



2019 - 2020
OPERATIONAL PLAN
HALF YEARLY
ACTION & PROJECT
UPDATE



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Acknowledgement of Country

We acknowledge the traditional custodians of this land and pay respects to Elders past and present.

We recognise Aboriginal people as the original custodians of the lands that comprise the Snowy Valleys Council area and pay our respects to the leaders of the traditional custodians of this land.

Together we acknowledge the contributions of Aboriginal Australians to this country we all live in and share together.

Snowy Valleys Council is committed to enhancing the knowledge and understanding of our communities about the history, heritage and cultures of Aboriginal Australians.

About this plan

Integrated Planning & Reporting framework

This Operational Plan supports the *Snowy Valleys 2028 Community Strategic Plan* (along with the three year Delivery Program) and defines the key actions that Council will undertake in the next financial year to achieve our long term community priorities. It allocates the resources necessary to achieve the key actions in this financial year.



2019 - 2020 Operational Plan Progress Overview

Snowy Valleys Council is pleased to present this half yearly Operational Plan performance update that outlines our achievements, highlights and challenges from 1 July to 31 December 2019.

In summary, the Operational Plan for 2019-2020 contains:

- 111 Action items detailing the delivery of Council's services to the community
- 71 Capital Works Projects worth \$8,445,576
- 58 Major Projects worth \$19,302,756.

Overall, at the half way mark of the reporting period, Council is tracking well against our targets in all categories, as detailed in the following report.

Successful grant applications have been the driving factor behind the large volume of major projects in development throughout the region since 2018.

To meet the unprecedented scale of delivery in conjunction with continuing to deliver a full program of Council services and capital works, Council has improved how we plan and deliver projects to ensure we achieve efficiencies in bundling, contracting and delivering our works.

As a result, 110 out of the 111 Actions are in progress or completed and 76% of the capital works projects are in progress or completed.

In addition, although the 2019 calendar year required Council to deliver major projects at a scale not seen before in our region, significant progress was made within budget with the expectation that the first half of 2020 would see the completion of the current major projects schedule.

The reporting period for the Half Yearly Report closed prior to the commencement of bushfires that devastated much of the Snowy Valleys region, as well as wider New South Wales and Victoria.

In the wake of the bushfires, Council's resourcing and attention must be turned to supporting the community through recovery, potentially resulting in a deviation from the original actions and projects contained within the 2019-2020 Operational Plan.

Impacts on Council's ability to deliver previously published actions due to resource reallocation and funding constraints as a result of meeting bushfire recovery commitments will be reviewed and reported as part of our quarterly review process.

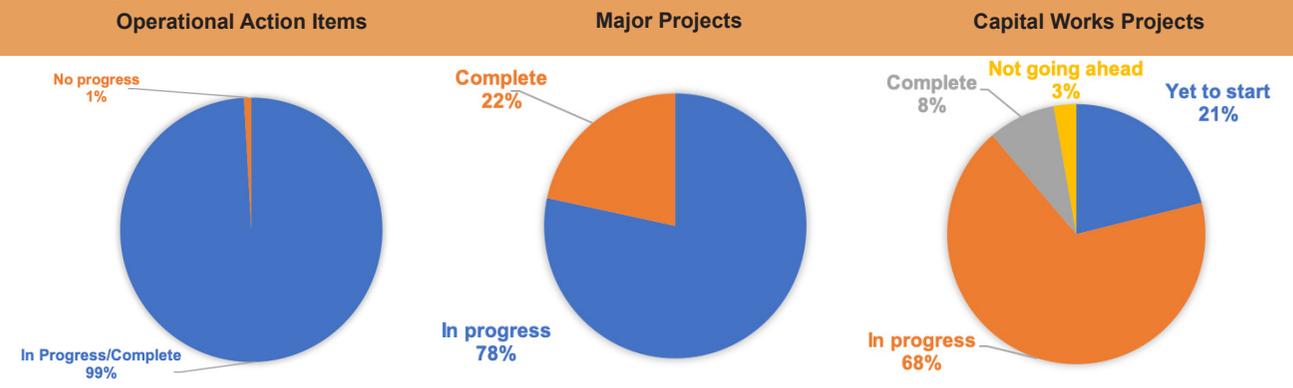
Reading the Report

To help make the report easy to understand we have used the "traffic light" system of reporting. The items with light green shading are on track or in progress. The dark green items are completed and the red items are not yet started, but on track to be delivered. Items that will not be progressed are marked with an explanation.

There is a small proportion of actions that may not be progressed this year. Primarily, this is due to financial or resource constraints. In some cases there are external factors such as national or state legislative changes (or expected changes) that have also influenced our ability to move some things forward.

These are explained in further detail within the detailed reporting for each strategic theme. In any case, our decisions are driven by a focus on value to the community and prioritisation around meeting the greatest needs first.

Half Yearly Operational Plan Update: Action status overview



Our Community Strategic Plan Themes

Our Operational Plan actions are built around our Community Strategic Plan themes. These themes and supporting strategies are shown below ahead of a summary against each. A detailed breakdown of our progress is shown in Appendix 1.

COMMUNITY STRATEGIC PLAN THEMES

STRATEGIC THEME	SUPPORTING STRATEGIES
1. Towns and Villages	<ul style="list-style-type: none"> 1.1 Create welcoming towns and villages that are vibrant, accessible and foster a sense of community 1.2 Provide accessible services and initiatives which support and contribute to wellbeing across all stages of life 1.3 Protect and preserve local history and heritage 1.4 Expand, support and encourage arts and cultural events, activities and creative opportunities 1.5 Support and promote community and tourism events and festivals 1.6 Support and partner with other agencies to ensure community safety 1.7 Manage Council's resources in a manner which is equitable and ensures organisational sustainability 1.8 Advocate for and support the provision of affordable housing in our towns and villages 1.9 Provide a planning and development framework which protects the local amenity while supporting sustainable growth and an appropriate balance of land use
2. Growth through Innovation	<ul style="list-style-type: none"> 2.1 Develop strong relationships with local industry, organisations and government to ensure a sustainable local economy 2.2 Encourage sustainable tourism initiatives which create employment and boost the local economy 2.3 Promote, support and attract local small businesses 2.4 Lobby for better telecommunications services 2.5 Partner with local education institutions to facilitate opportunities for residents to access education, training and employment to strengthen the local economy 2.6 Explore new and innovative approaches to economic development to enhance skills and provide broader employment opportunities for future generations

Our Community Strategic Plan Themes (continued)

STRATEGIC THEME	SUPPORTING STRATEGIES
<p>3. Our natural Environment</p>	<p>3.1 Demonstrate leadership in environmental sustainability by reducing Council's carbon footprint and supporting the use of clean energy</p> <p>3.2 Promote programs and initiatives which encourage more sustainable living</p> <p>3.3 We sustainably manage waste through a commitment to resource recovery and best practice waste management</p> <p>3.4 Protect and manage local air quality, waterways, rivers and streams</p> <p>3.5 Partner and support other agencies to protect local fauna and biodiversity ecosystems</p>
<p>4. Communication and Engagement</p>	<p>4.1 Partner with local communities to create an ongoing culture of engagement to aid Council decision making</p> <p>4.2 Deliver a communication strategy which ensures the community receives information in a timely and convenient manner</p> <p>4.3 Council has sound organisational health and has a culture which promotes action, innovation, accountability and transparency</p> <p>4.4 Provide a high level of customer service to the community</p> <p>4.5 Council demonstrates strong leadership through a governance framework which drives progress towards achieving the community vision</p> <p>4.6 Council builds strong relationships with other organisations to advocate for our communities</p>
<p>5. Our Infrastructure</p>	<p>5.1 Provide a program to improve local roads</p> <p>5.2 Provide well maintained safe, vibrant and accessible community spaces and facilities</p> <p>5.3 Provide and partner with other agencies to deliver an effective, safe local transport network</p> <p>5.4 Provide a program to deliver and improve public amenities and infrastructure which meets an acceptable community standard</p> <p>5.5 Provide infrastructure which encourages the use of sustainable transport such as cycleways and rail trails</p> <p>5.6 Provide high quality, safe and accessible open spaces and places for active and passive recreation</p>



Major projects

2019 - 2020

Half Yearly
Update



Major Projects 2019-2020 Half Yearly Update

LOCATION	PROJECT	DUE DATE	COUNCIL OR COMMUNITY LED	PROJECT BUDGET	STATUS	COMMENT
Adelong	Caravan Park - Upgrade amenities block to facilitate multi-use by caravan park patrons and the public visiting the Creekscape.	31/03/21	Council	\$266,841	In progress	Extension to funding milestone was approved. Amenities building under construction and due for install in early 2020.
Adelong	Improving Water Temperature at Adelong Community Aquatic Centre	31/10/2020	Council	\$78,954	In progress	Pool blanket and solar ordered, shade structure to be installed after season.
Adelong	Town Wi-Fi Upgrades - Upgrade and unify public town Wi-Fi access points across the Council network.	30/06/2020	Council	\$10,000	In progress	Ongoing costing associated with pole rental to be reviewed.
Adelong	Tourism projects / planning - Development of improved visitor information facilities.	30/06/2020	Council	\$25,000	In progress	Project scope complete - includes 2 x information signs, 1 x caravan park sign, brochure holders, solar lights for signage, renewed collateral and merchandise
Adelong	Main St Façade Improvements - Clean-up and improvement of Adelong main street facades in 50:50 partnership with local businesses.	30/06/2020	Council	\$100,000	In progress	All funding deeds have been signed and 50% payment made to participating businesses.
Adelong	Walking Tracks – Signage. Development of interpretive signage along the Creekscape walkway linking to the Adelong Falls Gold Mill Ruins.	30/06/2020	Council	\$20,000	In progress	First sign installed, concept for additional two signs approved. Installation early 2020.
Adelong	Repair, upgrade and extend facilities at Adelsonia Theatre	31/10/2020	Community	\$320,731	In progress	Engineering inspections and design completed. Eaves and ceiling repaired and quotes for kitchen upgrade received.
Adelong	Playground Equipment Upgrades - Replace existing play equipment in Memorial Park with an adventure playground.	30/06/2020	Council	\$100,000	Complete	Project complete within budget.
Adelong	Repairs and Upgrade to Adelong Showground	31/10/2020	Community	\$308,634	Complete	Project complete within budget.
Adelong	Connecting Community to Creek - Develop a detailed master plan and costings for the Adelong Creekscape and re-establish the walkway from town to the Adelong Falls Gold Mill Ruins. Pathway and priority master plan projects	31/03/21	Council	\$515,000	In progress	Stage 1 Pathway complete. Design updated following community consultation, to be costed and presented for further community comment in early 2020.
Batlow	Cannery - demolition	31/03/21	Council	\$500,000	In progress	Contractor commenced demolition works Nov 2019.
Batlow	Cannery Site – Planning / Business Case development	30/06/2020	Council	\$200,000	In progress	Business case EOIs received. To be reviewed in conjunction with demolition requirements.
Batlow	Tourism projects / planning	30/06/2020	Council	\$20,000	In progress	Project scoped - to include website and brochure redevelopment, new town signage.

Major Projects 2019-2020 Half Yearly Update

LOCATION	PROJECT	DUE DATE	COUNCIL OR COMMUNITY LED	PROJECT BUDGET	STATUS	COMMENT
Batlow	Batlow Library - Upgrade and extend the existing Batlow Library.	30/03/2020	Council	\$1,000,000	In progress	Contractor for construction appointed. Off-site fabrication underway.
Batlow	Playground Equipment Upgrade - Replace playground equipment in HV Smith Park.	30/06/2020	Council	\$25,000	Complete	Project completed in budget.
Batlow	Town Wi-Fi Upgrades	30/06/2020	Council	\$10,000	In progress	Ongoing costing associated with pole rental to be reviewed.
Batlow	Batlow Caravan Park Upgrade	31/03/2021	Council	\$723,000	In progress	Camp kitchen, amenities and office buildings received and installed Dec 2020. Further compliance works to be scoped and delivered in early 2020.
Batlow	Batlow CBD Master Plan and Amenity	31/03/2021	Council	\$540,000	In progress	Kerb, pavement stencilling and improvement works completed. Additional stencilling and beautification works to be complete early 2020.
Brungle	Town Wi-Fi Upgrades	30/06/2020	Council	\$10,000	In progress	Ongoing costing associated with pole rental to be reviewed.
Gilmore	Repairs and Renovations to Gilmore Hall	31/10/2020	Community	\$50,000	Complete	Project completed within budget.
Jingellic	Pedestrian Bridge over Horse Creek	30/06/2020	Council	\$30,000	In progress	Being scoped as part of Tumberumba Cycle Project.
Jingellic	Jingellic Show Ground Water Bore and Irrigation	31/10/2020	Community	\$90,604	In progress	Water bore and license completed. Irrigation to be completed.
Jingellic	Jingellic Multi Use Track to connect the free camping ground adjacent to The Bridge Hotel to the Jingellic Shop.	31/03/2020	Council	\$35,000	In progress	Track formation complete.
Khancoban	Streetscape - Implement streetscape improvement plans to enhance the amenity of the shopping precinct.	31/12/2020	Council	\$395,000	Complete	Project completed within budget.
Khancoban	Purchase and minor refurbishment of the Khancoban General Store to support attraction of future retail to Khancoban.	31/03/2021	Council	\$199,000	In progress	Store purchased. Reviewing next steps.
Khancoban	Pool shade sails	30/06/2020	Council	\$40,000	Complete	Project completed within budget.
Khancoban	Town Wi-fi Upgrades	30/06/2020	Council	\$12,500	In progress	Ongoing costing associated with pole rental to be reviewed.
Snowy Valleys	Repositioning of Snowy Valleys Way	30/06/2020	Council	\$50,000	In progress	Project fully scoped in conjunction with four other member Councils.
Snowy Valleys	Implementation of new SVC Destination Brand and Marketing Strategy	30/06/2020	Council	\$100,000	In progress	Snowy valleys website launched. New tourism merchandise developed.

Major Projects 2019-2020 Half Yearly Update

LOCATION	PROJECT	DUE DATE	COUNCIL OR COMMUNITY LED	PROJECT BUDGET	STATUS	COMMENT
Rosewood	Upgrade of the play equipment in Rosewood's Memorial Park and installation of shade sail and playground fencing.	31/12/2019	Council	\$110,000	Complete	Project completed within budget.
Talbingo	Resurfacing with Synthetic Grass of Two Tennis Courts at Talbingo Country Club	31/10/2020	Community	\$57,091	Complete	Project completed within budget.
Talbingo	Disability Renovations for Country Club	31/10/2020	Community	\$16,645	Complete	Project completed within budget.
Talbingo	Talbingo Walking Path - Construction of a walking path from the centre of Talbingo to the Snowy Mountains Highway.	31/10/2020	Council	\$350,000	Complete	Project completed within budget.
Talbingo	Town Wi-Fi Upgrades	30/06/2020	Council	\$10,000	In progress	Ongoing costing associated with pole rental to be reviewed.
Talbingo	Playground at Talbingo shopping precinct	31/12/2019	Council	\$225,000	In progress	Project complete except for delay to arrival of playground equipment. Due for install February 2020.
Tooma	Tooma Amenity / Appearance	30/06/2020	Community	\$30,000	In progress	Trees purchased and detailed scope being developed by Community.
Tumbarumba	Tourism App	30/06/2020	Council	\$20,000	In progress	App licence has been approved. Go live date to be confirmed.
Tumbarumba	Historical Walking Tracks	30/06/2020	Council	\$40,000	In progress	Work has commenced on signage and gates.
Tumbarumba	Link with Mountain Biking - Installation of a bike path from Byatt Street to the cemetery and a mountain bike trail from the cemetery to Henry Angel camping area.	30/06/2020	Council	\$350,000	In progress.	Scheduled to commence early 2020.
Tumbarumba	Carcoola – New Kitchen and Dining Room	30/06/2020	Council	\$80,000	In progress	Concept designs received and reviewed.
Tumbarumba	Upgraded learn to swim pool / water play pool	31/10/2020	Council	\$928,000	In progress	Tender documents developed.
Tumbarumba	Creekscape - Completion of stage one of a five stage master plan for the redevelopment of the Tumbarumba Creekscape.	31/03/2021	Council	\$425,000	In progress	First stages of work complete - Hammond Lane, replacement of temp fencing. Risk assessment on water wheel in original scope meant it was removed. Review of project scope to be undertaken.
Tumbarumba	Creekscape Playground improvements	31/12/2019	Council	\$80,000	Complete	Project completed within budget.
Tumbarumba	Showground - Improvements to the playing surface, irrigation, and development of amenities and change rooms.	31/12/2019	Council	\$1,000,000	In progress	Playing surface replaced. Amenities block and change rooms fabricated offsite and delivered in December 2019. Minor works to be completed.
Tumbarumba	Tumbarumba to Rosewood Rail Trail	04/04/2020	Council	\$5,700,000	In progress	Construction commenced March 19. Significant parts of trail and fencing completed.
Tumbarumba	Town Wi-Fi Upgrades	30/06/2020	Council	\$12,500	In progress	Ongoing costing associated with pole rental to be reviewed.

Major Projects 2019-2020 Half Yearly Update

LOCATION	PROJECT	DUE DATE	COUNCIL OR COMMUNITY LED	PROJECT BUDGET	STATUS	COMMENT
Tumbarumba	Tumbarumba Mountain Bike Trail- Acquisition of trail building tools and construction of a mountain bike trail.	31/12/2019	Community	\$40,000	Complete	Project completed within budget.
Tumbarumba	Tennis Club Upgrade	31/10/2020	Community	\$64,103	In progress	DA approved and construction commenced.
Tumut	Tumut Skate Park Redevelopment	31/10/2020	Council	\$137,230	In progress	Review contractor capabilities in early 2020.
Tumut	Regulate Water temperature of the Tumut Pool	31/10/2020	Council	\$204,000	In progress	Pool blanket and solar ordered.
Tumut	Pump Track and Cycling Initiatives	30/06/2020	Council	\$500,000	Complete	Pump track completed within budget and official opening held on 13 Dec 2019.
Tumut	Jack Ryan Memorial and centenary WW1 project	30/06/2020	Council	\$10,000	Complete	Project completed within budget.
Tumut	Upgrade Facilities at Thomas Boyd Tack Head - Construction of shelters and a concrete pathway to connect the BBQ area, toilet block and car park.	31/10/2020	Community	\$22,923	Complete	Project completed within budget.
Tumut	Rugby League Change Rooms – Twickenham Oval	31/10/2020	Community	\$250,000	Complete	Project completed within budget.
Tumut	Resurface Three Tennis Courts – Tennis Club	31/10/2020	Community	\$87,000	Complete	Project completed within budget.
Tumut	Tumut CBD Development - Improvements to the main business district accessibility and amenity.	31/03/2021	Council	\$1,760,000	In progress	Construction moved to post-Christmas 2019 period in consultation with business owners.
Tumut	Tumut Pool - Stage 1: Construction of a new entry and amenities at Tumut pool.	31/03/2021	Council	\$1,008,000	In progress	Offsite construction of amenities building commenced in October 2019.
Tumut	Town Wi-Fi Upgrades	30/06/2020	Council	\$10,000	In progress	Ongoing costing associated with pole rental to be reviewed.



Capital projects
2019 - 2020
Half Yearly
Update



Capital projects - 2019-2020 - Half Yearly update

In progress: 48 projects 68% Complete: 6 projects 8% Not yet started: 15 projects 21% Deferred: 2 projects 3%

DESCRIPTION		AMOUNT	STATUS
TRANSPORT			
Killimicat Bridge Earthworks	Bridges	30,000	Not yet started
Yaven Corbetts Earthworks	Bridges	20,000	Not yet started
Culvert Replacement Program	Culverts	280,000	In progress
Rural Road Culvert Replacement Program	Culverts	100,000	In progress
Brungle Ck Rd (ch 2.0)	Culverts	20,000	Not yet started
Fitzroy St (Sydney to Broughton)	Footpath	25,000	Not yet started
Cycleway - Boundary Street	Footpath	120,000	In progress
Mayday Rd (Bonza - Ash)	Footpath	50,000	Not yet started
Independent Living Units	Footpath	30,000	Not yet started
River St	Footpath	20,000	Not yet started
East Blowering Road	Heavy Patch	100,000	Complete
Tintaldra Rd	Heavy Patch	80,000	In progress
Indi North Rd (Pavement)	Heavy Patch	78,000	In progress
Alpine Way	Heavy Patch	80,000	In progress
Richmond Street	Heavy Patch	150,000	In progress
Tooma Rd - Segment 90	Heavy Patch	70,000	In progress
Ash St (end)	Kerb	25,000	Not yet started
Tooma Rd - Spring Creek Bridge	Rehabilitation	25,000	In progress
Grahamstown Rd	Rehabilitation	450,000	Complete
King Street (Bridge & Selwyn)	Rehabilitation	200,000	In progress
Simpson St (Sydney to Broughton)	Rehabilitation	200,000	In progress

Capital projects - 2019-2020 - Half Yearly update

DESCRIPTION		AMOUNT	STATUS
TRANSPORT (continued)			
Courabyra Rd	Rehabilitation	725,000	Not proceeding - funding deed not received
Wondalga Rd	Rehabilitation	240,000	Not yet started
Wee Jasper Rd (4.5 - 5.1)	Rehabilitation	250,000	In progress
Reseal Program	Reseal	900,000	In progress
Khancoban Reseals	Reseal	80,000	Not yet started
Grahamstown Rd (un-safe curve)	Reseal	60,000	Not yet started
Mate Street	Reseal	45,000	In progress
Taradale Road	Reseal	30,000	Not yet started
Indi Road	Reseal	30,000	In progress
River Road	Reseal	30,000	In progress
Tintaldra Road	Reseal	30,000	In progress
Gilmore - East Gilmore Road	Reseal	30,000	In progress
Wondalga - Wondalga Road	Reseal	30,000	Complete
Yaven - Yaven Ck Rd	Reseal	30,000	In progress
Blowering - East Blowering Rd	Reseal	30,000	In progress
Gocup farms - Gocup Farms Rd	Reseal	30,000	In progress
Byatt Street	Reseal	20,000	In progress
Sharps Ck - Sharps Ck Rd	Reseal	20,000	In progress
Talbingo Shopping Centre	Reseal	20,000	In progress
Harrow and Hume Streets	Reseal	15,000	In progress
Tumut Cemetery	Reseal	15,000	In progress
Talbingo - Ware St	Reseal	15,000	Complete
Tumut - Richmond St	Reseal	10,000	In progress

Capital projects - 2019-2020 - Half Yearly update

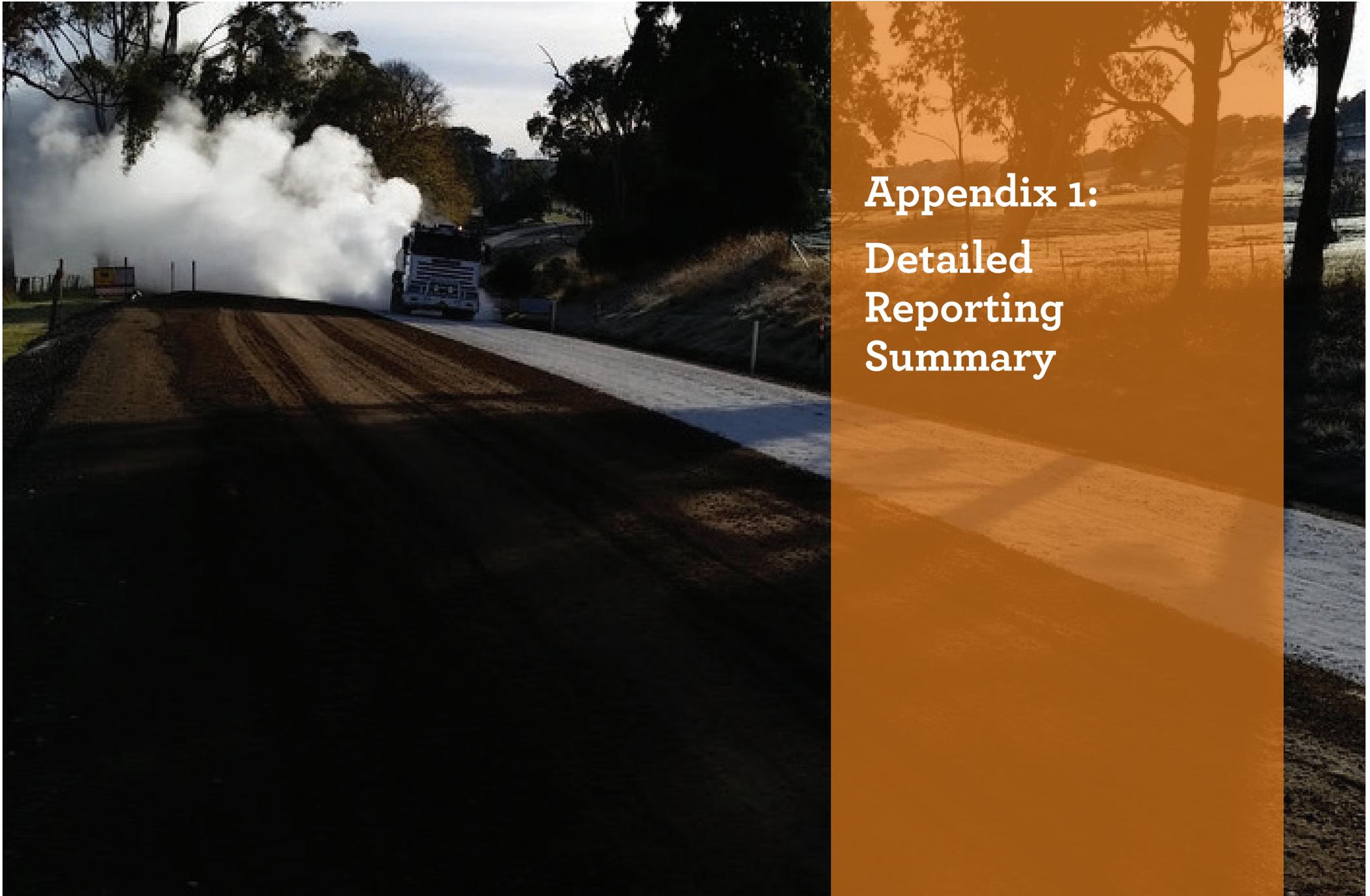
DESCRIPTION		AMOUNT	STATUS
TRANSPORT (continued)			
Blowering - East Blowering Rd	Reseal	10,000	In progress
Wondalga Rd (2 275 - 3 063 (bridge))	Reseal	135,000	Complete
Tooma Road	Reseal	40,000	In progress
Resheet Program	Resheet	130,000	In progress
Willow Springs Rd	Resheet	80,000	In progress
Welaregang Rd	Resheet	60,000	In progress
Brungle Ck Rd	Resheet	60,000	In progress
Gadara - Gadara Ln	Resheet	53,000	In progress
Meadow Creek Rd (2.0 - 3.6)	Resheet	40,000	In progress
Ellerslie Rd (3.0 - 4.0)	Resheet	30,000	In progress
Adelong - Showground	Resheet	30,000	In progress
Pearces Rd (Sandy Gully Rd - 01.0)	Resheet	25,000	Asset requires major rehab - resheet budget reallocated to Ellerslie Road
Honeysuckle Ln (Old Tumba Rd - 0.64)	Resheet	20,000	In progress
Gilbert Ln (Selwyn - York)	Resheet	18,000	In progress
Adelong lane (Snowy Hwy - gate)	Resheet	15,000	In progress
Quarry Rd	Resheet	15,000	In progress
Wee Jasper Rd (14.8 - 16.1)	Resheet	110,000	Complete
		5,739,000	

Capital projects - 2019-2020 - Half Yearly update

DESCRIPTION		AMOUNT	STATUS
DRAINAGE			
Kent Street	Replacement	125,000	Complete
Adelong/Batlow	Replacement	30,725	In progress
Pioneer/Selwyn St	Replacement	30,000	In progress
Sydney St	Replacement	15,000	In progress
		200,725	
BUILDINGS			
Hockey Fields Tumut	Replacement	25,000	In progress
Repairs to the Neighbourhood Center Tumut	Replacement	50,000	In progress
Basketball Stadium Tumba	Replacement	15,000	In progress
		90,000	
OPEN SPACE			
Adelong Falls	Replacement	20,000	In progress
Golden Gully	Replacement	30,000	In progress
HV Smith Park	Replacement	30,000	In progress
Fitzroy St	Replacement	10,000	In progress
Tumut Bull Paddock	Replacement	70,000	In progress
Bollards	Replacement	50,000	In progress
Khan Tennis Courts	Replacement	7,000	Complete
		217,000	

Capital projects - 2019-2020 - Half Yearly update

DESCRIPTION		AMOUNT	STATUS
IWD			
RTS	Hardware	55,000	Not yet started
Plant	Replacement	1,605,500	In progress
		1,660,500	
WASTE			
Tumut WTS	Expansion	50,000	In progress
Adelong WTS	Expansion	4,000	In progress
Tumba RTS	Rebuild	150,000	In progress
		204,000	
DISCRETIONARY - EXPANSION OR UPGRADE WORKS			
Mt Ikes	Upgrade	30,000	In progress
Booth St Depot - Tumbarumba	Expansion	82,000	In progress
Kerb Forest St (Simpson and Lambie (No Kerb))	Upgrade	222,351	Complete
		334,351	
TOTAL 19-20 CAPITAL PROJECTS		8,445,576	



**Appendix 1:
Detailed
Reporting
Summary**

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	Annual Comments
1.1.1	Explore funding options to assist in "Activate Tumut CBD" Strategy. The "activation" strategy will consider the greater economic development needs of the area and provide short, medium and long-term direction for the implementation of council led initiatives	Director Strategy Community and Place		Ongoing consultation with business in the CBD is underway. Footpath beautification has been scheduled to commence January 2020.
1.1.2	Continue the development and delivery of place based plans as a way to integrate town/village developments around long term aspirations, including: delivery of draft plans for Tumut and Tumbarumba, completion of 2019 projects for Adelong, Khancoban and Batlow and the development of a place making framework for Snowy Valleys Towns and villages.	Director Strategy Community and Place		Works are ongoing to meet the requirements of this action, including beautification works.

#	Operational Plan Action	Responsible Position	Status	Annual Comments
1.1.3	Maintain visual appearances of town and village approaches in accordance with the approved service levels	Director Assets and Infrastructure		<p>The maintenance of the visual appearances of our towns and villages is achieved through the delivery of the following services:</p> <ul style="list-style-type: none"> - 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 <p>All these services are being delivered as per program.</p>

#	Operational Plan Action	Responsible Position	Status	Annual Comments
1.1.4	Deliver a program of skill building workshops for the community	Director Strategy Community and Place		Deliver a program of Skill Building Workshops for the Community – Working with Governance assistant in delivering events coordination & volunteer management workshops across townships in the region most likely in March 2020. Working with Tourism marketing Officer in delivering tourism winter event workshops early 2020. Liaised with mental health groups regarding organising Mental Health First Aid courses in Tumut and Tumberumba in 2020.
1.1.5	Investigate opportunities for activating places for young people across the region	Director Strategy Community and Place		Highlights include: Batlow youth precinct re-development – Awaiting grant application outcome; Tumut Pump Track – Activation Event held on 13/12/19; Tumut Skate Park – Development to commence in 2020; Tumut Boys Club Hall revitalisation – application was unsuccessful; Met with 69 Year 9 students on 27/11/19 regarding activating Youth Spaces and gain their views; Collaborating with Khancoban community around activating youth space; Youth Hub – field research on various models and viability.
1.1.6	Partner in and deliver the Community Grants programs	Director Strategy Community and Place		Four community groups have acquitted the grants received through the 2019/2020 grants round.

1.2: Provide accessible services and initiatives which support and contribute to wellbeing across all stages of life

#	Operational Plan Action	Responsible Position	Status	Annual Comments
1.2.1	Seek funding for preparation of Children's Services Strategic Plan to be prepared by external provider	Director Strategy Community and Place		Funding secured from budget bid and New Council Implementation Fund – Round 2. In the coming quarter work will be done to engage a consultant to develop the strategy.
1.2.2	Seek funding for preparation of Aged Care Strategic Plan to be prepared by an external provider	Director Strategy Community and Place		Funding secured through budget bid for 2019 -2020 and New Council Implementation Fund – Round 2. In the next quarter work will be undertaken to engage a consultant to develop the strategy.
1.2.3	Deliver year 1 of actions under DIAP.	Director Strategy Community and Place		30 of the 36 actions in the Disability Inclusion Action Plan have now started. Of these, 22 of 26 year one actions of the plan have progressed.
1.2.4	Maintain National Childcare Quality Standards across Children's Services outlets	Director Strategy Community and Place		Progress has been made in improving the outdoor environments for Carcoola Children's Centre and indoor environment for Khancoban Preschool. Improving these environments are actions within the Quality Improvement Plans and made possible through fund raising. Puggles Mobile Children's Services Van has recently come under National Quality Standards and a review of their Quality Improvement Plan to meet National Quality Standards has been undertaken.

#	Operational Plan Action	Responsible Position	Status	Annual Comments
1.2.5	Deliver a program of events throughout all libraries	Director Strategy Community and Place		<p>Libraries continue to add to and implement their calendar of events. September school holidays held successful events such as crocodile encounters which was well attended at each library.</p> <p>Adult activities for the quarter were basket weaving, and resume & employment application workshop.</p> <p>A Highly Commended for Innovation in Outreach Services from the NSW Public Libraries Association for NAIDOC Week activities was awarded to the Library Team.</p>
1.2.6	Seek funding for preparation of Library Strategic Plan to be prepared by external provider	Director Strategy Community and Place		Funding secured through New Council Implementation Fund – Round 2. Work will be undertaken in the next quarter to engage a consultant to develop the strategy.
1.2.7	Facilitate and deliver a program of youth events and activities	Director Strategy Community and Place		A program of youth events and activities continues to be rolled out quarterly/each school holiday period. Analysis of holiday programs continue to occur post each program is conducted with attendee numbers, cost and value all being reviewed. Report with findings have been forward to the Acting Director.

1.3: Protect and preserve local history and heritage

#	Operational Plan Action	Responsible Position	Status	Annual Comments
1.3.1	Implement priority actions in the Adelong Falls Management Plan, Conservation Strategy	Director Assets and Infrastructure		Works undertaken in line with allocated budgets. Additional funding received to further improvement and rehabilitation of creek area received and planned to start in the new Calendar year.
1.3.2	Undertake annual Local Heritage Grants Program to be finalised by April 2020	Director Strategy Community and Place		<p>2019 Heritage grants were announced in July 2019.</p> <p>Next round of Grant applications will be called for in June 2020.</p> <p>Successful applicants need to complete works outlined in their Grant applications by April each year.</p> <p>Report to Office of Environment and Heritage due in May 2020.</p>

#	Operational Plan Action	Responsible Position	Status	Annual Comments
1.3.3	Work in partnership with the Aboriginal Community	Director Strategy Community and Place		Working with SVC Aboriginal staff and the community to create a Reconciliation Action Plan. This is a strategic document that supports SVC plans whilst including practical actions that will drive SVC's path to reconciliation internally & externally. Working with Petaurus Education Group developing a project that enables young people to research the Aboriginal history of Tumut as a meeting place. Utilising NAIDOC funding for Indigenous dancers to perform at the Proud & Deadly awards.
1.3.4	Apply for Heritage Listing of Pioneer Cemetery	Director Strategy Community and Place		Local Environmental Plan has been on public exhibition. Once amendments have been made plan will go to Council for adoption. This will allow work to commence on Application for Heritage Listing of the Pioneer Cemetery.

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

#	Operational Plan Action	Responsible Position	Status	Annual Comments
1.4.01	Implement actions from the Cultural Plan	Director Strategy Community and Place		Organised and implemented final Snowy Ensembles series concert at the Adelong Falls lookout. Organised and implemented inaugural Classics on Course event held at the Tumut Golf Course. Worked with local Indigenous members of the community in coordinating and submitting EOI for First Nations mural funding application.

#	Operational Plan Action	Responsible Position	Status	Annual Comments
1.4.02	Facilitate and deliver a program of youth and cultural development opportunities	Director Strategy Community and Place		<p>As per 1.2.7 Facilitation and delivering a program of youth events and activities continues to occur quarterly/each school holiday period.</p> <p>Investigation regarding funding opportunities to support the expansion of youth related programs continues to occur. Funding has been applied for and gained this quarter to hold Tumut Colour Explosion Fun Run again in 2020 & will primarily provide practical development around event management for Young people.</p>

1.5: Support and promote community and tourism events and festivals

#	Operational Plan Action	Responsible Position	Status	Annual Comments
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#	Operational Plan Action	Responsible Position	Status	Annual Comments
1.5.1	Facilitate, deliver and provide support to Council and community events and programs	Director Strategy Community and Place		Supported Lanterns on the Lagoon, Upper Murray Challenge, Khancoban Coming Alive Festival, Batlow Apple Blossom Festival, Tumut Aero Club Air Show, And Tumut Christmas Family Fun Night. Provided transport options for seniors to the Tumbarumba Spring Flower Festival, delivered Life Long Learners sessions in Tumut, responded to applications for SVC event sponsorship including Batlow Apple Blossom Festival, Tumbafest, Tumut Air Show, Hume & Hovell Ultra, James Morrison Concert & Tumbarumba Drug Forum.

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

#	Operational Plan Action	Responsible Position	Status	Annual Comments
1.6.1	Partner with other agencies to develop Crime Prevention Plan by October 2020	Director Strategy Community and Place		Draft plan will be presented to stakeholders and then finalised for presentation to the March Council meeting prior to public exhibition.

#	Operational Plan Action	Responsible Position	Status	Annual Comments
1.6.2	Maintain council's legislative requirements under the SERM act including;	Director Assets and Infrastructure		LEMC and LRC meetings being supported with Executive Assistance. Incident with communications required the activation of the EOC. Council supported the communications through the provision of alternative communication assets. Council Staff have also assisted during the declaration of a State of Emergency in NSW regarding Bushfires in other areas of the State.
1.6.3	Implement Councils Companion Animal Plan	Director Strategy Community and Place		Meeting held with Ranger / Bio Security Officers and Governance Policy staff to commence the drafting of the Companion Animal Plan.
1.6.4	Upgrade Tumut Animal Welfare facility	Director Strategy Community and Place		Improvements to Animal Welfare facility is continuing. Further improvements and adherence to the regulations under the companion animal act will continue throughout 2020.

1.7: Manage Council's resources in a manner which is equitable and ensures organisational sustainability

#	Operational Plan Action	Responsible Position	Status	Annual Comments
1.7.1	Finalise unqualified financial statements by 31 October	Director Internal Services		Financial Statements adopted by Council at November Ordinary meeting and presented to the community at the December Ordinary Council meeting.

#	Operational Plan Action	Responsible Position	Status	Annual Comments
1.7.2	Undertake Quarterly Budget Review to include Financial Performance report to council, Budget to Actual figures and recommendation on budget amendments.	Director Internal Services		<p>First Quarterly Budget Review presented to council at November council meeting with series of recommendations to enforce Council's broader sustainability plan.</p> <p>Work has commenced on second Quarter Budget Review - due for presentation to Council at February 2020 meeting.</p>
1.7.3	Ensure long term financial sustainability of Council through forecasting balanced budgets in line with service management plans	Director Internal Services		<p>Significant work is underway to interrogate historical financial data and service levels in order to inform important conversations with the community in 2020 around sustainability.</p> <p>Strategies (short, medium and long term) were highlighted at the first Quarter Budget Review and Councilors received a workshop in December with refined information.</p>
1.7.4	Undertake GIS Aerial Photography of LGA	Director Assets and Infrastructure		<p>Quotes have been received and a suitable contractor has been engaged for the provision of whole of LGA aerial photography. This is expected to be delivered by April 2020.</p>
1.7.5	Imaging and storing of all hard copy A1 size plans	Director Strategy Community and Place		<p>Imaging and Storage capabilities will be rolled out with new IT rollout in 2020.</p>

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

#	Operational Plan Action	Responsible Position	Status	Annual Comments
1.8.1	Undertake sub division in Snow Views Estate Stage 2 as per Council Resolution October 2018	Director Strategy Community and Place		Currently on hold as Council resolved to decrease costs of existing blocks to encourage sales.
1.8.2	Prepare business case for Council's consideration regarding the construction of two independent living units in Tumberumba	Director Strategy Community and Place		Draft in development.

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	Annual Comments
1.9.1	80% of all Development Applications are assessed and determined within 60 days	Director Strategy Community and Place		Development Applications have met time frames outlined in the action.
1.9.2	Develop new draft Local Environment Plan	Director Strategy Community and Place		Council Local Strategic Planning Statement and Community Participation Plan are currently being finalised in readiness for Community Consultation and public exhibition. Local Environment Plan will be developed thereafter.

#	Operational Plan Action	Responsible Position	Status	Annual Comments
1.9.3	Prepare and lodge Local Strategic Planning Statement by December 2019	Director Strategy Community and Place		Draft statement has been completed and will be reviewed by Council in early 2020 with a view to going on Public Exhibition thereafter.
1.9.4	Prepare and lodge Community Consultation Plan by December 2019	Director Strategy Community and Place		Plan is currently in draft format to be presented to council in early 2020 with the Community Consultation and Public Exhibition period to follow thereafter.

2: Growth through Innovation

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

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

#	Operational Plan Action	Responsible Position	Status	Annual Comments
2.1.01	Partner with Snowy Hydro, RDA, CRJO and State government to identify and pursue economic benefits/impacts expected from Snowy 2.0, including holding regional briefings and workshops to identify issues and opportunities. This should include targeted discussions around employment opportunities, potential works packages for local providers, training and development opportunities and community contribution opportunities.	Director Strategy Community and Place		Workshops and training sessions have been held in conjunction with Snowy Hydro, Future Generation JV, ICN and DPIE to share information and encourage participation in Snowy 2.0, including targeted tender writing training and upskilling of capabilities.
2.1.02	Pursue funding to complete long term spatial planning for our region. This would include working with regional partners to complete a long term snowy valleys region growth strategy that uses a spatial planning approach to identify future requirements around land use, infrastructure, government services, social facilities and environmental preservation.	Director Strategy Community and Place		Researching of funding opportunities is ongoing, including lobbying of the State Government through DPIE.

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

#	Operational Plan Action	Responsible Position	Status	Annual Comments
2.2.01	Develop and implement a snowy valleys investment attraction plan that includes: an investment story for the region, an investment prospectus that can be tailored to each town, an investment hub on our regional website, investment opportunity identification workshops, an invest snowy valleys event and development of a concierge service for prospective investors.	Director Strategy Community and Place		Ongoing, once the Snowy Valleys tourism marketing project is complete, the investment attraction materials will be produced to correspond to design and target audience. Workshops have been held to discuss anticipated opportunities and areas that need further exploration. Direct enquiries to economic development staff from current and prospective business owners have also increased.
2.2.02	Partner with National Parks to implement a joint action plan for visitor information centres in our region, including targeted experiences, joint campaigns and product promotion.	Director Strategy Community and Place		Joint Action plan is in early stages of discussion. Ongoing work will continue throughout 2019-2020. NPWS marketing campaigns are coordinated at a state level, but locally SVC's tourism team has worked with National Parks on promotions including at the Canberra Caravan & Camping show (October 2019).
2.2.03	Implement the new Snowy Valleys Tourism Brand and Marketing Strategy through: delivery of the new website, production of new merchandise, update of guides, completion of a new photography library and targeted campaigns.	Director Strategy Community and Place		Photography to be delivered in January, with video to follow soon after. Visitor guide delayed to make use of new imagery. New merchandise now available in Visitors Centre. Tourism app to be available soon.

#	Operational Plan Action	Responsible Position	Status	Annual Comments
2.2.04	<p>"Continue development of Snowy Valleys as a Cycling destination through:</p> <ul style="list-style-type: none"> • pursuing funding, completing land tenure agreements and ground proofing for the MTB Masterplan • delivering a campaign to promote the Tumbarumba to Rosewood rail trail opening • hosting a track and trail forum in partnership with local councils and regional authorities • delivery of cycling specific marketing tools and trackside tools (branded fixed pumps and repair kits) • identification of add on services (like bike hire) and investor opportunities • identification and facilitation of cycling event growth opportunities in partnership with local cycling advocacy groups." 	Director Strategy Community and Place		Funding opportunities being investigated for Hume and Hovell MTB Masterplan. Promotion of the Rail Trail and planning for the opening event are ongoing. Media famil opportunities being pursued.

#	Operational Plan Action	Responsible Position	Status	Annual Comments
2.2.05	Work with regional agencies to identify opportunities to develop new accommodation products to support peak periods and major events, including: an analysis of opportunities and an accommodation investment opportunity summary that is reflected in the regional investment story.	Director Strategy Community and Place		After the review of accommodation in the Snowy Valleys, SVC have assisted Destination Riverina Murray and Urban Enterprise to create an Accommodation Investment Prospectus for the region. The final draft was sent to SVC in early December for review, and is expected to be finalised and made public early in the new year.
2.2.06	Provide ongoing management of visitor facilities, services and products, including social media channels, visitor centres and related business support.	Director Strategy Community and Place		Management of visitor services is ongoing. Visit Snowy Valleys social media followers and reach continues to grow, and receive excellent engagement. The new Tourism Officer has commenced in the Tumbarumba Visitor Information Centre, managing the VIC and its staff.
2.2.07	Work with local industry and other councils to promote and support the development of the region as a food destination that includes a number of agritourism experiences. This includes working with the CBRJO and Canberra Airport to showcase the region, highlighting attractions through visitor guides and supporting the development of food and beverage business opportunities in targeted meetings.	Director Strategy Community and Place		Staff have been supportive if agritourism initiatives including the Tumut Co-op and have utilised partnerships to be featured at industry events. Work with the CRJO has also resulted in information about local produce and beverages being shared with a wider audience. The regional visitor guide to be released in January 2020 has a strong focus on food and beverage tourism.

#	Operational Plan Action	Responsible Position	Status	Annual Comments
2.2.08	Work with local businesses to identify potential winter events that can support increased visitation in winter months, including a workshop to discuss options, development of a targeted event list and engagement of benchmark councils around the costs and benefits of similar events in their region.	Director Strategy Community and Place		The Tourism Marketing Officer and the Events Officer have been encouraging businesses and community groups to consider events in the winter months, with varied success. They plan to work together to deliver the aforementioned workshop in Q3.
2.2.09	Deliver tourism focused projects promoting individual towns, including app development, targeted information guides, static information facilities and signage improvements.	Director Strategy Community and Place		Tourism app will be ready for launch in late December or early January. The Batlow and Adelong tourism projects are progressing, and will be delivered before the end of financial year. The Adelong Falls guide is undergoing a redesign, with copies of the new guide set to be available by February.

#	Operational Plan Action	Responsible Position	Status	Annual Comments
2.2.10	Partner with local councils to support attracting more drive tourists to travel through our region, including repositioning of Snowy Valleys Way, supporting Upper Murray 2030 projects and collaborating on marketing of regional events.	Director Strategy Community and Place		<p>Design of new Snowy Valleys Way website & brochure commenced. Managed by SVC, liaising with Cootamundra-Gundagai Regional Council (CGRC), Towong & Indigo Councils</p> <p>SVC Tourism Marketing Officer elected Deputy Chair of Thrive Riverina Regional Tourism, cementing collaboration with Riverina councils</p> <p>Partnering with CGRC for promotion at Canberra Handmade markets March 2020</p> <p>Continuing to support Upper Murray 2030 projects. Partnering with Wagga City Council to promote Snowy Valleys major events</p>
2.2.11	Work with other Councils and Crown Lands to build attraction to the Hume and Hovell Trail through a marketing	Director Strategy Community and Place		Agency appointed for new marketing plan, brochure and redesign of map kits for Hume

#	Operational Plan Action	Responsible Position	Status	Annual Comments
	program including social media, advertising and activation through events.			<p>& Hovell Track.</p> <p>Working with Destination Riverina Murray, NPWS, Forestry Corp and Crown Lands on a project to attract commercial operators to provide guided and supported hikes along the Hume and Hovell.</p> <p>Working on further media and social media partnerships for the track.</p>
2.2.12	Actively pursue opportunities to promote the region through editorial features, targeted advertising, famil tours, award nominations, leveraging regional campaigns and conference/summit presentations.	Director Strategy Community and Place		<p>Snowy Valleys will be represented at the Riverina Alley promotion at Canberra Handmade Markets in March.</p> <p>National media recently toured as part of a regional famil, resulting in a double-page spread in the Weekend Australian magazine, with more coverage to follow.</p> <p>Promotion at Canberra Caravan & Camping show, October 2019.</p> <p>QantasLink story to publish in March 2020.</p> <p>Involvement in stage 2 of "Go with the Flow" planned for 2020.</p> <p>Award nominations not being pursued at this stage.</p>

2.3: Promote, support and attract local small businesses

#	Operational Plan Action	Responsible Position	Status	Annual 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.	Director Strategy Community and Place		Ongoing. Council has formed a successful partnership with the Tumut Chamber of Commerce and have initiated a bi monthly networking event with the Tumbarumba Chamber of Commerce. Economic Development staff are also available to assist businesses with support.

2.4: Lobby for better telecommunications services

#	Operational Plan Action	Responsible Position	Status	Annual Comments
2.4.1	Support the SVC advocacy plan in advocating for better telecommunications coverage, including pursuing funding for an analysis of potential connectivity improvements/blackspot reduction and development of an in-house discussion paper around potential solutions.	Director Strategy Community and Place		Ongoing action, including working with the NSW Government on workshops and information gathering for their Regional Digital Connectivity Program.

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	Annual Comments
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#	Operational Plan Action	Responsible Position	Status	Annual Comments
2.5.1	Support the SVC advocacy plan priorities including development of a country university centre and a softwoods centre of excellence. Do this through targeted meetings, investment opportunity summaries and options analysis.	Director Strategy Community and Place		A Business Case for a Country University Centre has been developed and a Board is in the process of being formed and funding partners have been approached. The Softwoods Working Group was also successful in lobbying for a Regional Softwoods Hub.
2.5.2	Work with local business leaders, regional agencies, chambers of commerce and education providers to analyse local skills gaps, knowledge and talent retention challenges and a set of agreed actions to collectively address it. This includes informing and supporting the development of a Business Centre of Excellence/Country University Centre and identifying ways to enhance of add value to our primary industries.	Director Strategy Community and Place		This is ongoing. Networking events and targeted workshops with local Chambers has identified areas to be addresses. The Country University Centre is a priority action with funding partners being sought. Council officers have also continued to work with business federal and state agencies to identify skill gaps and retaining talent. Discussion have been held with major industry to analyse how to attract and retain staff and residents.

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	Annual Comments
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#	Operational Plan Action	Responsible Position	Status	Annual Comments
2.6.1	Progress investigations into emerging industries and technologies through establishment of a Business Innovators Group, identification of investment options and an agreed action plan. This discussion should include a range of opportunities, including renewable energy options, value adding to agriculture/timber industries, recycling opportunities and supporting new knowledge based industries.	Director Strategy Community and Place		Ongoing. There has been increased discussions with emerging and current business leaders to identify how to address future opportunities, including value adding.
2.6.2	Complete a Program Business Case for the Batlow Cannery site that tests investment options and identifies a preferred mix of development steps to be delivered over a 5-10 year period.	Director Strategy Community and Place		A consultant will soon be appointed to develop the Business Case, with the Business Case to be delivered on target by June 2020. Clean up and demolition works have begun on site.
2.6.3	Develop improved economic analysis tools for use in outlining issues and opportunities for locals and investors, including upgrading of software and including data in the regional investment attraction story.	Director Strategy Community and Place		The new tools are being used and access to the data is shared.
2.6.4	Work with the softwoods working group to advocate for a softwoods centre of excellence in addition to identifying skills gaps, land supply and innovation opportunities to support the local timber industry.	Director Strategy Community and Place		Snowy Valleys Council continues to be a vocal advocate for the softwoods industry and a member of the Softwoods Working Group, supporting them in their work to identify and address issues.

#	Operational Plan Action	Responsible Position	Status	Annual Comments
2.6.5	Deliver a program of regional attraction initiatives to encourage more people to live in the region, including: facilitating the country change program, investigating holding a country change expo, refreshing the snowy valleys up close films and supporting marketing.	Director Strategy Community and Place		The destination marketing rebranding project and other associated projects are due for completion, which enhances the regional investment attraction narrative. Council continues to be a part of the Country Change program and are featured on their social media channels.

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 Council's carbon footprint and supporting the use of clean energy

#	Operational Plan Action	Responsible Position	Status	Annual Comments
3.1.1	Continued focus on the utilisation of clean energy usage with Council	Director Assets and Infrastructure		Renewable energy options considered and engaged for the provision of extended opening hours for the Tumut and Adelong Pools. Additional options being included in grant applications where suitable for the use of clean energy to power new or current assets supply needs.
3.1.2	Use the updated climate change risk assessments and forum feedback to develop an achievable climate change action plan.	Director Strategy Community and Place		Internal workshops are scheduled to be held in February 2020 and subsequently the risk assessments will be completed by Statewide Mutual.

3.2: Promote programs and initiatives which encourage more sustainable living

#	Operational Plan Action	Responsible Position	Status	Annual Comments
3.2.1	Facilitate waste recycling program	Director Assets and Infrastructure		Waste recycling program ongoing. Investigation into FOGO option underway and waiting on funding to pursue further development of this within Council to move towards less waste going into landfill

#	Operational Plan Action	Responsible Position	Status	Annual Comments
3.2.2	Continue to pursue funding to deliver targeted climate change projects that can address the areas of highest risk.	Director Strategy Community and Place		Officers continue to research funding opportunities and encourage community members and groups to apply for funding when it relates to community initiatives. Staff have been involved in several workshops run by the DPIE Net Zero Emissions and Climate Resilience team.
3.2.3	Mannus Lake Assessment Deliver on actions of report	Director Assets and Infrastructure		Mixer has been implemented in Mannus Lake and is operational. This has been funded through grant funding. Macrophyte growth is being observed and encouraged within the lake to manage BGA in the long term as per report.

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

#	Operational Plan Action	Responsible Position	Status	Annual Comments
3.3.1	Develop and implement a Waste and Recycling Strategy	Director Assets and Infrastructure		Waste Strategy endorsed with FOGO implementation pending the receipt of grant funding.
3.3.2	Develop an environmental risk profile for landfill sites	Director Assets and Infrastructure		Awaiting finalisation of FOGO as part of the Waste Strategy before we can develop the risk profile for landfill sites
3.3.3	Maintain active membership in Regional Waste Forums (REROC and South West Regional Waste Management Group)	Director Assets and Infrastructure		Attendance at SWRWMG still undertaken and inclusion in the CBRJO underway.

#	Operational Plan Action	Responsible Position	Status	Annual Comments
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3.4: Protect and manage the local environment including air quality, waterways, rivers and streams

#	Operational Plan Action	Responsible Position	Status	Annual Comments
3.4.1	Collect samples and test public water supply as required by legislation	Director Assets and Infrastructure		Weekly sampling undertaken by relevant officers. Notification of results received and relevant actions undertaken. No significant breaches have been reported or required action with continue engagement with Department of Industry and Department of Health on the supply of water.

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

#	Operational Plan Action	Responsible Position	Status	Annual Comments
3.5.1	Continued focus on Weed eradication within the LGA	Director Strategy Community and Place		Weed eradication and management has commenced and will continue throughout the region throughout early 2020.

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	Annual Comments
4.1.1	Continue strategic engagement activities that ensure visibility and coherence between council and the community, including delivery of dynamic reference groups and a feedback summary, plus targeted Councilor Roadshow sessions.	Director Strategy Community and Place		Councilor Roadshow sessions will be scheduled for Jan-March quarter to coincide with Community Sounding Board sessions to assist with Draft Operational Plan and Budget presentations.
4.1.2	Facilitate Mayoral Summit	Office of the General Manager		Mayor and Councillors hosted the General Manager and Mayors from the Canberra Region Joint Organisation in December for the monthly board meeting. The group received a presentation on the future direction of One SVC and toured the region's assets including our work on the pilot rail trail for NSW.

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

#	Operational Plan Action	Responsible Position	Status	Annual Comments
4.2.1		Office of the General Manager		Communications strategy implementation plan finalised and project planned with

#	Operational Plan Action	Responsible Position	Status	Annual Comments
	Implement the corporate communications strategy			resources, timelines and priorities. Additional specialist resources have been secured to provide resourcing support to enable expedited implementation of priority actions in this financial year.

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

#	Operational Plan Action	Responsible Position	Status	Annual Comments
4.3.01	Maintain Councils communication infrastructure	Director Internal Services		Progressing
4.3.02	Provide support for Councils corporate systems and IT infrastructure to maintain business continuity	Director Internal Services		Progressing and future improvement constantly being researched
4.3.03	Foster relationships with educational institutions through initiatives including: scholarships, awards, work placements, career talks	Director Internal Services		A pathway program for Council is in development consistent with the resolution of council that SVC invest \$500K in pathway positions over a two year period.
4.3.04	Promote and implement safety and well-being initiatives in accordance with Councils Resourcing Strategy and Safety Plans	Director Internal Services		Work continues on promotion of safety initiatives for the workforce. Council's Road Safety Officer has addressed staff gatherings promoting safe driving behavior over the Christmas/New Year period. Regular updates provided at these gatherings.

#	Operational Plan Action	Responsible Position	Status	Annual Comments
4.3.05	Convene meetings for the Safety, Risk and Quality committee quarterly	Director Internal Services		The Safety Risk and Quality (internal) committee has met in the November quarter to review safety and risk statistics and to make recommendations to the executive leadership team on improvement strategies.
4.3.06	Implement workforce actions from Councils Resourcing Strategy	Director Internal Services		Significant work is underway to progress key actions in the Resourcing Strategy, in particular the Council Improvement Plan. These include the refresh of the current Program Management Office, improvement of the level of detail in the budget, organisational restructure/realignment, a renewed focus on employee leave entitlements to manage excess leave and development of service management plans that clearly describe the services council can afford to realistically deliver for the community.
4.3.07	Implement the internal communications framework	Office of the General Manager		Internal communications framework has been incorporated into the Communications strategy and implementation plan. Priority actions are underway including increased regular communication from the GM and ELT to staff.

#	Operational Plan Action	Responsible Position	Status	Annual Comments
4.3.08	Work Improvement Teams convened to improve efficiencies and culture of Snowy Valleys Council	Office of the General Manager		Work Improvement Team project transferred to existing functional areas in order to allow the internal focus to remain on gaining efficiencies and culture improvement via the Organisational restructure and on-boarding of the new management team.
4.3.09	Executive Team Mentoring Program initiated	Office of the General Manager		<p>Given organisational realignment and appointment of new executive team, work on this will commence in earnest in third quarter once executive team are in place.</p> <p>To date, the interim team have received mentoring and team building sessions in November.</p>

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

#	Operational Plan Action	Responsible Position	Status	Annual Comments
4.4.1	Implementation of Customer Service Framework including adoption of Customer Service Charter outlying Service Deliverables and Customer Service Policy.	Director Internal Services		Customer Service Charter has been approved and distributed.

#	Operational Plan Action	Responsible Position	Status	Annual Comments
4.4.2	Source new telephone system for council which will incorporate software to capture telephone call data i.e. Duration of Calls, Abandonment rates, number of calls	Director Strategy Community and Place		Testing of new system has commenced. Full deployment of the new phone system is dependent upon the upgrade in connectivity between Tumut and Tumberumba. Anticipate migration of servers early 2020.
4.4.3	Conduct the annual Community Satisfaction Survey	Office of the General Manager		Determination of whether this will proceed in this financial year given budget constraints will be made before end of Q3.

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

#	Operational Plan Action	Responsible Position	Status	Annual Comments
4.5.1	Implement business continuity plan	Director Internal Services		Existing BCP requires extensive review and rework to ensure currency. Scheduled as part of policy project for completion before 30 June 2020.
4.5.2	Implement an Enterprise Risk Management Framework	Director Internal Services		Council has welcomed a new Risk Management Officer to the team. Review and full deployment of the Enterprise Risk Management Framework is a priority for this role for the remainder of this financial year.

#	Operational Plan Action	Responsible Position	Status	Annual Comments
4.5.3	Provide support to volunteer groups and section 355 committees to manage risk.	Director Internal Services		<p>Work continues on this large project. Revised project timelines include a report to Council in February on the revised s.355 management model and intensive engagement with s.355 committees during the public exhibition period.</p> <p>Volunteers continue to be identified and inducted, with numbers reaching approx. 350.</p>
4.5.4	Undertake 3 internal audits annually	Director Internal Services		<p>Council, on recommendation from Audit, Risk and Improvement Committee, have agreed to reduce the internal audits from 3 to 2. This is in response to current staff workloads and cost implications.</p> <p>The first internal audit for 2019-20 is focused on Risk Management and Culture and is scheduled for completion before end of January 2020.</p>
4.5.5	Coordinate Policy Harmonisation project	Director Internal Services		<p>This project is progressing well and is on track for finalisation before end of financial year.</p> <p>As at 6 December, 33% were complete, 26% in progress, 18% have been combined/merged leaving 23% to be finished.</p>

#	Operational Plan Action	Responsible Position	Status	Annual Comments
4.5.6	Develop and Implement a Councilor Induction and Professional Development Guidelines	Director Internal Services		Work is due to commence in 2020 on the development of the Councilor Induction program. Policy complete and tabled at November council meeting for approval to go on public exhibition. Anticipate adoption at February 2020 council meeting once community submissions received and reviewed.
4.5.7	Prepare and coordinate requirements for 2020 council elections	Director Internal Services		This will be a priority for Q4 in this financial year.
4.5.8	Complete Policy Harmonisation for Assets and Infrastructure	Director Assets and Infrastructure		Harmonisation of policies for Assets and Infrastructure progressing well. This includes completion of the Draft Drinking Water Management Policy, Dialysis Policy, Tree Management policy, Footpath Policy and Road Verge Management Policy which have all been harmonized as part of OneSVC. Further focus on Stock Grids, Asset Rationalisation and Levels of Service to be developed.
4.5.9	Complete Policy Harmonisation for Strategy and Place	Director Strategy Community and Place		Policy Harmonisation continues throughout the Strategy and Place Division.
4.5.10	Complete Policy Harmonisation for Community Services	Director Strategy Community and Place		Policies continue to be harmonised throughout the Community Services division.

#	Operational Plan Action	Responsible Position	Status	Annual Comments
4.5.11	Complete Policy Harmonisation for Infrastructure Works	Director Assets and Infrastructure		Policy Harmonisation continues throughout the Infrastructure Works Division.
4.5.12	Complete Policy Harmonisation for Finance and IT	Director Internal Services		Significant work has been undertaken by the Finance and IT team in partnership with the governance team. At the November council meeting council endorsed the public exhibition of the Debt Recovery and Rates Hardship Policy, Rates and Annual Charges Protocols, Arrangement to Settle Accounts and Investment Policy. Anticipate adoption in February 2020 after submissions have been received and reviewed.

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

#	Operational Plan Action	Responsible Position	Status	Annual Comments
4.6.01	Undertake advocacy initiatives in accordance with the priorities as adopted in the Advocacy plan	Office of the General Manager		Advocacy Opportunities with Deputy Premier 15/11/19 and Minister for Local Government 29/10/19 and Senator Wes Fang 6/12/19

#	Operational Plan Action	Responsible Position	Status	Annual Comments
4.6.02	Maintain an active membership to the Canberra Region Joint Organisation	Office of the General Manager		Hosted December Canberra JO meeting in Tumut including field trips to Visy, Snowy hydro T3 power station and Tumba to Rosewood Rail Trail. General Managers Advisory Group attended by GM. GM member of the skills strategy subcommittee. Participated in the ACT-CBJO Regional Waste Roundtable in Canberra on 4/12/19.
4.6.03	Partner with stakeholders to ensure sustainable outcomes for the region as a result of Snowy 2.0	Office of the General Manager		GM participated in the Snowy 2.0 Regional Co-ordination Group 20/11/19.

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	Annual Comments
5.1.1	Develop a project management plan for the Brindabella Road Upgrade to support advocacy efforts to fund \$800,000 to undertake site assessments and prepare detailed concept plans.	Director Assets and Infrastructure		Economic Analysis Business Case completed. This will inform the Project Management Plan for Brindabella Road.
5.1.2	Complete the 2019/2020 infrastructure maintenance and construction program	Director Assets and Infrastructure		The delivery of the 2019/2020 infrastructure maintenance and construction program is progressing well with works currently underway on the maintenance grading program, Grahamstown Road Rehabilitation, Hume and Hovel Bridges, Gilbert Ln and Indi Road.

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

#	Operational Plan Action	Responsible Position	Status	Annual Comments
5.2.1	Deliver Capital works program	Director Assets and Infrastructure		Delivery of the 2019/20 Capital works program is progressing well with works currently underway on the Batlow Caravan Park, Tumbarumba Showgrounds, Tumbarumba to Rosewood Rail Trail, Tumut Bike Pump Track, Khancoban Streetscape and the construction of a new playground in Talbingo.

#	Operational Plan Action	Responsible Position	Status	Annual Comments
5.2.2	Develop and Implement Operational and Maintenance Plans for Open Space, Pools, Facilities and Street Trees.	Director Assets and Infrastructure		Work is progressing on the development of service level plans and service management plans for open space, pools, facilities and street trees.
5.2.3	Manage Swimming Pools in accordance with NSW Government Practice Note 15 and Royal Lifesaving Society of Australia Guidelines.	Director Assets and Infrastructure		The pools have been opened and are operational in line with the requirements and guidelines. Qualified personnel ensure the guidelines are adhered to and the facilities are maintained.
5.2.4	Maintain and improve public facilities, buildings, amenities within budget.	Director Assets and Infrastructure		Delivery of the annual program for the maintenance of public facilities including buildings and amenities is progressing well with the completion of upgrades to the Rosewood, Talbingo, Batlow and Adelong playgrounds.

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

#	Operational Plan Action	Responsible Position	Status	Annual Comments
5.3.1	Work with CBRJO partners, SEATS and transport agencies to progress Brindabella Road, support haulage route	Director Strategy Community and Place		Lobbying and advocacy is ongoing. A possible partnership is being explored with a

#	Operational Plan Action	Responsible Position	Status	Annual Comments
	upgrades, identify funding opportunities for installing EV charging facilities, advocate and investigate potential funding for improved regional bus/rail links and cycling facilities.			community group and stakeholders to advance recreational mountain bike trails in the region.

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	Annual Comments
5.4.1	Develop Management Plans for all public parks, gardens and reserves. Plan to include; 1. Annual budget for maintenance, renewal of assets etc. 2. Register of all parks, gardens and reserves owned by council, crown land. 3. Maintenance and renewal program	Director Assets and Infrastructure		Registering of open space assets in Councils asset maintenance management system (REFLECT) is continuing. Service Management Plans are still to be finalised on the maintenance and management of the assets to determine the level of service acceptable for the community and intervention levels.

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

#	Operational Plan Action	Responsible Position	Status	Annual Comments
5.5.1	Complete the planning and delivery of cycling infrastructure, including.	Director Assets and Infrastructure		

#	Operational Plan Action	Responsible Position	Status	Annual Comments
	<ul style="list-style-type: none"> * Tumbarumba to Rosewood Rail Trail. * The Mountain bike connection between the Hume and Hovell Trail and Tumbarumba. * Tumut Pump Track 			Tumut Pump track has been constructed. Tumbarumba to Rosewood Rail Trail is on track to be delivered and open in April 2020.

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

#	Operational Plan Action	Responsible Position	Status	Annual Comments
5.6.1	Develop service level agreements for open spaces	Director Assets and Infrastructure		Service Management Plans being developed. These will communicate the service levels expected from the Community and inform the Service Levels.
5.6.2	Undertake assessment of all council managed Crown Lands and investigate transfer of ownership to Council where deemed appropriate	Director Assets and Infrastructure		Assessment of Crown Lands underway. Split to Community and Operational land being established and confirmed. This will be presented to Council and the community in the 3rd quarter of 2019/2020 financial year.
5.6.3	Seek funding opportunities to enhance active and passive recreation opportunities	Director Assets and Infrastructure		Funding has been received under the Shared Pathway program for Boundary Street Tumbarumba. Construction of shared pathway has been completed in Talbingo.



OPERATIONAL PLAN
Half Yearly Action & Project Update