but finalisation of some agreements are outstanding due to a variety of reasons outside of Council's control. All programmed rent reviews have been completed.	
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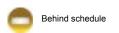
4.1.01.03	Implement Public Art Plan as part of Public Art Policy	
4.1.01.04	Deliver community development projects and events for target groups	
4.1.01.05	Support Regional Arts New South Wales programs and services	
4.1.02	Deliver Theatre Services	
4.1.02.01	Deliver annual season of programs that enhances the artistic educational social recreational and cultural experiences of the community	
4.1.02.02	Maintain and renew Civic Theatre equipment	
4.1.03	Deliver Art Gallery Services	
4.1.03.01	Acquire pieces for the Australian Print Collection	
4.1.03.02	Acquire pieces for the National Art Glass Collection	
4.1.03.03	Manage the Art Gallery collection to national benchmark standards	
4.1.03.04	Ensure Art Gallery engagement and participation	
4.1.03.05	Deliver an annual exhibition schedule that enhances the artistic, educational, social, recreational and cultural experiences of the community	
4.1.03.06	Develop a significant, accessible and sustainable collection	
4.1.03.07	Maintain cultural infrastructure and technology to ensure that the Art Gallery remains viable and effective	
4.1.04	Deliver Museum Services	
4.1.04.01	Deliver a lively and diverse annual schedule of touring exhibitions to the residents of Wagga Wagga and their visitors	②
4.1.04.02	Deliver the Regional Museum Outreach services and assist in the development of a network of sustainable museum's collections in the Riverina	
4.1.04.03	Manage the collections of the Museum of the Riverina to national standards framework	②
4.1.04.04	Initiate, develop, promote and maintain museum education and public programs	
4.2.01	Implement Riverside Masterplan	
4.2.01.01	Facilitate the development and implementation of the Riverside Masterplan	
4.3.01	Deliver Library services	
4.3.01.01	Deliver and develop library outreach service	
4.3.01.02	Deliver quality programs and services that promote community wide education and learning	
4.3.01.03	Develop and maintain a relevant and accessible collection that supports lifelong learning	
4.3.01.04	Deliver regional library services through Riverina Regional Library	
4.3.02	Ensure that opportunities and planning support a 'keeping place' for our heritage	
4.3.02.01	Ensure that opportunities are investigated for heritage funding to protect and enhance heritage values withing the local government area	
4.4.01	Facilitate identified Council events for the benefit of the wider community	
4.4.01.01	Develop and coordinate the deliveryof identified Council events that increase participation across all demographics	



4.4.01.02	Provide advice to business units across Council in regards to event coordination, management and procedures	
4.4.01.03	Reveiw opportunities to access additional grant funding to enchance existing events	
4.4.2	Provide opportunities for major events and community activities	
4.4.02.01	Design a community facility Council staff, with the assistance of consultants finalised initial strategic advice and market sounding research on the development of a Major Community Facility (MCF) for Council consideration. Outputs from these stages of the project include a market needs analysis on commercial facilities, a preliminary vision, a business case framework, a master programme and a recommended governance structure. This advice was provided to the new Council in November 2012 (via a Councillor Workshop and dashboard). Due to current and predicted budgets, as well as Council's decision to proceed with the implementation of the Bolton Park and Exhibition Centre multi-purpose stadiums the \$8m proposed for the implementation of this project was placed on the unfunded list during Council budget considerations.	8
5.1.01	Develop economic development strategies to market and promot the city of Wagga \	Vagga
5.1.01.01	Implement retail programs in accordance with Retail Growth Strategy	
5.1.01.02	Investigate and support alternative energy technology opportunities, identification of commercial opportunities for renewable energy infrastructure to be located in Wagga Wagga	
5.1.01.03	Undertake research marketing and communication to benefit the business community - E-newsleter platform is currently going through a redesign to incorporate latest City Branding Economic snapshot currently in the process of being updated.	
5.1.02	Ensure Wagga Wagga Airport is a market leader in delivering regional air services	
5.1.02.01	Deliver Airport operations that are compliant with regulations	
5.2.01	Implement Bomen Strategic Masterplan	
5.2.01.02	Facilitate the development and implementation of the Bomen Industrial Ecology Strategy contained within the Bomen Strategic Master Plan	
5.2.01.03	Implement Bomen Roads Project	2
5.2.01.04	Create a Riverina Freight and Logistics Hub	
5.3.01	Develop and implement tourism activities and plans to attract visitors to Wagga Wag	ıga
5.3.01.01	Identify and promote new tourism product development	
5.3.01.02	Action recommendations from Events Strategy	
5.3.01.03	Action recommendations from Tourism Strategy	
5.3.01.04	Improve service delivery skills by way of providing professional development for staff and tourism industry stakeholders	000
5.3.01.05	Work in collaboration with State and Regional Partners to increase visitation to Wagga Wagga and the region	
5.3.02	Implement and develop strategies to attract and retain highly skilled new residents t Wagga	o Wagga
5.3.02.01	Implement marketing of evocity brand locally	
5.4.01	Provide and deliver up to date information to Council stakeholders	
5.4.01.01	Continue to provide online alternatives for promoting and disseminating information for visitors and residents to meet the demand of changing demographics of visitors	
5.4.01.02	Ensure accurate processing and timely distribution of incoming correspondence	
5.4.01.03	Maintain, store and retrieve Council's digital and physical corporate records	



5.4.02	Provide spatial data to enhance business solutions for both internal and external cu	ıstomers
5.4.02.01	Review Council's Spatial Plan	
5.4.02.02	Ensure Council's geospatial systems enable a high quality provision of data, storage and archiving	
5.5.01	Ensure Livestock Marketing Centre is a market leader in providing livestock sales/s	ervices
5.5.01.01	Deliver Livestock Marketing Centre operations in compliance with industry and stakeholder requirements The National Saleyard Quality Assurance annual audit has been conducted by Aus Meat Australia with a positive outcome. Expressions of interest have been invited for membership on the LMC User Group. Submissions have been received and are currently being assessed. The first meeting of the new LMC User Group will be held in the last quarter of 2013.	
5.5.01.02	Promote Livestock Marketing Centre as a regional business hub and key contributor to the rural economy	
5.5.01.03	Construct a new workshop building Quotations for the supply and construction of the proposed 12m X 12m x 5m workshop building are currently being assessed. Council is awaiting quotations on the electrical installation. The project is expected to be complete this financial year. Implement site access control system	
5.5.01.04	The project is being re scoped to allow for future B Triple site access. It is not anticipated that the system will be installed this financial year.	
6.1.01	Protect, enhance and rehabilitate native vegetation and ecosystems to enhance bio	diversity
6.1.01.01	Protect and enhance habitats for endangered species	
6.1.02	Implement noxious weed control program	
6.1.02.01	Undertake awareness programs and activities for noxous weeds	
6.1.02.02	Undertake inspection program of private properties to ensure legislative compliance	
6.1.02.03	Undertake noxious weed control program on public lands	
6.3.01	Implement water quality monitoring program	
6.3.01.01	Monitor water quality of the Murrumbidgee River, Lake Albert and Wollundry Lagoon	
6.3.02	Implement water conservation programs	
6.3.02.01	Promote and encourage water efficiency practices and programs	
6.3.02.02	Monitor and review Council's water consumption	
6.4.01	Ensure plans for new release areas conserve areas of biodiversity and develop prin their management	ciples for
6.4.01.01	Ensure Development Assessments enhance and maintain native vegetation	
6.4.2	Manage land use to mimimise detrimental environmental impact	
6.4.02.02	Comply with all statutory requirements for solid waste management and sewage treatment works	
6.4.02.03	Conduct sediment and erosion education to minimise incidence of non compliance	
6.4.02.04	Ensure environmental complaints/breaches are investigated	
6.4.02.05	Implement Council's Urban Salinity Management Plan	



6.4.02.06	Monitoring and management contaminated land sites	
6.5.02	Minimise waste to landfill through reduce, reuse and recycle strategies	
6.5.02.01	Continue to develop initiatives to reduce Council's waste	
6.5.02.02	Continue to implement community waste initiatives	
6.6.01	Promote and support projects that reduce greenhouse gas emissions	
6.6.01.02	Implement strategies to reduce energy consumption	
6.6.01.03	Implement community education initiatives and projects to reduce greenhouse gas emissions	
6.6.02	Implement projects to reduce air pollution	
6.6.02.01	Enforce air quality legislation in the local government area	
6.6.02.02	Promote and implement air quality programs	
6.7.01	Develop, promote and implement environmental sustainability	
6.7.01.01	Implement community programs and projects that promote environmental sustainability	
6.7.01.02	Participate in regular partnership meetings and forums with key stakeholders	
7.3.01	Encourage retention of graduates into local employment	
7.3.01.01	Meet with Charles Sturt University and TAFE to coordinate business workshops to encourage graduate placement in local enterprises	

