

Delivery Program / Operational Plan

Quarterly Progress Report

2021/2022 Q4

1: A vibrant and supportive community: All members of our community are valued

1.1: Our Community is inclusive and connected

1.1a: A range of programs, activities and events are delivered and promoted across the region to create opportunities for all members of our community to come together and strengthen community cohesion.

Principal Activity	Action Code	Action Name	Responsible Officer Position	Status	Comments
Deliver a range of programs, activities and events and ensure they are planned, promoted and executed in an efficient, inclusive and professional manner.	1.1a (1)	Assist with the promotion of local events through the Council tourism and general social media channels	Manager Community and Culture	Ongoing	Promotion of a range of tourism events during the period.
	1.1a (1)	Assist with the promotion of local events through the Council tourism and general social media channels	Coordinator Business	Completed	Business unit administers the Cootamundra-Gundagai Regional Council Website and Facebook page. Administrators share posts from Gundagai and Cootamundra Tourism pages consistently. Local events are cross promoted across all pages.
	1.1a (1)	Develop and consistently conduct a broad range of community surveys to gauge community interests and expectations in regard to council communications, community sentiment and council managed events	Coordinator Business	Ongoing	Community Strategy Plan survey used to develop Community Strategic Plan 2022 and associated Integrated Planning & Reporting documentation.

Principal Activity	Action Code	Action Name	Responsible Officer Position	Status	Comments
	1.1a (1)	Provide agreed in-kind support to major events such as the Beach Volleyball Carnival, Cootamundra and the Busking Festival, Gundagai	Manager Community and Culture	Ongoing	Cootamundra Beach Volleyball planning underway. Gundagai busking in doubt at this stage.
	1.1a (1)	Seek grants or support other group grant applications as they relate to Events	Manager Community and Culture	Ongoing	Funding being sought to hold community building events. Event organisers supported with statistical information on event success.
Encourage the development of initiatives to welcome new residents and make them aware of the opportunities which exist in the local government area.	1.1a (3)	Develop and retain current centralised information on the LGA's attributes in the towns and villages including features, events and service, and promote and make available, livability information via council's website	Manager Community and Culture	Ongoing	Information on Country Change website and packs available from Council.
Provide modern, vibrant and relevant library services, programs and activities to the community in conjunction with Riverina Regional Library (RRL).	1.1a (4)	Consider the needs of stakeholders in developing library collections and services in line with Covid-19 requirements	Coordinator Business	Completed	Ongoing home delivery of books and items to housebound/isolated community members. School holiday programs offered in library for Primary and Youth - Soap making, Vegetable Plot
	1.1a (4)	Explore options to potentially participate in designated RRL workshop/s	Coordinator Business	Completed	The Riverina Regional Library workshop / training day was held in April 2022.
	1.1a (4)	Implement program to encourage Library membership and increase overall membership numbers	Coordinator Business	Ongoing	Joined up new members recently at the retirement Village and had a stand at the Seniors Expo. Also been networking with local schools.

1.1b: Cultural and arts facilities and services are promoted and supported.

Principal Activity	Action Code	Action Name	Responsible Officer Position	Status	Comments
Build and sustain partnerships with cultural and arts bodies, and the local arts community, to support	1.1b (1)	Collaborate with the Local Cultural Committee and regularly attend Committee meetings	Manager Community and Culture	Ongoing	Attended Gundagai Cultural Group Meeting.

Principal Activity	Action Code	Action Name	Responsible Officer Position	Status	Comments
activities and to secure funding for cultural and arts development in the local government area.	1.1b (1)	Continue partnership with Eastern Riverina Arts	Manager Community and Culture	Ongoing	Councillor representative attended Eastern Riverina Arts meeting.
	1.1b (1)	Pursue available grant opportunities	Manager Community and Culture	Ongoing	Grant opportunities identified; further planning required to be shovel ready.
Provide assistance to art and cultural bodies to promote and develop programs and facilities.	1.1b (2)	Provide support to the Cootamundra Arts Centre with funding applications	Manager Community and Culture	Ongoing	Facilities Manager providing support with relevant applications.
Undertake development of Cootamundra library outdoor area.	1.1b (3)	Complete refurbishment of Cootamundra Library	Manager Facilities	Ongoing	Meeting undertaken with staff to finalise plans and arrange updated costings, time frames for project to move forward. Received signed executed funding deed from regional program office.

1.1c: Local groups, clubs, and volunteer organisations are recognised, promoted and supported.

Principal Activity	Action Code	Action Name	Responsible Officer Position	Status	Comments
Ensure the best interests of local volunteer and community organisations are promoted where ever possible.	1.1c (1)	Council to provide space and support for social groups at the Gundagai Library	Manager Community and Culture	Ongoing	Social groups have continued to operate in the main library space as craft room not complete.
	1.1c (1)	Provide support to volunteer organisations with funding applications	Manager Community and Culture	Ongoing	Various groups supported with applications.
Encourage volunteerism across the local government area.	1.1c (2)	Assist with promotion of volunteer employment opportunities	Manager Community and Culture	Ongoing	Various volunteer opportunities promoted through newsletter and social media.
Provide support and funding where possible to support a range of community groups deliver positive outcomes for the local community.	1.1c (3)	Develop and implement an Annual Volunteer Grants Program	Manager Community and Culture	Ongoing	Previously managed by Executive Assistant to the Mayor and General Manager.
	1.1c (3)	Investigate funding opportunities to assist with community group promotion	Manager Community and Culture	Ongoing	Funding achieved to enable better promotion.

1.1d: Recognise and value the importance and uniqueness of the history and heritage of our area and its communities.

Principal Activity	Action Code	Action Name	Responsible Officer Position	Status	Comments
Continue to provide and maintain the local museums both as a repository and for public viewing of valuable local historical memorabilia.	1.1d (1)	Continue to provide and maintain local museums	Manager Community and Culture	Ongoing	Gundagai Museum open again. Museum advisor program to be joined.
	1.1d (1)	Investigate a collection exchange or travelling/temporary exhibition options to enhance the attraction of the museums	Manager Community and Culture	Ongoing	Bradman signed Bat acquired as a donation for collection. Trip planned for Bowral late 2022 to look at opportunities for Bradman's Birthplace.
	1.1d (1)	Investigate new experiences such as virtual technology, visual media etc to enhance the experience of museum visitors	Manager Community and Culture	Ongoing	Application successful. Elements to be delivered in conjunction with Gundagai Cultural Group.
	1.1d (1)	Seek grants to enhance the museum collections	Manager Community and Culture	Ongoing	Museum advisor to be appointed for the region.
Seek funding opportunities for the conservation and enhancement of local historical buildings and structures and undertake these activities.	1.1d (2)	Develop masterplans for the management of Council owned/managed heritage buildings and structures	Manager Community and Culture	Ongoing	Ongoing work continuing on several buildings including the Cootamundra Heritage Centre, Bradman's Birthplace and the Old Mill in Gundagai.
	1.1d (2)	Investigate funding opportunities to implement masterplan activities	Manager Community and Culture	Ongoing	Captain Moonlite display completed in the infirmary space. Stove purchased and heritage report prepared for upgrade of kitchen facilities.
Facilitate the coordination and promotion of the different historical groups and heritage assets within the local government area.	1.1d (3)	Explore options to potentially provide 'promotional space' at the Gundagai Library for the Gundagai Museum	Manager Community and Culture	Ongoing	Local historical interest items are displayed at library. Promotional space is already offered at Gundagai Visitor Centre which is more frequented by tourists.
	1.1d (3)	Provide promotion of Historical Groups in LGA via newsletters and social media	Manager Community and Culture	Ongoing	Both our libraries and tourism teams connect people with the historical groups as requested. Any events or activities are promoted when asked.

1.1e: Develop and implement a range of activities and initiatives which promote a culture of accessibility and inclusiveness.

Principal Activity	Action Code	Action Name	Responsible Officer Position	Status	Comments
Develop and implement accessibility strategies as identified in the Disability Inclusion Access Plan.	1.1e (1)	Advocate for access to respite services for carers of disabled children	Manager Community and Culture	Ongoing	No action for this quarter.
	1.1e (1)	Advocate for the allocation of more resources for education, early intervention and childcare for children with a disability	Manager Community and Culture	Ongoing	No action this quarter.
	1.1e (1)	Ensure information concerning accessible public transport including Community Transport is readily available	Manager Community and Culture	Ongoing	Online public toilet map includes this information.
	1.1e (1)	Ensure signage on Council buildings is clear and easy to read	Manager Community and Culture	Ongoing	Facilities Manager will update as buildings/signs are upgraded.
	1.1e (1)	Ensure that the needs of all stakeholders are considered on all Council committees	Manager Community and Culture	Ongoing	Acting Manager Business manages s.355 Committees, manual to be reviewed to ensure this is considered.
	1.1e (1)	Ensure the Council's Community Strategic Plan considers barriers to an inclusive community and any issues raised	Manager Community and Culture	Completed	Council's Community Strategic Plan resolved by Council.
	1.1e (1)	Provide appropriate information on the available access in promotional material for community and tourism events	Manager Community and Culture	Ongoing	Space does limit the information able to be provided in some formats but promotional material takes people to website.
	1.1e (1)	Provide opportunities for stakeholders to easily report access concerns	Manager Community and Culture	Ongoing	Complaints can generally be reported through Council's complaints process. Members of the Access Inclusion Advisory Committee can also bring concerns to meetings.
	1.1e (1)	Provide support to community organisations in seeking funding for accessibility and inclusion projects	Manager Community and Culture	Ongoing	No requests for support this quarter.

Principal Activity	Action Code	Action Name	Responsible Officer Position	Status	Comments
	1.1e (1)	Review Council documents to make them easy to complete for people of all abilities. All forms to include how people can access assistance in completion	Manager Community and Culture	Ongoing	Council newsletter now issued in a reader friendly version. Manager Finance and Customer Service and Coordinator Business to consider as documents come up for review.
	1.1e (1)	Update existing Council channels to ensure that they have the ability to include access information and other stakeholder requirements, and that this is collected	Manager Community and Culture	Ongoing	Manager Finance and Coordinator Business to address as they review channels. CGRC website upgrade to commence 2022.
	1.1e (1)	When updating mapping and websites include access information on facilities and activities	Manager Community and Culture	Ongoing	CGRC website upgrade to commence 2022.
Develop and implement a Youth Strategy which meets the needs of young people within our community.	1.1e (2)	Implement Youth Strategy	Manager Community and Culture	In Progress	Priorities set for the coming year. Cootamundra Youthspace and the final delivery of the Gundagai Youthspace being key priorities for action.

1.2: Public spaces provide for a diversity of activity and strengthen our social connections

1.2a: Maintain and enhance the amenity of our main streets and public spaces so that they are attractive, clean and people feel safe.

Principal Activity	Action Code	Action Name	Responsible Officer Position	Status	Comments
Enhance the amenity and appearance of our towns' main streets.	1.2a (1)	Commence intersection improvements for the corner of West and Sheridan Streets in Gundagai	General Manager	Completed	Completed.
	1.2a (1)	Implement upgrades to main street and public spaces as funded by grants	Manager Community and Culture	Ongoing	Manager Technical Services and Manager Waste, Parks & Recreation Services are delivering upgrades.
Provide and maintain a clean and attractive streetscape.	1.2a (2)	Continue to maintain and clean main street and public spaces in the Local Government Area	Manager Waste, Parks & Rec Services	Completed	The main-street is maintained within the financial allocations and adopted standards. completed for 2021/22.

Principal Activity	Action Code	Action Name	Responsible Officer Position	Status	Comments
	1.2a (2)	Continue to maintain and clean main street and public spaces in the Local Government Area	Manager Facilities	Ongoing	Main street gardens are continually being maintained and improved as budget allows and is required. Ongoing construction works has slowed the progress of some gardens but these are now being planted out or lawn is being added for ease of maintenance.
Plan for and manage the construction of public space upgrades as funding permits.	1.2a (3)	Investigate options for improving access to local businesses	Manager Community and Culture	Ongoing	Local Road and Community Infrastructure Program (LRCI Program) funding to address access to the edge of the premises.

1.2b: Promote our sense of identity and enhance the attractiveness of our region by investing in town and village entrances.

Principal Activity	Action Code	Action Name	Responsible Officer Position	Status	Comments
Improve the amenity of town and village entrances.	1.2b (1)	Seek a grant for landscaping plans/works at the Wallendbeen Roundabout & Rest Area and South Gundagai Roundabout to enhance the visual “entrances” to our LGA	Manager Waste, Parks & Rec Services	Ongoing	This is managed in accordance with Councils Grant Policy. To be carried over to the 2022/23 financial year.
	1.2b (1)	Seek a grant for landscaping plans/works at the Wallendbeen Roundabout & Rest Area and South Gundagai Roundabout to enhance the visual “entrances” to our LGA	Manager Facilities	On Hold	Currently no funds available.

1.2c: Encourage the wide-spread use of open spaces and community facilities by ensuring they are welcoming, accessible, maintained and managed for everyone to enjoy, and that they continue to meet the needs of our community.

Principal Activity	Action Code	Action Name	Responsible Officer Position	Status	Comments
Maintain and improve Council buildings and properties in accordance with asset management plans.	1.2c (1)	Maintain council owned buildings in accordance with councils Asset Management Plan, and budget	Manager Facilities	Ongoing	Investigation into updating the asset register is currently required. Investigations into an online reporting system, as well as the ability for staff to record maintenance issues while in the field is also required. Routine maintenance is being carried out on a re-active basis currently, this is due to the high workload in completing major projects. Future planning for a dedicated maintenance routine and budget is being investigated.
	1.2c (1)	Seek additional funding (Grants) to improve council buildings and facilities	Manager Facilities	In Progress	The facilities team are still working on all the currently approved grant projects. We are looking at other grants when time permits to continue to improve all council facilities.
Maintain and improve Council library facilities.	1.2c (2)	Complete meeting space addition to Gundagai Library	Manager Facilities	Ongoing	Discussions with staff have confirmed designs, final drawings are being prepared for application lodgment for Development Application.
	1.2c (2)	Create programs to cater for ongoing service delivery to isolated residents	Coordinator Business	Completed	Delivery of Art in the Park during Seniors Week. Delivery of Tech Seniors during Seniors Week. Ongoing Storytime and when possible Music Fun delivery. Presentation of Library tech to Mirrabooka Social group. Development of Science Technology Engineering and Maths (STEM) kits for loan in library for 6-16yrs.
Maintain and improve Council's parks and recreation and sporting facilities.	1.2c (3)	Maintain Council Parks, Gardens and Sporting Grounds across the Local Government Area	Manager Waste, Parks & Rec Services	Completed	In accordance within allocated resources. Completed for 2021/22.

Principal Activity	Action Code	Action Name	Responsible Officer Position	Status	Comments
	1.2c (3)	Maintain Sporting Grounds as per the current adopted schedules and specifications	Manager Facilities	Ongoing	Inspection and liaising with user groups helps to assist with priorities in ground maintenance and improvements. Regular inspections are undertaken and the booking system assists with programming improvement works.
Co-ordinate the provision of Council facilities for community use.	1.2c (4)	Implement and monitor systems that allow for effective and efficient management and identify availability of Public Open Space and associated facilities to the community and user groups	Manager Waste, Parks & Rec Services	Completed	Completed for 2021/22.
	1.2c (4)	Implement and monitor systems that allow for effective and efficient management and identify availability of Public Open Space and associated facilities to the community and user groups	Manager Facilities	Ongoing	Council's booking process is through the reception counter and booking forms. Calendars are kept up to date with current bookings. User groups are encouraged to have team sport draws in early for sports seasons.
Investigate options to work in partnership and enter into joint venture arrangements to make better use of facilities within the local government area.	1.2c (5)	Review use of all Council Facilities and report on findings	Manager Facilities	On Hold	Due to high work load with grant builds, this item has stalled. A detailed listing of facilities and current usage, income/expense is yet to be completed. Looking at breaking this into smaller components to achieve reporting requested.

1.3: Our community members are healthy and safe

1.3a: A broad range of services are provided and supported to meet the needs of all members to promote personal health and well-being and encourage a healthy lifestyle.

Principal Activity	Action Code	Action Name	Responsible Officer Position	Status	Comments
Continue to consult with local health services providers and identify and advocate for	1.3a (1)	Initiate and participate in Community Drug, Alcohol and Mental Health first response meetings	Manager Community and Culture	Completed	Library and Community Services Manager has attended these meetings.

Principal Activity	Action Code	Action Name	Responsible Officer Position	Status	Comments
opportunities to improve the quality and range of health services provided in the local government area.	1.3a (1)	Participate in Interagency Network opportunities	Manager Community and Culture	Ongoing	Cootamundra initial meeting held.
Promote a wide range of health and community services offered by various agencies in the local government area.	1.3a (2)	Utilise available mediums for promotion of services	Manager Community and Culture	Ongoing	Funding successful for print guide.
Provide and maintain Mirrabooka Community Centre building to facilitate health and welfare needs of the community.	1.3a (3)	Undertake continued improvements at Mirrabooka Community Centre	Manager Community and Culture	Ongoing	Meeting held with Manage Facilities to discuss outstanding maintenance and extension projects.
Promote programs which encourage healthy lifestyle choices and activities.	1.3a (4)	Pursue available grant opportunities, that relates to promoting healthy lifestyle choices and activities, as resources allow	Manager Facilities	Ongoing	Through discussions with user groups, sporting bodies and council, healthy lifestyle programs are encouraged by all and if grant funding is available, this is applied for to increase the length of activities.
	1.3a (4)	Pursue available grant opportunities, that relates to promoting healthy lifestyle choices and activities, as resources allow	Manager Waste, Parks & Rec Services	Completed	This is managed in accordance with Council's Grant Policy. Completed for 2021/22.

1.3b: Provide opportunities for the recreational and active use of parks, sporting facilities and swimming pools by ensuring they are promoted, accessible, safe, maintained and managed, and meet the needs of all age groups.

Principal Activity	Action Code	Action Name	Responsible Officer Position	Status	Comments
Provide, maintain, renew and promote high quality sporting, swimming and active recreational facilities and programs for the	1.3b (1)	Finish improvements to the Gundagai Netball Courts lighting and amenities	Manager Facilities	Ongoing	Drawings received, application for planning approval being undertaken and sourcing contractors to carry out works for budget allocated. Users are kept informed.

Principal Activity	Action Code	Action Name	Responsible Officer Position	Status	Comments
community, active sporting associations and visitors.	1.3b (1)	Report any planned improvements to council	General Manager	Ongoing	Reported through Council reports and quarterly budget reviews.
	1.3b (1)	Work in partnership with the L&R Group in delivering more improved recreational opportunities to the Cootamundra Community	Manager Waste, Parks & Rec Services	Completed	Working with the Leisure & Recreation Group (L&R Group) in accordance with the terms and conditions of the contract. Completed for 2021/22.
Provide and maintain parks and gardens that are aesthetically pleasing, accessible and are available for passive recreational pursuits.	1.3b (2)	Investigate funding opportunities to enhance Council playgrounds, indoor and outdoor sporting and passive areas to enhance accessibility, in the Cootamundra Area	Manager Waste, Parks & Rec Services	Completed	Grant priorities are in accordance with Councils new grant policy. The Division is currently working with local Sporting Clubs with their grant opportunities. This would include access into businesses located within the Central Business District areas. Completed for 2021/22.
	1.3b (2)	Investigate funding opportunities to enhance Council playgrounds, indoor and outdoor sporting and passive areas to enhance accessibility, in the Gundagai Area	Manager Facilities	Ongoing	Staff are continuing to work on improvements, through talking with residents, user groups, and their own identification of issues which could be improved are highlighting areas of change which is required. Where these changes/improvements are required planning and sourcing funding is investigated and actioned where possible.
	1.3b (2)	Seek appropriate grants for the refurbishment and associated signage etc of the Big Bat & Stumps at Bradman Oval, Cootamundra	Manager Waste, Parks & Rec Services	Completed	Completed.
Develop and implement an inspection and maintenance plan for playground equipment.	1.3b (4)	Continue undertaking routine playground maintenance and inspections as per the program, for Cootamundra	Manager Waste, Parks & Rec Services	Completed	Recreational and open space maintenance is managed within the resources made available. completed for 2021/22.

Principal Activity	Action Code	Action Name	Responsible Officer Position	Status	Comments
	1.3b (4)	Continue undertaking routine playground maintenance and inspections as per the program, for Gundagai	Manager Facilities	Ongoing	Grounds are inspected and issues addressed as required. The grounds are well attended by schools, sporting groups, and general public. Discussions between Council Staff and User Groups are continuing for further investigate upgrades to the grounds and buildings, as well as options for funding.
Undertake improvements to the Cootamundra and Gundagai swimming pool facilities.	1.3b (5)	Monitor the operation of the Cootamundra Swimming Pool Facilities, ensuring that Council's objectives are achieved	Manager Waste, Parks & Rec Services	Completed	Managed with the Terms and Conditions of the contract. Completed for 2021/22.
	1.3b (5)	Monitor the operation of the Gundagai Swimming Pool Facilities, ensuring that Council's objectives are achieved	Manager Facilities	Ongoing	Gundagai pool has been fortunate enough to have substantial funding allocated through grant processes and has seen major upgrades carried out. A master plan has been developed for the site and additional funding is being sourced to complete these works. Council have a lessee in place for running this site. Council, user groups, and the lessee, identify areas of improvement required. Operation of the pool through good communication is continuing throughout the years.
Work in partnership with active sporting associations, community groups and health providers to ensure sporting facilities are fit for current and future community need.	1.3b (6)	Ensure that all public open space and community facilities are maintained in accordance with WH&S, resource and financial allocations	Manager Waste, Parks & Rec Services	Completed	Maintained in accordance with funding and resources allocated by Council. Completed for 2021/22.
	1.3b (6)	Ensure that all public open space and community facilities are maintained in accordance with WH&S, resource and financial allocations	Manager Facilities	Ongoing	All facilities and open space areas are well maintained. Ongoing discussions with sporting clubs to promote ongoing use and holding special events/carnivals are encouraged. All areas are promoted through Councils media platforms.

Principal Activity	Action Code	Action Name	Responsible Officer Position	Status	Comments
	1.3b (6)	Finish construction of the new facility building located at the Gundagai Netball Precinct as part of Recreation Master Plan	Manager Facilities	Ongoing	Final plans supplied and approved by users. Application to be lodged shortly. Currently having issues with sourcing contractors to carry out works for the budget allocated.
Programs are developed to ensure the ongoing risk assessment and maintenance of Council facilities.	1.3b (7)	Carry out and document regular safety inspections and implement work activities that will ensure that all facilities are in a safe and working condition fit for purpose	Manager Waste, Parks & Rec Services	Completed	Procedures implemented as required by Australian Safety Standards. completed with no major incidents reported.
	1.3b (7)	Carry out and document regular safety inspections and implement work activities that will ensure that all facilities are in a safe and working condition fit for purpose	Manager Facilities	Ongoing	All open spaces are maintained on a regular basis and within budget allocations.
	1.3b (7)	Implement the 'Detail Works Activity Program'	Manager Waste, Parks & Rec Services	Completed	Program completed.
	1.3b (7)	Review existing footpath network and facilities to determine upgrade and connectivity improvement requirements	Manager Civil Works	Ongoing	Prioritised footpath and pedestrian facilities renewed under Local Roads and Community Infrastructure funding. Seek further projects as fund become available.
	1.3b (7)	Review existing footpath network and facilities to determine upgrade and connectivity improvement requirements	Manager Technical Services	Ongoing	Council priority replacements underway. Design works are in progress for externally funded footpath extensions within Gundagai.

1.3c: Work with key partners and members of our community to maintain low levels of local crime and deliver community safety.

Principal Activity	Action Code	Action Name	Responsible Officer Position	Status	Comments
Work in partnership with local agencies to identify and advocate for opportunities to improve overall community safety.	1.3c (1)	Road Safety Officer to work in partnership with TfNSW on Road Safety Campaigns to implement programs	Manager Civil Works	Ongoing	New Road Safety Officer engaged and commenced working with Transport for NSW.

Principal Activity	Action Code	Action Name	Responsible Officer Position	Status	Comments
Develop and operate safe food handling and public health controls.	1.3c (2)	Ensure Council buildings are not inconsistent with the principles of Septic Tank Effluent Disposal (STED)	Manager Development, Building and Compliance	Ongoing	Audit of Council facilities has commenced but ongoing.
	1.3c (2)	Implement a Food Safety Education Scheme by promoting the benefits of food safety to our communities and educating operators on food safety practices	Manager Development, Building and Compliance	Ongoing	This is an ongoing measure and will continue as part of the annual inspection regime. Food Safety Advice is provided to operators during inspections, provision of factsheets and food safety calendars either annual compliance or in response to complaints.
	1.3c (2)	Work with the community to implement Septic Tank Effluent Disposal (STED) principles for subdivision and buildings through adequate controls within the Development Control Plan (DCP)	Manager Development, Building and Compliance	Ongoing	Applications for subdivision and development that need to consider on site wastewater disposal are assessed in accordance with best practice and Council's On Site Sewage Management Systems (OSSMS) Policy. A series of factsheets are being developed to educate the community on the issues and considerations associated with onsite systems.
A range of programs are supported, promoted and controlled to encourage and enforce responsible companion animal ownership.	1.3c (3)	Analyse data captured through Companion Animals Management System (CAMs) for resource reviews	Manager Regulatory Services	Ongoing	Monthly Report submitted to Council, with Companion Animals Management System data outlining all animals seized and actions taken.
	1.3c (3)	Conduct two (2) Education and Awareness Days in regard to Companion Animals	Manager Regulatory Services	Ongoing	2022/23 will include at least 2 educational days across the LGA. These days will include information on Companion Animals, illegal dumping and other Regulatory issues. Days are calendared for next 6 months, Ranger is visiting libraries and schools.
	1.3c (3)	Conduct two (2) Free Microchipping Days for Companion Animals	Manager Regulatory Services	Ongoing	At least 2 free microchipping days will be held at the LGA during 2022/23.
	1.3c (3)	Continue Companion Animals Audit	Manager Regulatory Services	Ongoing	Monthly update report submitted to Council, on registrations captured through the Companion Animals Audit. Unregistered animals are approaching a manageable level across the Local Government Area.

1.3d: Deliver dependable emergency service management practices and responses which protect our community members.

Principal Activity	Action Code	Action Name	Responsible Officer Position	Status	Comments
Co-ordinate between the District and Local Emergency Management Committees and provide effective emergency management assistance as required.	1.3d (1)	Liaise with the District and Local Emergency Management Committees to ensure coordination of Emergency Management assistance	Manager Regulatory Services	Ongoing	Four (4) meetings held each year, along with regular communication with other Local Emergency Agencies.
Develop and maintain effective and well tested emergency management plans.	1.3d (2)	Conduct annual review and update of the Local Emergency Management Plan and Emergency Management Procedures	Manager Regulatory Services	Ongoing	Continue to work with Local Emergency Organisations to develop a stronger Cootamundra-Gundagai Regional Council Local Government Emergency Management Plan. Portable Generator required for Emergency Operation Centre operations.
Maintain an active involvement and positive relationship with FRNSW, RFS and SES, Health, Ambulance, Police, Local Land Services and all emergency services organisations within the legislative framework and for the benefit of the community.	1.3d (3)	Liaise with Local Emergency Operations Controller to ensure coordination of emergency management assistance	Manager Regulatory Services	Ongoing	Regular meetings held and communication had between the Police Local Emergency Operations Controller (LEOCON) and Councils Local Emergency Management Officer (LEMO).
Provide administrative support for the co-ordination of the various emergency services to provide the most effective disaster management for the community.	1.3d (4)	Establish and equip functional Emergency Operations Centres at Gundagai	Manager Regulatory Services	Ongoing	Council staff are trained by Resilience NSW in Emergency Management to assist in the Operations Centre during a disaster / emergency.
	1.3d (4)	Provide administrative support to emergency management meetings	Manager Regulatory Services	Ongoing	Councils Local Emergency Management Officer (LEMO) provides regular updates to all Agencies and four (4) meetings are held each year with all Combat Agencies.

2: A prosperous and resilient economy: We are innovative and ‘open for business’

2.1: The local economy is strong and diverse

2.1a: Develop and deliver strategies which support the economic sustainability of the Cootamundra-Gundagai region.

Principal Activity	Action Code	Action Name	Responsible Officer Position	Status	Comments
Develop and implement an integrated Tourism and Economic Development Strategy for the Cootamundra-Gundagai region.	2.1a (1)	Arrange two (2) annual joint meetings with the Cootamundra Tourism Action Committee and the Gundagai Tourism Action Committee	Manager Community and Culture	Ongoing	Meeting held February to work on priorities for the next two years.
	2.1a (1)	Consider Assess Trails, Art Trails and Walking and Riding Trails, in budget development deliberations inclusive of capital and operational expenditure	Manager Community and Culture	Ongoing	Quotations sought for Rail Trail Study. Proposal put to Riverina Tourism regarding Riverina Cycle Trails Website.
	2.1a (1)	Coordinate an annual workshop with businesses and Tourism Action Committees to plan for ongoing growth in the visitor economy	Manager Community and Culture	Ongoing	To be held once Gundagai Business Chamber is formed, and also in Cootamundra towards the end of the year.
	2.1a (1)	Determine costing and funding source for an LGA wide promotional documentary	Manager Community and Culture	Ongoing	Potential to use some of our Black Summer Bushfire Recovery money to fund this activity.
	2.1a (1)	Implement the Agritourism Strategy	Manager Community and Culture	Ongoing	Grant application successful to undertake business support. Gundagai Business Chamber proposal supported.
	2.1a (1)	Implement the Tourism Communications Strategy for Cootamundra and Gundagai	Manager Community and Culture	Ongoing	Actions are separately listed in Integrated Planning & Reporting document.
	2.1a (1)	Maintain Council's tourism websites	Manager Community and Culture	Ongoing	Looking at options for add messenger website to website, online shopping function will go live next quarter.

Principal Activity	Action Code	Action Name	Responsible Officer Position	Status	Comments
	2.1a (1)	Seek funding to implement masterplan for an outlet for local produce at the Old Gundagai Mill site	Manager Community and Culture	Ongoing	Funding application successful. Tender to be advertised shortly.
	2.1a (1)	Seek funding to Implement masterplan improvements to Heritage Centre	Manager Community and Culture	Ongoing	Heritage consultant reviewing plans ahead of Development Application.
Work in partnership with individuals, the private sector, other agencies and levels of government to deliver economic development initiatives.	2.1a (2)	Facilitate and host a meeting with businesses across the LGA annually to discuss business conditions and issues impacting growth	Manager Community and Culture	Ongoing	Meeting held in March at Gundagai which discussed business conditions, Business Cootamundra monitor this in the Cootamundra community.
Implement strategies which encourage the growth of the local population.	2.1a (3)	Participate in Country Change initiative	Manager Community and Culture	Ongoing	Continuing to participate.
Actively seek and apply for funding opportunities which deliver additional income and contribute to community objectives.	2.1a (4)	Pursue available grant opportunities	General Manager	Ongoing	Various grant applications submitted and outlined through Council reports.

2.1b: Develop and implement land-use strategies and management practices which protect our agricultural sector.

Principal Activity	Action Code	Action Name	Responsible Officer Position	Status	Comments
Work with land-owners, farmers and other agencies to advocate for the protection of the local agricultural sector through an effective land-use strategy.	2.1b (1)	Continue to work with agencies and agriculture sector to ensure that development is appropriate for the location to limit land use conflicts and avoid areas of high environmental value	Manager Development, Building and Compliance	Ongoing	Council's comprehensive suite of development control documents will take account of the findings and recommendations from the strategic studies. These documents will be developed in consultation with government agencies and the community.

Principal Activity	Action Code	Action Name	Responsible Officer Position	Status	Comments
	2.1b (1)	Implement Rural Land Strategy	Manager Development, Building and Compliance	Ongoing	This strategy has been adopted with the recommendations of the strategy being progressively implemented.
Provide, maintain and upgrade as funding permits the saleyards facility which allows the regular sale of animals from this and surrounding districts in a suitable environment.	2.1b (3)	Continue to maintain Saleyards Facility	Manager Regulatory Services	Ongoing	Full time Regulatory Attendant employed to maintain Saleyards and truck washes at Cootamundra and Gundagai along with other regulatory duties. Works closely with Council's Biosecurity Officer to ensure compliance and environmental issues are handled.

2.1c: Ensure transportation networks link our local government area with other regional centres and cities and support economic, environmental and community needs.

Principal Activity	Action Code	Action Name	Responsible Officer Position	Status	Comments
Work with key partners to explore and advocate for opportunities to better utilise and develop transportation and freight networks which meet our community needs.	2.1c (1)	Investigate options to better use and develop transportation and freight networks in the Local Government area	Manager Community and Culture	Ongoing	Investigating funding options for Electric Vehicles charging points.
Provide and maintain a safe and well maintained aerodrome for use by commercial and recreational aircraft and promote use by external users.	2.1c (2)	Develop working relationship with aerodrome users through aerodrome users committee	Manager Civil Works	Ongoing	Quarterly Committee meetings held as required.
	2.1c (2)	Investigate potential areas for aerodrome development	Manager Civil Works	Ongoing	Potential development areas identified-progressing on with Quinlan Drive duplication.

2.1d: Ensure communication and electronic technologies are accessible to all, meet the current and future needs of our community, and provide consistent and reliable coverage across the local government area.

Principal Activity	Action Code	Action Name	Responsible Officer Position	Status	Comments
Promote the development of efficient telecommunications technology for business, land owners, education and health needs.	2.1d (1)	Advocate and support funding applications in relation to communication and electronic technologies for the LGA, where applicable	Manager Community and Culture	Ongoing	No applications supported in this quarter.
Offer and promote free public wi-fi internet access in key public spaces across the local government area.	2.1d (3)	Continue to offer free Wi-Fi service at Council Libraries and Administration Centres	Coordinator Business	Completed	Public Wi-Fi has been consistently available to designated areas.

2.1e: Identify, promote and incentivise the strategic and innovative investment opportunities that exist in our region.

Principal Activity	Action Code	Action Name	Responsible Officer Position	Status	Comments
Implement a range of initiatives which support and promote the sustainable development of the towns' Central Business Districts and industrial land.	2.1e (1)	Develop new LEP, DCP, contributions and servicing plans from the data contained within the land use strategies	Manager Development, Building and Compliance	In Progress	A comprehensive suite of development control documents is to be developed following the implementation of the comprehensive LEP.
	2.1e (1)	Implement Cootamundra and Gundagai Town Strategies	Manager Development, Building and Compliance	In Progress	Drafting of the Gundagai Town Strategy is underway.
Promote to the community and industry groups potential	2.1e (2)	Facilitate communication mediums for training and funding opportunities for businesses	Manager Community and Culture	Ongoing	Council Social media, Business Cootamundra and Gundagai business newsletters.

Principal Activity	Action Code	Action Name	Responsible Officer Position	Status	Comments
growth opportunities and development efficiencies.	2.1e (2)	Identify value adding opportunities (use of new technology, processes and packaging, collaborations, shared transport costs, use of waste materials for new products etc.) to maximise the opportunities in the sectors where Cootamundra-Gundagai's competitive advantage exists	Manager Community and Culture	Ongoing	Continuing to look for suitable opportunities.
Encourage growth in development and construction locally.	2.1e (3)	Provide education material through factsheets to assist the community understand the various pathways, such as exempt, complying and local development	Manager Development, Building and Compliance	Ongoing	Council has completed a suite of factsheets, guidelines and templates for development to assist the community to understand the planning framework. These are reviewed and updated to ensure that they reflect legislative changes and new processes, such as the introduction of e-Planning.

2.1f: Develop and strengthen effective partnerships with, and between, locally-based organisations and business operators to enhance connectivity and working together.

Principal Activity	Action Code	Action Name	Responsible Officer Position	Status	Comments
Work in partnership with agencies and other levels of government to support local businesses.	2.1f (1)	Facilitate and support local business training opportunities	Manager Community and Culture	Ongoing	Forwarded online training opportunities as this is all our suppliers are offering at the moment.
Work with key partners and local business owners, investors and employers to investigate, advocate for and promote opportunities for business development and networking.	2.1f (2)	Develop a plan with the local Real Estate agents to jointly promote available business opportunities in the LGA	Manager Community and Culture	Ongoing	Not yet actioned.
	2.1f (2)	Support potential businesses in finding suitable land for their business, where required	Manager Community and Culture	Ongoing	Low volume of business enquiry this quarter. Working on review of Tourism & Economic Development Officer position into business concierge service to enable better management of enquiries that do occur.

Principal Activity	Action Code	Action Name	Responsible Officer Position	Status	Comments
Maintain a close liaison and continue to work with Regional Development Australia.	2.1f (3)	Attend Regional Development Australia forums	Manager Community and Culture	Ongoing	No Regional Development Australia (RDA) Forum held in period. Hosted RDA Riverina Board Meeting and bus tour where local projects were advocated for.

2.2: Strategic land-use planning is co-ordinated and needs-based

2.2a: Develop integrated land-use strategies which meet the community's current and future needs.

Principal Activity	Action Code	Action Name	Responsible Officer Position	Status	Comments
Develop a new, comprehensive Local Environmental Plan for the local government area.	2.2a (1)	Develop a communication strategy to ensure that the community is involved in developing land use controls	Manager Development, Building and Compliance	Ongoing	There are a number of opportunities for community involvement in the drafting of Council's comprehensive suite of development control documents which are contained within legislation. Furthermore, Council's Community Participation Plan outlines the processes and milestones when consultation is to occur, these processes and milestones will be followed.
Identify and address current and future land-use needs through integrated strategic planning and development.	2.2a (2)	Commence preparation of new draft Comprehensive Local Environmental Plan	Manager Development, Building and Compliance	In Progress	Preparatory material is currently being collated and additional studies identified.
Provide accurate and timely advice regarding existing and proposed development within the legislative scope of Council.	2.2a (3)	Enquiries are acknowledged within 5 working days	Manager Development, Building and Compliance	Ongoing	This is an ongoing measure with 80% of enquiries being responded to within the agreed timeframes.
	2.2a (3)	Inspections undertaken within 48 hours of notification	Manager Development, Building and Compliance	Ongoing	This is an ongoing measure, all inspections are undertaken within agreed timeframes and within staff resources.

2.2b: Provide appropriate land-use development to meet market demand

Principal Activity	Action Code	Action Name	Responsible Officer Position	Status	Comments
Develop and operate development control plans to ensure compliance with appropriate legislation and to achieve the best possible planning and development outcomes for the community.	2.2b (1)	Commence preparation of new draft Development Control Plan to ensure that the community desires for development design are appropriately considered	Manager Development, Building and Compliance	In Progress	Development Control Plan will be implemented upon completion of comprehensive LEP. Environmental control chapters are currently being investigated and drafted.
Ensure that a supply of industrial and residential land is available at all times to facilitate the orderly expansion of the local government area.	2.2b (2)	Complete the redesign of Claron Estate Residential Subdivision in Cootamundra, and prepare strategy to build and market the land	General Manager	In Progress	Development Works are currently being designed.
	2.2b (2)	Establish a working party to develop a strategy for residential and industrial development opportunities	General Manager	Completed	Working Party established.
	2.2b (2)	Subject to funding, Council to commence subdivision of industrial land at Turners Lane in Cootamundra	Manager Civil Works	Ongoing	Development proposal under consideration as part of Strategic Planning Committee

2.3: Tourism opportunities are actively promoted

2.3a: Develop and implement strategies which provide opportunities for increased tourism.

Principal Activity	Action Code	Action Name	Responsible Officer Position	Status	Comments
Develop and implement an integrated Tourism and Economic Development Strategy for the Cootamundra-Gundagai region.	2.3a (1)	Implement the Tourism and Economic Development Strategy	Manager Community and Culture	Ongoing	Actions are separately included in Integrated Planning & Reporting document.

2.3b: Actively promote the local government area and local programs, activities and events to attract visitors to the region.

Principal Activity	Action Code	Action Name	Responsible Officer Position	Status	Comments
Work co-operatively with key partners to identify opportunities and to further promote the local government area to tourists and visitors.	2.3b (1)	Include access information on facilities and activities when updating mapping and websites	Manager Community and Culture	Completed	Tourism websites include this information, including our updates to Get Connected. Local information available on CGRC website.
Work with the community to develop a marketing strategy for the local government area as a tourist destination.	2.3b (2)	Implement Branding Marketing Strategy for Tourism and Economic Development of the Local Government Area	Manager Community and Culture	Ongoing	Daytrips from Wagga campaign live, Cootamundra Billboard and villages Caravanning Australia promotions this quarter.
Ensure local programs, activities and events are actively promoted via a range of mediums to attract and encourage visitors and tourists.	2.3b (3)	Continue to maintain and promote Calendar of Activities, Programs and Community Events	Manager Community and Culture	Ongoing	Website and Facebook calendars maintained.
	2.3b (3)	Maintain Cootamundra Tourism Website, and continue production of Events Newsletter	Manager Community and Culture	Ongoing	Cootamundra Tourism Website to be updated to include mapping tool in 2022.

2.3c: Invest in improvements to visitor amenity and experiences.

Principal Activity	Action Code	Action Name	Responsible Officer Position	Status	Comments
Provide and maintain Visitor Information Centres which meet the needs of tourists and visitors to our local government area.	2.3c (1)	Seek funding to Implement masterplan for improvements at the Cootamundra Heritage Centre	Manager Community and Culture	Ongoing	Heritage Consultant making changes to documentation ahead of Development Application.
Undertake a redevelopment of the Gundagai Visitor's Information Centre.	2.3c (2)	Re-develop the Gundagai Visitors Information Centre, including removal of internal visitors toilets, provision of a theatre space and accessibility improvements	Manager Community and Culture	Ongoing	Manager Facilities project managing project. Will be completed in 2022.

Principal Activity	Action Code	Action Name	Responsible Officer Position	Status	Comments
Provide a high quality accommodation facility at the Caravan Parks in Cootamundra and Gundagai for the use of visitors.	2.3c (3)	Seek funding to implement Masterplans for the Cootamundra and Gundagai Council managed Caravan Parks	Manager Community and Culture	Ongoing	Manager facilities has notes ready for the plans to be drawn up.
Undertake connection of water supply to the Dog on the Tuckerbox site.	2.3c (4)	Deliver infrastructure for water supply extension to Dog on the Tuckerbox site	Manager Assets	Ongoing	Design and preparation of Review of Environmental Factors has been completed. Additional funds were allocated to invite tender and implement this scheme.
Maintain and improve the tourism infrastructure, facilities and services in the local government area to make our area an attractive place to visit.	2.3c (5)	Develop Strategic Management Plan for WWII inland aircraft fuel depot	Manager Community and Culture	Ongoing	Funding source needs to be determined.
	2.3c (5)	Seek funding to continue implementation of the Gundagai Gaol Masterplan	Manager Community and Culture	Ongoing	Moonlite display complete. New stove to be installed in modern kitchen and display being prepared for old kitchen.

2.4: Our local workforce is skilled and workplace ready

2.4a: Develop and implement strategies which increase the knowledge, skills and health of our local workforce.

Principal Activity	Action Code	Action Name	Responsible Officer Position	Status	Comments
Promote local employment and training opportunities within the Council organisation.	2.4a (1)	Develop Council Training Plan	General Manager	Completed	Performance reviews have identified training requirements. Training plans have been developed.
	2.4a (1)	Participate in Joint Organisations Skill Shortages Project	General Manager	In Progress	Participation occurring and initiatives commenced.
Work with various agencies to promote a range of programs, activities and opportunities which improve the health, well-being and employability of our community.	2.4a (2)	Facilitate mediums to promote programs activities and opportunities offered in the local government area by other bodies	Manager Community and Culture	Ongoing	Council social media, Business Cootamundra and Gundagai business newsletters.

3: Sustainable natural and built environments: We connect with the places and spaces around us

3.1: The natural environment is valued and protected

3.1a: Develop and implement land-use strategies and management practices which enhance and protect our natural environments and biodiversity.

Principal Activity	Action Code	Action Name	Responsible Officer Position	Status	Comments
Develop and operate development control systems which ensure compliance with appropriate legislation and achieve the best possible environmental outcomes.	3.1a (1)	Continue to assess all development applications against environmental impact and legislative requirements	Manager Development, Building and Compliance	Ongoing	Templates for reporting and assessment have been developed and are used to ensure that all matters required by legislation, including environmental impact, are included in the assessment of development applications.
Operate an efficient quarrying service in an environmentally responsible manner that meets all statutory requirements and standards.	3.1a (2)	Arrange suitable quarry products and have available at all gravel pits for construction needs	Manager Civil Works	Ongoing	Source materials as required
Provide and maintain a stormwater disposal system which minimises the carriage of pollutants from the stormwater system to the creek and river systems.	3.1a (3)	Continue to upgrade stormwater infrastructure in accordance with priorities and availability of funds	Manager Civil Works	Ongoing	Drainage works upgraded as required. Major projects identified as future projects
	3.1a (3)	Continue to upgrade stormwater infrastructure in accordance with priorities and availability of funds	Manager Technical Services	Ongoing	Continual maintenance of stormwater network as required. Capital works allocated on a priority basis and programmed to occur later in financial year.
	3.1a (3)	Continue to upgrade stormwater infrastructure in accordance with priorities and availability of funds	Manager Assets	Ongoing	Further infrastructure upgrade will need to be considered in conjunction with recommendation with Flood Study.
Develop and implement a street tree planting plan which enhances amenity and our natural environment.	3.1a (4)	Continue to undertake Street Tree Planting in accordance with Gundagai Street tree planning Masterplan	Manager Facilities	Ongoing	Street Tree master plan works continuing and are ongoing.

3.1b: Investigate and implement renewable energy technologies to reduce our environmental footprint.

Principal Activity	Action Code	Action Name	Responsible Officer Position	Status	Comments
Investigate, identify and promote opportunities that exist within the local government area for implementation of renewable energy technologies.	3.1b (1)	Negotiate terms of a power partnership agreement on various Council facilities	General Manager	In Progress	Under negotiation.
Undertake a review of the environmental impact of Council-owned facilities and infrastructure and implement measures which Council's environmental impact.	3.1b (2)	Continue to investigate funding sources for solar energy works for Council buildings	Manager Facilities	Ongoing	Currently working with energy consultant to identify further funding opportunities.

3.1c: Investigate and implement sustainable waste and water strategies.

Principal Activity	Action Code	Action Name	Responsible Officer Position	Status	Comments
Provide and maintain appropriate rubbish removal, disposal, recycling and greenwaste facilities in the most cost effective, environmentally sustainable and efficient manner.	3.1c (2)	Undertake improvements at Gundagai Waste Depot as per the Waste Implementation Plan	Manager Waste, Parks & Rec Services	Ongoing	Carried over to the 2022/23 financial year pending the allocation of funds.
	3.1c (2)	Upgrade the weighbridge management system as to allow for the management and sale of recycled waste material	Manager Waste, Parks & Rec Services	Completed	Completed.
Provide a facility through which used chemical drums can be disposed of correctly.	3.1c (3)	Continue to provide a drum muster collection service each year at both Cootamundra and Gundagai	Manager Regulatory Services	Completed	DrumMUSTER collections are offered throughout the year. Extra staff have been trained to perform this task.
Provide a facility for the composting and re-using of greenwaste.	3.1c (4)	Prepare a resale area for compost and mulch collection for retail sale to the community	Manager Waste, Parks & Rec Services	Completed	Completed, sales and display area is located adjacent to the compactor pit.
Reuse waste water to increase the amenity of Council parks, gardens and recreational facilities and to reduce the demand on the water supply.	3.1c (5)	Collaborate with Council departments to increase the use of re-treated water to Gundagai ovals	Manager Facilities	Ongoing	Gundagai Golf Course were successful in securing funding to upgrade irrigation systems to golf course. Further funding and licensing agreements are required to complete all works.

Principal Activity	Action Code	Action Name	Responsible Officer Position	Status	Comments
	3.1c (5)	Prepare a report to Council outlining the current condition of the existing open space irrigation systems and identify future management requirements to ensure the effective and efficient operation of the wastewater reuse system	Manager Assets	In Progress	Report to be prepared.

3.1d: Deliver, encourage and support a range of programs, activities and projects that promotes awareness and encourages the active protection and sustainability of our natural environment.

Principal Activity	Action Code	Action Name	Responsible Officer Position	Status	Comments
Provide programs, information and services to our community to increase awareness of, and participation in, environmentally sustainable activities.	3.1d (1)	Introduce a Food Organics & Garden Organics (FOGO) service to the Cootamundra community	Manager Waste, Parks & Rec Services	Ongoing	Pending the release of grant funding from the Environmental Protection Authority (EPA) for 2022/23.
	3.1d (1)	Investigate opportunities to use raw water	Manager Assets	Ongoing	Approval is required from Natural Resources Access Regulator (NRAR) to proceed with extraction of raw water from the river. Opportunities are being investigated, but limited, and subject to approval from regulatory authorities.
Provide programs, information and services to increase voluntary recycling and reuse to reduce waste to landfill.	3.1d (2)	Investigate funding opportunities and conduct community consultation and education sessions for the materials recovery facility	Manager Waste, Parks & Rec Services	Completed	Systems are in place including the promotion of recycling methodologies and principals to the community. This has also included review of Landfill operating hours and compost processing and sales. Completed for 2021/22.

Principal Activity	Action Code	Action Name	Responsible Officer Position	Status	Comments
Encourage the best use of treated water through water saving measures.	3.1d (3)	Investigate opportunities to increase the use of reuse water	Manager Assets	Ongoing	Recycled water management system, and maximize the use of treated effluent, is considered. Public Works Authority has been engaged to do this work at Gundagai. Risk assessment and review of the existing system is required at Cootamundra to expand the existing recycled water reuse facilities.
Contribute to coordinated planning and reporting across local, regional, state and federal areas for the management of the environment.	3.1d (4)	Monthly lodgement of ABS statistics	Manager Development, Building and Compliance	Ongoing	This an ongoing measure with requirements for reporting continuing to be met.
	3.1d (4)	Monthly lodgement of Building Professionals Board (BPB) statistics	Manager Development, Building and Compliance	Ongoing	This is an ongoing legislative requirement and is continuing to occur and met the legislative timeframes.
Seek funding for projects aimed at supporting the protection and sustainability of our natural environment.	3.1d (5)	Grant Funding opportunities pursued and secured when available	General Manager	Ongoing	Various grant applications submitted and outlined through Council reports.
A range of programs are supported, promoted and controlled to reduce and enforce illegal dumping.	3.1d (6)	Investigate options for technology, to enhance illegal dumping surveillance	Manager Regulatory Services	Ongoing	Council to investigate purchasing surveillance cameras for overt operations. Finances to be accessed via grants. All Illegal dumping incidents are recorded with NSW EPA online in RID to assist with controlling and enforcing these incidents.
	3.1d (6)	Undertake illegal dumping surveillance	Manager Regulatory Services	Ongoing	Ranger at Gundagai has had illegal dumping added to his specific tasks. Council are awaiting the results of grant applications to purchase surveillance equipment.

3.1e: Undertake active weeds and pest management practices.

Principal Activity	Action Code	Action Name	Responsible Officer Position	Status	Comments
Noxious weeds will be contained, reduced or eliminated as appropriate.	3.1e (1)	Develop a Community Education and Awareness program in regards to weed management	Manager Regulatory Services	Ongoing	Further weed information days are currently being planned in conjunction with Local Land Services.
	3.1e (1)	Undertake Weed Control program in conjunction with Riverina Regional Strategic Weed Management Plan	Manager Regulatory Services	Ongoing	Biosecurity & Regulatory staff have undertaken weed management control and identification using electronic weed capture and reporting.
Promote and deliver programs and initiatives which promote and educate the community on noxious weeds and pest management practices.	3.1e (2)	Participate in the Managers Established Pest Animals and Weeds Project (MEPAAW)	Manager Regulatory Services	Ongoing	Biosecurity staff working in conjunction with Local Lands Services to address Weed and Pest Animal Management programs.

3.2: Our built environments support and enhance liveability

3.2a: Develop and implement land-use plans and design practices which complement the character of our communities, are considerate of our heritage, support sustainable design practices and respond to changing needs.

Principal Activity	Action Code	Action Name	Responsible Officer Position	Status	Comments
Develop and operate development control systems to ensure compliance with appropriate legislation and to achieve the best possible development outcomes for the community.	3.2a (1)	Continue to assist the community in navigating the NSW Planning portal and associated legislation	Manager Development, Building and Compliance	Ongoing	Council has developed factsheets, Guidelines and templates to assist the community with the transition to ePlanning, and will continue with initiatives such as installation of kiosks, access and training to enable equitable access to the Planning Portal for all in the community.
	3.2a (1)	Provide Development Applicants with relevant information concerning Disability Discrimination legislation	Manager Development, Building and Compliance	Ongoing	Disability Discrimination information is included on all applications. Pre-lodgement advice is available to all applicants. For commercial and industrial developments this includes the provision of information regarding inclusion and access for people with a disability.

Principal Activity	Action Code	Action Name	Responsible Officer Position	Status	Comments
Ensure new development is considerate of our heritage.	3.2a (2)	Include heritage considerations when assessing all Development Applications, as applicable, and in accordance with the LEP	Manager Development, Building and Compliance	Ongoing	This is a legislative requirement with templates developed which include this as an assessment criteria.
	3.2a (2)	Seek grant funding for the engagement of a heritage consultant to provide advice and assist in the community in redeveloping heritage items	Manager Development, Building and Compliance	In Progress	Heritage consultant has been engaged with grant funding received. This is currently a two-year project with the expectation that grant funding will again be available in the latter part of 2022/23.

3.2b: Ensure a variety of housing options are made available.

Principal Activity	Action Code	Action Name	Responsible Officer Position	Status	Comments
Ensure that planning and development controls are in place to promote and facilitate a variety of housing options for residents.	3.2b (1)	Continue preparation of new draft Development Control Plan	Manager Development, Building and Compliance	In Progress	Development Control Plan will be implemented upon completion of comprehensive LEP. Environmental control chapters are currently being investigated and drafted.

3.2c: Deliver and maintain infrastructure to meet the current and future needs of our community.

Principal Activity	Action Code	Action Name	Responsible Officer Position	Status	Comments
Operate and maintain a water reticulation system capable of providing potable water to all connected premises with minimum disruption and maximum efficiency.	3.2c (1)	Implement an Integrated Water Cycle Management (IWCM) Plan	Manager Assets	Ongoing	Proposal for Integrated Water Cycle Management (IWCM) development has been received from Public Work Advisory (PWA) and it is now being reviewed and revised in agreement with Department of Planning, Industry and Environment (DPIE). PWA will be engaged to develop IWCM Strategies and grant funding is available from State Government via DPIE.

Principal Activity	Action Code	Action Name	Responsible Officer Position	Status	Comments
Undertake Cootamundra Water Main Replacement Program.	3.2c (2)	Administer ongoing water main replacement work/ annual program to improve the reliability of the water supply system	Manager Assets	Ongoing	Further renewal work has been completed along West Street, Gundagai and Mackay Street, Cootamundra. Design work is in progress to deliver water main renewal along Adams Street, Queen Street and Ursula Street in Cootamundra.
Investigate options for the connection of a water supply to Nangus Village, and consult with the community.	3.2c (3)	Partner with Goldenfields Water to prepare business case for connection of water supply to Nangus Village	Manager Assets	Ongoing	Business case completed and the cost of the project is \$8.4m. Lower cost benefit ratio does not justify the implementation on a business point of view. Council representatives met the residents and explained the process. Grant funding will be sought to proceed with the work.
Operate and maintain a sewage system and treatment plant capable of removing sewage from all connected premises with minimum disruption and maximum efficiency.	3.2c (4)	Continue and complete construction of the Gundagai Sewer Treatment Plant replacement	Manager Assets	Ongoing	Construction work is more than 90% completed. Construction works were delayed due to wet weather.
Provide and maintain a stormwater disposal system which allows the removal of stormwater from the towns in the most economical and efficient manner possible whilst minimising impact on natural environment.	3.2c (5)	Continue to upgrade stormwater infrastructure in accordance with priorities and availability of funds	Manager Assets	Ongoing	Voluntary House Raising (VHR) and Voluntary Purchasing feasibility assessment has been completed. Cootamundra Flood study and Risk Assessment is in progress.

Principal Activity	Action Code	Action Name	Responsible Officer Position	Status	Comments
Undertake Stormwater Mitigation Strategy across Cootamundra and Gundagai.	3.2c (6)	Prepare Gundagai Flood Study response - Implement VHR, VP (Voluntary House Raising, Voluntary Purchasing)	Manager Assets	Ongoing	Feasibility studies on Voluntary House Raising (VHR) and Voluntary Purchasing (VP) is completed for Gundagai. Grant funding will be required along with council contribution to implement the recommendations. Limited funding sources available to implement for such projects.
Manage Council's waste collection, disposal and processing facilities.	3.2c (7)	Consult & educate the village communities in preparation of closing the Wallendbeen & Stockinbingal Landfill Sites and replace with Transfer Stations	Manager Waste, Parks & Rec Services	Ongoing	Completed for 2021/22 carry over to 2022/23 for implementation.
	3.2c (7)	Design and construct a Secondhand Sale Shop for waste recyclables at the Cootamundra Landfill	Manager Waste, Parks & Rec Services	Ongoing	This is to be carried over to 2022/23 pending allocation of funds.
	3.2c (7)	Develop a Cootamundra Landfill Land & Environmental Management Plan (LEMP)	Manager Waste, Parks & Rec Services	Completed	Completed.
	3.2c (7)	Develop Rehabilitation Plans for the Wallendbeen & Stockinbingal Landfill Sites	Manager Waste, Parks & Rec Services	Ongoing	To be carried over to the 2022/23 financial year pending the allocation of funds.
	3.2c (7)	Manage Council's waste collection, disposal and processing facilities in accordance with the Waste Strategy and Implementation Plan	Manager Waste, Parks & Rec Services	Completed	This is implemented within the allocated resources. Completed for 2021/22.
	3.2c (7)	Undertake an efficiency Audit of all current Transfer station Operations	Manager Waste, Parks & Rec Services	Ongoing	Carried over to the 2022/23 financial year pending the allocation of funds.
Provide an adequate mix of high quality, disabled accessible and appropriately located public toilet facilities.	3.2c (8)	Continue monitoring Council Public Toilet Facilities	Manager Facilities	Ongoing	Carberry Park is receiving a new public facility. Plans are complete.

3.2d: Develop and implement strategies to deliver safe and accessible local roads, bridges, footpaths and parking.

Principal Activity	Action Code	Action Name	Responsible Officer Position	Status	Comments
Develop and implement strategies to improve safety and accessibility of all road users.	3.2d (1)	Road Safety Officer to work in partnership with TfNSW on Road Safety Campaigns	Manager Civil Works	Ongoing	Road Safety Officer now engaged. Commenced working on strategies for safety and pedestrian facilities
Maintain civil infrastructure including roads, footpaths, bridges and traffic facilities to agreed standards as set out in asset management plans.	3.2d (2)	Complete capital works program, inclusive of externally funded projects	Manager Technical Services	Ongoing	Capital works are ongoing. Significant progress made on externally funded Fixing Local Roads and Restart NSW Projects along with Council capital works. Progress impacted due to wet weather, Covid and natural disasters.
	3.2d (2)	Complete capital works program, inclusive of externally funded projects	Manager Civil Works	Ongoing	2021/22 Works competed with other works progressing to 22/23 program.
	3.2d (2)	Undertake annual Road Maintenance Program	Manager Civil Works	Ongoing	2021/22 works undertaken as required. Works progressing into 22/23.
	3.2d (2)	Undertake annual Road Maintenance Program	Manager Technical Services	Ongoing	Ongoing asset maintenance as appropriate. Wet weather and natural disasters have increased maintenance demand.
Undertake the annual footpath renewal and extension program.	3.2d (3)	Seek additional grant funds to assist with footpath renewal works	Manager Civil Works	Ongoing	List of potential projects prepared - seek funding when opportunities exist.
	3.2d (3)	Seek additional grant funds to assist with footpath renewal works	Manager Technical Services	Ongoing	Council capital works underway. Funding approved through Local Roads and Community Infrastructure program Phase 3 for a number of extensions within Gundagai.
	3.2d (3)	Undertake Footpath Renewal and Extension Program, depending on availability of funds	Manager Technical Services	Completed	Footpath renewal complete for 21/22.

Principal Activity	Action Code	Action Name	Responsible Officer Position	Status	Comments
	3.2d (3)	Undertake Footpath Renewal and Extension Program, depending on availability of funds	Manager Civil Works	Ongoing	Works undertaken and completed on approved projects.
Develop and implement asset management plans and strategies for all transport assets.	3.2d (4)	Conduct a water, sewerage and drainage asset valuation	Manager Assets	Ongoing	Tenders were invited twice using Local Government Procurement panel for water and sewerage asset valuation and no tenders were received. It is considered using direct negotiations subject council approval with qualified contractors.
	3.2d (4)	Review and update condition assessment data across the local government area	Manager Assets	Ongoing	Transport assets were revalued during 2020/21. Further inclusion of these assets in Global Information System has been done and a continuous improvement process of data integrity is being considered.

3.2e: Supply local public transport networks to cater for the current and future needs of residents, businesses and visitors.

Principal Activity	Action Code	Action Name	Responsible Officer Position	Status	Comments
Advocate for State and Federal departments to improve public transport networks to meet the needs of our community.	3.2e (2)	Work with Riverina Joint Organisation on identified public transport initiatives	Manager Assets	Ongoing	Working with Riverina Eastern Regional Organisation of Councils (REROC) on procurement and technical cooperation.
	3.2e (2)	Work with Riverina Joint Organisation on identified public transport initiatives	Manager Assets	Ongoing	Attending meetings and liaising with Riverina Eastern Regional Organisation of Councils (REROC) on common issues related to member councils.

4: Good Governance: An actively engaged community and strong leadership team

4.1: Decision-making is based on collaborative, transparent and accountable leadership

4.1a: Council is representative of the community and works together to meet the needs of our local government area.

Principal Activity	Action Code	Action Name	Responsible Officer Position	Status	Comments
Councillors will support and advocate for the needs of all members in our community.	4.1a (1)	Ensure Councillors are available and contactable by community members	General Manager	Completed	Councillor's contact information is available on Council's website and can also be obtained upon request.
Implementation of the Cootamundra-Gundagai Regional Council's suite of plans, including the Community Strategic Plan, Delivery Program, Operational Plan and resourcing plans.	4.1a (2)	Present quarterly 'Progress Report' on Delivery Program/Operational Plan to Council and the Community	Coordinator Business	Completed	Quarter four (4) Progress Report to be presented at the August Council Meeting.
Council's corporate plans are informed by community expectations and are reviewed and updated on a regular basis to meet the changing needs of our community members.	4.1a (3)	Conduct reviews and updates on councils Integrated Planning and Reporting (IP&R) documents and resourcing strategies as per Communications Strategy and as detailed in the OLG Guidelines	Coordinator Business	Completed	2022 Community Strategic Plan, Delivery Program and Annual Operating Plan has been adopted by Council. Reviews will continue through the term of the CSP.

4.1b: Strengthen strategic partnerships with the community, business and all levels of government.

Principal Activity	Action Code	Action Name	Responsible Officer Position	Status	Comments
Councillors will use all occasions presented to advocate for funding and assistance from other levels of government and agencies.	4.1b (1)	Seek funding opportunities when available	General Manager	Ongoing	Various grant applications submitted and outlined through Council reports.

Principal Activity	Action Code	Action Name	Responsible Officer Position	Status	Comments
Participation in LG NSW as the representative body of Local Government in order to improve the standing of Local Government in NSW.	4.1b (2)	Advocate for increases in federal assistance grant funding for Regional NSW	General Manager	Ongoing	Motions are being prepared for various meetings.
Participation in relevant REROC activities that will benefit the local government area.	4.1b (3)	Participation in REROC events and activities	General Manager	Ongoing	Continued participation has taken place in Riverina Eastern Regional Organisation of Councils (REROC) board meetings and other events and activities hosted by REROC.
Maintain effective working partnerships with key stakeholder groups such as the Rural Fire Services, Local Land Services and Riverina Regional Library.	4.1b (4)	Continue to participate in Riverina Regional Library workshops	Coordinator Business	Completed	Attended Reroc Youth and Community Development Meeting - online Attended South West Zone meeting - online Attended Riverina Regional Library Reboot Event - in person Attended RRL Branch Meeting and Training day
Continue to foster and support the Youth Council.	4.1b (5)	Continue to support the Youth Council	Coordinator Business	Completed	Delivered successful Youth Week programs in Cootamundra & Gundagai. Ran two training sessions for Cootamundra Youth Council (CYC) members. Developed CYC vision statement for Cootamundra Youth Hub. Market stalls at Sundy n Gundy markets, & recruitment activities in progress for additional Gundagai Youth Council members.
Work in partnership with community members, businesses and all levels of government to deliver community priorities.	4.1b (6)	Participation in Stakeholder events and activities	General Manager	Ongoing	Community activities are supported by Councillor and Employee participation.

4.1c: A clear strategic direction is outlined in Council's corporate plans and guides Council's decision-making and future planning.

Principal Activity	Action Code	Action Name	Responsible Officer Position	Status	Comments
The development of the Cootamundra-Gundagai Regional Council's integrated suite of plans, including the Community Strategic Plan, Delivery Program, Operational Plan and resourcing plans, provide a clear strategic direction and drives the organisation's activities.	4.1c (1)	Coordinate development of IPR plans, which consist of the Community Strategic Plan, Delivery Program, Operational Plan and resourcing strategies	Coordinator Business	Completed	Community Strategic Plan, Delivery Program, Operational Plan, 10 year Long Term Financial Plan and Workforce Management Plan have been adopted. Asset Management plan is being reviewed.
Council's decision-making and future planning shows evidence of being linked to Council's integrated suite of plans and the needs of our community.	4.1c (2)	All decision making reports, including strategies and plans are to show linkages to the relevant objective in the Community Strategic Plan	Coordinator Business	Completed	Linkages to the Community Strategic Plan are included in the Business Paper Reports and have been added to new template for plans, guides and reports.
Determine development applications in an efficient and effective manner based on merit	4.1c (3)	80% of DAs determined within statutory 40 days' timeframe	Manager Development, Building and Compliance	Ongoing	The majority of development applications are determined within statutory timeframes.
Develop a Place Plan which incorporates the Economic Development, Open Space Recreation, Arts and Cultural and Disability Action Strategies.	4.1c (4)	Develop Placemaking plan for the planning decision and management of Public Spaces in the Local Government Area	Manager Community and Culture	Ongoing	Being undertaken by Planning team.

4.1d: Monitor, review and report on the outcomes of corporate plans.

Principal Activity	Action Code	Action Name	Responsible Officer Position	Status	Comments
Council will track the progress towards the achievement of the corporate plan objectives against measurable outcomes.	4.1d (1)	Continually identify improvements in operating councils corporate planning software (Pulse)	Coordinator Business	Ongoing	Legislative Compliance module update and demonstration arranged for end of April. Awaiting data from Kell and Moore Law Firm. Looking to alternative methods of obtaining compliance requirements.

Principal Activity	Action Code	Action Name	Responsible Officer Position	Status	Comments
Progress on the achievement of corporate plan objectives will be shared with the community via a range of communication methods.	4.1d (3)	Report to the community on achievements of corporate plans as detailed in the Communications Strategy	Coordinator Business	Completed	2022 Community Strategic Plan, Delivery Program and Operational Plan resolved by Council June 2022.

4.1e: Elected representatives are trained, skilled, resourced and knowledgeable.

Principal Activity	Action Code	Action Name	Responsible Officer Position	Status	Comments
Support for Councillors to attend training, conference and development opportunities will be provided.	4.1e (1)	Attend the Local Government NSW Annual General Conference	General Manager	Ongoing	Mayor, Deputy Mayor and General Manager attend conference each year.
	4.1e (1)	General Manager to facilitate Councillor training requirements	General Manager	Ongoing	Induction training provided. Councillors advised of 'Hit the ground running' training seminars. Councillors are advised of further training opportunities when they become available.
Programs and activities which encourage and develop the capacity of current and future community leaders is provided.	4.1e (2)	Identify programs and activities which encourage and develop the capacity of current and future community leaders	General Manager	Ongoing	Youth council established in both towns and Councillor representatives appointed.
Provide and maintain services and infrastructure that assists the efficient and effective undertaking of the duties of the elected Council.	4.1e (3)	Continue to provide and maintain services and infrastructure to assist elected representatives in undertaking their duties	General Manager	Ongoing	iPads and accessories presented to each Councillor, with necessary training provided and to continue as required.
Support Council's elected representatives in undertaking their role in the community.	4.1e (4)	Continue to provide administrative support to Council's elected representatives to assist in undertaking their role in the community	General Manager	Ongoing	Ongoing support provided as needed.

4.2: Active participation and engagement in local decision-making

4.2a: Ensure opportunities for genuine and robust community consultation and engagement are provided to all members of our community.

Principal Activity	Action Code	Action Name	Responsible Officer Position	Status	Comments
A range of consultation and engagement activities will be offered to our community in order to plan the long term future direction of the local government area and to inform Council's decision-making.	4.2a (1)	Continue to maintain support for councils Digital Communication Panel	Coordinator Business	In Progress	Discussions commenced into the success of the Digital Community Panel. Alternate communication options under review.

4.2b: Provide opportunities to review the objectives and delivery of the Community Strategic Plan to ensure it continues to meet the changing needs of the community.

Principal Activity	Action Code	Action Name	Responsible Officer Position	Status	Comments
Council will regularly and continuously seek community feedback to seek additional input to the Community Strategic Plan.	4.2b (1)	Research and pursue affordable staff training for community engagement	Coordinator Business	Ongoing	New CSP resolved by Council. The CSP will be reviewed with the implementation of the Organisational Restructure.

4.2c: Engage and partner with the community in delivering the objectives of the Community Strategic Plan.

Principal Activity	Action Code	Action Name	Responsible Officer Position	Status	Comments
Promote the objectives of the Community Strategic Plan and work in partnership with community members, businesses and other local stakeholders to deliver community priorities.	4.2c (1)	Develop a Community Engagement Strategy to assist with delivering the objectives in the Community Strategic Plan	Coordinator Business	Completed	Strategy has been adopted by Council and implemented.

4.2d: Promote and celebrate the achievements of Council and our local community.

Principal Activity	Action Code	Action Name	Responsible Officer Position	Status	Comments
Progress towards the achievement of the Community Strategic Plan objectives will be shared with the community via a range of communication methods.	4.2d (1)	Collaborate with council departments and Stakeholders to actively promote projects/achievements of the Community Strategic Plan	Coordinator Business	Completed	Media Officer regularly contacts departments for updates on projects and major works. Media Releases, newsletter, snippets, website articles and Facebook posts ensure appropriate coverage for Councils achievements of the Community Strategic Plan.

4.3: Cootamundra-Gundagai Regional Council is a premier local government Council

4.3a: Maintain a strong and robust financial position that supports the delivery of services and strategies and ensures long-term financial stability.

Principal Activity	Action Code	Action Name	Responsible Officer Position	Status	Comments
Ensure Council's long term financial planning supports the delivery of community expectations and financial stability.	4.3a (1)	Implement the proposed Special Rate Variation	Manager Finance	Completed	Completed.
Ensure the availability of finances are managed, controlled, reviewed and regularly reported on in order to provide the appropriate services and facilities within the allocated budget and achieve the maximum value for expenditure.	4.3a (2)	Prepare and implement procedures to enable all staff with budget responsibility to effectively operate Council's integrated budgeting process	Manager Finance	Ongoing	Regular internal budget reports in place.
Ensure all procurement meets legislative and policy requirements and delivers best value for the community and the Council.	4.3a (3)	Conduct and file monthly audit reports for audit purposes	Manager Finance	Completed	As per requirements, Audits for Human Resources, Accounts Payable and Administrator access are completed monthly and recorded.
	4.3a (3)	Undertake assessment and improvement of procurement processes	Manager Finance	Ongoing	Procurement assessment and processes are continually updated with best practice updates and organisational improvements. Councillor Workshop completed informing new Council of Procurement Policy and Procedure.

Principal Activity	Action Code	Action Name	Responsible Officer Position	Status	Comments
Identify and follow-up opportunities to increase Council's revenue base including grant funding opportunities to deliver additional income to fund major projects.	4.3a (4)	Develop new Section 7.11 Development Contribution plan and Section 64 Headworks Charges	Manager Development, Building and Compliance	Not Progressing	A review of Council's contributions plans will be undertaken as projects within the current plans are completed with a full revision undertaken upon completion of the LEP.
	4.3a (4)	Identify grant opportunities to fund major projects as they arise, lodge grant applications as appropriate	Manager Development, Building and Compliance	Ongoing	Relevant grants are identified, and applications made when available.
Develop Asset Management plans which deliver long-term financial sustainability and asset renewal.	4.3a (5)	Implement works programs to improve asset condition	Manager Assets	Ongoing	As part of the Integrated Water Cycle Management (IWCM) process this will be developed. Long term asset planning and renewal requirements are to be identified and implemented with Developer Service Plan (DSP) and head works charge.
	4.3a (5)	Review and improve Asset Management Plans	Manager Assets	In Progress	Asset Management Plan is currently being reviewed.
Improve functionality and amenity within Council's work depots.	4.3a (6)	Complete planning for improvements to Cootamundra Depot and Bradman Street Depot	Manager Civil Works	Ongoing	Minor works at Depots commenced in Quarter 3 and will run into new financial year.
	4.3a (6)	Continue ongoing efficient operation and maintenance of depot	Manager Civil Works	Ongoing	Operational efficiencies being undertaken where identified.
	4.3a (6)	Continue ongoing efficient operation and maintenance of depot	Manager Technical Services	Ongoing	Works depot maintenance undertaken as required.

4.3b: Council meets all legislative requirements and operates within good governance practices and frameworks.

Principal Activity	Action Code	Action Name	Responsible Officer Position	Status	Comments
Council ensures statutory compliance is achieved and demonstrates good governance practices.	4.3b (1)	Continue to participate in the Internal Audit Alliance, coordinate Internal Audit Committee meetings and manage the recommendations identified by the Internal Audit Committee and Audit Office	Coordinator Business	Completed	Next Internal Audit Alliance Meeting scheduled for November 2022.
Support and funding for elections is provided as required.	4.3b (2)	Make provision in the Long-Term Financial Plan for funding of the 2021 Council election	Manager Finance	Completed	Included in September 2021 Quarterly Budget Review.
Implement effective integrated risk management strategies and practices.	4.3b (3)	Implement Council's Enterprise Risk Management Framework and monitor Risk Registers	Coordinator Business	Ongoing	Council has developed an Enterprise Risk Management Framework. Business Coordinator meeting the Work Health and Safety staff to ensure framework aligns with best practice updates and organisational improvements.
	4.3b (3)	Implement Council's Fraud Control Plan	Coordinator Business	Completed	Council has Implemented a Fraud Control Plan. This Plan will be continually updated with best practice updates and organisational improvements.

4.3c: Information is communicated to our community consistently, reliably and timely, and over a variety of platforms to meet the needs of residents.

Principal Activity	Action Code	Action Name	Responsible Officer Position	Status	Comments
Current, informative and easy access to Council information is made available to the community using a range of communication methods, including traditional media and digital channels, Council's website, Community News newsletter and social media.	4.3c (1)	Develop Community Engagement Strategy to inform the community and receive feedback, including feedback on major projects	Coordinator Business	Completed	Communication Strategy adopted by Council and implemented.
	4.3c (1)	Improve services available on Council's websites through the development of eServices and online forms	Coordinator Business	In Progress	Council website upgrade scheduled for 2022.

4.3d: Council services the community in a manner that is professional, efficient and promotes an ease of 'doing business'.

Principal Activity	Action Code	Action Name	Responsible Officer Position	Status	Comments
Provide quality customer service during all "front line" interactions between Council and the community and in all other interactions between staff, agencies, Council and the community.	4.3d (1)	Develop and Implement a Customer Service Charter	Coordinator Business	In Progress	Draft charter prepared, requires further review and discussion prior to presenting to council for adoption.
Adopt and maintain information technology and communication services and infrastructure that assists the efficient and effective undertaking of Council's operations, increases productivity and adequately supports the organisation and our community's needs.	4.3d (2)	Investigate options to integrate Civica/Authority (Finance System) and Magiq Documents (EDRMS)	Coordinator Business	In Progress	Quotes have been obtained. Issues with the Authority System are to be rectified prior to any further Civica Projects being commenced.
	4.3d (2)	Review Business Systems and identify services that can be delivered on Council's Website	Coordinator Business	Ongoing	Council website upgrade to commence 2022.
	4.3d (2)	Work with the Customer Service Team to develop an Online Booking System for Council facilities	Coordinator Business	In Progress	Will be implemented in conjunction with Councils website upgrade.
Council's records are managed in compliance with the appropriate legislation and supports efficient and effective work practices.	4.3d (3)	Continue to undertake improvements to infoXpert workflows to streamline record keeping	Coordinator Business	Completed	Best practice improvements are continually researched and implemented by Records Staff and communicated to staff.
Requests for service are processed in an efficient and effective manner.	4.3d (4)	Complete Customer Satisfaction Survey to provide comparison data for the benchmark identified in 2018	Coordinator Business	In Progress	Discussions commenced with Media Officer to develop Customer Satisfaction Survey.
	4.3d (4)	Review responsibilities and provide training to enable customer service staff to respond to Planning and Rating enquiries	Coordinator Business	In Progress	To be prioritised in the coming months.

Principal Activity	Action Code	Action Name	Responsible Officer Position	Status	Comments
Provide well-maintained cemeteries and efficient, appropriate and dignified cemetery operations and services that create the most peaceful surroundings possible for funeral parties and visitors.	4.3d (5)	Complete the Mapping of Cemeteries for plot identification, future planning and publishing of information online	Manager Regulatory Services	Ongoing	Six (6) cemetery mapping projects are currently live to the community Cootamundra, Stockinbingal, Wallendbeen, Gundagai North and South and Nangus. Other cemeteries are ongoing.
	4.3d (5)	Develop a Cemetery Services Strategic plan	Manager Regulatory Services	Ongoing	Once the digitalisation project has been completed the Cemetery Strategic Plan can be developed around this. This will include a Reflection Centre within the Cootamundra Cemetery and additional signage and seating will be installed at other Cemeteries across the LGA.
	4.3d (5)	Provide additional signage and seating, and maintain Cemeteries in the Local Government Area	Manager Regulatory Services	Ongoing	Signage and markers for the cemeteries require purchasing and installing.
Council's fleet of light vehicles and heavy plant is maintained to ensure efficient, cost-effective and timely service delivery.	4.3d (6)	Undertake plant replacement in accordance with related policies and programs	Manager Technical Services	Ongoing	Plant replacement program adopted and replacements are taking place in accordance with this program. Preliminary discussions underway for 2022/23 program.

4.3e: Continuous improvement practices are utilised to ensure facilities and services are provided efficiently and meet the changing needs of our community.

Principal Activity	Action Code	Action Name	Responsible Officer Position	Status	Comments
Effective day-to-day management and leadership of the organisation conducts service reviews and implements continuous improvement practices to create greater efficiencies and effectiveness across the organisation.	4.3e (1)	Report quarterly on Efficiencies and Cost Savings	General Manager	Ongoing	Included in Quarterly Budget Review paper.

Principal Activity	Action Code	Action Name	Responsible Officer Position	Status	Comments
Ensure adequate project management techniques are in place to ensure the delivery of projects which meet the changing needs of our community on time, within budget and to an acceptable standard.	4.3e (2)	Investigate and implement appropriate Project Management tools	General Manager	Ongoing	Demonstration held on Pulse Project Management system module. Further discussion and final decision still to be made on whether to implement module or to seek other options. Included in Performance Review for responsible Section Manager.

4.3f: Council attracts, retains, develops and supports employees in a safe, healthy and non-discriminatory work environment.

Principal Activity	Action Code	Action Name	Responsible Officer Position	Status	Comments
Implement strategies which promote Cootamundra-Gundagai Regional Council as being an employer of choice.	4.3f (1)	Review and enhance recruitment practices	General Manager	In Progress	Working with Riverina Eastern Regional Organisation of Councils (REROC) on Skills and Shortage Project.
Review the efficiency and effectiveness of Council's adopted Organisational Structure and ensure the structure and staffing mix can adequately deliver the activities approved by Council.	4.3f (2)	Implement Operational Plan activities	General Manager	Ongoing	Operational Plan being delivered and reported on quarterly.
Implement the Workforce Management Plan to support all staff in the delivery of community expectations.	4.3f (3)	Update Workforce Management Plan	General Manager	Completed	Updated plan endorsed by Council in June 2022.
Provide a safe and healthy environment for staff and contractors through compliance with all WH&S legislative requirements and minimising risk.	4.3f (4)	Review monthly WHS reports and statistics discussed at Managers Meetings	Manager Civil Works	Ongoing	Monthly reviews undertaken.
	4.3f (4)	Review monthly WHS reports and statistics discussed at Managers Meetings	Manager Technical Services	Ongoing	Regular updates on Work Health and Safety statistics are being provided to management.
Develop and implement a Staff Wellbeing Program	4.3f (5)	Develop and implement Staff Wellbeing Program	General Manager	In Progress	New wellbeing initiatives to be identified and implemented.

4.3g: Council staff are well-trained, skilled, resourced and knowledgeable.

Principal Activity	Action Code	Action Name	Responsible Officer Position	Status	Comments
Implement a training plan to enhance the skills and knowledge of staff across the organisation.	4.3g (1)	Develop Staff Training Plan following skills/performance process	General Manager	Ongoing	Training Plans to be developed after performance review process is finalised.
Provide learning and development opportunities to staff to develop the individual's potential and meet the needs of the community and organisation.	4.3g (2)	Implement Performance Review Program, and undertake the first cycle	General Manager	Completed	Performance reviews conducted.
Staff are supported in the achievement of organisational objectives by having access to a range of business tools, systems and technologies.	4.3g (3)	Improve Geographic Information System (GIS) and the interface with Asset Management System	Manager Assets	Ongoing	Further training for staff will be arranged during 2022. Improvement has been made to the Geographic Information System (GIS) on flood layers and road GIS. Further improvement is proposed to the GIS.