



Wagga Wagga
City Council

Progress Report

COMBINED DELIVERY PROGRAM & OPERATIONAL PLAN

April - June 2014



about this plan.

what is this document all about?

What is a Quarterly Performance Report?

Quarterly Performance Reports are provided to the community as a performance measurement tool for the four year Delivery Program.

This reporting is a legislative requirement as part of the Local Government Act 1993 and provides a framework to enable Council internally to monitor and report against performance and provides Councillors with a comprehensive overview of the progress and status of Council's performance.

engaged & involved community.

we are an
**engaged
& involved
community.**



Measures	Target Performance	Actual Performance
<i>Our Community has access to information</i>		
1.1 ACTIVELY ENGAGE WITH THE COMMUNITY TO ENSURE OPEN COMMUNICATION		89%
1.1.1 Distribute communication from Council across the entire Local Government Area on a regular basis using printed and digital media		50%
Produce newsletters	1 Newsletters	0 Newsletters
Implementation of the email newsletter	100%	100%
<p>Council News weekly communication was endorsed in January 2014, altering the objectives for Rate Notice inserts and Newsletters.</p> <p>A new eNewsletter format for Council was developed and implemented across Council's facilities to provide a better look and greater access to data and statistics about readership and usage. The subscription page was also updated and altered on Council's website to make it easier for residents to sign up for the newsletters of their choice. In conjunction with the new Council News initiative, a corporate eNewsletter will be launched for Council's weekly communication direct to residents.</p>		
1.1.2 Develop and action best fit communication and engagement plans in conjunction with responsible business owners		100%
Respond to internal enquiries for communication and community engagement plans	100%	100%
1.1.3 Coordinate and facilitate programmed village consultations		67%
Deliver programmed consultations at rural villages	3 Consultations	2 Consultation
<p>Council's Village Consultations were rebranded and reviewed to become Neighbourhood Meetings, kicking off with the meeting in Collingullie in October 2013. Neighbourhood Meetings are locality based meetings where residents can meet with Councillors and have access to a range of Council information and staff and log requests. The new format has received quality feedback from residents via evaluation forms at each meeting.</p> <p>Council continues to implement the holistic Community Engagement Framework and provide access for community members across our entire Local Government Area to interact with elected representatives, discuss items of importance to them and their community and find out more about Wagga Wagga City Council.</p>		
1.1.4 Provide regular information and events to stakeholders on the local and regional economy		100%
Coordinate business networking events to engage with local businesses	1 Event	1 Event
Wagga Big Business Breakfast	1 Event	1 Event
<p>This quarter we have delivered two Mayoral Business Breakfasts. Invitations were extended to representatives from the Medical industry to discuss key issues relating to the medical precinct.</p> <p>The Commercial and Economic Development Directorate also hosted an information breakfast to inform local business representatives of major projects currently in progress within the Directorate.</p>		
1.1.5 Promote opportunities to build relationships with Planning stakeholder groups		100%
Monthly newsletter distributed	2 Newsletters	2 Newsletters
Planning Advisory Committee meeting held	1 Meetings	Meeting
1.1.6 Attend environmental stakeholder group meetings		100%
Meetings attended by Environmental officers	2 Meetings	2 Meetings
1.1.7 Respond to media enquiries and provide a range of information for dissemination		100%
Organise media opportunities	10 Media opportunities	13 Media opportunities
Issue tweets	250 Tweets	250 Tweets
Issue media releases	30 Media releases	31 Media releases
Produce media update	60 Media updates	60 Media updates
1.1.8 Manage Council website for continual structure/content improvement		100%
Home page visits are greater than 300 per month	900 Visits / month	32,000/ month

1.2 PROVIDE AND DELIVER UP TO DATE INFORMATION TO COUNCIL STAKEHOLDERS		91%
1.2.1 Manage, store and retrieve Council's digital and physical corporate records		100%
Scan records according to quality standards	98%	100%
Incoming correspondence distributed within 48 hours of receipt	95%	95%
Incoming correspondence distributed to the appropriate staff member	95%	98%
Conduct archive retrieval requests for staff according to determined timeframes	100%	100%
Implement automated file retrieval process for staff	100%	100%
1.2.2 Provide spatial information and support to all stakeholders		75%
Conduct spatial system training sessions for internal staff members as required	100%	100%
Upgrade Council's web based mapping system	100%	65%
<p>The GIS team continue to provide training services for the organisation as well as providing staff with assistance on completing online courses.</p> <p>While the upgrade to Council's web based mapping system is behind schedule, the work is still expected to be completed early in the 2014/15 financial year. The project was initially delayed due to some resource constraints with the external provider, but this has now been resolved. A test system has been successfully installed and it is currently being configured and tested before progressing to production.</p>		
1.2.3 Continue to provide online alternatives for promoting and disseminating information for visitors and residents to meet the demand of changing demographics of visitors		100%
Continue to monitor website	100%	100%
Update website content	1 Update	1 Update
1.3 DELIVER EXCELLENCE IN CUSTOMER SERVICE THROUGHOUT THE ORGANISATION		78%
1.3.1 Develop, maintain and improve online services capabilities		100%
Implement process to publish development application documents on Council's website	25%	25%
Investigate and implement online lodgement capabilities for certain application types	100%	100%
Enhance web recruitment interface and workflow processes	100%	100%
Develop an online development consent register	100%	100%
Develop process to capture and present strata capabilities information online	25%	100%
Implement a remote inspection solution for Health Officers and Building Surveyors	100%	100%
1.3.2 Develop, maintain and improve Council's corporate applications		89%
Upgrade Council's electronic document management system	100%	75%
Implement a system to manage regulatory based applications	100%	75%
Implement an internal search engine to retrieve corporate information	100%	100%
Increase automated scanning capabilities in the Records section	100%	100%
Implement electronic form functionality internally to reduce the use of paper and signatures	100%	100%
Investigate options to integrate the electronic document management system with the contract management system	100%	100%
Upgrade Council's spatial document management system	100%	75%
1.3.3 Digitise corporate records to improve access to information and eliminate the need to retain original copies in archive facilities		100%
Develop a process to manage development applications electronically	100%	100%
Review current process to manage and destroy scanned documents	100%	100%
Provide quality control services for scanned documents	100%	100%
1.3.4 Maintain and promote Council's Records Management Framework		66%
Conduct Records Management training courses	2 Sessions	0 Sessions

Conduct electronic document management system training courses	2 Sessions	2 Sessions
Attend meetings to promote Records Management handbook	1 Meeting	1 Meeting
While the Records team have been able to provide system training, they have still not been able to implement a generic Records Management training program. After recent changes to system training and discussions with internal auditors, the training will be merged with the system one on one session's. A handout will also be provided to new staff members that will include Records Management obligations and the associated procedures.		
1.3.5 Deliver a professional level of customer service via the customer service centre		60%
Report on productivity of the Customer Service Centre	3 Reports	3 Reports
Implement Customer Service Strategy	75%	15%
The productivity of the Customer Service Centre is tracking well and has minimal errors. The Customer Service external customer satisfaction rating is currently sitting at 94%. The implementation of the Customer Service Strategy has been put on hold due to competing priorities. Web chat is travelling well and is well utilised by the community with over 100 people 'chatting' on the system within the past 2 months. Customer Service First Call Resolution has increased to 98% with only 2 processing errors for the month.		
1.3.6 Maintain, support and renew Council's information and communication technology		60%
Percentage of support tickets resolved on time	85%	88.76%
Upgrade Council's sever operating systems to Windows Server 2008	100%	25%
Upgrade Council's Personal Computer operating systems to Windows 7	100%	30%
Investigate different methods of deploying user environments including desktop virtualisation	100%	45%
Review options for communications between Council sites	100%	100%
Support Tickets resolved on time equalled 88.76% of a total of 258 logged and recorded tickets. Communications between Council sites has been reviewed and the establishment of a new Telstra IP network that will ensure business continuity in a potential disaster situation has begun. Windows Server 2003 to 2008 upgrades are still being performed with any new Servers being created on the 2008 or 2012 platform. Windows XP to Windows 7 upgrades are progressing with Corporate Application support being the only thing to hold this back. A number of PC's have been upgraded to Windows 7 to test functionality and performance and will continue to do so where the reliance on Corporate Application support is not required. A Proof of Concept model for deploying Windows 7 as a Virtual Desktop Environment to any device whether it is mobile or just to a standard desktop or laptop has been setup and is currently being tested. Investigations into Application Virtualisation and hybrid designs of Virtual/Physical Desktops and Virtual Applications are also underway.		
1.4 ACTIVELY IMPLEMENT AND PROMOTE COUNCIL'S BEST PRACTICE GOVERNANCE POLICIES AND PROCEDURES		95%
1.4.1 Deliver an annual program of internal audits focussing on adding value and improving Council's operations		100%
Strategic internal audit plan and annual work program endorsed by the audit and risk committee	100%	100%
Annual work program completed on schedule	100%	100%
1.4.2 Facilitate Council and Policy and Strategy meeting processes		91%
Agenda distributed within legislative timeframes of three clear days prior to meeting	6 Agendas	6 Agendas
Minutes distributed within seven days	6 Minutes	6 Minutes
Complete annual review of Code of Meeting Practice	100%	75%
1.4.3 Facilitate a legislatively compliant open access to information – Government Information (Public Access) Act (GIPAA)		95%
Formal applications are responded to within 20 working days	100%	100%
Informal applications are responded to with 15 working days	100%	100%
Ensure Council is compliant with mandatory release requirements	100%	100%
1.4.4 Facilitate corporate support services to Councillors		100%
Training program delivered	100%	100%
1.4.5 Review and manage the Good Governance Framework		82%

Review of the Good Governance Framework	100%	75%
Review the Anti-Fraud Management Framework	100%	90%
1.4.6 Review and manage Privacy Management Framework		100%
Facilitate Privacy Management training and awareness program	1 Session	1 Session
Ensure privacy breaches are reported to the Office Information Commission within legislative timeframes	100%	100%
1.5 ENSURE COUNCIL'S RISK MANAGEMENT PROCESS REFLECTS INDUSTRY BEST PRACTICE ACROSS ALL OF COUNCIL'S FUNCTIONS		75%
1.5.1 Implement a program for organisational risk awareness		0%
Development of E-Learning module for risk management training	100%	0%
<i>The e-learning module for risk management will not be developed in this financial year due to budget constraints. Item will be re-evaluated in future years as funding becomes available.</i>		
1.5.2 Review and update annual Risk Management Plan		100%
Review and update Risk Management Plan	100%	100%
1.5.3 Manage Corporate Business Continuity Plan and Disaster Management Framework		100%
Review and update the Business Continuity Plan	100%	100%
Test the Business Continuity Plan and Disaster Recovery Plans annually	100%	100%
1.5.4 Review and manage corporate insurances		100%
Compliance with Statewide Insurance's Risk Management Action Plan	100%	100%
Ensure Council's insurance asset listing aligns with asset management register for Council buildings	100%	100%
1.6 PROVIDE A SUSTAINABLE WORKFORCE WITH THE CAPABILITY AND CAPACITY TO SUPPORT CURRENT AND FUTURE SERVICE DELIVERY		99%
1.6.1 Communicate and implement actions from the Equal Employment Opportunity Management Plan		100%
Review Aboriginal Employment Strategy	100%	100%
Review Equal Employment Opportunities Action Plan	100%	100%
1.6.2 Conduct the annual organisational engagement and culture survey and evaluate and implement improvement strategies		100%
Conduct organisational engagement and culture survey	100%	100%
Analyse data from the survey and recommend initiatives	100%	100%
1.6.3 Design, develop and implement staff learning and development initiatives		100%
Develop flexible E-Learning modules	2 Modules	2 Modules
Review and maintain Coaching and Mentoring Program	100%	100%
Review and maintain a Workplace Health and Safety training plan	100%	100%
1.6.4 Provide recruitment services to the organisation		97%
Review and research current labour hire practices and initiatives	100%	95%
Online recruitment stage one completed/released	100%	100%
1.6.5 Review and monitor the implementation of the Workforce Plan		100%
Review Councils Workforce Action Plan	100%	100%
1.6.6 Promote future workforce development with options such as traineeships, apprenticeships, cadetships and scholarships		100%
Complete scheduled contact and monitoring of Trainees and Apprentices	100%	100%
Incorporate traineeships, apprenticeships, cadetships and scholarships into councils workforce	100%	100%
1.6.7 Manage the Individual Performance and Development Plan (IPDP) process for all staff		100%
Eligible staff have an active and up to date IPDP for the 2013/14 financial year	100%	100%

Review the Individual Performance Development Plan document and process	100%	100%
A Look Listen Do It Better Team has been organised for the review of the IPDP. Any recommendations and agreed changes to this process will be implemented in the 15/16 IPDP Process.		
1.7 STRIVE FOR ZERO HARM AND A CULTURE OF HEALTH AND SAFETY		85%
1.7.1 Maintain Workplace Health and Safety (WHS) management system and action items identified in audits		85%
Review and redevelop WHS Management system	25%	25%
Review and maintain WHS Risk Management system	100%	100%
Develop and implement a consultation program	25%	25%
Implement, review and maintain Councils Health and Wellbeing strategy	75%	25%
Review and maintain WHS injury management and return to work programs	100%	100%
1.8 SUPPORT AND ENCOURAGE INNOVATIVE AND CONTINUOUS IMPROVEMENT		100%
1.8.1 Provide and promote a framework that supports continuous improvement, change management and business improvement models		100%
Promote and support 'Look Listen Do it Better' the continuous improvement tool	100%	100%
Support continuous improvement activities across Council	100%	100%
<i>We provide the community opportunities to be involved in decisions impacting them</i>		
1.9 CONDUCT STRATEGIC AND OPERATIONAL PLANNING AND REPORTING OF PERFORMANCE		100%
1.9.1 Prepare and publish Council's Integrated Planning and Reporting documents		100%
Produce quarterly performance report	1 Report	1 Report
Publish the 2012/2013 Annual Report	100%	100%
Update the Ruby & Oliver community engagement website	1 Article	1 Article
Prepare a Community Strategic Plan Engagement Plan for 2014	100%	100%
Publish the 2014/2015 Operational Plan	100%	100%
Review Council's Delivery Program	100%	100%
1.10 ENSURE THE LONG TERM FINANCIAL SUSTAINABILITY OF COUNCIL THROUGH EFFECTIVE AND PRUDENT FINANCIAL MANAGEMENT		98%
1.10.1 Record assets in a timely and accurate manner to ensure proper custodianship of Council's assets		100%
Maintain property plant and equipment register	100%	100%
1.10.2 Prepare a quarterly report on Council's budget position		100%
Quarterly budget report completed	1 Report	1 Report
1.10.3 Ensure effective debt recovery processes are in place		97%
Outstanding rates and Annual Charges is less than 6%	6%	6.20%
1.10.4 Ensure Financial Statements are completed and lodged in accordance with statutory requirements		100%
Lodge Financial Statements	100%	100%
Council's 2013/14 Financial Statements preparation is underway with Council's auditors planning on being onsite in September 2014		
1.10.5 Manage Council's investment portfolio in accordance with investment strategies and policies		100%
Annual review of Investment and Policy Strategy	2 Reports	3 Reports
1.10.6 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		100%

Publish a list of grants sourced	1 List	1 List
1.10.7 Annually review the Long Term Financial Plan		100%
Review and update the Operational and Long Term Financial Plan	100%	100%
1.10.8 Ensure statutory requirements are met for taxation and reporting purposes		100%
Reports are lodged with the Australia Tax Office	3 Reports	3 Reports
1.10.9 Undertake an annual review of Developer Contribution Plans and update as required		90%
Complete review	100%	90%
<i>We provide opportunities for people to connect</i>		
1.11 FACILITATE IDENTIFIED COUNCIL EVENTS FOR THE BENEFIT OF THE WIDER COMMUNITY		100%
1.11.1 Develop and coordinate the delivery of identified Council events that increase participation across all demographics		100%
Local Government Week	100%	100%
Little Big Day Out	100%	100%
A Very Wagga Christmas	100%	100%
Australia Day	100%	100%
Regenerate Youth Festival	100%	100%
Walk of Honour	100%	100%
1.11.2 Provide advice to business units across Council in regards to event coordination, management and procedures		100%
Respond to internal enquiries or requests	100%	100%
1.11.3 Review opportunities to access additional grant funding to enhance existing events		100%
Source additional funding for Regenerate	100%	100%
Investigate sponsorship opportunities for Australia Day	100%	100%
Investigate sponsorship opportunities for Christmas	100%	100%
1.12 DELIVER A BROAD RANGE OF CULTURAL SERVICES, COMMUNITY PROGRAMS AND EVENTS THAT SUPPORT PARTICIPATION, LIFELONG LEARNING AND ENGAGEMENT BY ALL		99%
1.12.1 Deliver a broad range of library spaces, programs and activities		98%
Number of library visits per quarter	190,000 Visits	207,485 Visits
Number of programs for older people	3 Programs	10 Programs
Number of programs for youth	3 Programs	6 Programs
Number of programs for children	3 Programs	8 Programs
Number of programs for culturally and linguistically diverse communities	3 Programs	3 Programs
Number of programs for people with disabilities and their carers	3 Programs	3 Programs
Number of community activities and programs	12 Programs	12 Programs
Number of events per quarter on community learning	15 Events	12 Events
Number of display an exhibitions per quarter	5 Displays	12 Displays
Quarterly report on Home Library Service	1 Reports	1 Report
Feedback report from program attendees	1 Report	1 Report
1.12.2 Present innovative visual arts exhibitions of regional and national significance		100%
Present a diverse range of Art Gallery exhibitions	8 Exhibitions	9 Exhibitions
Develop unique and creative visual arts products	3 Exhibitions	3 Exhibitions
Develop and promote regional visual arts culture and practice	3 Exhibitions	3 Exhibitions

1.12.3 Initiate and develop visual arts activities and programs that are accessible and relevant to the community		100%
Deliver Art Gallery public programs that develop and expand audience engagement	10 Programs	10 Programs
Present cross-disciplinary performances developing engagement with contemporary arts practice	3 Programs	3 Programs
1.12.4 Provide physical and online access to Wagga Wagga's history through the Local Studies Collection		100%
History Week Event	1 Event	1 Report
Report on Local Studies purchases and donations	1 Report	1 Report
1.12.5 Increase access to quality artistic experiences for diverse groups in the community		100%
Develop Art Gallery Disability Action Plan	1 Plan	1 Plan
Develop partnerships between disability community groups and the Art Gallery	2 Projects	2 Projects
Maintain and develop partnerships with Indigenous community groups and the Art Gallery	2 Projects	2 Projects
1.12.6 Develop and deliver a diverse annual theatre program of touring		100%
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 people	100%	100%
1.12.7 Initiate, develop, promote and maintain Civic Theatre education and public programs		100%
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	25% Net Promoter Score	25% Net Promoter Score
Complete annual audience evaluation report	1 Report	1 Report
1.12.8 Encourage and support performing arts activity in Wagga Wagga by facilitating performances by community groups and commercial hirers		100%
Provide professional box office ticketing services for events 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%
1.12.9 Deliver a lively and diverse annual schedule of touring exhibitions to the residents of Wagga Wagga and their visitors		100%
Deliver quarterly exhibition schedule at both museums sites	4 Exhibitions	4 Exhibitions
1.12.10 Deliver the regional museum outreach services and assist in the development of a network of sustainable museum collections in the Riverina		100%
Deliver/evaluate quarterly museum outreach service (sector, education, disability & aged care)	4 Programs	4 Programs
1.12.11 Initiate, develop, promote and maintain museum education and public programs		100%
Number of education and public programs initiated and delivered	12 Programs	12 Programs
Complete ongoing audience evaluations	1 Reports	1 Report
Complete annual audience/visitor evaluation report	1 Report	1 Report
1.12.12 Implement Public Art Policy		100%
Publish the Cultural Guide	1 Guide	1 Guide
Hold Public Art Panel meetings	3 Meetings	4 Meetings
Complete Airport Public Art Project	100%	100%
Partner in the Delivery of the dLux disstre` new media project	100%	100%

Investigate and research potential locations for public art	100%	100%
Maintain Public Art collection	100%	100%
Participate as a member of the Eastern Riverina Arts Board	100%	100%
1.13 PROVIDE, FACILITATE AND MAINTAIN COMMUNITY AND CULTURAL INFRASTRUCTURE		100%
1.13.1 Develop and maintain a relevant and accessible collection of digital and print media to inform and entertain the local community		100%
Number of library loans per quarter	70,000 loans	68,448 Loans
Report on downloads of digital media across	4 Reports	4 Reports
Report on customer feedback	1 Report	1 Report
1.13.2 Develop and care for Art Collections of national significance		100%
Acquire pieces for the Margaret Carnegie Print Collection	100%	100%
Acquire pieces for the National Art Glass Collection	100%	100%
1.13.3 Maintain Art Gallery infrastructure and operations to National Industry Standards		100%
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%
1.13.4 Maintain and renew cultural infrastructure and technology to ensure that the Civic Theatre remains viable and effective		100%
Maintain technical equipment to a safe and professional standard	100%	100%
Implement Civic Theatre Asset Management Plan	100%	100%
1.13.5 Manage the collections of the Museum of the Riverina to National Standards framework		100%
Implement recommendations from the National Museum Standards 2012 program	100%	100%
Annual review of the museum collection management policy	100%	100%
Implement best practice collection management, research, collection storage and access programs	100%	100%
1.13.6 Develop strong partner collaborations and utilise promotional tools to raise awareness of library services, programs and collections in the local community		100%
Report per quarter on collaborations and partnerships with local and external groups, service providers and organisations	5 Events	16 Events
Report per quarter on social media and more traditional activities to promote the library to the community	10 Events	12 Events
1.14 ADVOCATE , PARTNER AND FACILITATE THE DELIVERY OF AFFORDABLE AND ACCESSIBLE SERVICES AND INFRASTRUCTURE		100%
1.14.1 Plan and facilitate social and community capacity programs and activities including celebratory days across the Local Government Area		100%
Programs/activities for older people	4 Programs	4 Programs
Programs/activities for youth	2 Programs	2 Programs
Programs/activities for children	3 Programs	3 Programs
Programs/activities for culturally and linguistically diverse communities	2 Programs	2 Programs
Programs/activities for Aboriginal and Torres Strait Islander communities	2 Programs	2 Programs
Programs/activities for people with disabilities and their carers	2 Programs	2 programs
Programs/activities for Rural Villages	2 Programs	2 Programs
General community support and engagement projects	2 Programs	2 Programs

1.14.2 Deliver Aboriginal Family Worker Program		100%
Deliver in line with service agreement	100%	100%
1.14.3 Deliver Home and Community Care Services		100%
Deliver in line with service agreement	100%	100%
1.14.4 Promote and provide Family Day Care and in-home care as a quality child care options for all members of the community		100%
All educators are actively studying or have attained Certificate III qualification in Children's Services	100%	100%
All educators participate in mandatory professional development opportunities	50%	100%
Customer satisfaction is maintained	85%	100%
<i>We protect our heritage</i>		
1.15 MANAGE LOCAL HERITAGE		100%
1.15.1 Liaise with Planners and external consultants to expedite delivery of heritage management inputs to assist development assessment processing		100%
Respond to internal referrals within five working days	100%	100%

safe & healthy community.

we have a
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Measures	Target Performance	Actual Performance
<i>We provide access to beautiful parks and recreational spaces throughout the community</i>		
2.1 ENHANCE AND MAINTAIN PARKS, RECREATIONAL FACILITIES AND OPEN SPACE		76%
2.1.1 Enhance and maintain parks and open spaces		100%
Deliver Roadside Mowing program	2 Cut	2 Cut
Deliver Parks Mowing Program	8 Cuts	2 Cuts
Deliver high presentation parks mowing program	13 Cuts	13 Cuts
Deliver cemetery maintenance program	100%	100%
2.1.2 Enhance and maintain streetscapes		76%
Deliver the annual new and replacement Street Tree program	650 Trees	400 Trees
Complete all street tree customer requests within 30 days	100%	90%
<p>The 2014 winter street tree planting program is carried out over the months of May to August and provides new street trees to the new subdivisions in Bourkelands, Lloyd, Tatton, Estella and Boorooma, with replacement trees provided in the older suburbs. To the end of June over half the trees in this year's program are already planted.</p> <p>600 customer requests for street trees have already been received for the 2014 calendar year. All are inspected within five days and the majority of requests are completed within the 30 days timeframe.</p> <p>Council plants 650 new and replacement street trees each year (mostly in the new suburbs of Lloyd, Bourkelands, Estella and Boorooma) as part of its annual street tree planting program.</p>		
2.1.3 Enhance and maintain recreational facilities		79%
Complete erosion remediation works at Lake Albert	100%	90%
Upgrade facilities at Bolton Park precinct	100%	100%
Complete sportsground lighting at Duke of Kent Oval	100%	25%
Complete Dressage Arena, office and toilet facilities at Charles Sturt University	100%	90%
Implement outcomes from the Bike Plan	100%	100%
Renew condition 4/5 assets	20%	0%
Deliver annual Playground Replacement program - Webb Park Ashmont, Kessler Park Tolland, Jack Skeers Park Lake Albert, Wiradjuri Estate Central, Cochrane Street Park Koorinal	100%	100%
Continue fencing program at Willans Hill	100%	100%
Redevelop new playing ground at Conolly Rugby Park	100%	50%
<p>Duke of Kent Lighting - A lighting design is currently being undertaken for the sportsground lighting to be installed at Duke of Kent Oval. The construction element of this project has been deferred to 2014/15 to fit in with the construction timelines for the new amenities block at the same venue.</p> <p>Renew condition 4/5 assets - funds allocated for this project were reallocated to other projects.</p> <p>Planning is currently underway for the development of a fourth field at Conolly Rugby Complex. Concept plans have been developed, surveys have been done and works specifications are currently being prepared so that quotations can be called for the earthworks. An agreement between Council and Southern Inland Rugby Union for the delivery of the project has been endorsed by Council. It is expected that works will commence in September immediately after the Southern Inland Rugby Union grand final.</p>		
2.1.4 Design and construct the Multipurpose Stadium Project		50%
Design Completion	100%	100%
Development Application Approval	100%	50%
Construction to begin at Exhibition Centre	100%	0%
<p>At the Ordinary meeting of July 2013 Council appointed an Architect to complete the design of the two site Multi-Purpose Stadium Project. Detailed design works have been completed for the Exhibition Centre site with a development application approved in February 2014. Final detailed design works for the Bolton Park site will be completed during July 2014 with the development application to be submitted upon completion. Further reports will be presented to Council during the construction tender phase of the project with Construction of the Exhibition Centre to be completed during 2014/15.</p>		
2.2 PROVIDE RECREATIONAL PROGRAMS		80%
2.2.1 Provide aquatic facilities and programs		85%

Bookings for Swim and Survive program	1,400 Bookings	1,094 Bookings
Annual visitations to Oasis Regional Aquatic Centre	300,000 Visitors	277,873 Visitors
2.3 IMPLEMENT THE RIVERSIDE MASTER PLAN		
2.3.1 Facilitate the development and implementation of the Riverside Master Plan		75%
Develop a draft landscape master plan for the Wagga Beach precinct for review and consideration of Council	100%	100%
Implementation strategy to Council for the development of the Wagga Beach Landscape Plan	100%	50%
Commence implementation of the Wagga Beach Landscape Plan	40%	10%
Landscape plans (including staging plans) and cost estimates for the Wagga Beach precinct have been developed and presented to Council. The procurement process for this project has now completed with a successful contractor being engaged following a report to Council in June 2014. The contractor will commence works in late July 2014 with an expected construction period of 34 weeks. The construction of the project will be broken into 3 key stages to minimise impact on the community. The Wagga Beach area will be completed first so that the space can be ready for use in the 2014/15 summer period. The contractor will then move to the St Michaels and the riparian vegetation zones, then finish on the formalisation of the Wagga Beach car parking area.		
<i>We are a healthy community</i>		
2.4 IMPLEMENT PUBLIC HEALTH AND SAFETY INITIATIVES		98%
2.4.1 Deliver companion animal and livestock management services		100%
Ensure compliance with legislative requirements for dangerous dogs	1 Report	1 Report
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%	100%
2.4.2 Deliver regulatory services		100%
Maintain controls for parking enforcement	100%	100%
Respond to customer requests within 72 hours	90%	90%
Undertake investigations into legislative breaches	100%	100%
Process street activity applications	100%	100%
2.4.3 Deliver public health programs		100%
Deliver immunisations services	24 Clinics	6 Clinics
Respond to customer requests for sharp collection within 48 hours	100%	100%
Produce annual food safety and compliance calendar	1 Calendar	1 Calendar
Produce newsletters to food business owners	1 Newsletters	1 Newsletters
2.4.4 Implement On-site Sewage Management Plan		91%
Assess and approve on-site sewerage management applications within 14 days	95%	95%
Inspections for onsite sewer management systems completed	100%	75%
Undertake investigations regarding customer complaints within 5 days	100%	100%
2.4.5 Undertake health inspections to enforce legislative requirements		100%
In accordance with food regulations partnerships undertake food business inspections	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%
2.5 PROVIDE AND IMPLEMENT AN INSPECTION FRAMEWORK THAT SUPPORTS PUBLIC SAFETY		50%
2.5.1 Carry out swimming pool inspection audits		100%

Number of residential premises inspected for swimming pool safety	100 Inspections	351 Inspections
2.5.3 Implement provisions of the Awning Policy		0%
Premises with awnings overhanging road reserves have provided structural certification and insurance to Council satisfaction	100%	0%
Premises with awnings overhanging road reserves that require development approval have approval in place	100%	0%
Premises with awnings overhanging road reserves that require Section 138 have approval in place	100%	0%
<p>A new draft Awnings Policy was created and amended to reflect industry concerns and is now based on the content of a Circular issued by the NSW Department of Planning in March 2013.</p> <p>This draft was presented to the Council Meeting on 30 September 2013 which endorsed the commencement of public exhibition.</p> <p>Draft Policy exhibited from 26 October - 6 December 2013 both via traditional advertising mechanisms (Newspaper) and via dedicated online exhibition website. No submissions were received and the policy was presented to the February 2014 Policy and Strategy Committee Meeting at which time it was adopted.</p> <p>Awnings Policy adopted in February 2014 and implemented in March 2014 by virtue of awning letters being distributed to all owners and residents reminding them of the importance of regular maintenance of awning structures. This item is now completed</p>		

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Measures	Target Performance	Actual Performance
<i>We have a skilled workforce</i>		
3.1 IMPLEMENT AND DEVELOP STRATEGIES TO ATTRACT AND RETAIN HIGHLY SKILLED NEW RESIDENTS TO WAGGA WAGGA		100%
3.1.1 Provide assistance for new residents including evocities relocaters		100%
Maintain local and project level Evocities web pages	1 Updates	1 Update
Respond to local Evocities enquiries	100%	100%
Report on Evocities Progress and achievements	1 Reports	20 Reports
3.1.2 Meet with Charles Sturt University and TAFE to coordinate business workshops to encourage graduate placement in local enterprise		100%
Host and provide administrative support for collective group	1 Meetings	1 Meeting
<i>There is growing business investment in our community</i>		
3.2 ENSURE WAGGA WAGGA AIRPORT IS A MARKET LEADER IN DELIVERING REGIONAL AIR SERVICES		75%
3.2.1 Deliver Airport operations that are compliant with regulations		100%
Maintain safety compliance and operations of a certified aerodrome	100%	100%
Maintain security compliance with transport security program	100%	100%
3.2.2 Promote Wagga Wagga Airport as a regional business hub and key contributor to the regional economy		50%
Participate in the Australian Airports Association Annual Conference	1 Conference	1 Conference
Run industry networking events – Aviation after five	1 Event	0 Events
Council continues to participate in the Australian Airports Association (AAA), with Stephen Prowse, Manager Commercial Businesses being both a Board Director and NSW Chairperson. Wagga Wagga Airport management representatives continue to attend and present at the AAA National Conference each year. Various print media are used to promote the Airport, including AAA publications and industry journals.		
3.3 ENSURE THE LIVESTOCK MARKETING CENTRE IS A MARKET LEADER IN PROVIDING LIVESTOCK SALES AND SERVICES		77%
3.3.1 Deliver Livestock Marketing Centre operations in compliance with industry and stakeholder requirements		100%
Convene Livestock Marketing Centre User Group meetings	1 Meeting	1 Meetings
3.3.2 Promote the Livestock Marketing Centre as a regional business hub and key contributor to the rural economy		100%
Participate in Australian Livestock Markets Association annual conference	1 Conference	1 Conference
Print media advertorials	1 Advertorial	1 Advertorial
Provide specific content in Council's Annual report	1 Report	1 Report
3.3.3 Construct a new workshop building at the Livestock Marketing Centre		100%
Complete construction of the workshop building	100%	100%
3.3.4 Implement site access control system at the Livestock Marketing Centre		10%
Install site access control system	100%	10%
This project has been deferred pending a decision on an access road between the existing Bomen industrial area and the proposed Riverina Freight and Logistics Hub (RiFL) development to the north.		
3.4 IMPLEMENT BOMEN STRATEGIC MASTER PLAN		100%
3.4.1 Develop Bomen Business Park through implementing the Riverina Intermodal Freight and Logistics (RiFL) Hub Project		100%
Receive approval from the Division of Local Government (DLG) to proceed with the project	100%	100%

Commence the construction of the Eunony Bridge Road project with a view of completing the project by June 2015 (as per the NSW Government Funding Agreement)	75%	100%
Meet the Federal Government funding agreement milestones for the Riverina Intermodal Freight and Logistics (RIFL) Hub	75%	90%
<i>Tourism is a large industry in our community</i>		
3.5 PROMOTE A POSITIVE IMAGE OF COUNCIL IN BOTH THE LOCAL COMMUNITY AND THE BROADER REGION		100%
3.5.1 Implement City Image Strategy		100%
Meetings regarding City Brand implementation	1 Meeting	1 Meeting
3.5.2 Coordinate photography needs and cataloguing as per branding guidelines and publishing requirements		100%
Coordinate seasonal photo shoots	1 Photo Shoots	1 Photo Shoot
Coordinate Business Unit Photo Shoot	1 Photo Shoots	1 Photo Shoot
3.5.3 Maintain community registration system for widespread use of City Brand		100%
Meetings with community on using the City Brand	2 Meetings	2 Meetings
3.6 DEVELOP AND IMPLEMENT TOURISM ACTIVITIES AND PLANS TO ATTRACT VISITORS TO WAGGA WAGGA		100%
3.6.1 Assist and monitor product and industry development		100%
Work with key stakeholders to develop tourism product such as tours and trails	100%	100%
Respond to new business enquiries	100%	100%
Participate in the development of a Destination Management Plan	75%	100%
3.6.2 Provide a co-ordinated calendar of events		100%
Support events that have the potential to attract local, state and national participation	100%	100%
Strengthen and assist event organisers' ability to conduct successful events	100%	100%
Maintain a comprehensive Calendar of Events and produce the monthly "Whats On"	100%	100%
3.6.3 Record visitor statistics		100%
Gather and record visitor enquiry statistics	1 Records	1 Record
Record Tourism Research Australia/Destination NSW Statistics on Visitation and spend	1 Reports	1 Record
3.6.4 Provide opportunities to develop tourism services		100%
Conduct industry networking events	1 Event	1 Event
Provide regular communication with stakeholders	1 Newsletter	1 Newsletter
3.6.5 Work in collaboration with state and regional partners to increase visitation to Wagga Wagga and the region		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%
<i>There is government investment in our community</i>		
3.7 PROVIDE FINANCIAL ASSISTANCE TO COMMUNITY GROUPS AND PROJECTS		100%
3.7.1 Implement the Annual Community Grants Program		100%
Finalise payment of the 2013/2014 grants	100%	100%
Advertise 2014/2015 Grants Program	100%	100%
Information workshops held	100%	100%
Assess applications	100%	100%

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built
environment.**



Measures	Year to Date Target Performance	Year to Date Actual Performance
<i>We monitor the quality of our environment</i>		
4.1 EFFECTIVELY MANAGE WATER RESOURCES		100%
4.1.1 Conduct water quality monitoring of local waterways		100%
Monthly monitoring completed	100%	100%
<i>We promote environmental sustainability through education and sustainable practices</i>		
4.2 IMPLEMENT THE RESOURCE RECOVER STRATEGY		66%
4.2.1 Provide community education on waste minimisation and recycling		100%
Run waste related campaigns	1 Campaigns	1 Campaign
4.2.3 Construct Resource Recovery Centre at the Gregadoo Waste Management Centre		33%
Detailed designs for Centre completed	100%	100%
Roads and drainage works completed	100%	0%
Construction of Centre completed	100%	0%
Detailed designs for the centre have been completed and development approval obtained. Construction Certificate has been approved and tender documents for the Civil works have been advertised with the selection of a suitable applicant on hold. Project workshop with Councillors will now occur prior to any further progression of project delivery.		
4.3 IMPLEMENT ENVIRONMENTAL PRACTICES AND INITIATIVES		100%
4.3.1 Monitor Council's energy and water consumption		100%
Quarterly reports from Planet Footprint on Council's energy usage	1 Reports	1 Report
Quarterly reports from Planet Footprint on Council's water usage	1 Reports	1 Report
4.3.2 Implement energy and water reduction initiatives		100%
Retrofit Council hot water systems	100%	100%
4.4 IMPLEMENT COMMUNITY PROGRAMS TO IMPROVE ENVIRONMENTAL SUSTAINABILITY		100%
4.4.1 Coordinate national environmental events		100%
Coordinate Clean Up Australia Day	100%	100%
Coordinate National Tree Day	100%	100%
Coordinate Earth Hour promotion	100%	100%
4.4.2 Coordinate community education initiatives focussing on environmental sustainability		100%
Environmental sustainability education workshops/programs run	1 Programs	13 Programs
4.4.3 Support initiatives to improve air quality		100%
Woodsmoke advertising completed	100%	100%
4.5 MINIMISE DETRIMENTAL IMPACTS IN THE ENVIRONMENT		100%
4.5.1 Comply with Environmental Legislation		100%
Environmental complaints and breaches are investigated	100%	100%
Statutory requirements for Environmental Protection Licences are met	100%	100%
4.5.2 Reduce contamination from urban run-off		100%
The Drain is Just for Rain promotion	4 Promotions	4 Promotions
4.5.3 Comply with all statutory requirements for solid waste management and sewage treatment works		100%
Compliance with the Environmental Protection License	100%	100%

<i>We improve the quality of our environment</i>		
4.6 PROTECT AND ENHANCE NATURAL AREAS		50%
4.6.1 Implement restoration and rehabilitation projects		10%
Submit application for grant funding	1 Grant Application	0 Grant Applications
Complete Narrung Street Wetland project	100%	20%
The Narrung Wetland engineering designs have been completed following the consultation period and modified to fit available budget. Discussions with the Local Land Services (formerly Murrumbidgee Catchment Management Authority) regarding partnership funding for the project has been successful with further \$200,000 funding being provided. Final designs will be provided in a report back to Council in the July 2014 Council Meeting for endorsement.		
4.6.2 Implement the noxious weed control programs		91%
Roadsides sprayed for noxious weeds	1200 Kilometres	1200 Kilometres
Private properties inspected	80 inspections	80 inspections
Awareness and extension activities conducted	4 Activities	3 Activities
4.7 MANAGE CONTAMINATES SITES		95%
4.7.1 Rehabilitate the former Tarcutta Street Gasworks site		90%
Project progress	100%	90%
4.7.2 Maintain the potentially contaminated land register		100%
Annual review of register completed	100%	100%
<i>We maintain our current and future infrastructure</i>		
4.8 PLAN, CONSTRUCT, MAINTAIN AND MANAGE SEALED ROADS		73%
4.8.1 Renew and maintain sealed roads		55%
Sealed road pavement rehabilitated	9,750m ²	8,500m ²
Sealed road resealed	21,500m ²	0 m ²
Asphalt placed	100%	80%
Maintenance and capital works completed for 13-14 financial year. Asphalt works had remaining budget which will be carried over for use in 14-15. Reseal program is completed by April to avoid affects of temperature on works, total estimate of works completed for sealed road resealed is 86,000m ²		
4.8.2 Renew and maintain kerb and gutter		100%
Kerb and gutter replaced	360m	360m
4.8.3 Maintain roadside drainage		100%
Routine maintenance undertaken as scheduled	100%	100%
4.8.4 Maintain car parks		100%
Reduction in customer service requests for car parks	10% Reduction	10% Reduction
4.8.5 Demolish Hampden Bridge		10%
Execution	100%	20%
Closure	100%	0%
The demolition of Hampden Bridge has commenced and is progressing well, with the project expected to be completed in the first quarter of 2014/15 financial year.		
4.9 PLAN, CONSTRUCT, MAINTAIN AND MANAGE UNSEALED ROADS		100%
4.9.1 Renew and maintain unsealed roads		100%
Kilometers of unsealed road gravel resheeted	2km	40km
4.10 PLAN, CONSTRUCT, MAINTAIN AND MANAGE STREETSCAPES		68%
4.10.1 Maintain bus shelters		100%
Routine maintenance undertaken as scheduled	100%	100%
4.10.2 Construct bus shelters		37%

Initiation	100%	100%
Planning	100%	50%
Execution	100%	0%
Closure	100%	0%
The Bus Shelters with sufficient funding and suitable locations have been installed. Council has requested additional funding from the Minister of Transport to enable the installation of the remaining shelters in 2014/15 financial year.		
4.11 PLAN CONSTRUCT, MAINTAIN AND MANAGE PATHWAYS		81%
4.11.1 Renew and maintain footpaths		100%
Footpath to be replaced	1080m	1080m
4.11.2 Implement Pedestrian Access and Mobility Program (PAMP)		100%
Pedestrian access ramps constructed	75 Ramps	79 Ramps
4.11.3 Implement cycleways program (Shared pathways)		45%
Initiation	100%	100%
Planning	100%	80%
Execution	100%	0%
Closure	100%	0%
The project is substantially completed, with the remaining minor construction components expected to be completed very early in the first quarter of 2014/15 financial year.		
4.12 PLAN, CONSTRUCT, MAINTAIN AND MANAGE LEVEES		67%
4.12.1 Upgrade the main city levee bank flood protection		67%
Planning	75%	50%
4.13 PLAN, CONSTRUCT, MAINTAIN AND MANAGE SEWER SYSTEMS		85%
4.13.1 Implement renewal program for gravity sewer		100%
Complete all identified renewals as per the priorities on the Black Spot list	100%	100%
4.13.2 Implement sewer laterals rehabilitation program		100%
Implementation of Black Spot Program	100%	100%
4.13.3 Implement sewer mains rehabilitation program		100%
Deliver a minimum of 5km of rehabilitated/re lined sewer main	1 Km	5.5 Km
4.13.4 Install sewer network extensions		50%
Delivery of the diversion of reuse line from the former gas works site	100%	50%
The draft Recycled Water Quality Management Plan is now ready for submission to the Approvals Officer at NSW Office of Water. The improvement section of the plan has clarified items for capital expenditure, including low level embankment, transfer structures, piping and flow metering at the Forest Hill Treatment Plant. Soil samples have been collected in centre pivot areas where reuse water is applied, to gauge the long term suitability of treated effluent reuse. Soil has been found to be suitable provided annual soil testing and corrective actions are undertaken. Design of pipeline replacement, enabling discharge to river option during extreme wet weather years or the inability to pasture irrigate is underway. The design of low level embankment and transfer structure has been delayed due to the need to hold river water as evaporation rates (that storage pond 3 will substantially reduce) of treated effluent caused a shortage for the needs of pivot irrigation. Now that the long storage pond has been emptied, design options are being refined. Rainfall has delayed this stage and pushes construction costs into next financial year (Carryover)		
4.13.5 Maintain sewer assets		100%
Maintenance of scheduled sewer assets completed	100%	100%
4.13.6 Rehabilitate wells sewer pump stations		100%
Identify any potential manholes or pump station wells for rehabilitation	37 Pump Station inspections	37 Pump Station inspections
4.13.7 Replace and renew sewer plant		100%
Renew broken equipment as required	100%	100%
4.13.8 Replace manhole lids – sewer reticulation		100%

Replacement of manhole lids	30 Manhole lids	30 Manhole Lids
4.13.9 Upgrade sewer pumping station pits		0%
Replace heavy well lids with light weight aluminium	2 Lids	0 lids
Hammond Avenue (PS 15) and Koorngal (PS 16) have been programmed for 2014/15 Due to the recent construction of Gobba (PS 19) and Estella West (PS 29) currently under construction we have incorporated the light weight lids into the construction program. Purchase order has been raised and works are scheduled for late July.		
4.13.10 Upgrade sewerage pump station control system		100%
Construct Estella pump station SPS91	100%	100%
4.14 PLAN, CONSTRUCT, MAINTAIN AND MANAGE DRAINAGE SYSTEMS		61%
4.14.1 Progressively upgrade flood pumps		100%
Review and maintain compliant standards for flood pumps	100%	100%
4.14.2 Implement Stormwater Management Plan		67%
Implement Stormwater Management Plan	75%	50%
A new Stormwater Management Plan has been completed and resolved by Council. The Plan identifies a three year works program that will be included into the Long Term Financial Plan and delivered accordingly. These works once commenced, will take a number of years to complete.		
4.14.3 Install and maintain gross pollutant traps		0%
Install gross pollutant traps around the lagoon	75%	0%
Gross Pollutant traps have not been installed this quarter. Construction of Gross Pollutant traps in Forsyth street are scheduled for this year. This project is very complex due to the locality of the area and the impact's experienced from minor wet weather events halting works. Still in design stage due to issues surrounding potential obstruction of flow channels during an event. When designs are finalised, quotations will be sought for construction.		
4.14.4 Maintain stormwater assets		100%
Completed schedule of maintenance for stormwater assets	75%	75%
4.14.5 Upgrade stormwater pit lids to lightweight lids		0%
Replace Stormwater pit lids to lightweight lids	30 Lids	0 Lids
Damaged Stormwater pit lids are replaced with lightweight lids when identified.		
4.14.6 Renew and Maintain Culverts		100%
Program completed	75%	75%
4.15 PLAN, CONSTRUCT, MAINTAIN AND MANAGE COMMUNITY BUILDINGS		100%
4.15.1 Manage leasing and licensing of Council owned or controlled real property		100%
Initiate lease and licence renewals	20 Renewals	20 Renewals
Conduct rent reviews for lease and licences	24 Reviews	24 Reviews
4.15.2 Maintain and renew Council buildings		100%
Completion of works program schedule for community halls	75%	100%
Completion of works program schedule for Council buildings	75%	100%
Completion of works program schedule for community amenities at sporting grounds	75%	100%
4.16 IMPLEMENT SUSTAINABLE PROCUREMENT PRACTICES		97%
4.16.1 Provide procurement services		97%
Stock turnover ratio of Council stores	4.1 Ratio	3.90 Ratio
Average utilisation of major plant	75%	89%
<i>We plan for resilient and sustainable built environments</i>		
4.17 MAINTAIN AND UPDATE STRATEGIC LAND USE PLANS		88%
4.17.1 Liaise with Assessment Planners, all Directorates and external applicants in relation to proposals to alter Local Environmental Plan (LEP) zonings		100%

Requests for rezoning to be included in the immediately following bi-annual grouping of Planning Proposals submitted to the Department of Planning	100%	100%%
4.17.2 Liaise with all Directorates and advisory committees to ensure consistent and ongoing review of the Wagga Wagga Development Control Plan 2010		100%
Incorporate into next possible update of the Development Control Plan	90%	100%
4.17.3 Review the Local Environmental Plan (LEP) 2010 following the implementation of the Planning System Review		0%
LEP 2010 to be brought into line with mandated changes	100%	0%
<p>The Bill to amend the Environmental Planning and Assessment Act is still yet to be passed. The Bill was passed by the Lower house in November 2013 and then presented to the Upper House in December. It did pass the Upper House, however in excess of 100 amendments were made to the Bill. These amendments were basically unacceptable to the Government and further work on the Bill will take place next year.</p> <p>Bringing the LEP 2010 in line with mandated changes rely entirely on getting legislation passed.</p> <p>Planning and Infrastructure have commenced discussions with Councils on developing Regional Strategies.</p>		
4.17.4 Authorise issue of Section 149 (S149) Planning Certificates		95%
S149 Certificates are processed within 5 working days	95%	90%
4.17.5 Liaise with Planners and external consultant to expedite delivery of heritage management inputs to assist Development Assessment processing		100%
Respond to internal referral within 5 working days	100%	100%
4.17.6 Implement ecologically sustainable development principles and programs		100%
Planning instruments contain ecologically sustainable development objectives	100%	100%
4.17.7 Review and manage land use plans for the Local Government Area		100%
All Local Environmental Plan (LEP) zoning application submitted to the Department of Planning	100%	100%
Review the Development Control Plan	100%	100%
4.17.8 Assess and determine Plumbing and Drainage Applications and undertake inspections to ensure compliance		100%
Assess and determine Section 68 applications within 7 days of receipt	70%	88%
4.17.9 Assess Council lodged Construction Certificate Applications and undertake the role of Principal Certifying Authority		100%
Percentage of Construction Certificates (CC) determined within 40 days from the date of approval of the Development Application or date the CC is lodged	60%	73.83%
4.17.10 Assess and determine Development Applications		100%
Percentage of Development Applications determined within 40 days	70%	75%
4.17.11 Assess and determine Complying Development Certificate in a professional and timely manner		76%
Percentage of Council Complying Development Certificates determined within 10 days from date of lodgement	95%	72.73%
<p>The total Complying Development Certificate's determined for the reporting period was 18 (11 to be within 10 days and 7 to be within 20 days). To be processed within 10 days:- 8 of the 11 were determined within the 10 day timeframe, the remainder 3 were processed after 10 day timeframe. Equating to 72.73%.</p> <p>To be processed within 20 days:- 7 of the 7 were determined within the 20 day timeframe. Equating to 100%.</p> <p>An overall decrease in processing timeframes for the year.</p>		