

4th Quarterly 2018/19 Operational Plan Review

Code	Action	Responsible Officer	Progress	Status	Comment	Annual Comment	Update Made
1.1.1	Maintain visual appearances of town and village approaches in accordance with the approved service levels	Assets & Infrastructure	100	Completed	The maintenance of the visual appearances of our towns and villages was achieved through the delivery of the following services: - regular street sweeping - rubbish collection - road maintenance program - vegetation maintenance program - maintenance of street furniture and associated infrastructure - maintenance of parks, public facilities, open space and recreational areas All these services were delivered as per the annual program.	The maintenance of the visual appearances of our towns and villages was achieved through the delivery of the following services: - regular street sweeping - rubbish collection - road maintenance program - vegetation maintenance program - maintenance of street furniture and associated infrastructure - maintenance of parks, public facilities, open space and recreational areas All these services were delivered as per the annual program.	Yes
1.1.2	Assist community groups to prepare grant applications for community projects	Strategy, Community & Development	100	Completed	Assistance currently being provided to community groups for SCCF Rd3. Council Community grants program has closed.	Assistance is provided throughout the year to community groups for the preparation and submission of grant applications.	Yes
1.1.3	Develop three Place Based Plans by June 2019	Strategy, Community & Development	0	Progressing	The basis of the place based plans is included on the Community Strategic Plan. This information needs to be expanded and determination made on what needs to be included in the plans. An overview of the three plans for Talbingo, Adelong and Khancoban was compiled however funding has been received to develop place based plans in 2019/2020.	Funding has been received to develop place based plans in 2019/2020.	Yes
1.1.4	Seek funding for projects that improve the amenity of our towns and villages through the development of quality accessible streetscapes	Assets & Infrastructure	90	Progressing	No decision has been made on the design for the town entry signs once this is done this can move forward		Yes
1.1.5	Investigate opportunities for activating places for young people across the region	Strategy, Community & Development	100	Completed	Each quarter more opportunities for activating places for young people across the region are being investigated. Recent/current opportunities include Batlow Skate park re-development, Tumut Skate park upgrade, Tumut Pump track, Boys club hall mural and recreating the hall into an open youth space.		Yes
1.1.6	Deliver a program of skill building workshops for local community and event organisers	Strategy, Community & Development	100	Completed		Four skill building workshops for local event and community event organisers were coordinated and run successfully in Tumbarumba and Tumut. Two event management workshops and two grant writing workshops were delivered.	Yes
1.1.7	Deliver Rural Transaction Centre services at Batlow Library as per the Service Level Agreement	Strategy, Community & Development	100	Completed	Batlow Library continues to deliver the service as per this agreement. The RTC has been in operation at the Batlow Library since 2001.		Yes
1.1.8	Review and implement Community Grants program	Strategy, Community & Development	100	Completed	Tumbarumba Small Community Grants, Tumut Region Community Strengthening Grants, and Snowy Valleys Council Art & Cultural Development Grants have been advertised and allocated. All but three projects who received extensions due to extenuating circumstances have been completed and acquitted.	Tumbarumba Small Community Grants, Tumut Region Community Strengthening Grants, and Snowy Valleys Council Art & Cultural Development Grants have been advertised and allocated. All but three projects who received extensions due to extenuating circumstances have been completed and acquitted.	Yes
1.1.9	Implement CBD Parking Strategy across Snowy Valleys Council	Strategy, Community & Development	0	Not Progressing			No
1.2.1	Transition to new Jobs for Families package for children's services	Strategy, Community & Development	100	Completed	This action completed by August 2018. Due to preparation by children's services management team, there were very few issues encountered changing over from Child Care Benefit to the Jobs for Families package.	Completed	Yes
1.2.10	Deliver new library programs for skills, technology and life long learning for the community	Strategy, Community & Development	100	Completed	Library and Information Week was celebrated in May with all Libraries hosting events and information sessions to promote the importance of their library in their local community. Tumut Library hosted author Leith Russell for an author talk on her recently released book "A Top End Story." All libraries participated in the RRL Library Bingo promotion, aimed at encouraging members to broaden their reading and library experience.		Yes
1.2.11	Maintain/increase utilisation of Council's library services	Strategy, Community & Development	75	Progressing			No
1.2.12	Develop and implement a Library Strategic Plan	Strategy, Community & Development	20	Not Progressing	The Library Strategic Plan is to be developed as part of NCIF2.		Yes
1.2.13	Transition library services to new Batlow library	Strategy, Community & Development	30	Progressing	Sue Connors Architects have been engaged to develop the detailed designs for the New Batlow Library. The project is scheduled for completion in February 2020.		Yes
1.2.14	Provide a range of community services through Tumbarumba MSO that meets the community need	Strategy, Community & Development	100	Completed	Multi Service Outlet has provided a range of community services. Clients are surveyed regularly to determine needs in the community and programs are provided according to needs.	This financial year has seen in increase in demand for Domestic Assistance. Staffing has been increased to meet the demand. The social calendar of events for clients was developed based on feedback from clients. The Multi Service Outlet continues to adapt to changing needs of clients.	Yes
1.2.15	Meet Australian Aged Care Quality Agency standards	Strategy, Community & Development	100	Completed	Due to a national review of the Australian Aged Care Quality Standards, there are changes to the standards effective 1 July 2019. An audit of MSO services against the standards has been conducted and the Continuous Improvement Plan and associated documents updated to reflect changes.	Current standards documentation has been reviewed and strategies developed to meet the Australian Aged Care Quality Standards. These changes have been documented through the Continuous Improvement Plan.	Yes
1.2.16	Meet National Disability Insurance Scheme quality standards	Strategy, Community & Development	100	Completed	The Multi Service Outlet has achieved compliance under the NDIS Quality Standards.	The Multi Service Outlet has achieved compliance under the National Disability Insurance Scheme Quality Standards.	Yes
1.2.17	Increase number of people participating in Seniors weeks activities	Strategy, Community & Development	100	Completed	Seniors Week activities occurred across SVC Community Services Division. Libraries, Multi Service Outlet and Children's Services all held events for Seniors Week.	Seniors Week activities occurred across SVC Community Services Division. Libraries, Multi Service Outlet and Children's Services all held events for Seniors Week.	Yes
1.2.18	Implement actions from the Disability Inclusion Action Plan	Strategy, Community & Development	100	Completed	Continued progress of Disability Inclusion Action Plan over the last financial year.	The Disability Inclusion Access Reference Group have gained traction on progress of the Disability Inclusion Action Plan (DIAP). Of the 36 DIAP actions there are now 20 started and 6 complete. Compare to July last year which saw 8 started and 3 complete. Achievement of each years actions will be in the operational plan.	Yes
1.2.19	Prioritise actions from newly developed Multi Service Outlet Business Plan	Strategy, Community & Development	100	Completed	Client surveys and annual November planning day with clients provides information on needs in the community for services that provide support and contribute to well being. The bi-monthly meetings of the Community Welfare committee feed through issues to address in the community which are channelled through to the appropriate areas for action.	The MSO provides services that are accessible and meet community needs. With the development of the aged care strategy and actions developed from the planning day, there will be identified initiatives and actions to implement for contribution to community well being.	Yes
1.2.2	Investigate funding options for improvement of Carcoola long day care centre	Strategy, Community & Development	100	Completed	Proceeds from the annual art show purchased new prams, cubby houses and retainer walls for the centre. An application to Bunnings was successful for a rain water tank and worm farms. With extra operational funding the centre has new hard wearing flooring in the preschool and toddler rooms.	Funding options investigated and improvements to centre and the purchasing of centre resources have occurred.	Yes
1.2.20	Seek funding to provide additional programs to support the aging community	Strategy, Community & Development	100	Completed	Funding has been identified to apply for funding to engage a consultant to develop an aged care strategy which will inform current status and future status.	Funding has been identified to apply for funding to engage a consultant to develop an aged care strategy which will inform current status and future status.	Yes
1.2.21	Lobby for the provision of additional respite care for people with disabilities	Strategy, Community & Development	100	Completed	Action completed.	The formation of the Disability Inclusion Action Reference Group will provide an advocacy voice for people with disability in SVC.	Yes
1.2.22	Investigate funding opportunities to support the expansion of youth related programs	Strategy, Community & Development	100	Completed	Various funding opportunities have been explored and applied for, including but not limited to: 2019 YW grant - Obtained Rural and Regional Youth Participation Grants - Obtained Youth Opportunities grant - Application pending for \$27000 Stronger Communities grant - Application pending		Yes
1.2.23	Implement actions from Tumut District Community Transport Strategic Plan 2017 - 2020	Strategy, Community & Development	100	Completed	A business plan for current status of Tumut District Community Transport has been developed. Main action for business plan is to become one SVC Community Transport, a merge of Tumut and Tumbarumba Community Transport functions. Planning has begun for this action and this will be a major action for 2019 -2020 financial year for sustainability and efficiency of our transport services.	Action completed and has generated new action for 2019 -2020 financial year. One SVC Community Transport.	Yes
1.2.24	Increase client numbers for the Tumut District Community Transport service	Strategy, Community & Development	100	Completed	Client numbers continue to increase.	Client numbers continue to increase. The merger of SVC Community Transport will provide efficiencies within our service and provide more transport opportunities for the local government communities, with a predicted flow of increase in client numbers.	Yes
1.2.3	Council operated children's services meet National Childcare Quality Standards	Strategy, Community & Development	100	Completed	Children's services staff are continually working on Quality Improvement Plans to improve on 'meeting' National Quality Standards, as a minimum across all SVC children's services. Puggles Mobile Children's Services Van is now under national regulations and working towards meeting the National Education and Care Services Regulations 2011.	A coordinated approach has ensured compliance with regulations in SVC children's services and working beyond these to meet the National Quality Standards.	Yes

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1.2.4	Maintain or increase utilisation rates for Council child care services	Strategy, Community & Development	100	Completed	Children's services utilisation has overall been maintained over the last financial year.	Overall utilisation rates mainlined. Khancoban preschool had a significant increase in the last six months of the financial year.	Yes
1.2.5	Review purpose and composition of Youth Councils by June 2019	Strategy, Community & Development	100	Completed	•Tumut Youth Council Strategic Plan 2018-2022 has been adopted •Tumut Youth Council 2018/19 action plan has been adopted •Tumbarumba Youth Council Strategic Plan 2018-2022 has been adopted •Tumbarumba Youth Council 2018/19 action plan has been adopted		Yes
1.2.6	Develop and implement youth capacity building program by September 2018	Strategy, Community & Development	100	Completed	•Events management capacity building program was offered and ran in December 2018. •Ongoing discussions around 'Gotcha for Life' regarding men's & youth mental health and running follow-up workshops throughout all high school in SVC region •Funding obtained and planning ongoing with Tomorrow Man to up skill community members as mentors •Capacity building workshops including alternative employment pathways embedded in Boys Club project proposal		Yes
1.2.7	Coordinate and deliver programs for seniors	Strategy, Community & Development	100	Completed	Seniors Week program conducted and completed and Life Long Learners program conducted monthly	Seniors Week program conducted and completed and Life Long Learners program conducted monthly.	Yes
1.2.8	Facilitate and deliver a program of youth events and activities	Strategy, Community & Development	100	Completed	Each holiday period YDO has facilitated and delivered a program of youth events and activities across SVC. Youth led events include 2019 Tumut Colour Explosion Fun Run, Outdoor cinema, Pool parties, community BBQ's and skate competitions.		Yes
1.2.9	Deliver program of children and youth events by library services	Strategy, Community & Development	100	Completed	April School Holiday Activities were held in all five libraries with activities including, indigenous weaving, Veggie Plot musical group, and Lego sessions. Simultaneous Storytime was celebrated at Tumut Library with a visit from Little Possums Early Learning Centre. Tumbarumba Library also celebrated the event as part of their regular storytime session. A special event Storytime was held at the Adelong Library and Batlow Library continued with its well supported monthly Storytime.		Yes
1.3.1	Increase participation in NAIDOC week activities across the Council area	Strategy, Community & Development	100	Completed			Yes
1.3.10	Seek funding for an Aboriginal Liaison Officer	Strategy, Community & Development	100	Completed	Elsa Dixon funding guidelines have still not been made available through the government funding provider.	Elsa Dixon funding guidelines have still not been made available through the government funding provider.	Yes
1.3.11	Prepare an Aboriginal cultural heritage impact assessment tool for development proposals by March 2019	Strategy, Community & Development	0	Not Progressing			No
1.3.12	Provide support to local historical societies	Strategy, Community & Development	100	Completed	Support provided to local historical societies as needed.	Ongoing support is provided to local historical societies on an as needs basis	Yes
1.3.13	Investigate establishment of a significant tree register for the LGA	Assets & Infrastructure	30	Not Progressing	No funding was allocated but a tree policy is in the process from this we will look to find funding		Yes
1.3.2	Review Memorandum of Understanding with the Aboriginal community by September 2018	Strategy, Community & Development	100	Completed	MoU adopted at December 2018 Council meeting	MoU adopted at December 2018 Council meeting	Yes
1.3.3	Work with the Aboriginal communities to develop an Acknowledgement of Country for SVC by December 2018	Strategy, Community & Development	100	Completed	Acknowledgement of Country incorporated in the MoU as well as the Aboriginal Cultural Practices and Protocols Policy. Both were adopted at the December Council meeting.	Acknowledgement of Country incorporated in the MoU as well as the Aboriginal Cultural Practices and Protocols Policy. Both were adopted at the December Council meeting.	Yes
1.3.4	Work in partnership with Aboriginal community to develop and deliver program of Aboriginal Cultural recognition activities	Strategy, Community & Development	100	Completed	NAIDOC Week activities have been conducted.	NAIDOC Week activities have been conducted.	Yes
1.3.5	Support Indigenous cultural activities and projects	Strategy, Community & Development	100	Completed	Supported NAIDOC art exhibition. IN Talks with National Parks and Wildlife Service regarding Cultural activities in Spring. Liaised with Indigenous artists regarding local cultural events and projects to be worked on in October / November period in the region		Yes
1.3.6	Develop interpretive signage for the Adelong Falls	Assets & Infrastructure	10	Progressing	We are waiting to hear back from Louise and see the design concept for the signs.		Yes
1.3.7	Work in partnership with the Talbingo community to seek funding to rebuild the Miles Franklin Memorial	Assets & Infrastructure	40	Progressing	We are still seeking funding so new outcomes with this.		Yes
1.3.8	Implement actions in the Adelong Falls Management Plan, Conservation Strategy	Assets & Infrastructure	30	Progressing	No new outcomes as of 26th July		Yes
1.3.9	Implement Local Heritage Grants Program	Strategy, Community & Development	100	Completed			No
1.4.01	Increase participation in children's services community services	Strategy, Community & Development	100	Completed	Regional children's services meetings have increased participation.	Regional children's services meetings have increased participation. A children's services forum is being planned for 2020, which will provide attention and highlight the children's services within SVC local government.	Yes
1.4.02	Review Council event sponsorship policy, procedure and process by September 2018	Strategy, Community & Development	100	Completed	Event Sponsorship Policy, Procedure and Application form were adopted at the November Council meeting. Event groups will be sent the new process to be implemented in the new financial year.	Event Sponsorship Policy, Procedure and Application form were adopted at the November Council meeting. Event groups will be sent the new process to be implemented in the 2019/2020 financial year	Yes
1.4.03	Facilitate and deliver program of Council led creative and cultural activities and events	Strategy, Community & Development	100	Completed	Organised and begun implementing Snowy Ensembles concert series in the LGA in towns Khancoban, Tumbarumba, Batlow and Adelong. Planning for local CBD spaces featuring pop up events incorporating food, music and other entertainment in Autumn and Spring 2020.		Yes
1.4.04	Review and implement the public arts program including policy and grants	Strategy, Community & Development	100	Completed	The Public Art Grants program has been reviewed and is now the Art and Cultural Development Grants. Public Art Policy has been rescinded and has been incorporated in the Community grants Policy. This policy was adopted at the May Council meeting. The 2019/2020 Community Grants were advertised in June 2019.	The Public Art Grants program has been reviewed and is now the Art and Cultural Development Grants. Public Art Policy has been rescinded and has been incorporated in the Community grants Policy. This policy was adopted at the May Council meeting. The 2019/2020 Community Grants were advertised in June 2019.	Yes
1.4.05	Maintain an active Eastern Riverina Arts membership	Strategy, Community & Development	100	Completed	Council is an active member of Eastern Riverina Arts. The Coordinator Community & Cultural Development sits on both the ERA Board and the ERA Regional Advisory Committee.	The Coordinator Community Development sits on both the ERA Board and Regional Advisory Committee. Council has been involved in a number of projects with ERA including an audit of the Montreal Theatre as an event venue, bringing the Create NSW Road Show to Tumut, providing one on one meetings with event organisers, and also conducting grant writing workshops. ERA will also be running a program targeting the aboriginal community in Brungle focusing on canoe making in the 2019/2020 financial year.	Yes
1.4.06	Review and implement Cultural Plan	Strategy, Community & Development	100	Completed	The Cultural Plan has not been reviewed however cultural activities are still been undertaken.	Cultural activities are conducted throughout the year as part of the events program. This has included a suite of concert performances through the SVC and providing support to the James Morrison Concert.	Yes
1.4.07	Partner with Montreal Community Theatre to develop an MOU to deliver cultural events and programs	Strategy, Community & Development	100	Completed	The events officer is working closely with the Montreal Theatre for the James Morrison Concert which is being held in September. Council is also working with the theatre by providing support for their infrastructure project.	The Events officer partners with the Montreal Theatre on concerts and events that are being held at the Montreal.	Yes
1.4.08	Investigate feasibility of establishing a writers retreat at Talbingo	Strategy, Community & Development	100	Completed	This project was dependent on a feasibility study of available locations and grant funding available for development. No location or grant funding was available for this project to be undertaken.	No location or grant funding was available for this project to be undertaken.	Yes
1.4.09	Investigate projection mapping technology to transform objects into a display for projection onto industrial landscapes	Strategy, Community & Development	100	Completed	This project was dependent on grant funding available for development. No grant funding was available for this project to be undertaken.	No grant funding was available for this project to be undertaken.	Yes
1.4.10	Deliver program of library based cultural and community events	Strategy, Community & Development	100	Completed	The Tumut Library has developed an ongoing partnership with "Mosaics", an local group made up of women from international backgrounds. The group is supported by Paula Olsen. Ongoing educational and recreational activities are offered to the group via the libraries Outreach Services program which have proven extremely popular with the group.		Yes
1.5.1	Identify opportunities for new tourism events and support the development of these events across the region	Strategy, Community & Development	100	Completed	Targeted events identified in the regional marketing strategy and will be developed in 2019/21.		Yes

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1.5.2	Provide event support to community and tourism events	Strategy, Community & Development	100	Completed	Including but not limited to; Tumut Cycle Classic, Altogether Adelong, Rock the Turf, Festival of the Falling leaf, Seniors Week, Life Long Learners days trips and CiderFest. Attended committee meetings, cover reports for festival minutes for s355 committees, developing and collected surveys at Rock the Turf, assisted with multiple event load ins and equipment hire, event banner bookings, general event support on weekends in addition to normal work hours.	Assisted and worked on key events including, Upper Murray Challenge, Batlow Apple Blossom Festival, Hume & Hovell Ultra Marathon, Tumut Christmas Street closure, Tumut Cycle Classic, Altogether Adelong, Rock the Turf, Festival of the Falling leaf, Seniors Week, Life Long Learners trips and sessions, Snowy Valleys Cycle Challenge, CiderFest, NAIDOC Week, Tumba Spring Flower Festival, Tumbarumba Reading Day, Coordinated Australia Day ceremony and Pool Parties, Lanterns.	Yes
1.5.3	Seek funding to assist the region's key festivals with strategic planning, including succession planning	Strategy, Community & Development	100	Completed	Assisted keys festival events in applying for FRRR funding to increase capacity in committees and outcomes. Promoted multiple grant funding rounds to events.		Yes
1.5.4	Develop and implement an event framework including policy, grant program, strategy and organisers toolkit	Strategy, Community & Development	100	Completed	Event Sponsorship Policy, Procedure and Application form have been adopted by Council and have been sent to event organisers. The Event Organisers toolkit is still to be developed.	Event Sponsorship Policy, Procedure and Application form have been adopted by Council and have been sent to event organisers.	Yes
1.5.5	Provide in-kind sponsorship for events as per event sponsorship policy	Strategy, Community & Development	100	Completed	Event Sponsorship Policy, Procedure and Application form has been adopted by Council and has been distributed to event organisers. In kind support has been provided for several events in the community.	In kind support has been provided for several events in the community.	Yes
1.5.6	Seek funding to expand the program of community events	Strategy, Community & Development	100	Completed	Seniors Festival and NAIDOC week funding were submitted on behalf of SVC. Both funding rounds are there to assist in funding more cultural programs for the community.		Yes
1.5.7	Develop a seasonal cultural calendar of events by December 2018	Strategy, Community & Development	100	Completed	Dolores Theatre Production March 2019, Festival of Small Halls April 2019, Snowy Valleys Ensembles June - September 2019.		Yes
1.6.1	Maintain active partnerships with Emergency Service agencies	Assets & Infrastructure	100	Completed		SVC has continued its involvement in the facilitating the LRC and LEMC meetings as required under the SERM Act. SVC has also provided significant input into the review of documentation aligned with the Snowy 2.0 emergency management plans.	Yes
1.6.2	Review and implement Councils Companion Animal Plan	Strategy, Community & Development	80	Progressing			No
1.6.3	Identify opportunities to apply for grant funding to support community safety	Strategy, Community & Development	100	Completed	Police Liaison Officer has been recruited and working with Council and organisations to develop strategies to increase safety in towns and villages.	Police Liaison Officer has been recruited and working with Council and organisations to develop strategies to increase safety in towns and villages. A review of policies and procedures across Community Services has been undertaken.	Yes
1.6.4	Work in partnership with Murrumbidgee Local Health District to ensure sustainability of services now and into the future	Strategy, Community & Development	100	Completed	Council has an agreement with MLHD for their use of the Community Room in Tumbarumba. The relationship is mutually sustainable for MLHD and Council. council has other sustainable service agreements with MLHD.	Council has an agreement with MLHD for their use of the Community Room in Tumbarumba. The relationship is mutually sustainable for MLHD and Council. council has other sustainable service agreements with MLHD.	Yes
1.6.5	Partner with other agencies to develop Crime Prevention Plan	Strategy, Community & Development	75	Progressing	The Crime Prevention Officer position has been filled. At present a large amount of statistical and anecdotal data is been collected and analysed to provide background information for the plan. The Crime prevention officer commenced 4 days per week on 1st July. Community consultation is currently being undertaken.	A large amount of statistical and anecdotal data is been collected and analysed to provide background information for the plan. Community consultation is currently being undertaken. The plan is due for completion December 2019.	Yes
1.6.6	Seek funding to support the appointment of a Crime Prevention Officer	Strategy, Community & Development	100	Completed	On 29th August the Attorney General provided council with a grant of \$75,000 to employ a project officer to develop a crime prevention plan. This position has been filled and work has commenced on the development of a crime prevention plan.	On 29th August the Attorney General provided council with a grant of \$75,000 to employ a project officer to develop a crime prevention plan. The Crime Prevention Plan is due to be completed December 2019.	Yes
1.6.7	Investigate feasibility of installing CCTV as part of a broader crime reduction strategy	Strategy, Community & Development	75	Progressing	CCTV will be investigated as part of the development of the Crime Prevention Plan. A feasibility study will need to be undertaken to assess the viability and costs of installing and ongoing costs of CCTV. Information from other Councils who have installed CCTV has been collected.	CCTV will be investigated as part of the development of the Crime Prevention Plan.	Yes
1.6.8	Support the NSW Police community policing strategy	Strategy, Community & Development	100	Completed	Support provided as needed. Further detail outlining Councils support will be included as part of the development of the crime prevention plan.	Support provided as needed. Further detail outlining Councils support will be included as part of the development of the crime prevention plan.	Yes
1.7.1	Maintain Council's Rate collections to a minimum percentage of at least 90%	Internal Services	100	Completed	Rate collections to the end of June greater than 90%		Yes
1.7.2	Develop a framework to review lease arrangements for community assets	Assets & Infrastructure	0	Not Progressing	No new outcomes for this at this stage		Yes
1.7.3	Finalise unqualified financial statements by 31 October	Internal Services	100	Completed	Financial Statements were presented to Council in December after being granted a months extension due to IT issues with merging the former councils financials.		Yes
1.7.4	Advocate to political leaders to financially cover unfunded costs of amalgamation.	Internal Services	100	Completed			No
1.8.1	Develop concept plan for Stage 3 of Snowview Estate	Assets & Infrastructure	50	Not Progressing	On hold		Yes
1.8.2	Lobby the NSW Government to prioritise social and affordable housing	Strategy, Community & Development	10	Progressing			No
1.9.1	Provide strategic advice in relation to land use as required	Strategy, Community & Development	80	Progressing			No
1.9.2	Development Applications are approved within 30 days	Strategy, Community & Development	80	Progressing			No
1.9.3	Develop new draft Development Control Plan by June 2019	Strategy, Community & Development	80	Progressing			No
1.9.4	Develop new draft Local Environment Plan by June 2019	Strategy, Community & Development	100	Completed			Yes
1.9.5	Finalise current stage of Independent Living Units in Tumbarumba	Assets & Infrastructure	25	Not Progressing	On hold		Yes
2.1.01	Support local tourism operators and businesses by providing resources and information	Strategy, Community & Development	100	Completed	This is on-going. Promoting resources offered by organisations such as Destination NSW, Destination Riverina Murray, Thrive (Riverina Regional Tourism), Murray Regional Tourism, & private operators, as well as offering one-on-one support where requested, this action is progressing. It can be difficult to "reach" some operators, and to prove the value in our offering & the investment of their time.	This is on-going. Promoting resources offered by organisations such as Destination NSW, Destination Riverina Murray, Thrive (Riverina Regional Tourism), Murray Regional Tourism, & private operators, as well as offering one-on-one support where requested, this action is progressing. It can be difficult to "reach" some operators, and to prove the value in our offering & the investment of their time.	Yes
2.1.02	Implement priority actions from the Economic Development Strategy	Strategy, Community & Development	100	Completed	The Brindabella Road Business Case is completed. The industrial land study is set to occur as part of spatial planning and growth work in 2019/20, we have worked with Destination Riverina Murray to develop an accommodation prospectus, the softwoods hub has been approved and funded, the CUC/business centre of excellence submission is underway.		Yes
2.1.03	Liaise with government agencies, educational institutions and other organisations to target identified skills gaps in the labour force	Strategy, Community & Development	100	Completed	Discussed with RDA, Softwoods working group, DP&C, Snowy Hydro, TAFE and Canberra JO. A collective body of research is proposed for development in 2019/20.		Yes
2.1.04	Liaise with horticultural associations and peak bodies to promote the Shire's suitability for horticultural enterprises	Strategy, Community & Development	100	Completed	Board conversations were held in the context of climate change adaptation, attracting conferences and industry development.		Yes
2.1.05	Work with local champions to assist in building momentum and participation in value added food and wine enterprises	Strategy, Community & Development	100	Completed	Day to day economic development activities involve regular interaction and support of value added food and wine champions. Recent discussions have been focused on how to support cellar door/farm gate establishments.		Yes
2.1.06	Support the establishment of businesses that provide essential services for visitors, such as camping, caravans and luxury accommodation	Strategy, Community & Development	100	Completed	SVC has recently supported a new accommodation start-up in Batlow and is looking to attract more temporary and longer term providers. An accommodation prospectus for the region is currently under development and it will include this type of product.		Yes
2.1.07	Advocate for increased investment in softwood plantations and the opening up of new land for plantings	Strategy, Community & Development	20	Progressing			No
2.1.08	Seek funding and partners to deliver capacity building opportunities to local businesses	Strategy, Community & Development	100	Completed	Recently SVC has been successful in attracting local business training for grant writing, energy management and shortly the first of many snow 2.0 opportunities workshops will be held. SVC has also met with TAFE to identify how local skills gaps can be addressed. Small business week will also be run later in 2019 and this will feature more support opportunities.		Yes
2.1.09	Support the expansion of the Mannus Correctional Centre	Strategy, Community & Development	100	Completed	Discussions regarding expansion plans and how the centre can develop are ongoing.		Yes

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2.1.10	Support the local horticulture industry in the development of strategies that help address the issues of the seasonal workforce	Strategy, Community & Development	100	Completed	Following the development of the lodge at the caravan park, the future configuration of the Tumba and Batlow Caravan parks will need to take this into consideration. This is being progressed through a targeted business case.		Yes
2.1.11	Investigate the feasibility of developing a refugee resettlement strategy for Snowy Valleys	Strategy, Community & Development	100	Completed	Information has been obtained about the requirements for establishing a refugee resettlement area. A forum was held in Batlow in June 2019. The economic development officer is progressing the matter further.		Yes
2.1.12	Work with local employers to develop an Employer Sponsored Skilled Migration Program	Strategy, Community & Development	100	Completed	The Refugee Welcome Forum provided the platform to discuss this. After successful delivery of the forum, further conversations can be held with various agencies to establish the need for migrant workers and how they might be attracted.		Yes
2.1.13	Advocate for the relocation of the Forestry Corporation Headquarters to Tumut	Strategy, Community & Development	0	Not Due To Start			No
2.1.14	Deliver construction and development industry briefing session	Strategy, Community & Development	50	Progressing			No
2.1.15	Partner with Snowy Hydro to ensure sustainable outcomes for the region as a result of Snowy 2.0	General Managers Office	100	Completed	Variety of meetings with Snowyhydro, and FutureGen. Snowy 2.0 Regional Co-ordination Group is now meeting monthly. The Ernst & Young Futures Strategy is now in the final draft for most parts.		Yes
2.1.16	Implement priority actions from the Visitor Services Strategy	Strategy, Community & Development	100	Completed	4 Underway with grant funding - delivery in 2019/20 5 Stage 1 website delivered. Final iteration early Aug 2019 6 Facebook followers up 60% over the year. New Visit Snowy Valleys Instagram - 700+ followers in 3 months. Social Media Strategy developed. Operators directed to external resources currently available 7 Scope to be approved. To be delivered as part of \$50k funding received 8 Suggestions delivered as part of branding strategy 9 On hold until branding, website etc rolled out	In 2018/19, priority actions from the VSS were implemented as time, funds and staff allowed. Some of these actions do not fall within the responsibility of the Tourism Marketing Officer to implement.	Yes
2.1.17	Maintain a close working relationship with major industry employers	Strategy, Community & Development	100	Completed	SVC has worked closely with larger players through regional launches, events and briefings with Snowy Hydro, Visy, Forestry leaders and Hyne Mill. A business email group will be formed to keep the communications flowing.		Yes
2.1.18	Partner with Towong Shire Council and the Upper Murray 2030 Steering Committee to deliver Upper Murray 2030 projects	Strategy, Community & Development	100	Completed	All programmed projects have been delivered for this period, including great river road and installation of associated UM2030 signage.		Yes
2.1.19	Advocate for increased feral animal control to better support the agricultural industry	Strategy, Community & Development	75	Progressing			No
2.2.01	Implement priority actions from the Destination Management Plan	Strategy, Community & Development	100	Completed	Short-term projects 8, 24, 36, 60, 61 Not started 13 Funding sought 16 Opening Feb 2020 20, 21, 25, 37, 42, 51, 52 not tourism marketing 26, 27, 28, 38, 44 Ongoing 33 Needs external support & funding 35 Discussions underway 39, 62, 63 Events officer managing 41 Supporting 45 To be delivered 19/20 46 Urban Enterprise working on prospectus 56 Was actioned, but have had further changes 57 delivered 58 delivered, but needs review 59 stage 1 complete, more to come	Many projects formed priority actions from the DMP, but did not have funding or resources available. The tourism team has delivered where possible, with many actions remaining ongoing.	Yes
2.2.02	Investigate funding programs that increase opportunities to take advantage of the natural landscape for recreation	Strategy, Community & Development	100	Completed			Yes
2.2.03	Support funding applications and private sector investment in tourism experiences that capitalise on the natural beauty of the area	Strategy, Community & Development	100	Completed	This an ongoing everyday action. Recent support has included new accommodation developments near Tooma and Batlow, aiding expansion plans for businesses and helping new food and beverage operations to get moving.		Yes
2.2.04	Partner with cycling groups to investigate the development of road cycling opportunities	Strategy, Community & Development	100	Completed	Worked with Tumut Cycle Classic and Snowy Valleys Cycle Challenge with their events in promotion and marketing, general event support, post ride entertainment program, assistance with submission of special event applications		Yes
2.2.05	Investigate feasibility of establishing a standalone Visitor Centre in Tumut with industry partners	Strategy, Community & Development	100	Completed	Standalone Visitor Centre in Tumut investigated and not recommended for both practical and financial reasons. MOU renegotiated and re-signed with NPWS for the provision of Visitor Centre services in Tumut.		Yes
2.2.06	Support local community organisations to encourage a return of the Warby team to Blowering Dam	Strategy, Community & Development	100	Completed	The Warby Team have had several visits to Tumut and have had a number of trials of the boat on Blowering Dam. All going well the team will set a date for the World Water Speed record in the near future.	The Warby Team have had several visits to Tumut and have had a number of trials of the boat on Blowering Dam. All going well the team will set a date for the World Water Speed record in the near future.	Yes
2.2.07	Finalise destination marketing plan by October 2018	Strategy, Community & Development	100	Completed	This was completed and endorsed in March 2019.		Yes
2.2.08	Develop and implement Tourism Branding Strategy	Strategy, Community & Development	100	Completed	The strategy has been developed and is now in delivery through the release of the new website, photography brief and collateral.		Yes
2.2.09	Seek grant funding to implement Hume and Hovell MTB Masterplan	Strategy, Community & Development	100	Completed	Grant opportunities have been assessed and multiple approaches were made ahead of the state election. 2 applications were submitted and were unfortunately unsuccessful. Discussions continue with Crown Lands and local/state members.		Yes
2.2.10	Update photography & videography gallery for entire region, including development of project brief - completed by December 2018	Strategy, Community & Development	50	Progressing	Audit of current image library not complete - no staff resources available to action. Working with For the People on plan for photography shoot (due in October). Locations and talent to be locked in.	Resources have not been available to audit current photography stocks. This is project takes time and other projects have taken priority. New photography/videography shoot will take place in Spring, directed by For the People. Currently working with FTP to plan shoot. Destination NSW have also completed new shots of the region (to which we have access).	Yes
2.2.11	Development of new tourism website by February 2019	Strategy, Community & Development	95	Progressing	Stage 1 of website delivered in May 2019. Final iteration, with ATDW feed to populate events, attractions, accommodation etc, to be delivered in August 2019.	Project started in April 2019, and the final iteration of the website will be delivered in August 2019.	Yes
2.2.12	Increase visitation at tourism events across the region	Strategy, Community & Development	100	Completed	Although SVC has approximate figures for event attendance in the last 12 months, figures from previous years are not readily available. This makes it difficult to show trends in event attendance. Snowy Valleys tourism figures show increased visitation year-on-year. Increasing overnight visitation at key events (such as Tumbafest and CiderFest) is difficult as accommodation is at capacity. SVC is supporting new & emerging events that have tourism potential (such as Snowy Valleys Cycle Challenge)	This is very difficult to measure as many of our region's events don't keep these figures.	Yes
2.2.13	Implement the RV friendly program for Batlow	Strategy, Community & Development	100	Completed	Completed by the Economic Development Liaison Officer in 2018.		Yes
2.2.14	Provide and support visitor servicing through the operation of visitor centres	Strategy, Community & Development	100	Completed			Yes
2.3.1	Partner with the Chambers of Commerce to support local businesses	Strategy, Community & Development	100	Completed	This is an ongoing business as usual action. Partnering with Tumut and Tumberumba Chambers of Commerce to deliver events and support. All recent meetings have been attended and presentations were provided on our ED approach. Snowy 2.0 presentations were also a feature of our recent partnership and Council and the chambers will keep working closely together on this.		Yes
2.4.1	Advocate for better telecommunication services	Strategy, Community & Development	100	Completed	Multiple representations were made on this through the advocacy plan in the lead up to state and federal elections. it will continue to be a strong focus. this has included working through Telstra blackspot funding application process and identifying options in a connectivity discussion paper presented to the Council executive.		Yes

4th Quarterly 2018/19 Operational Plan Review

Code	Action	Responsible Officer	Progress	Status	Comment	Annual Comment	Update Made
2.5.1	Advocate for Country University campus	General Managers Office	100	Completed	Councillors have been active in pursuing opportunities with the NSW Government to fund the establishment of a Country University Centre for the Snowy Valleys. A business case is being developed to inform our advocacy efforts and appropriate venues are being investigated.		Yes
2.5.2	Investigate opportunity to provide satellite conferencing facilities locally	Strategy, Community & Development	100	Completed	This was progressed through the scope of the Country University Centre proposal developed with Cr Ham.		Yes
2.5.3	Explore opportunities to partner with TAFE, local business and industry to develop educational opportunities that support local industry	Strategy, Community & Development	100	Completed	A number of discussions have been held with senior TAFE officials, business representative groups and country university centre leaders. This will continue in the coming months and it will leverage the snow2 requirements.		Yes
2.5.4	Facilitate training, skills and education opportunities for residents	Strategy, Community & Development	100	Completed	SVC is working closely with TAFE on developing new offerings that can support increased local capability and retained talent.		Yes
2.5.5	Lobby for the establishment of a joint use education and business facility incorporating a Country University Centre, business hub and auditorium suitable for conferences	General Managers Office	100	Completed	Mayor, Deputy Mayor & Cr Ham met with the Deputy Premier on 21 June 2019 to continue to advocate for a Country University. Council has evaluated a number of locations that might be suitable. The Country University continues to be listed for inclusion in the local and regional skills development strategy as a crucial component for Snowy Valleys Council residents and as an amenity and worker attraction outcome.		Yes
2.6.1	Promote Snowy Valleys Council as a location to invest in	Strategy, Community & Development	100	Completed	We have been actively promoting the region and fielding multiple interests from varied stakeholders. Following on from investment attraction training, a proposed investment attraction plan will be created in 2019/20. The regional website is now live and the investment story features in this. A regional prospectus is being developed in late 2019.		Yes
2.6.2	Provide information on value adding to interested producers and link operators with available help and resources	Strategy, Community & Development	100	Completed	This is a business as usual activity that is a key focus for the Economic Development Coordinator and Officer. This includes regular liaison occurs with both industry bodies and individuals to link operators with available help and resources. Specific value adding opportunities will be identified and developed as stand alone projects.		Yes
2.6.3	Progress the development of Industrial Estate areas	Strategy, Community & Development	50	Progressing			No
2.6.4	Investigate the development of knowledge and other beneficial exchanges with our Sister City Morris, Illinois USA	General Managers Office	0	Not Progressing		Currently unfunded and low priority.	Yes
2.6.5	Investigate recycling processing opportunities	Strategy, Community & Development	100	Completed	This was discussed through the climate change forum and will be progressed through the Waste Management Strategy.		Yes
3.1.1	Develop and implement strategy to reduce Council's carbon footprint	Assets & Infrastructure	30	Progressing	Council is currently developing its Waste Management Strategy to decrease the solid waste being disposed of to landfill. Additionally, Council continues to review and develop programs to increase energy efficiency and solar power utilisation.		Yes
3.1.2	Investigate opportunities to utilise clean energy in Council's operations	Assets & Infrastructure	30	Progressing	Following Albury and Wagga Wagga landfill solar model		Yes
3.1.3	Investigate feasibility of establishing fast electric car charging stations	Strategy, Community & Development	100	Completed	NRMA has confirmed that Tumut will be included if the proposal to do a second phase of installations is approved through TNSW (submissions due 10 April). Failing this, it will be included in phase 3.		Yes
3.1.4	Promote the small scale Renewable Energy Scheme to the community	Assets & Infrastructure	5	Progressing	No further progress.		Yes
3.2.1	Develop waste and recycling education program	Assets & Infrastructure	60	Progressing	SVC working with Tumut High School students to develop a waste program.		Yes
3.2.2	Deliver waste weekends for the community	Assets & Infrastructure	100	Completed	Completed.		Yes
3.2.3	Facilitate waste recycling program at community events	Assets & Infrastructure	100	Completed	Completed.		Yes
3.2.4	Increase number of participants in schools recycling education program	Assets & Infrastructure	30	Progressing	Franklin and Tumarumba Primary Schools visited.		Yes
3.3.1	Develop and implement a Waste and Recycling Strategy	Assets & Infrastructure	95	Progressing	Draft strategy to be adopted by Council in August 2019		Yes
3.3.2	Develop an environmental risk profile for landfill sites	Assets & Infrastructure	5	Progressing	Delayed source of quotations from suitable consultants.		Yes
3.3.3	Advocate for a manual container deposited system in Tumarumba	Assets & Infrastructure	50	Progressing	Working with Valmar to prepare a MOU for incorporating a CDS in Tumarumba		Yes
3.3.4	Maintain active membership in Regional Waste Forums (RROC and South West Regional Waste Management Group)	Assets & Infrastructure	100	Completed	Membership maintained for waste.		Yes
3.4.1	Collect samples and test public water supply as required by legislation	Assets & Infrastructure	100	Completed	Completed.		Yes
3.4.2	Conduct waste water inspections in accordance with onsite sewerage management policy	Strategy, Community & Development	75	Progressing			No
3.5.1	Implement actions from Council's Weed Action Plan	Strategy, Community & Development	75	Progressing			No
3.5.2	Provide environmental weed educational materials	Strategy, Community & Development	75	Progressing			No
3.5.3	Implement Roadside Vegetation Management Plan actions	Strategy, Community & Development	75	Progressing			No
3.5.4	Seek funding to support weed control activities	Strategy, Community & Development	100	Completed			No
3.5.5	Participate in Eastern Regional Weeds Advisory Group	Strategy, Community & Development	80	Progressing			No
3.5.6	Work to rehome impounded animals	Strategy, Community & Development	75	Progressing			No
3.5.7	Establish a relationship with the National Arboretum in Canberra to investigate a specimen tree planting program	Assets & Infrastructure	10	Progressing			No
4.1.1	Develop a program of advertised visits to each community for Councillors	Strategy, Community & Development	100	Completed	Town Ambassador program has been scoped out and will launch in the 2019-2020 year.		Yes
4.1.2	Promote and build capacity of the community to access Council's 'Have your Say' online engagement platform	General Managers Office	100	Completed	Major project pages in the engagement platform are updated in collaboration with the Project Leads as information becomes available and milestones are met. Web updates are promoted via social media and the website is promoted in council promotions and print.		Yes
4.1.3	Implement actions from the community engagement action plan	Strategy, Community & Development	100	Completed	CSB reconvened to review Draft Plans for 2019 - 2020 year. Ongoing implementation of the engagement plan has taken place throughout the year.		Yes
4.1.4	Undertake Community engagement for placemaking initiatives	Strategy, Community & Development	0	Not Progressing	Action has not progressed due to conflicting priorities across council.		Yes
4.1.5	Establish strategic reference groups (SRG)	Strategy, Community & Development	100	Completed	Strategic Reference Groups have changed to become Community Sounding Board. After consideration the CSB was thought to be of more relevance and value within Snowy Valleys. Further evolution of this group is planned moving forward.		Yes
4.1.6	Deliver themed Mayoral Summits	General Managers Office	100	Completed	A highly successful Climate Change Forum was hosted by SVC in April, bringing together community, Council and renown champions for the climate change movement in Batlow. Informed discussion and debate will inform Council's climate change risk assessment.		Yes

4th Quarterly 2018/19 Operational Plan Review

Code	Action	Responsible Officer	Progress	Status	Comment	Annual Comment	Update Made
4.2.1	Implement media policy and procedures	General Managers Office	100	Completed	Media policy adopted and rolled out throughout organisation. Media procedure in draft form. Has been rolled up into Corporate Communications Strategy development		Yes
4.2.2	Maintain a website that is relevant, current and a frontline information source	General Managers Office	100	Completed	Website is updated regularly to reflect current council business and news. Website links pushed out through social media and promoted in other platforms such as radio and press. Promoted internally as 'single source of truth' for council information. Website continues to be populated with updated information as content becomes available. Collaboration with council teams to produce relevant and timely content.		Yes
4.2.3	Develop and implement Corporate Communications Strategy	General Managers Office	100	Completed	Draft Corporate Communications Strategy received, to be workshopped with the Executive and final report to Council September.		Yes
4.2.4	Develop suite of visual communications to promote council services, projects and events	General Managers Office	100	Completed	Monthly Council update compiled and published in local papers. Special features compiled as required. Major Project updates are published where applicable. Collaboration with council teams to produce professional corporate publications that are on brand.		Yes
4.2.5	Promote community participation in Council's digital media platforms	General Managers Office	100	Completed	Council's Facebook page is regularly updated with council news and events. Post sharing of relevant community content. Regular utilisation of Council's social media channels to promote council relevant information, news and events and YouTube is utilised to livestream Council meetings.		Yes
4.3.01	Complete the actions in the ICT Amalgamation Strategy	General Managers Office	75	Progressing			No
4.3.02	Investigate feasibility and application of emerging technologies	General Managers Office	100	Completed			No
4.3.03	Develop and implement ICT Strategy	General Managers Office	40	Not Progressing			No
4.3.04	Develop and implement strategic human resources plan	Internal Services	100	Completed		A strategic human resources plan has been developed within Councils Resourcing Strategy	Yes
4.3.05	Implement incident management and safety software module	Internal Services	80	Progressing		Injury management system is in place. Safety Software module will be implemented in the 2019-20 year within the Tech1 project.	Yes
4.3.06	Implement priority actions from Workforce Management Plan	Internal Services	100	Completed		All priority actions completed.	Yes
4.3.07	Develop and implement a WHS framework	Internal Services	100	Completed		All actions have been completed to develop and implement the WHS framework for this year.	Yes
4.3.08	Increase participation in staff health and well being activities and initiatives	Internal Services	100	Completed		Relevant actions identified for this year have been completed.	Yes
4.3.09	Provide University scholarships and TAFE awards	Internal Services	100	Completed		Completed.	Yes
4.3.10	Implement the Culture Change program	Internal Services	100	Completed		The relevant program actions have been completed.	Yes
4.3.11	Develop and implement a training plan across organisation	Internal Services	100	Completed		Actions required for the year complete.	Yes
4.3.12	Integrate IMS accreditation system across the Infrastructure Works Division	Assets & Infrastructure	100	Completed	Action completed in second quarter		Yes
4.4.1	Develop complaint management framework by February 2019	Internal Services	50	Progressing	Highlighted at the Winton project prioritisation workshop In Jul 2019, the need for a diverse complaint management framework across the SVC has been highlighted, inclusive of request for service, grievances, code of conduct complaints, internal reporting etc. The Complaint Management Policy and Procedure adopted in November 2018 only deals with complaints from the public regarding staff and/or Council policy. The framework will be strengthened to include all 'complaints'.		Yes
4.4.2	Develop and implement a Customer Service Framework	Internal Services	75	Progressing			No
4.4.3	Undertake a training program of training for front of house customer service team	Internal Services	60	Progressing			No
4.4.4	Develop a mechanism to capture customer feedback	Internal Services	50	Progressing			No
4.4.5	Conduct a community satisfaction survey annually	General Managers Office	100	Completed	Community Satisfaction survey to be completed as part of the Service Level Review project in October. Community Satisfaction survey completed and reported to Council at 11 December Council Meeting as part of Service Level Review progress report.		Yes
4.4.6	Develop an internal communications strategy	General Managers Office	100	Completed	Internal Communications Framework has been approved by Executive and initiation of key actions has commenced. Major projects such as the development of an intranet have been referred through the SVC Project framework for scoping, costing and project planning for consideration in 2019-20.		Yes
4.4.7	Implement telephony data capture to support improved customer service	Internal Services	0	Not Progressing			No
4.4.8	Develop an internal knowledge base for use across by customer service team	Internal Services	70	Progressing			No
4.5.1	Develop and implement an Enterprise Risk Management Framework	Internal Services	90	Progressing	The ERMF has been developed and will be implemented further throughout 19/20. All strategic, operational and project risks are being assessed and the risk register is a live continuously updated document.		Yes
4.5.2	Develop and implement a fraud and corruption framework	Internal Services	70	Progressing	A Fraud Control internal audit was conducted in July 2019 and recommendations are being actioned. This includes the adoption of a Fraud Control Plan (scheduled for July 2020) which will be developed in alignment with the Fraud Control Improvement Kit and the AS 8001-2008 Fraud and Corruption Control. Staff training still being researched.		Yes
4.5.3	Develop and implement a business continuity plan	Internal Services	90	Progressing	The draft BCP inclusive of sub-plans have been provided to senior management for endorsement. Following endorsement, the documents will be circulated to all staff for feedback. The BCP is scheduled to be approved before the end of 2019.		Yes
4.5.4	Undertake 3 internal audits annually	Internal Services	100	Completed	The Fraud Control audit has been finalised. A Cost Allocation review was completed and waiting on report from internal audit which will be finalised by 31st July 2019. The three audits completed for 18/19 were Payroll, Fraud Control and Cost Allocation. (Payroll was actually from the 2017/18 period.)		Yes
4.5.5	Implement actions from the Internal Audit and Improvement plan	Internal Services	90	Progressing	Actions currently being implemented		Yes
4.5.6	Convene Internal Audit Committee meetings quarterly	Internal Services	100	Completed	Final Audit, Risk and Improvement Committee meeting for 2018/2019 was held on 1st May 2019.		Yes
4.5.7	Convene meetings for the Safety, Risk and Quality committee quarterly	Internal Services	100	Completed		Quarterly meetings convened.	Yes
4.5.8	Develop and implement a Volunteer Management Framework	Internal Services	70	Progressing	The development of Volunteer Management framework is scheduled for endorsement in August 2019 and adoption in November 2019. The Volunteer Management framework along with the S355 management framework will be implemented throughout 2020.		Yes
4.5.9	Provide support to volunteer groups and section 355 committees to manage risks	Internal Services	70	Progressing	The development of s355 Management framework is scheduled for endorsement in August 2019 and adoption in November 2019. The s355 Management framework along with the Volunteer management framework will be implemented throughout 2020.		Yes
4.6.01	Advocate for funding for children's services	Strategy, Community & Development	100	Completed	Complete, the Regional Children's Services group is continually advocating for funding on behalf of children's services in SVC. Council continues to participate in funding reviews for funding allocations that are relevant and provide for sustainability of children's services.	Complete, the Regional Children's Services group is continually advocating for funding on behalf of children's services in SVC. Council continues to participate in funding reviews for funding allocations that are relevant and provide for sustainability of children's services.	Yes
4.6.02	Review and update Advocacy Plan	General Managers Office	100	Completed	Council's Advocacy Plan has been adopted and is being enacted by Councillors and the General Manager to pursue recognised community priorities such as the Brindabella Road.		Yes
4.6.03	Advocate to expedite the construction of the new Tumut hospital	Internal Services	100	Completed		Significant work has been done to bring relevant agencies together consult about regional health services. The Regional Health Services Committee - an advisory committee of Council formed in late 2018 & functioning strongly. Confirmation has been given that the Tumut Hospital redevelopment will be commencing in late 2019. A Health Summit is being hosted by SVC with medical and health agencies in July 2019 to review medical staffing across SVC.	Yes
4.6.04	Lobby for the installation of overtaking lanes on the Snowy Mountains Highway to improve road safety	Assets & Infrastructure	80	Progressing			No
4.6.05	Lobby to seek funding to improve timber haulage roads	Assets & Infrastructure	80	Progressing			No
4.6.06	Lobby to obtain grant funding to upgrade Brindabella Road	Assets & Infrastructure	80	Progressing			No
4.6.07	Support actions to develop greater educational choice within Snowy Valleys Council	Strategy, Community & Development	100	Completed	Business as usual. Continued support provided within Snowy Valleys Council Local Government area. These include, Transition to School programs, liaison with schools, involvement with the Community School Nurse initiative and sharing and participating in initiatives which support providing greater educational choice.	Business as usual. Continued support provided within Snowy Valleys Council Local Government area. These include, Transition to School programs, liaison with schools, involvement with the Community School Nurse initiative and sharing and participating in initiatives which support providing greater educational choice.	Yes
4.6.08	Maintain an active Regional Organisation membership	General Managers Office	100	Completed	Mayor and the General Manager continue to attend CBJO Board meetings, the GM attends the General Managers Advisory Group and relevant staff attend the Network and Advisory groups relevant to their portfolio. Council is lobbying for a Governance Network Group and Youth Network Group as part of the JO.		Yes
4.6.09	Maintain active involvement with RDA Riverina and RDA Murray	Strategy, Community & Development	100	Completed	SVC has worked closely with both RDA's and will now look to become more involved with the southern inland RDA in line with the Canberra JO.		Yes

4th Quarterly 2018/19 Operational Plan Review

Code	Action	Responsible Officer	Progress	Status	Comment	Annual Comment	Update Made
4.6.10	Advocate for a natural gas pipeline to Tumbarumba	Strategy, Community & Development	20	Progressing	Where possible, SVC has advocated for a natural gas pipeline but it is not in the targeted priorities.		Yes
4.6.11	Advocate for a softwood 'centre of excellence'	Strategy, Community & Development	100	Completed	The government has announced support for this and delivery will commence via the softwoods working group in 2019/20.		Yes
5.1.1	Complete the 2017/2018 infrastructure maintenance and construction program	Assets & Infrastructure	100	Completed	Delivery of the annual maintenance and construction program included reconstruction works on Grahamstown Road, Brindabella Road, Forest Road, Yaven Creek Road, Wondalga Road, Cemetery Road, Wee Jasper Road, Coppabella Road and Courabyra Road. Other construction projects completed this year included the Khancoban Rose Garden, Tumbarumba Bike Pump Track and the new shared pathway along Adelong Creek.		Yes
5.2.1	Maintain and improve public facilities, buildings, amenities within budget	Assets & Infrastructure	100	Completed	The completion of the annual program for the maintenance of public facilities including buildings and amenities included replacement of the Tumut Bull Paddock and the Tumbarumba Sportsfield playing surfaces along with the upgrade of the amenity buildings at Batlow, Adelong and Wynyard Street in Tumut. A new amenity building was also completed in Rosewood.		Yes
5.2.2	Manage Swimming Pools in accordance with NSW Government Practice Note 15 and Royal Lifesaving Society of Australia Guidelines.	Assets & Infrastructure	100	Completed	The Tumut, Adelong, Tumbarumba, Batlow and Khancoban community pools were open and fully operational for the full swim season. These pools are now closed for the winter and are being readied for the next swim season.		Yes
5.2.3	Undertake a study to determine infrastructure improvements needed to support large scale event attraction, sporting and other	Assets & Infrastructure	100	Completed	Council has reviewed funding programs in line with Council resolution for the facilitation of the development of the next stage of the Regional Sporting Facility.		Yes
5.3.1	Apply for Federal and State road safety/blackspot grants	Assets & Infrastructure	100	Completed			No
5.3.2	Implement actions from the Road Safety action plan	Assets & Infrastructure	100	Completed	Completed in the second quarter		Yes
5.3.3	Liaise with neighbouring councils and ACT Minister to lobby State and Federal Government for additional road funding	Assets & Infrastructure	70	Progressing			No
5.3.4	Advocate for funding to improve local transport network including rail links, heavy haulage roads and the Tumut Aerodrome	Assets & Infrastructure	50	Progressing			No
5.3.5	Advocate for upgrades to the Talbingo to Batlow road link to better accommodate the Snowy 2.0 project	Assets & Infrastructure	80	Progressing			No
5.3.6	Continue lobbying efforts for funding for urgent safety improvements to the Brindabella Road	Assets & Infrastructure	80	Progressing			No
5.4.1	Implement adopted Asset Management Framework	Assets & Infrastructure	100	Completed	The adopted Asset Management Strategy and associated policies have guided Council's implementation of capital works programs and maintenance works.		Yes
5.4.2	Develop portfolio Asset Management Plans for Transport, Water, Sewer, Stormwater, Buildings, Open Spaces, Plan and Fleet and Waste Services	Assets & Infrastructure	60	Progressing	The portfolio of plans have been halted until the finalisation of the service review plans and endorsement by the community.		Yes
5.4.3	Develop and implement Management Plans for public parks, gardens and reserves	Assets & Infrastructure	20	Progressing	We are currently wait for our Annual budget after this we can look at this issue		Yes
5.4.4	Operate airfields in compliance with CASA regulations	Assets & Infrastructure	100	Completed			Yes
5.4.5	Advocate for the establishment of a main water connection from Mannus Lake to Tumbarumba	Assets & Infrastructure	80	Progressing			No
5.5.1	Manage footpaths and cycleways in accordance with Asset Management Plans	Assets & Infrastructure	100	Completed			Yes
5.5.2	Develop concept plans for walkways and cycle way extensions across town and villages	Assets & Infrastructure	0	Not Due To Start	Awaiting combined asset register		Yes
5.5.3	Seek funding opportunities to enhance cycleways and railtrails	Assets & Infrastructure	100	Completed	40000 funding for Boundary Street cycleway from Active Communities received for 2019/20		Yes
5.5.4	Partner with local organisations to lobby for the formalisation of recreational motorcycling tracks	Strategy, Community & Development	50	Progressing	This has bene discussed as a lower level action and will be progressed in line with the repositioning of snowy valleys way. Discussions to date have not achieved formalisation of motorcycling tracks.		Yes
5.6.1	Review and implement the Capital Sports Grants Program	Strategy, Community & Development	100	Completed	The Capital Sports Grants program has been incorporated into the Community Grants Policy which has been adopted by Council. All projects were completed as part of the 2018/2019 sports grants. The 2019/2020 sports grants have closed with endorsement to be sought by Council at the August Council meeting.	All projects were completed as part of the 2018/2019 sports grants.	Yes
5.6.2	Seek funding opportunities to enhance active and passive recreation opportunities	Assets & Infrastructure	100	Completed			Yes
5.6.3	Review off leash designated areas across the Council areas	Assets & Infrastructure	0	Not Due To Start	Awaiting open space maintenance plan		Yes
5.6.4	Develop service level agreements for open spaces	Assets & Infrastructure	5	Progressing	We are waiting on our budgets and can look at this once we have these		Yes
5.6.5	Develop Plans of Management for community lands to enable increased accessibility and enjoyment	Assets & Infrastructure	10	Progressing	No new outcomes for this at this present stage		Yes
5.6.6	Seek funding to improve accessibility	Assets & Infrastructure	100	Completed	Funding programs identified and applied for to improve accessible for all personnel in line with our DIAP. Additional funding programs and projects being reviewed to provide shovel ready programs for future submission opportunities.		Yes
5.6.7	Undertake assessment of all council managed Crown Lands and investigate transfer of ownership to Council where deemed appropriate	Assets & Infrastructure	15	Progressing	No new outcomes for this at this stage		Yes