



2020-2021 Operational Plan Quarter 1 Review

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1: Towns and Villages

We celebrate and nurture the unique character of our towns and villages



1.1: Create welcoming towns and villages that are vibrant, accessible and foster a sense of community

#	Operational Plan Action	Responsible Position	Status	Quarter One Comments
1.1.1	Deliver a program of skill building workshops for the community	Coordinator Place Activation		"This is an ongoing activity that reflects community needs and response to external events. In Q1 Place Activation have organised an array of skill building workshops for the community including Communication with Care workshop, multiple community mental health walks with Gotcha4life, Building Peace and Resilience in Bushfire Affected Communities workshop & Moving Beyond Trauma workshop. In total these workshops have attracted 75 attendees.



				
In Progress	Not Progressing	Not Due to Start	Completed	Not Updated

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#	Operational Plan Action	Responsible Position	Status	Quarter One Comments
1.1.2	Support community projects by coordinating the delivery of SVC Community Grants	Program Manager		Grants opened 5th June and closed 24th July 2020. Community Strengthening grants received 35 applications totaling \$269,568. Sixteen projects were funded totaling \$97,500. Capital Sports Grants received 7 applications totaling \$46,364. Seven projects were funded totaling \$40,000 (three projects receiving less than requested). Local Heritage Grants received 4 applications totaling \$14,500. Four projects were funded totaling \$13,000 (four receiving less than requested).
1.1.3	Maintain visual amenity of towns and villages in accordance with approved levels of service	Manager Utilities, Openspace & Facilities		Quarterly maintenance program completed. This includes the maintenance and cleaning of the main streetscapes, parks and open spaces.
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1.2: Provide accessible services and initiatives which support and contribute to wellbeing across all stages of life

#	Operational Plan Action	Responsible Position	Status	Quarter One Comments
1.2.1	Implement DIAP Actions	Manager Community Services		<p>All 36 actions of the DIAP have now been started. At the start of this reporting quarter there were four actions which had not been started at all. This quarter there was a concentration on making new and relevant SVC officers aware of the DIAP and actions relevant to them for action and progression.</p> <p>The DIARG have been progressive in providing advice to Council on new infrastructure, inclusion for events and planning, and other issues as they have surfaced.</p>
1.2.2	Meet and exceed National Childcare Quality Standards across Children's Services outlets	Manager Community Services		<p>Standards for Childcare Services maintained. Carcoola and Khancoban due for reassessment late 2020; however, this will be pending on the assessing body and COVID-19 restrictions. Puggles is currently being assessed and transitioned over from the State system to the Federal system.</p>



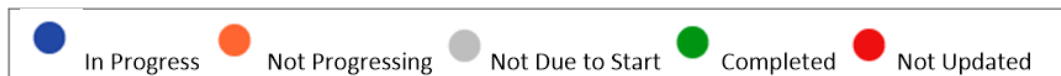
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#	Operational Plan Action	Responsible Position	Status	Quarter One Comments
1.2.3	Operate a Multi Service Outlet connecting aged and disadvantaged with affordable services that allows individuals to age in place	Manager Community Services		MSO continue to provide essential services under COVID-19 restrictions. Domestic Assistance program continues to increase utilization. Seven out of nine Independent Living Units are currently occupied. One unit awaiting to exchange contracts the other unit awaiting refurbishments to be completed.
1.2.4	Provide residents and visitors with access to knowledge and technology through the provision of a contemporary library service	Manager Customer & Technology		Scoping networks to implement a user-friendly technology for our residents.



1.3: Protect and preserve local history and heritage

#	Operational Plan Action	Responsible Position	Status	Quarter One Comments
1.3.1	Undertake annual Local Heritage Grants Program to be finalised by April 2021	Coordinator Growth & Development		Four (4) Local Heritage Grant Application (2020/21) have been received and reviewed by Councils Heritage Advisor



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#	Operational Plan Action	Responsible Position	Status	Quarter One Comments
1.3.2	Work in partnership with the Aboriginal Community to promote, protect and preserve local history and heritage	Coordinator Place Activation		Finalisation of Reconciliation Action Plan and endorsement by the Aboriginal Liaison Committee. SVC has partnered with Petaurus Education Group and Tumut High School to develop and implement a two-year project that enables young people from local schools in the Snowy Valley community to research the Aboriginal history of Tumut as a meeting place and the students will develop an in-depth account of Tumut as a meeting place which they will collate into a published document/book.
1.3.3	Manage listing of heritage items listed in LEP	Coordinator Growth & Development		Heritage listing updated and amended as required.

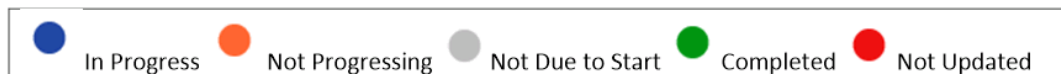


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1.4: Expand, support and encourage arts and cultural events, activities and creative opportunities



#	Operational Plan Action	Responsible Position	Status	Quarter One Comments
1.4.1	Use partnerships and memberships to encourage arts, cultural and heritage events, activities and creative opportunities	Coordinator Place Activation		This quarter networks have been informed of grants available within the arts and creative space, promoting locals to apply for funding and encourage opportunities across SVC. A local business has been engaged to provide music tuition to young people across the September school holidays, providing lessons at Tumut and Tumbarumba. Exploration into partnerships in creative art/therapy has also been undertaken.
1.4.2	Facilitate and deliver a program of Council led cultural development opportunities and activities	Coordinator Place Activation		Due to COVID-19 a hold on Council led cultural development opportunities and activities has continued throughout this quarter in most part. In response Place Activation have been scoping the incorporation of cultural activities and development opportunities into major events planned for 2021. Staff act as delegated to s355 committees that have a cultural focus.



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1.5: Support and promote community and tourism events and festivals

#	Operational Plan Action	Responsible Position	Status	Quarter One Comments
1.5.1	Facilitate and provide support to community events and programs	Coordinator Place Activation		In Q1 support was provided to numerous events in the planning and coordination stages by providing guidance in event site selection, artist engagement, special event application submission, risk assessments and COVID-19 safety planning. Ongoing support and event assistance to bushfire recovery event program recipients. Approved event sponsorship to three events to be held 2020 and 2021 as part of the annual sponsorship program and support provided through marketing and the Tumbarumba VIC.
1.5.2	Design and deliver a program of Council-led events	Coordinator Place Activation		Place Activation has an annual calendar of events. In Q1 a focus has been on NAIDOC flag raising events in preparation for 2020 NAIDOC Week. Applied for funding to deliver key NAIDOC event involving guest celebrity chef Saturday 15th November in line with current government COVID regulations. Place Activation successfully applied for funding for events in Winter 2021.




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#	Operational Plan Action	Responsible Position	Status	Quarter One Comments
1.5.3	Maintain community halls and facilities in accordance with agreed service levels	Manager Technical Services		Maintenance of community halls and facilities delivered for the first quarter as per the agreed levels of service and budget, noting that usage has been limited by the COVID-19 restrictions.
1.5.4	Prepare an Events Activation Strategy	Coordinator Place Activation		Has been scoped and similar documentation from other Councils reviewed. Sourcing a suitable consultant to provide expertise in collating and drafting region-based information for future events activation. An experienced consultant in strategic event planning will be engaged to collate and draft the content. Event Activation will work with this author in preparing the strategy, with a target date of Q4 for finalisation.

1.6: Support and partner with other agencies to ensure community safety

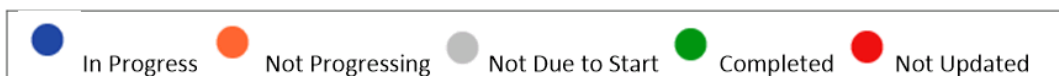
#	Operational Plan Action	Responsible Position	Status	Quarter One Comments
1.6.1	Advocate and facilitate community safety initiatives as per the Crime Prevention Plan	Coordinator Place Activation		A review of the Crime Prevention Plan has been conducted this quarter. There are no current outstanding actions. Staff continue to advocate and assist when needed,



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#	Operational Plan Action	Responsible Position	Status	Quarter One Comments
1.6.2	Implement Councils Companion Animal Plan	Coordinator Growth & Development		Implementation of the Companion Animal plan is conducted as part of business as usual. Companion Animal procedure is currently on public exhibition for feedback.
1.6.3	Deliver swimming pool safety and fire safety inspections and advice	Coordinator Growth & Development		Ongoing inspections as required.
1.6.4	Conduct required food safety and health inspections	Coordinator Growth & Development		Ongoing inspections as required.
1.6.5	Meet Animal Welfare standards at Council's Animal Welfare facilities	Coordinator Growth & Development		The Tumut and Tumbarumba pound facilities passed the most recently undertaken RSPCA inspection earlier 2020.
1.6.6	Convene the Local Emergency Management Committee	Manager Technical Services		Council has hosted a LEMC meeting in September 2020. Council continues to provide executive assistance to the committee and updates relevant to Covid-19 and the Murray River Border Crossing checkpoints.

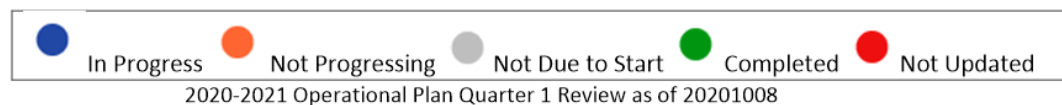


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1.7: Manage Councils resources in a manner which is equitable and ensures organisational sustainability



#	Operational Plan Action	Responsible Position	Status	Quarter One Comments
1.7.1	Coordinate the review and harmonisation of Councils rating structure in accordance with the Local Government (Council Amalgamations) Proclamation 2016	Chief Financial Officer		First round of community engagement finalised 31 August, preparation of Council workshop 1 October underway. 59 electronic and 15 hardcopy surveys received.
1.7.2	Manage Councils investment portfolio to optimise investment returns within the constraints of the Local Government Act 1993, Office of Local Government Guidelines, and Councils adopted policies	Coordinator Financial Accounting		Ongoing with monthly reporting to Council
1.7.3	Monitor and accurately report on Councils financial position	Coordinator Management Accounting		Re-allocated to Coordinator Management accounting, ongoing and monthly Council report.
1.7.4	Develop annual Operational Plan budget and review the Long-Term Financial Plan including scenario testing	Coordinator Management Accounting		Commenced process and will be ongoing throughout the year. Have met with managers to discuss the needs of this action.



#	Operational Plan Action	Responsible Position	Status	Quarter One Comments
1.7.5	Finalise financial statements by 31 October	Coordinator Financial Accounting		Draft financial statements submitted to auditors. Delayed due to revaluations.
1.7.6	Consider recommendations from the Regional Workforce Strategy	Coordinator People & Culture		The Regional Workforce Strategy will form the basis for SVC specific actions to implement strategies.
1.7.7	Implement the Entry Level Program for cadets, apprentices and trainees	Coordinator People & Culture		The first stage of the program has been implemented and the appointed persons for this stage are commencing employment. Stage 2 will commence in early 2021

1.8: Advocate for and support the provision of affordable housing in our towns and villages

#	Operational Plan Action	Responsible Position	Status	Quarter One Comments
1.8.1	Commence Stage 3 of Snowview Estate	Coordinator Place Activation		Requested quotes from local conveyancing company to complete sub-division DA.
1.8.2	Continue to provide assisted living facilities at Rotary Place	Coordinator Growth & Development		Council continues to manage Independent Living Units at Rotary Place.
1.8.3	Advocate for funding to assist activation planning within our communities for residential, commercial and industrial use	Chief Executive Officer		Initiated discussion on Local Environment Plan review for Snowy

				
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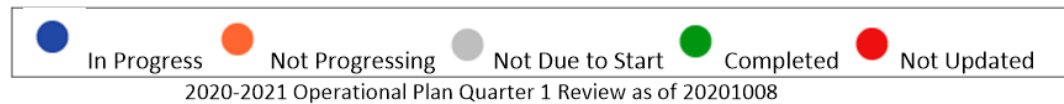
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#	Operational Plan Action	Responsible Position	Status	Quarter One Comments
				Valleys and also advancing Housing Strategy Study and Agriculture Diversity. Matters also raised at Snowy Region Regional Co-ordination Group and given a priority in the action list for progress with NSW Planning and Regional NSW.

1.9: Provide a planning and development framework which protects the local amenity while supporting sustainable growth and an appropriate balance of land use




#	Operational Plan Action	Responsible Position	Status	Quarter One Comments
1.9.1	Implement targeted actions from the Local Strategic Planning Statement	Coordinator Growth & Development		Continue to work with internal and external personnel to work on the Local Strategic Plan Statement outcome.
1.9.2	Develop new draft Local Environment Plan	Coordinator Growth & Development		Tumut Local Environment Plan (Amendment No. 6) has been drafted for October Council Meeting.
1.9.3	80% of all Development Applications are assessed and determined within 60 days	Coordinator Growth & Development		98.63% of Development Applications in Q1 were assessed and determined within 60 Days.

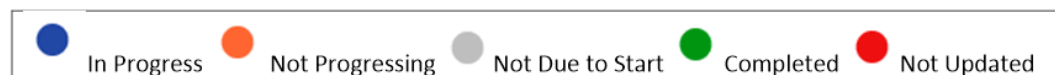


2: Growth through Innovation

We have economic development activities which provide community longevity, vibrancy and a sustainable future

2.1: Develop strong relationships with local industry, organisations and government to ensure a sustainable local economy





#	Operational Plan Action	Responsible Position	Status	Quarter One Comments
2.1.1	Maintain regular contact with major industry and agencies to identify, advocate and promote economic and local employment opportunities	Coordinator Place Activation		Place Activation staff represent SVC on various industry bodies and regional, and Federal and State working groups including Regional Development Australia economic development forums and the Softwoods Working Group. In Q1 focus has been on responding to anticipated issues resulting from bushfire and COVID affected industries. Staff also work closely with Regional NSW on projects and programs.
2.1.2	Pursue identified funding opportunities to complete long term land use planning for our towns and villages	Coordinator Growth & Development		SVC Planning 101 Induction presented to Councillors at the August Councillor Workshop.
2.1.3	Continue to partner with Destination NSW and Riverina Murray to grow the tourism industry in our region	Coordinator Place Activation		There is regular contact with Destination NSW, Destination Riverina Murray and Thrive Riverina. There is a new collaborative campaign with DNSW and 9 other partner Councils/stakeholders to showcase the broader region, including the Snowy Valleys. Campaign to launch in late summer/autumn 2021. Partnership with DNSW for Hume & Hovell Great Walks initiative



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2.2: Encourage sustainable tourism initiatives which create employment and boost the local economy.

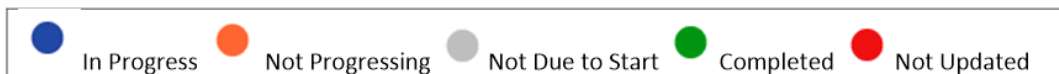
#	Operational Plan Action	Responsible Position	Status	Quarter One Comments
2.2.1	Review, redefine and pursue investment opportunities in response to the 2019/2020 critical events	Coordinator Place Activation		Place Activation are actively pursuing funding opportunities and have successfully received funding for tourism recovery from Austrade and funding for a Talbingo MTB masterplan from the NSW Government. The team have also identified place-based projects for possible upcoming funding streams.
2.2.2	Partner with National Parks to implement a joint action plan for visitor information centers in our region	Coordinator Place Activation		Continuing to work with National Parks on projects including VIC signage updates, new maps, and update of marketing materials. NPWS are showing our tourism videos them in both Tumut & Jindabyne VICs. The relationship with NPWS is positive and collaborative.
2.2.3	Support the implementation and success of Snowy Valleys Tourism Brand and Marketing Strategy	Coordinator Place Activation		New tourism video & Quick Guide to the Snowy Valleys launched to great success. Marketing materials continue to be updated with new branding. Social media presence continues to grow, with a 30% growth in social media and double on Instagram (in September).
2.2.4	Review the Destination Management Plan in response to the 2019/2020 critical events	Coordinator Place Activation		This has been scoped and will begin in Q2 once assessments have been completed on natural assets managed by other agencies.



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#	Operational Plan Action	Responsible Position	Status	Quarter One Comments
2.2.5	Provide ongoing management of visitor facilities, services and products	Coordinator Place Activation		Visitor Centre upgrades are progressing with blinds installed, reception desk and fridge purchased. Two casual staff moved to permanent part time and recruiting for casual staff completed. Inclusion in Driver Reviver program, assisting to rise our profile through targeted promotions. Ongoing support to local producers through product sales and support to businesses to identify value add opportunities. Support provided to the Pioneer Women's Hut in their operations, bookings & delegate duties
2.2.6	Actively pursue opportunities to promote the region	Coordinator Place Activation		Snowy Valleys Way project complete. Continually reviewing proposals for large range of opportunities, and seeking new and innovative ideas for promotion. Snowy Valleys will feature in new TV show in 2021. Working with a range of print and online journalists to promote the region. Working with Upper Murray Inc, Towong Shire and Tourism North East on Upper Murray promotion. Reviewing partnership opportunities with nearby regions.




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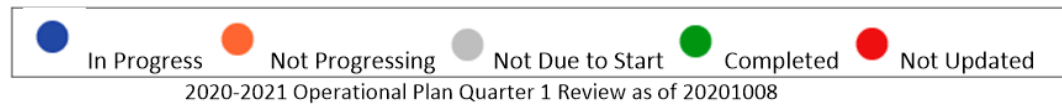
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2.3: Promote, support and attract local small businesses


#	Operational Plan Action	Responsible Position	Status	Quarter One Comments
2.3.1	Define and deliver a business support program that includes facilitation of the easy to do business program, business planning support and working with the chambers of commerce on targeted initiatives.	Coordinator Place Activation		Place Activation have developed a positive relationship with local businesses and Chambers of Commerce, including successful joint grant application to provide targeted workshops. Staff also administer information sharing channels to ensure business have access to up to date and relevant business support information.

2.4: Lobby for better telecommunications services



#	Operational Plan Action	Responsible Position	Status	Quarter One Comments
2.4.1	Support the SVC advocacy plan in advocating for better telecommunications coverage including potential connectivity improvements/blackspace reduction	Coordinator Place Activation		This is an ongoing action. Staff continue to work with other regional councils and bodies to identify opportunities, including supporting private enterprise applications to federal funding programs.



2.5: Partner with local education institutions to facilitate opportunities for locals to access education, training and employment to strengthen the local economy

#	Operational Plan Action	Responsible Position	Status	Quarter One Comments
2.5.1	Support the SVC advocacy plan priorities including development of a country university center and a softwoods center of excellence	Coordinator Place Activation		This is an ongoing action and staff will progress this when funding opportunities become available. Place Activation is working with the South West Slops Forestry Hub on their strategic pillars.
2.5.2	Support local business leaders, regional agencies, business associations and education providers to analyse local skills gaps, knowledge and talent retention challenges	Coordinator Place Activation		This is ongoing. Place Activation have proactively worked with various groups to identify anticipated skills gaps. Staff continue to work with agencies to attract professionals to the region.

2.6: Explore new and innovative approaches to economic development to enhance skills and provide broader employment opportunities for future generations

#	Operational Plan Action	Responsible Position	Status	Quarter One Comments
2.6.1	Work with a local Business Innovators Group, to identify investment options and an agreed action plan to enhance skills and provide broader employment opportunities in the context of bushfire and COVID-19 recovery	Coordinator Place Activation		In Q2 Place Activation will roll out a business growth and development program. It is anticipated that from this an action and opportunity identification plan will be developed.
2.6.2	Develop an Investment attraction strategy	Coordinator Place Activation		Scoping and development of project timeline is underway and similar documents from other LGAs are being reviewed.





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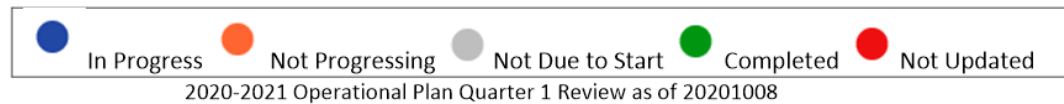
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3: Our Natural Environment

We care and protect our natural environment to ensure future generations can experience and enjoy its beauty

3.1: Demonstrate leadership in environmental sustainability by reducing Councils carbon footprint and supporting the use of clean energy

#	Operational Plan Action	Responsible Position	Status	Quarter One Comments
3.1.1	Finalize the development of an achievable climate change action plan, using updated risk assessments and forum feedback	Coordinator Growth & Development		Councils insurer has developed a Climate Change Adaptation Strategy. A Climate Change Adaptation Advisory Committee is being established to oversee the implementation of this as well as to review Councils Climate Change policy prior to it being considered by Council for adoption.
3.1.2	Consider utilization of renewable and clean energy options for the operation of new and existing Council assets and facilities	Manager Technical Services		Council endorsed becoming a Cities Power Partner to assess and implement further initiatives focused on reducing harmful emissions. This partnering arrangement includes the identification of 5 initiatives including renewable energy and energy efficiencies such as the new solar panels and solar blankets recently installed at the Tumut and Adelong Community Pools.



#	Operational Plan Action	Responsible Position	Status	Quarter One Comments
3.1.3	Consider participation in the Southern Lights Program to replace streetlights with LED options	Manager Technical Services		Council endorsed becoming a Cities Power Partner to assess and implement further initiatives focused on reducing harmful emissions. This partnering arrangement includes the identification of 5 initiatives including renewable energy and energy efficiencies such as the new solar panels and solar blankets recently installed at the Tumut and Adelong Community Pools.

3.2: Promote programs and initiatives which encourage more sustainable living

#	Operational Plan Action	Responsible Position	Status	Quarter One Comments
3.2.1	Increase recycling opportunities across the LGA	Manager Utilities & Waste Business		Business as usual. Working with Valmar to improve recycling services.
3.2.2	Deliver Waste Education Program, including the promotion of the Zero Waste Strategy, to the community via schools and events	Manager Utilities & Waste Business		Has been "on hold" due Covid-19. Now working with the communications team for the new FOGO Education campaign.
3.2.3	Maintain active membership and participation in Regional Waste Forums	Manager Utilities & Waste Business		Active with Canberra Region Joint Organisation (CRJO).

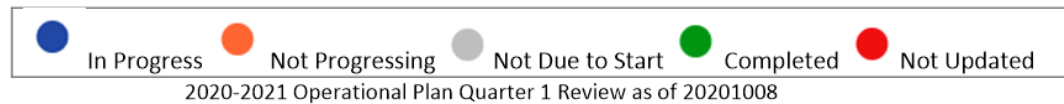
				
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3.3: We sustainability manage waste through a commitment to resource recovery and best practice waste management

#	Operational Plan Action	Responsible Position	Status	Quarter One Comments
3.3.1	Implement prioritized actions of the Zero Waste Strategy including FOGO	Manager Utilities & Waste Business		Working on FOGO DA application and Site planning. New voucher system to be trailed in 2021 to replace waste weekends. RFQ now released to the market. Implementation planned for January 2021.
3.3.2	Finalize the development of an environmental risk profile for landfill sites	Manager Utilities & Waste Business		Audit of known and recently identified landfills has been complete in June 2020. This report details the environmental risks that are present. To be further reviewed and confirm suitable risk profile is understood.
3.3.3	Deliver kerbside waste and recycling service in accordance with the agreed levels of service	Manager Utilities & Waste Business		Business as usual. Service delivered in accordance with the agreed service levels in Q1.



3.4: Protect and manage the local environment including air quality, waterways, rivers and streams




#	Operational Plan Action	Responsible Position	Status	Quarter One Comments
3.4.1	Maintain Council's Water supply and Sewer collection systems in accordance with industry standards and relevant environmental legislation	Manager Utilities & Waste Business		<p>Water supply and sewerage operation is satisfactory.</p> <p>A precautionary Boil Water Notice was placed on the Tumut Water Supply however not contamination was detected within the network.</p> <p>A number of key maintenance items will be considered in the coming months to address issues with particular treatment plants.</p>
3.4.2	Continue Council's septic tank inspection program in accordance with agreed service levels	Coordinator Growth & Development		Recruitment will commence in October for an Environment Health Officer to undertake septic tank inspections and assessments.
3.4.3	Commence development of an Integrated Water Cycle Management Strategy	Manager Utilities & Waste Business		Council is awaiting feedback from DPIE regarding the former Tumbarumba area draft IWCW and the requirements to progress this current document to completion. An RFQ for the SVC IWCW for the whole LGA will be prepared in the near future following the completion of the Tumbarumba IWCW.
3.4.4	Review and develop a Domestic Wastewater Management Plan	Coordinator Growth & Development		This project is yet to commence. Anticipated start date January 2021.

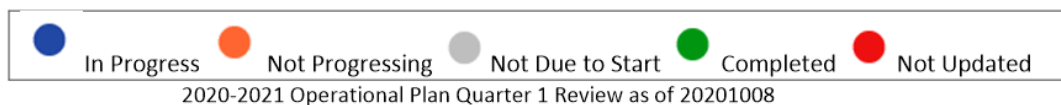
				
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3.5: Partner and support other agencies to protect local fauna and biodiversity ecosystems



#	Operational Plan Action	Responsible Position	Status	Quarter One Comments
3.5.1	Maintain connections with community organisations to rehome impounded animals	Ranger/Biosecurity Officer		The liaison with local rescue and rescue facilitation organizations is an ongoing process and is working well.
3.5.2	Continued focus on Weed eradication within the LGA, in particular blackberry, through implementation of Council's Weed Action Plan, participation in Regional Weeds Advisory Group and community education activities	Ranger/Biosecurity Officer		Blackberry management is part of ongoing processes. Spray season begins in October
3.5.3	Partner with Local Land Services to provide the Landcare Nursery service	Coordinator Open Space & Facilities		There is a current lease for 20/21 until June 2021 this lease is renewed every 12 months, as part of this lease the landcare nursery is meant to provide residents of SVC with free plants. This will need to be addressed asap.

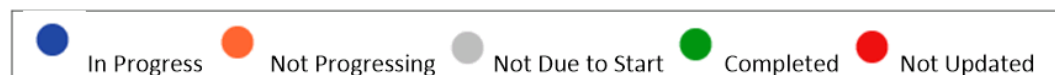


4: Communication & Engagement

We have engaged communities that actively participates in local decision making

4.1: Partner with local communities to create an ongoing culture of engagement to aid Council decision making

#	Operational Plan Action	Responsible Position	Status	Quarter One Comments
4.1.1	Continue strategic engagement activities that ensure opportunities for dialogue between elected Councillors and the community	Coordinator Communication & Engagement		Organised opportunities for dialogue between Councillors and the community - such as Cuppa with a Councillor, Community Meetings - and during attendance at community events has been impacted in Q1 by COVID-19 gathering restrictions.
4.1.2	Deliver effective engagement activities for Council's strategic and operational priorities, ensuring feedback is effectively shared internally and communicated externally	Coordinator Communication & Engagement		<p>8 documents were placed on public exhibition on the Your Voice platform during Q1, resulting in 1100 visits and 438 document downloads.</p> <p>64 people engaged in the online Rate Harmonisation surveys and 37 submissions were made to policies on public exhibition for consideration by Council.</p> <p>5 community information sessions for the Rates Harmonisation Project were held online due to COVID restrictions.</p>




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#	Operational Plan Action	Responsible Position	Status	Quarter One Comments
4.1.3	Deliver Council meetings to facilitate increased community accessibility and engagement	Chief Executive Officer		Monthly Council meetings held. An additional meeting in July to process Policy and Strategy matters was also held on 30/7.


4.2: Deliver a communication strategy which ensures the community receives information in a timely and convenient manner

#	Operational Plan Action	Responsible Position	Status	Quarter One Comments
4.2.1	Deliver proactive, deliberate and sustained communication to the community about Council's services, projects and events across digital communication channels	Coordinator Communication & Engagement		<p>Council created 196 Facebook Posts during Q1. In comparison to Q1 2019-20 SVC's Facebook audience (followers) increased from 2,933 to 5,164.</p> <p>Subsequently, there was a 162% increase in the number of people who were delivered content from Council via Facebook and a 133% increase in those who actively engaged with Council content.</p> <p>Users of Council's website increased from 12,000 to 14,000.</p> <p>The Bushfire Bulletin continued to be developed and delivered weekly to 465 subscribed residents.</p>


				
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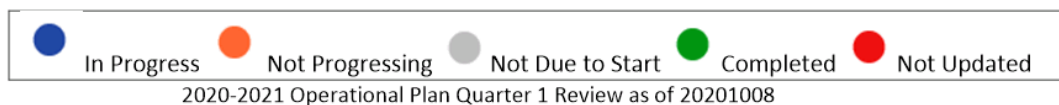
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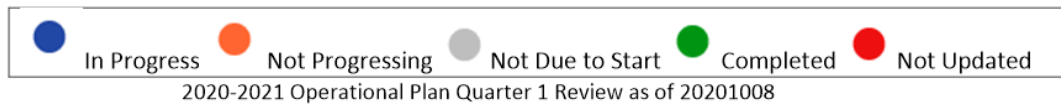
#	Operational Plan Action	Responsible Position	Status	Quarter One Comments
4.2.2	Clearly communicate information about Council's services, projects and events using traditional communication channels	Coordinator Communication & Engagement		During Q1 Council received and responded to 56 media enquiries and issued 31 Media Releases. An information booklet on the Rates Harmonisation project was developed and issued to all Ratepayers as part of the Rate Notice mail out in July.



4.3: Council has sound organisational health and has a culture which promotes action, innovation, accountability and transparency

#	Operational Plan Action	Responsible Position	Status	Quarter One Comments
4.3.1	Provide Council staff with information and tools to increase two-way organisational communication through the implementation of the Internal Communications Framework	Coordinator Communication & Engagement		Weekly CEO Emails are disseminated to assist in the increase of strategic messaging across the organisation. As a result of Work from Home processes, staff have increased understanding and use of online meetings in normal activities to increase inter-office communications and reduce travel-time commitments.



#	Operational Plan Action	Responsible Position	Status	Quarter One Comments
4.3.2	Continue to streamline council processes to improve integration and build user confidence	Enterprise Systems Manager		<p>Accomplishments for this action are continual and always evolving. Significant milestones:</p> <p>* Signed SaaS Agreement with Tech1 29/6; 60% through the migration to cloud.</p> <p>* Purchased connector NSW Planning Portal - configuration will occur after cloud Go-Live.</p> <p>* Payroll Costing health check - improving timesheet costing for back office, self-service and integration to financials.</p> <p>Other business area improvements: Customer Experience, Growth & Activation, Rates & Water</p>






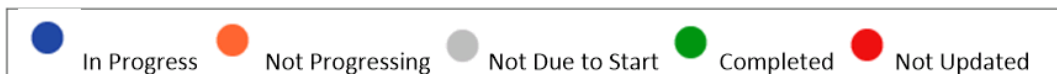
#	Operational Plan Action	Responsible Position	Status	Quarter One Comments
4.3.3	Investigate and secure opportunities for grant applications for projects	Program Manager		Grant programs are monitored. A list of projects are kept in relation to the original Linqage consultation in 2016 as well as projects from the Community Strategic Plan, Delivery Program and Councils Advocacy Plan. 26 grants have been applied for over the past 6 months with 18 secured for delivery in 2020-2021. There are 4 grant applications still awaiting to hear an outcome from.
4.3.4	Continue to progress priority infrastructure projects through the project development pipeline process as funding becomes available	Program Manager		Project Management Plans have been developed for the top five advocacy projects. One has been submitted for funding with the others ready as funding arises. There are currently three projects that have been identified by council staff which are currently being progressed through the program management framework. As projects are identified they will be progressed through the framework to ensure they are feasible projects to seek funding for and deliver.



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#	Operational Plan Action	Responsible Position	Status	Quarter One Comments
4.3.5	Manage an organisational framework for tracking applications and the management and acquittal of successful grant applications	Program Manager		Program Management Framework nearly complete. Program Management Group (PMG) will commence by end November. All known current projects are listed in the Program Management spreadsheet identifying project status, allowing ongoing monitoring by the PMG. All staff have been asked to forward projects through to be included in the PMG list to provide a complete overview of projects being delivered by SVC. Staff have already commenced using the framework for the initiation phase of projects.
4.3.6	Convene quarterly meetings for the Safety, Risk and Quality committee	Coordinator Governance & Risk		SRQ Meeting held 01 July 2020
4.3.7	Provide support for Councils corporate systems and IT infrastructure to maintain business continuity	Manager Customer & Technology		A contract has been entered into with a third-party IT services company for the provision of managed core IT facility. The contract will run through the current financial year and will be evaluated prior to expiration to determine effectiveness.




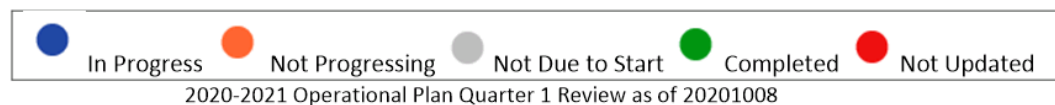
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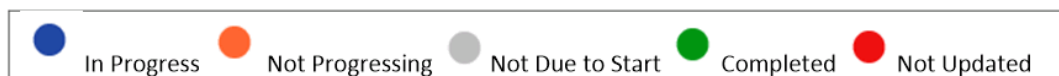
#	Operational Plan Action	Responsible Position	Status	Quarter One Comments
4.3.8	Produce and publish Councils Annual Report in accordance with the Local Government Act 1993	Coordinator Communication & Engagement		Full Year Operational Plan Update was completed and submitted to August Council Meeting. The compilation of Annual report is underway to submit document to Council and Office of Local Government by (revised) deadline of December 31 2020.
4.3.9	Implement actions from Council's Sustainability Road Map	Chief Financial Officer		Rates option study delivered March, community engagement about options to improve sustainability and rating commenced, reserve management ongoing
4.3.010	Implement recommendations from IT Strategy including the IT Disaster Recovery Plan	Manager Customer & Technology		An audit of system vulnerabilities has been completed actions are underway to address issues that have identified.

4.4: Provide a high level of customer service to the community

#	Operational Plan Action	Responsible Position	Status	Quarter One Comments
4.4.1	Provide quality customer service delivery and processes in line with the adopted Customer Service Framework, Service Deliverables and Customer Service Policy	Manager Customer & Technology		Customer Services are being delivered in line with Covid 19 safe guidelines across Councils service centers.




#	Operational Plan Action	Responsible Position	Status	Quarter One Comments
4.4.2	Continuous improvement of the Customer Request Management system	Manager Customer & Technology		An appropriately skilled and qualified consultant has been identified and engaged to undertake work to improve the CRM. Commencement has been delayed due to COVID nineteen and it is anticipated that work will commence in early 2021.
4.4.3	Conduct the Community Satisfaction Survey	Coordinator Communication & Engagement		Project Scoping and preparation of brief to commence in Q2, target for survey implementation is Q3.
4.4.4	Implement 2020-2021 actions from Customer Experience Strategy	Manager Customer & Technology		A project plan is currently being prepared to identify and prioritize Council service areas that receive the greatest level of customer enquiries. This will inform the development of a "Knowledge Bank" to assist in the resolution of customer enquiries at first point of contact.

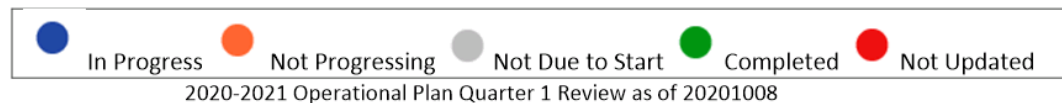


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4.5: Council demonstrates strong leadership through a governance framework which drives progress towards achieving the community vision

#	Operational Plan Action	Responsible Position	Status	Quarter One Comments
4.5.1	Maintain a Councillor Professional Development Program	Councillor Support Officer		<p>The COVID-19 pandemic has impacted Q1 Councillor opportunities.</p> <p>* LGNSW Annual Conf - now an online event on 23 November. 2 voting delegates & 7 Motions registered.</p> <p>* Murray Darling Assoc National Conf - Cr Pritchard attended this 3-day online conference held 14-16 September.</p> <p>* SWITCH2020 - NSW Public Libraries Assoc Conf - cancelled due to COVID-19.</p> <p>* Advanced Leadership Program 2021 - Women & Leadership Australia. Council approved part funding of this year-long online program for Cr Ham.</p>
4.5.2	Convene meetings for the audit risk and improvement committee quarterly	Coordinator Governance & Risk		Meeting held 05 August 2020
4.5.3	Deliver Risk & Governance Training Programs across Council	Coordinator Governance & Risk		Governance and Risk Training preparation and coordination is in the initial stages. Delivery expected to start Nov 2020





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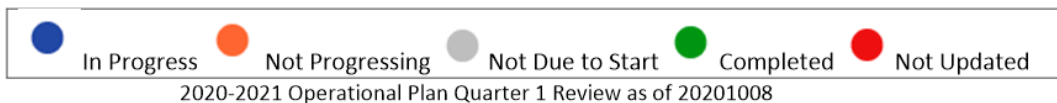
#	Operational Plan Action	Responsible Position	Status	Quarter One Comments
4.5.4	Implement the SVC Project Management Framework	Program Manager		Refreshed Framework is in development. Strategic and Feasibility stages complete. Concept and detail stages underway. Once complete projects will be fully scoped ready for sourcing funding. Project assessment threshold, Program Management Escalation Matrix, Program Management Group Terms of Reference and Program Management Policy complete. Program Management procedure still to be developed. Program Management Group to commence by end November.
4.5.5	Undertake 2 internal audits annually	Coordinator Governance & Risk		First Internal Audit for 2020/2021 is Property Management. Scope has been determined and audit is due to commence in October 2020.
4.5.6	Implement an Enterprise Risk Management Framework	Coordinator Governance & Risk		The Risk Management Policy, Enterprise Risk Management Framework and Safety Risk & Quality Committee Terms of Reference have been adopted. Training of ELT has been conducted. Risk training and workshops will continue with staff and operational areas of SVC throughout the remainder of 2020/21.



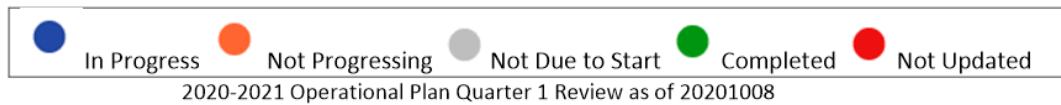
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#	Operational Plan Action	Responsible Position	Status	Quarter One Comments
4.5.7	Review business continuity plan	Coordinator Governance & Risk		A draft Business Continuity Plan (BCP) will be presented to the Safety Risk Quality Committee for internal exhibition and adoption. The BCP subplans will be presented to the October Executive Leadership Team meeting for adoption. Training in BCP will be incorporated into risk training and workshops throughout 2020/21.
4.5.8	Develop an Emergency Preparedness, Response and Recovery Plan for SVC as an organisation	Chief Executive Officer		Council has a Snowy Valleys Local Emergency Management Plan and Joint Agreement for Riverina Highlands Bushfire Emergency Operations Centre. Council adopted a Recovery Plan earlier in 2020 in relation to the 2020 Bushfires, Council is also advocating with the Resilience NSW to attract funding for Canberra Region Councils to help update plans in response to the NSW Bushfire Inquiry and the Royal Commission into Bushfires
4.5.9	Prepare and coordinate requirements for 2021 council elections	Coordinator Governance & Risk		Not yet due to start. Preparation will commence in 2021.

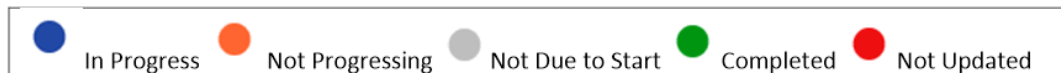


#	Operational Plan Action	Responsible Position	Status	Quarter One Comments
4.5.010	Prepare for development of 2021 - 2025 Community Strategic Plan and Delivery Program	Coordinator Communication & Engagement		Staff are members of the Canberra Region Joint Organisation IP&R Group to scope and prepare for the development of a Community Strategic Plan that includes local and regional community engagement.
4.5.011	Review and improve Procurement and Contract management processes and systems	Chief Financial Officer		Procurement framework under review
4.5.012	Prepare End of Term Report	Coordinator Communication & Engagement		Compilation of End of Term Report will commence in Q3.






4.6: Council builds strong relationships with other organisations to advocate for our communities

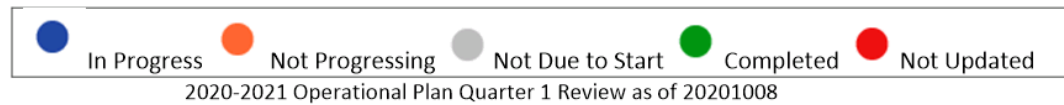
#	Operational Plan Action	Responsible Position	Status	Quarter One Comments
4.6.1	Provide governance and risk support to volunteers and section 355 committees	Coordinator Governance & Risk		The Council Committee framework public exhibition period ends 18th September 2020. All but one Community Committee will have undergone a Committee Health Check to review the committee's governance and financial management. Feedback from health checks as well as public submissions will be reviewed, the framework revised accordingly and the final documents presented to Council for further public exhibition in November 2020, with adoption at the February 2021 Council meeting.
4.6.2	Undertake advocacy initiatives in accordance with the priorities as adopted in the Advocacy plan	Chief Executive Officer		The Mayor, Councillors and CEO have all had meetings to advocate for items listed in the Advocacy Plan 2020-2021. Southern Regional Recovery General Managers Group, NSW-Vic Border Closure Meetings, SnowyHydro, Transgrid, Albury-Wodonga Regional Deal, Softwoods Working Group, Snowy Regions Regional Co-ordination Group, Eden Monaro MP Kristy McBain, Wagga MP Dr Joe McGirr, Discussions with Albury MP Justin Clancy, Deputation with Steph Cook - Parliamentary Secretary to Deputy Premier.



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#	Operational Plan Action	Responsible Position	Status	Quarter One Comments
4.6.3	Maintain an active Joint Organization membership and support initiatives that deliver benefits to the local community	Chief Executive Officer		Council is a full member of the Canberra Region Joint Organisation. Staff and Mayor have attended General Managers Advisory Group 4/9.
4.6.4	Convene Local critical incidents Recovery Committee	Chief Executive Officer		The Recovery Committee have met on 29/7, 30/9 Community Advisory Group met on 28/7, 29/9
4.6.5	Continue to advocate to government on priority critical incidents recovery actions	Chief Executive Officer		Participated in Batlow Recovery Forum 19/8 NSW-VIC Cross Border Meetings with the NSW Cross Border Commissioner Mayor and Councillors have had discussions with Local Members, Parliamentary Secretary to the Deputy Premier, Deputy Prime Minister, National Bushfire Recovery Co-ordinator and Assistant Co-ordinator,



5: Our Infrastructure

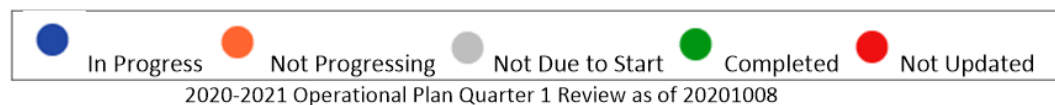
We strive to continually improve our local infrastructure

5.1: Provide a program to improve local roads

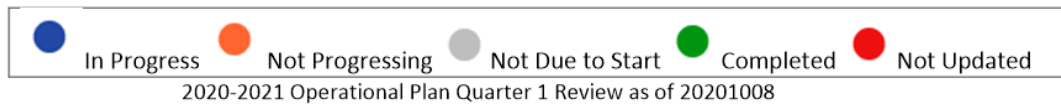
#	Operational Plan Action	Responsible Position	Status	Quarter One Comments
5.1.1	Complete the 2020/2021 road maintenance program	Manager Works Delivery		Identified defects are being scheduled for repair, within the budget. Prompted inspections are being carried out within the response time. Significant severity defects are being managed to reduce impacts to users.
5.1.2	Deliver the 2020/2021 Capital Works Roads program	Manager Works Delivery		Works orders being prepared with the finalisation of designs underway in preparation of the construction season.
5.1.3	Continue management of the road corridor post Bushfire and flood event Impact	Manager Works Delivery		Works progressing in accordance with the Natural Disaster Funding Arrangements.

5.2: Provide well maintained safe, vibrant and accessible community spaces and facilities

#	Operational Plan Action	Responsible Position	Status	Quarter One Comments
5.2.1	Deliver the 2020/2021 Capital Works facility, open space and amenities program	Manager Works Delivery		Delivery of the capital works program for facilities, open space and amenities

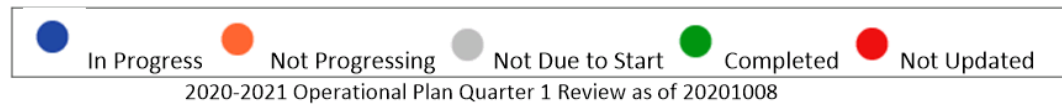


#	Operational Plan Action	Responsible Position	Status	Quarter One Comments
				underway, this includes the resurfacing of the Batlow Showgrounds.
5.2.2	Maintain Open Space, Pools, Facilities and Street Trees in accordance with agreed levels of service	Manager Utilities, Openspace & Facilities		Quarterly maintenance program completed.
5.2.3	Manage Swimming Pools in accordance with NSW Government Practice Note 15 and Royal Lifesaving Society of Australia Guidelines	Manager Utilities, Openspace & Facilities		Pools programmed to be open in October and November. Recruitment of Pool Coordinator completed. Currently undertaking recruitment of lifeguards.
5.2.4	Develop plans of management for Crown Lands under Council's control	Manager Technical Services		About to commence procurement process (RFQ documentation and relevant attachments prepared).








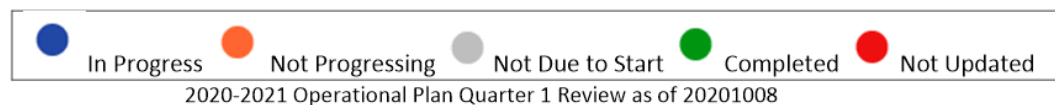
5.3: Provide and partner with other agencies to deliver an effective, safe local transport network

#	Operational Plan Action	Responsible Position	Status	Quarter One Comments
5.3.1	Deliver a Road Safety Program in partnership with neighboring Council and Transport for NSW	Manager Technical Services		189 Hours in Snowy Valleys Council on Traffic Committee, NHVR Permit applications, Safer Roads Submissions and School Bus Policy. 116 Hours in Cootamundra-Gundagai Regional Council. 123 Hours for Road Safety Projects including Motorcycle safety (18.5 hrs.), Fatigue including Free Cuppa and Driver Reviver (11.5 hrs.) and Drink driving (9 hrs.).
5.3.2	Maintain aerodrome and airstrip in accordance with agreed service levels	Manager Technical Services		Maintenance service levels achieved for the quarter.
5.3.3	Upgrade the Tumut aerodrome to improve functionality for emergency operations as funding becomes available	Manager Technical Services		Funding secured for taxiway, fencing, and drainage construction under RAP1 grant. Planning for extension of runway is underway and funding options are being sought.



5.4: Provide a program to deliver and improve public amenities and infrastructure which meets an acceptable community standard


#	Operational Plan Action	Responsible Position	Status	Quarter One Comments
5.4.1	Deliver annual maintenance program for footpath, kerb and gutter works	Manager Works Delivery		Identified defects are being scheduled for repair, within the budget. Prompted inspections are being carried out within the response time. Significant severity defects are being managed to reduce impacts to users.
5.4.2	Deliver annual maintenance program for stormwater	Manager Works Delivery		Ongoing inspections and maintenance underway
5.4.3	Deliver programmed maintenance to public pools	Manager Utilities, Openspace & Facilities		Pools programmed to be open in October and November. Preseason maintenance due to commence.
5.4.4	Finalise Service Management Plans including asset management plans	Manager Technical Services		Service Management Plans completed, to be reviewed and updated to inform the 2021/22 budget and resource allocation process
5.4.5	Review and develop plan of management for Council's cemeteries	Coordinator Open Space & Facilities		Master planning for cemeteries underway this includes formalizing the reservation areas.

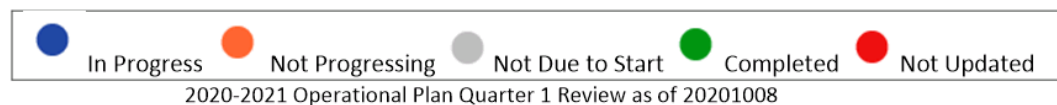



5.5: Provide infrastructure which encourages the use of sustainable transport such as cycleways and rail trails



#	Operational Plan Action	Responsible Position	Status	Quarter One Comments
5.5.1	Advocate for funding to develop a cycling and pedestrian strategy	Chief Executive Officer		Extensive discussions with Regional NSW. Funding achieved with Biking and Trails masterplan for Talbingo area. Further funding being advocated for the whole of the region.
5.5.2	Maintain the Tumbarumba to Rosewood Rail Trail in partnership with the community and in accordance with agreed service levels	Manager Utilities, Openspace & Facilities		Quarterly Maintenance Program completed. Continuing to work with adjacent landholders.

5.6: Provide high quality, safe and accessible open spaces and places for active and passive recreation

#	Operational Plan Action	Responsible Position	Status	Quarter One Comments
5.6.1	Maintain Council's open spaces, sportsgrounds, parks and gardens in accordance with agreed service levels	Manager Utilities, Openspace & Facilities		Quarterly Maintenance Program completed.



#	Operational Plan Action	Responsible Position	Status	Quarter One Comments
5.6.2	Deliver the Capital Sports Grants program	Coordinator Open Space & Facilities		<p>A RECOMMENDATION has been given to Council to be approved at the September Council meeting Grants from the Executive Director</p> <p>Infrastructure and Assessment Panel, being:</p> <p>a) Adelong Swimming Club - \$4,400</p> <p>b) Gundagai Adelong Junior Rugby League - \$5,500</p> <p>c) Tumut Swimming Club - \$2,500</p> <p>d) Tumut Golf Club - \$10,000</p> <p>e) Tumut Clay Target Club - \$3,000</p> <p>f) Tumut Rifle Club - \$4,600</p> <p>g) Tumut Basketball Club - \$10,000</p> <p>Letters to successful applicants has been sent.</p>

				
In Progress	Not Progressing	Not Due to Start	Completed	Not Updated

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