

### **10.3 SNOWY VALLEYS 2023-2024 SIX MONTHLY COMBINED DELIVERY PROGRAM AND OPERATIONAL PLAN PROGRESS REPORT - ATTACHMENT**

Attachment Titles:

1. 2023-2024 SNOWY VALLEYS COUNCIL SIX (6) MONTHLY DELIVERY PROGRAM AND OPERATIONAL PLAN PROGRESS REPORT - DRAFT



**DRAFT  
SIX MONTHLY REPORT  
JULY - DECEMBER 2023**

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# INTEGRATED PLANNING & REPORTING FRAMEWORK

Under the NSW *Local Government Act 1993*, councils are required to develop a hierarchy of plans known as the Integrated Planning and Reporting (IPR) Framework.

This framework assists councils in delivering their community's vision through long, medium, and short-term plans.

Snowy Valleys Council Community Strategic Plan (CSP), *Towards 2042*, identifies the community's vision for the future long-term outcomes, and strategies to get there and how council will measure progress.

## LONG TERM

The CSP has five (5) strategic directions:

### 1. Our Community

Our communities are connected and inclusive, supported by services that nurture health, wellbeing, and identity.

### 2. Our Economy

Our diverse economy supports community longevity, vibrancy, and a sustainable future.

### 3. Our Environment

Our natural environment is cared for and protected to ensure future generations can experience and enjoy its beauty.

### 4. Our Infrastructure

Our local infrastructure is sustainable and facilitates our way of life.

### 5. Our Civic Leadership

Our civic leadership and organisational governance foster an open and transparent partnership with our community.

## MEDIUM TERM

## SHORT TERM

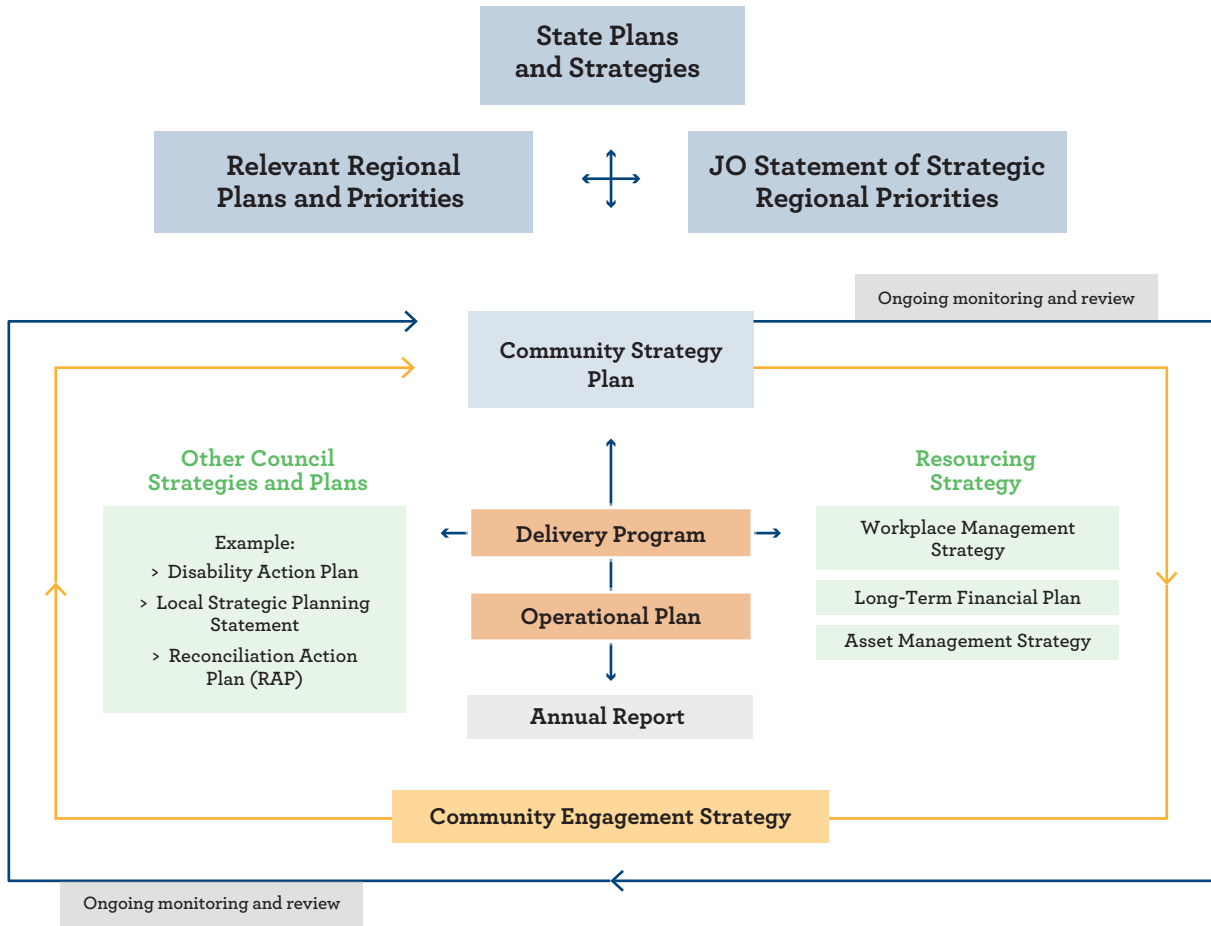
The one (1) year Operational Plan (OP) sits within the Delivery Program and contains detailed actions to be achieved within the financial year alongside the Operational Budget.

These plans are supported by the Resourcing Strategy which consists of the following key components:

- › Long Term Financial Plan (LTFP)
- › Strategic Asset Management Plan (SAMP)
- › Workforce Management Strategy (WMS)



## Integrated Planning and Reporting Framework Diagram



## READING THIS REPORT

Every six months, Council must report back to the community on the work undertaken to deliver on the commitments and principal activities outlined in the Delivery Program via actions within the Operational Plan.

This Six-Monthly Report contains information on Council's progress from 1 July to 31 December 2023 against the 206 actions and initiatives that detail the delivery of Council's service to the community in the 2023-2024 Operational Plan.

The Report is divided into the five themes of the Community Strategic Plan and the corresponding principal activities of the Delivery Program for each. The actions associated with the achievement of each principal activity are then displayed by the Service Area responsible for their completion. A commentary is provided against each action, as well as a symbol which shows status for the completion of the action within the financial year – Completed, On Track, Off Track, Delayed/Impacted or Not Achieved.

An update against the Operational Budget is shown from page 81. A status report of the operational budget of each Service Area is also provided. Progress against the Capital Works program is detailed from page 102.

### Other ways we report our Progress:

Reporting is a key element of the Integrated Planning and Reporting Framework. We use a variety of tools to report our progress in achieving the Community Strategic Plan and implementing the Delivery Program, as well as our financial performance against the annual and long-term budget.

#### › **Delivery Program Progress Report (This Report)**

Every six months, Council prepares a report detailing our progress in achieving the principal activities detailed in the Delivery Program.

#### › **Annual Report**

Within five months of the end of each financial year, Council prepares an Annual Report, which includes a copy of our audited financial reports. The Annual Report details our progress in implementing the Delivery Program and the activities we have undertaken to deliver on the objectives of the Community Strategic Plan.

#### › **State of our Region Report**

Tabled at the second meeting of a newly elected council, the State of our Region Report provides an update on our progress in implementing the Community Strategic Plan over the Term of the outgoing Council, as well as the results and outcomes that the implementation of the Community Strategic Plan has had for our community.

#### › **Budget Review Statements**

Council prepares a Budget Review Statement three times a year which shows, by reference to the estimate of income and expenditure set out in the statement of Council's Revenue Policy in the Operational Plan for the relevant year; a revised estimate of the income and expenditure for that year.

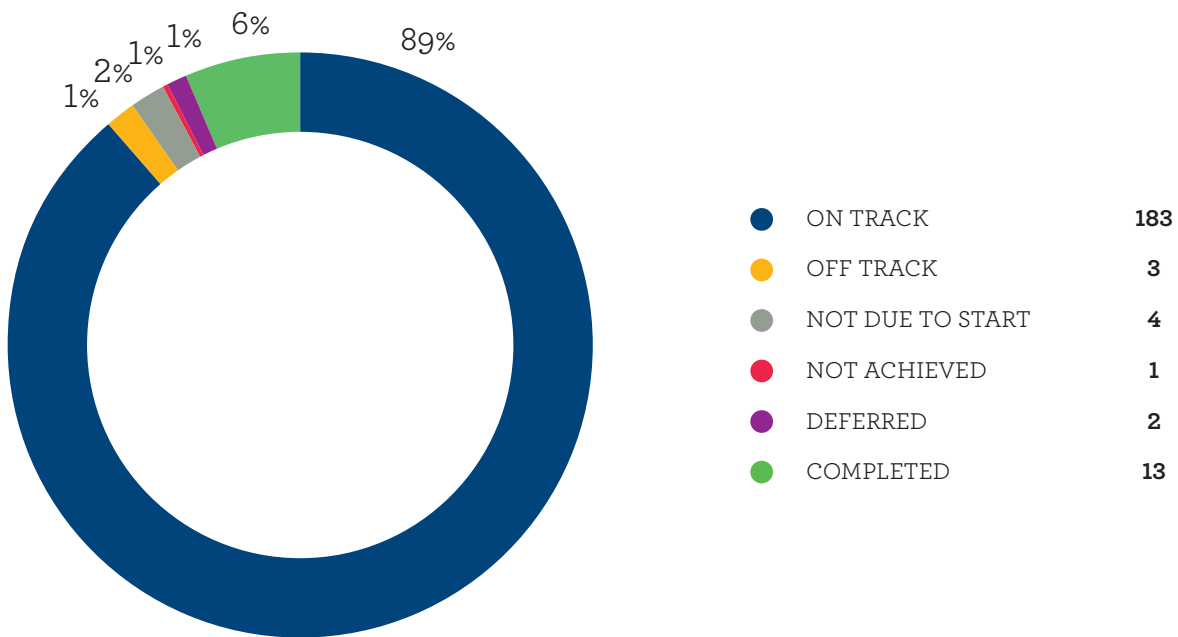
# MEASURING PROGRESS - SUMMARY

This section contains a detailed report on Council’s progress against the 206 actions and initiatives that detail the delivery of Council’s service to the community in the 2023-24 Operational Plan from 1 July to 31 December 2023.

### As of 31 December 2023:

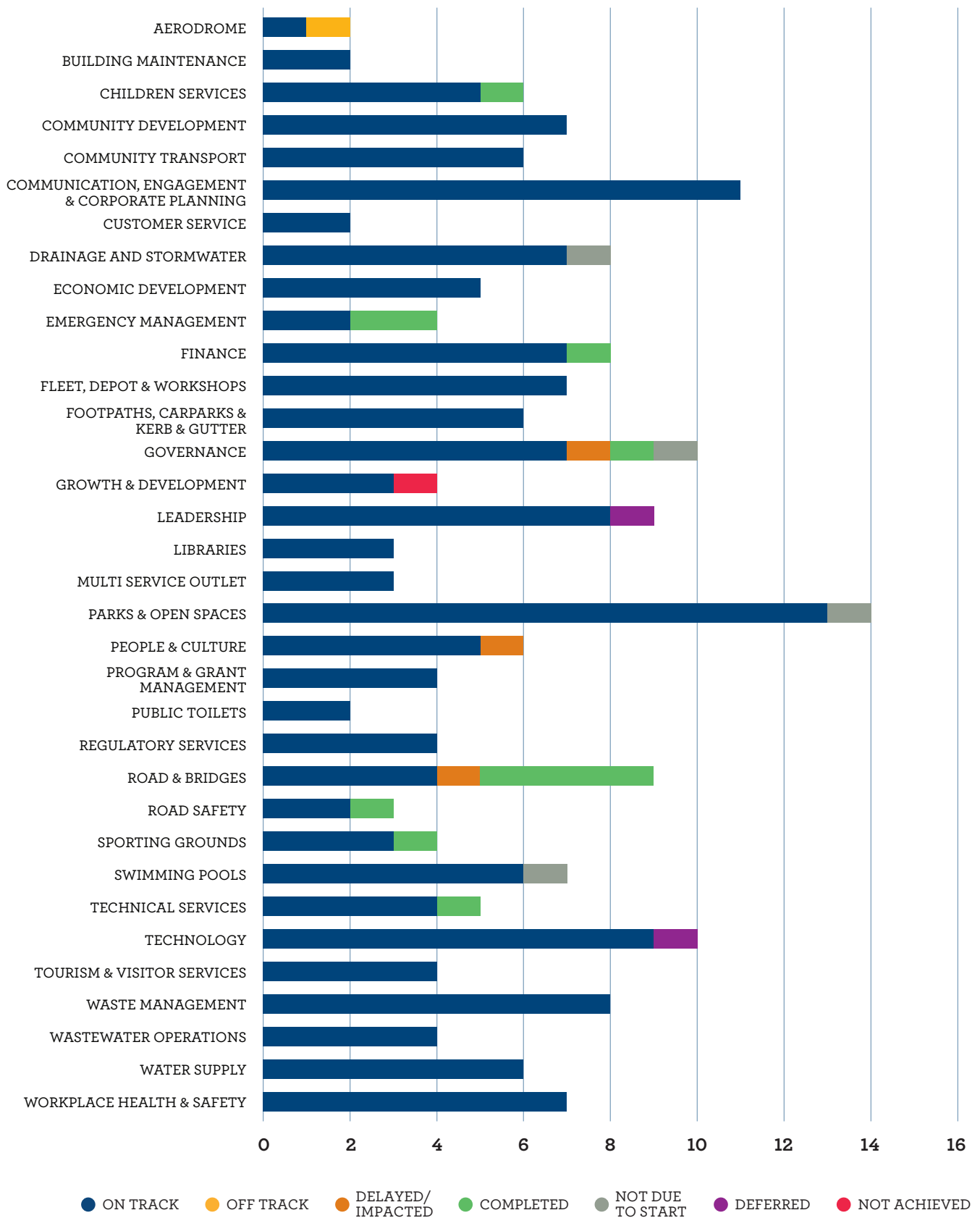
- › 95% of actions ‘Completed’ or ‘On Track.’
- › 5% of actions ‘Off Track’, ‘Not due to start, Delayed/Impacted, Deferred or ‘Not achieved’.

STATUS BREAKDOWN





## STATUS OF ACTIONS BY SERVICE



# SIX MONTHLY HIGHLIGHTS

## 1. OUR COMMUNITY

**27 local events will share \$55,000** under Council's Event Sponsorship program. Council sponsored a diverse lineup of events from regional agricultural shows to bonfire nights.



**Council awarded 22 local community groups and sporting bodies** a share in a total of \$74,454 in SVC Community Strengthening and Capital Sports and Recreation Grants.



Many locals braved the weather conditions at **NAIDOC Week celebrations** in Tumut and Tumbarumba to recognise the important role elders play in our communities.



Council hosted successful **Colour Explosion Fun Run** school holiday events in Tumut and Tumbarumba.



We celebrated **Local Government Week** by shining a spotlight on our community libraries in Adelong, Batlow, Tumbarumba and Tumut.



Over 50 motorcyclists joined Council's Road Safety Officer at **Khancoban's Coffee with a Cop** event which was targeting motorcyclist fatigue.



Council welcomed ten **new citizens** into our region, taking the total for the year to 44.



## 2. OUR ECONOMY

**Batlow Itinerant Worker Accommodation** officially opened in October 2023, providing an additional 60 permanent beds.



Council partnered with Destination Riverina Murray to deliver two **Small Business Month webinars** in October 2023.



**Council established the Khancoban Visitor Economy Development Group**, partnering with Destination Riverina Murray, Upper Murray Inc and Khancoban United Volunteers Association (KUVA).



**A total of nine events were sponsored by Council** from 1 June to 30 December 2023 to the value of \$18,295.



### 3. OUR ENVIRONMENT

Council is breaking new ground by trialing **sanitary bins for incontinence products in male public toilets** in Tumut, Adelong, Batlow and Tumbarumba.



Waste collection trucks equipped with **high-tech fleet tracking and monitoring system** to help manage domestic waste challenges.



Construction of the **Organics Processing Facility** at the Gilmore site underway. The facility will allow Council to process food and garden (FOGO) collections into rich compost in 6-8 weeks.



New **dog waste bag dispensers** are being installed at various locations across the region to make it easier for owners to clean up after their pets. Cleaning up after dogs is part of being a responsible pet owner and the dispensers provide bags to people who may have forgotten their own.



**Council partnered with local Landcare Nurseries** and offered a free tree to every resident in celebration of National Tree Day.



### 4. OUR INFRASTRUCTURE

The \$3,000,000 funded **Brindabella Road upgrade project completed**, the 10km stretch between the Goodradigbee River and Piccadilly Circus (ACT border) is now wider and safer than ever.



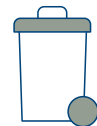
**Local Road Community Infrastructure (LRCI) funded footpaths** constructed around Tumut to help pedestrian connectivity and make walking or riding a bike to school easier and safer.



**New amenities in Goldfields Park** Tumbarumba completed.



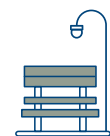
**Adelong street bins** were upgraded with new bin surrounds featuring a shovel and pick design.



The funded **Tooma Road repair works** completed on a 1.4km section of Tooma Road near Paddys River Falls Road intersection.



**Tumut Rotary Pioneer Park upgrades completed** with new amenities, playground equipment, nature play area, seating, bridges, pathways, and solar lighting.



### 5. OUR CIVIC LEADERSHIP

Council submitted its **de-amalgamation business case** to the Minister for Local Government.



In developing **new tourism opportunities to attract visitors to Batlow**, Council agree to

the delivery of a Batlow Cider Rail Trail and establish a steering committee to drive the project forward in accordance with the NSW Rail Trail Framework 2022.



We celebrated **Snowy Valleys Volunteers** at morning teas in Tumut and Tumbarumba.



**New contract signed with ServiceNSW** in November 2023 confirming service delivery for the next 4 years.



**687 social media posts** were published to SVC pages between July and December reaching 867,261 people and engaging 89,219 people.





## Financial Summary

Council adopts its original budget in June each year, forecasting the known income, operational expenses, and capital works for the coming financial year.

Through the Quarterly Budget Review process reported to Council, Council reviews and adjusts the original budget to manage variations that occur because of:

- › Receiving grant funding
- › Recognising increased/decreased expenditure and income
- › Council resolving to adjust expenditure.

Council's original budget indicated \$88.821M in income and \$53.270M expenditure, including \$36.690M in Capital Grants and contributions.

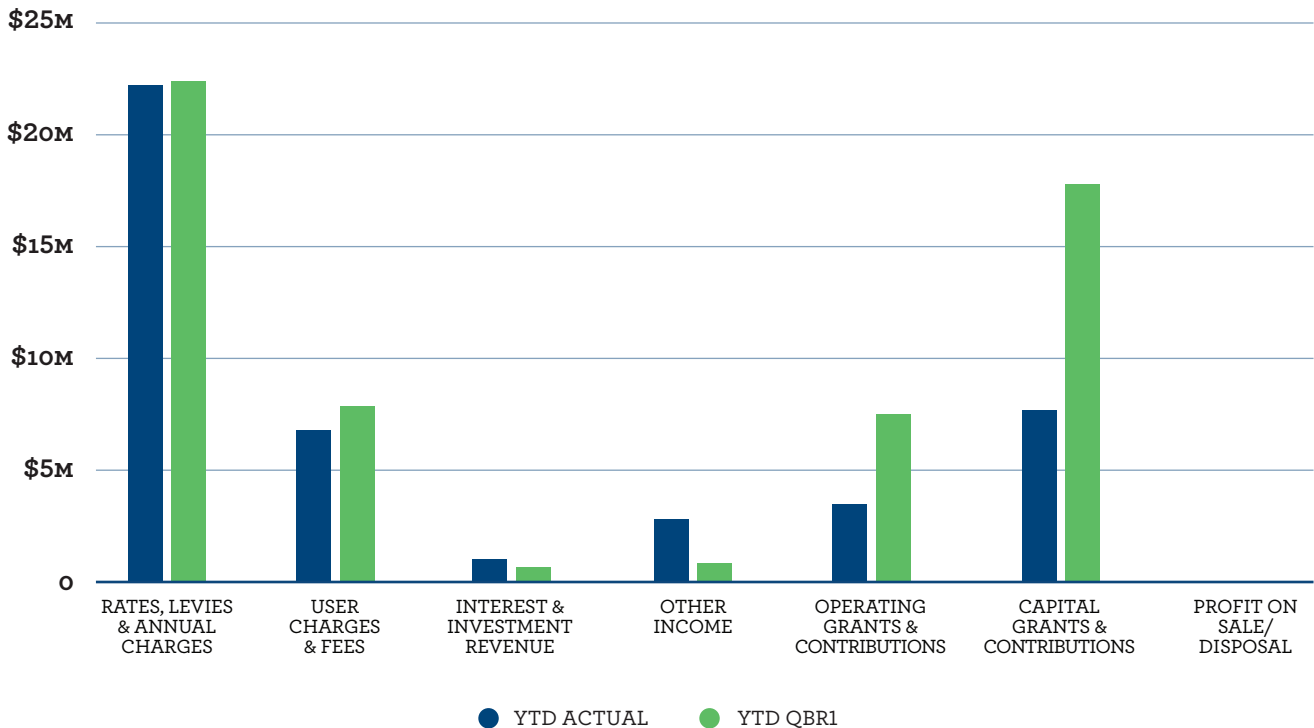
The original budget forecast a surplus of \$35.551M (including capital items) and a deficit of \$1.139M (excluding capital items).

The projected result, at the Six-Month mark, forecasts \$72.162M in income and \$55.562M expenditure, including \$16.186M in Capital grants and contributions.

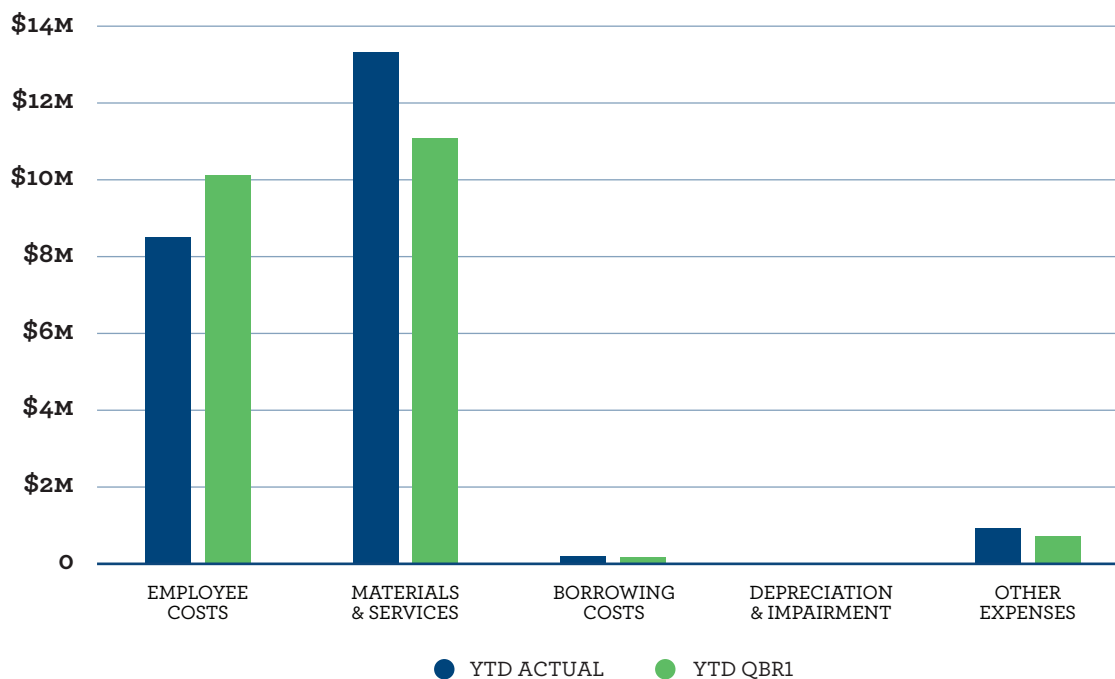
The adjusted forecast is a surplus of \$16.600M (including capital items) and a surplus of \$414K (excluding capital items).

Unrestricted cash reserves are estimated to be \$2.412M, within Council's policy requirements.

### OPERATING INCOME PERFORMANCE OF INCOME YEAR TO DATE (YTD) DECEMBER 2023

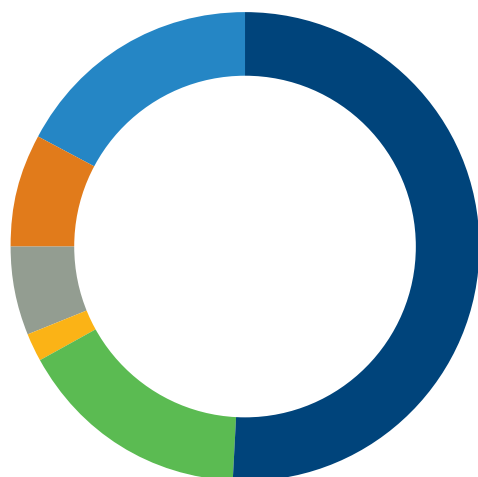


**OPERATING EXPENDITURE  
PERFORMANCE OF EXPENDITURE YEAR TO DATE (YTD) DECEMBER 2023**



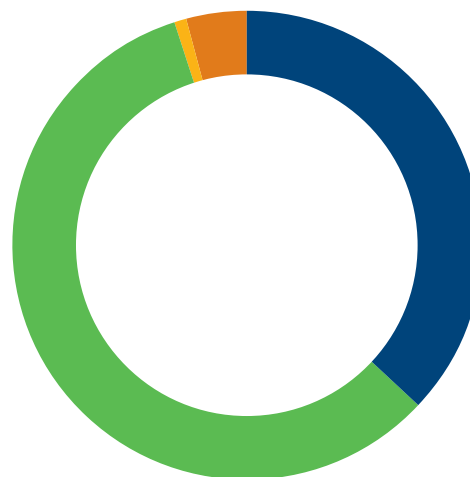
**ACTUALS**

**INCOME SPLIT BY ACTIVITIES  
DECEMBER 2023**



- RATES, LEVIES & ANNUAL CHARGES 51%
- USER CHARGES & FEES 16%
- INTEREST & INVESTMENT REVENUE 2%
- OTHER INCOME 6%
- OPERATING GRANTS & CONTRIBUTIONS 8%
- CAPITAL GRANTS & CONTRIBUTIONS 17%
- PROFIT ON SALE/DISPOSAL 0%

**EXPENDITURE SPLIT BY ACTIVITIES  
DECEMBER 2023**



- EMPLOYEE COSTS 37%
- MATERIALS & SERVICES 58%
- BORROWING COSTS 1%
- DEPRECIATION & IMPAIRMENT 0%
- OTHER EXPENSES 4%

# OUR SERVICE AREAS

Our Delivery Program and Operational Plan is achieved by delivering through the following service areas:

## 1. Aerodrome

Maintenance and operation of Tumut Aerodrome and Tumbarumba Airstrip in accordance with CASA requirements, including management of infrastructure and lighting standards as well as safety inspections to ensure a safe, fit for purpose facility for emergency services, industry and community use.

## 2. Building Maintenance

Provision of maintenance, cleaning and management of Council buildings, including offices, halls and community facilities.

## 3. Cemetery Management

Maintenance and management of Adelong, Batlow, Brungle, Khancoban, Rosewood, Tooma, Pioneer, Tumbarumba and Tumut Lawn cemeteries including management of plot and niche purchases, transfer of internment rights, approvals of monumental works and issuing approvals to work in cemeteries.

## 4. Children's Services

The operation of four (4) children's services; Carcoola Children's Centre, Khancoban Preschool, Khancoban Toy Library and Puggles mobile children's services van, which are funded through income streams from Federal and State Government and fees charged to families.

## 5. Communication, Engagement and Corporate Planning

External communication of Council's operational activities and strategies, internal communication, community engagement and consultation, corporate strategic planning.

## 6. Community Development

Oversee the development and implementation of community development practices, events and programs that facilitate capacity building in the community.

## 7. Community Transport

Community Transport provision is operated from the Multi Service Outlet in Tumbarumba and Tumut District Community Transport. Community Transport is available for those in the Commonwealth Home Support Program target group for a variety of activities and day-to-day living.

## 8. Customer Service

Provision of front-line customer service and associated administrative needs through Council's customer service desks and call centre.

## 9. Drainage and Stormwater Management

Maintenance of 80kms of Stormwater drainage pipes and 3801 pipe culverts in rural areas.

## 10. Economic Development

Support the economic growth and prosperity of the region through the delivery of initiatives that support the growth of new and existing businesses and industry, and promote the region as a location to live, work, invest and play.

## 11. Emergency Management

Provision of ongoing support and resources to emergency service organisations and the local emergency management committee in order to facilitate an effectively coordinated local emergency preparedness and response as required.



## OUR SERVICE AREAS (Continued)

### 12. Finance

Alignment of Council expenditure with strategic priorities and legislative reporting requirements including long term financial planning, accounts payable/receivable, rates and payroll.

### 13. Footpaths, Carparks and Kerb & Gutter

Delivery of maintenance and renewal works across 100kms shared footpaths and cycleways and 144kms of kerb and guttering, and the provision and maintenance of sufficient, accessible carparking.

### 14. Fleet, Depot and Workshops

Oversee the purchase, utilisation, maintenance, repair and disposal of Council fleet and plant equipment. Ensure efficient use of space and resources through management of Council depots and workshops.

### 15. Governance and Risk

Oversee the development of risk management and governance processes and behaviours that ensure Council compliance with all relevant laws, codes, and directions while meeting community expectations of integrity, probity, accountability, and transparency.

### 16. Growth and Development

The provision of Development Control including town planning function, building certification processes, environmental health and management, including food safety and on-site sewage maintenance and heritage advisory and support services.

### 17. Leadership

*Councillors:* Represent the community by providing civic leadership, establishing sustainable strategic and policy direction, monitoring strategic performance, make formal decisions and communicate those decisions clearly and often to the people of

the Snowy Valleys. *Executive Leadership:* Lead the organisation of Council and oversee the achievements of Council's strategic objectives, manage performance of the organisation of Council and meet legislative requirements.

*Leadership Support:* Support the leadership of Council, Mayor and elected representatives.

### 18. Libraries

Provide contemporary library services to the community through libraries at Tumut, Tumbarumba, Adelong, Batlow and facilitate the delivery of a mobile library service across the region.

### 19. Multi Service Outlet (MSO)

Operations of Tumbarumba Retirement Village and delivery of services such as Meals on Wheels, home modifications and maintenance, domestic assistance, respite and social support to aged and disabled members of the community.

### 20. Parks and Open Spaces

Maintenance and management of approximately 168 parks & open spaces in the Snowy Valleys featuring playgrounds, furniture, BBQs, footpaths and bridges, carpark, gardens and significant trees. Management of 50,000 trees in urban areas on land owned and/or controlled by Council.

### 21. People and Culture

Ensuring Council's workforce has the right skills and capabilities to deliver on community priorities through the provision of strategic planning, organisational development, and human resource services to all areas of Council's operations.

### 22. Program and Grants Management

Management of Council's project delivery within the Project Management Framework. External grant funding opportunities are identified and assessed for projects strategically aligned with Council objectives.

## OUR SERVICE AREAS (Continued)

### 23. Public Toilets

Maintenance and management of 36 public toilet facilities.

### 24. Regulatory Services

Monitoring and enforcing compliance requirements across public health, environment, town planning and animal management.

### 25. Road and Bridges

Provision of safe and reliable transport network that facilitates movement around the local government area. Delivery of maintenance and renewal work across 700kms of sealed roads, 475kms unsealed roads, 157 vehicular bridges and 52 pedestrian bridges.

### 26. Road Safety

Partnership with Transport for NSW to implement a road safety program for the Snowy Valleys Region which is based on a safe systems approach (safe people, safe vehicles, safe roads and roadsides, safe speed).

### 27. Sporting Grounds

Maintenance of 17 sporting facilities and associated infrastructure, including 10 amenities buildings, 5 buildings and 60 other items including playing surfaces, skateparks, lighting, fencing, shelters across the Snowy Valleys.

### 28. Swimming Pools

Operation of public swimming pools at Adelong, Batlow, Khancoban, Tumbarumba and Tumut.

### 29. Technical Services

Provide strategic asset planning, engineering design and project delivery.

### 30. Technology

Provision of robust, reliable secure and available ICT environment through strategic IT and network management

and organisational IT support. Efficiency and performance of staff is supported through ongoing management of corporate applications, hardware and efficient enterprise systems.

### 31. Tourism and Visitor Services

Provide quality visitor experience through the operation of Visitor Information Centres and Caravan Parks.

### 32. Waste Management

Waste management includes the operation of Waste Management Centres and transfer stations. Waste Management also includes the provision of kerbside waste services and commercial waste services.

### 33. Wastewater Operations

Maintain the efficient continuous conveyance, treatment and disposal of sewage in the towns of Adelong, Batlow, Khancoban, Talbingo, Tumbarumba and Tumut and the village of Brungle.

### 34. Water Supply

### 35. Workplace Health & Safety

The safety and system function provides strategic and on ground service across all Council's operations focused on developing a positive safety culture within Council to deliver the best possible value to the community.

### 36. Private/External Works

The successful delivery of commercial works to raise funds for Council without reducing services or risking its rate revenue.



Community's Vision

# 1. OUR COMMUNITY

*Our communities are connected and inclusive, supported by services that nurture health, wellbeing and identity.*



IMAGE: ADELONG SWING BRIDGE REOPENS



# 1. OUR COMMUNITY

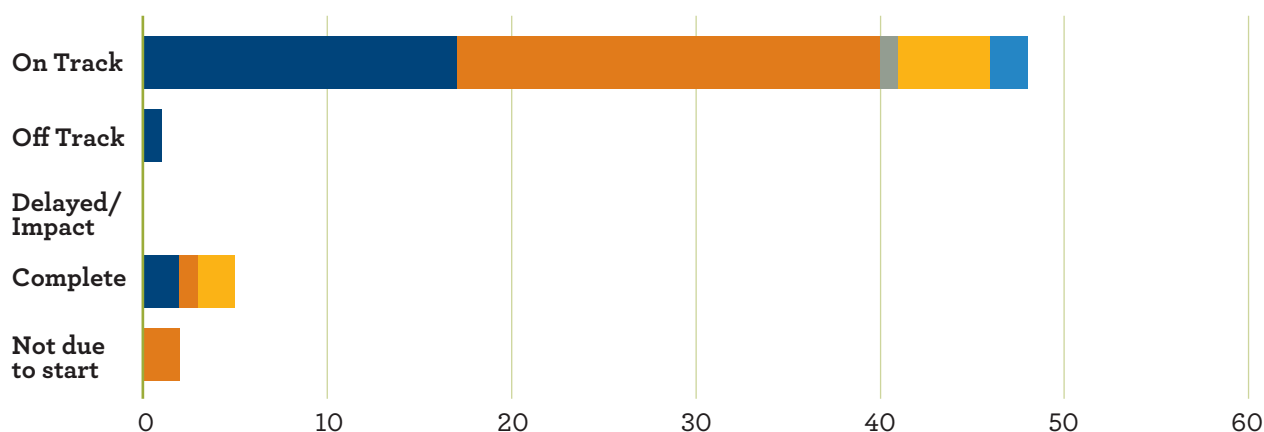
## DELIVERY PROGRAM PRINCIPAL ACTIVITIES

1.1	Provide services that support our community in all stages of life
1.2	Provide and maintain community spaces that encourage activity and wellbeing
1.3	Provide services that support to enhance local arts and culture
1.4	Plan, manage and support the response and recovery of communities from natural disasters and economic shocks
1.5	Value our heritage and promote civic pride

55  
ACTIONS

## Progress by Principal Activity

### 1. OUR COMMUNITY



	Not due to start	Complete	Delayed / Impacted	Off Track	On Track
<b>Number of actions that were:</b>					
● 1.1 Provide services that support our community in all stages of life	0	2	0	1	17
● 1.2 Provide and maintain community spaces that encourage activity and wellbeing	2	1	0	0	23
● 1.3 Provide services that support to enhance local arts and culture	0	0	0	0	1
● 1.4 Plan, manage and support the response and recovery of communities from natural disasters and economic shocks	0	2	0	0	5
● 1.5 Value our heritage and promote civic pride	0	0	0	0	2

## 1.1: PROVIDE SERVICES THAT SUPPORT OUR COMMUNITY IN ALL STAGES OF LIFE

### Operational Plan Activity

#### Cemetery Management

Status Key: Completed ● On Track ● Off Track ● Not Achieved ● Not due to Start ● Delayed / Impacted ● Deferred ●			
Action Code	Action Name	Comments	Status
1.1.1	<b>Excavation and backfilling Service</b>	Excavation and backfilling for burial services has been undertaken in accordance with specified service levels and relevant legislation.	●
1.1.2	<b>Mowing of Tumut Lawn Cemetery</b>	Tumut Lawn Cemetery maintenance program has been undertaken in accordance with the specified service agreement including but not limited to, mowing grass to specified heights, treatment of weeds and undertaking customer requests in accordance with adopted procedures.	●
1.1.3	<b>Mowing of Cemetery</b>	Cemetery maintenance program has been undertaken in accordance with the specified service agreement including but not limited to, mowing grass to specified heights, treatment of weeds and undertaking customer requests in accordance with adopted procedures.	●
1.1.4	<b>Maintenance of Cemetery Furniture</b>	Maintenance and cleaning of public furniture has been carried out as required in accordance with agreed service levels.	●
1.1.5	<b>Review cemetery fees annually for cost recovery</b>	Cemetery Fees and Charges being reviewed yearly as part of budget and needs of the service.	●



## Children's Services

**Status Key:** Completed ● On Track ● Off Track ● Not Achieved ● Not due to Start ● Delayed / Impacted ● Deferred ●

Action Code	Action Name	Comments	Status
1.1.6	<b>Implement year three actions and outcome principles of the Children's Service Strategy</b>	Year 3 actions and outcomes are continually progressing and completion at end of year is on track except for Puggles 2.0 action. Recruitment to current positions is difficult so to attempt to gain government funding for another service that we may not be able to staff is unachievable at this time. Extra training is required due to changes in childcare regulations which puts additional strain on both human and financial resourcing.	●
1.1.7	<b>Receive State funding to sustain service</b>	Funding agreements for 2024 have been completed. Service has been sustained with current funding levels.	●
1.1.8	<b>Ensure recruitment, induction, training, development and mentoring for Children's Service's staff</b>	Specified staff induction for each service was delivered by Coordinators. Recruitment for casual/maternity relief positions that require a Diploma and Degree qualification has not been successful. This level is required for department of education ratio compliance. HR continues to advertise for casual/relief staff. Recruitment for Khancoban Preschool is difficult due to the location and is currently being advertised for the second time.	●
1.1.9	<b>Administration of child placements enquiries and enrollments</b>	Completed in required time frames within limited available placements in the Childcare Centres.	●

## Community Transport

**Status Key:** Completed ● On Track ● Off Track ● Not Achieved ● Not due to Start ● Delayed / Impacted ● Deferred ●

Action Code	Action Name	Comments	Status
1.1.10	<b>Deliver Community Transport Service</b>	Community Transport services delivered to Snowy Valleys Council area. There have been occasional difficulties providing the service due to non-availability of drivers on given days but staff strive to cater for all clients. 3,040 trips were delivered from June to December 2023.	●
1.1.11	<b>Ensure induction, training, development and mentoring for volunteers</b>		●
1.1.12	<b>Administer service funding reporting and acquittal requirements</b>	Reporting and acquittal requirements met within specified timeframes.	●
1.1.13	<b>Administration of client service requests</b>	Client service requests processed in a timely manner by the Service Coordinator.	●

## Community Development

Status Key: Completed ● On Track ● Off Track ● Not Achieved ● Not due to Start ● Delayed / Impacted ● Deferred ●

Action Code	Action Name	Comments	Status
1.1.14	<b>Promote and facilitate activities and events that connect community and develop community capacity</b>	<p>Community and Connection activities that were undertaken across Snowy Valleys included:</p> <ul style="list-style-type: none"> <li>➤ SVC Volunteer Morning Tea – Tumut and Tumbarumba, approximately 30 attended in total.</li> <li>➤ Abilities Unleashed event. Council partnered with Disability Sports Australia to undertake the special event. 40 attendees, children and adults with special needs enjoyed sporting activities at the Boys Club Hall.</li> <li>➤ National Tree Day – 300 Native Trees were planted across the LGA.</li> <li>➤ Arden School – 100 students visited the Snowy Valleys for a Country Experience.</li> <li>➤ Bush Bursary Program – a two-week medical placement program with the Rural Doctors Network. Council contributes funds for one medical student and one nursing student and arranges placement experiences in Tumut, Batlow and Tumbarumba.</li> <li>➤ NAIDOC Week – Tumbarumba and Tumut Flag raising ceremonies and morning teas.</li> <li>➤ Winter and Spring School Holiday Programs which saw 584 participants attend across a range of activities.</li> </ul>	●
1.1.15	<b>Coordinate and report actions from the Disability Inclusion Action Plan</b>	<p>Year 2 actions from the Disability Inclusion Action Plan are being scoped and implemented across the relevant areas of Council. A 6-month review will be undertaken at the start of Quarter 3 (January 2024).</p>	●
1.1.16	<b>Facilitate provision and administration of Council's Community Grant Program</b>	<p>Community grant funding was distributed in Quarter 1 (June 2023) with projects currently being implemented. Project acquittals are being returned as projects are completed.</p>	●

## Multi Service Outlet

Status Key: Completed ● On Track ● Off Track ● Not Achieved ● Not due to Start ● Delayed / Impacted ● Deferred ●

Action Code	Action Name	Comments	Status
1.1.17	<b>Manage Tumbarumba Retirement Village</b>	The Retirement Village operates within the guidelines of the <i>Retirement Villages Act 1999</i> . Regular checks and preventative actions such as fire safety and pest spraying were conducted on a regular schedule. Vacancies in Independent Living Units are filled within 3 weeks.	●
1.1.18	<b>Operate a Multi Service Outlet connecting aged and disadvantaged people with affordable services that allow them to age in place: Meals on Wheels, Domestic Assistance, Social Support, Respite Home Maintenance and Modifications</b>	Currently there are 30 clients that receive Community Aged Care Packages in the SVC area. The number of services are increasing, and these services are able to be delivered with a slowly increasing pool of aged care workers.	●

## Road Safety

Status Key: Completed ● On Track ● Off Track ● Not Achieved ● Not due to Start ● Delayed / Impacted ● Deferred ●

Action Code	Action Name	Comments	Status
1.1.19	<b>Completion of annual approved Road Safety Plan</b>	Road Safety Plan has been approved by TfNSW with projects being delivered by the Road Safety Officer.	●
1.1.20	<b>Deliver funded Transport for NSW Public Education Program</b>	Funded education programs are being delivered around driver behaviour and targeted audiences in line with the approved Road Safety Plan.	●

## 1.2: PROVIDE AND MAINTAIN COMMUNITY SPACES THAT ENCOURAGE ACTIVITY AND WELLBEING

### Operational Plan Activity

#### Libraries

Status Key: Completed ● On Track ● Off Track ● Not Achieved ● Not due to Start ● Delayed / Impacted ● Deferred ●			
Action Code	Action Name	Comments	Status
1.2.1	<b>Manage physical collections, online collections and databases</b>	Only physical collections are managed by SVC staff. All others are administered by Riverina Regional Library (RRL). Physical collections rotated and new stock ordered regularly through RRL.	●
1.2.2	<b>Facilitate access to resources across SVC in conjunction with Riverina Regional Library</b>	Resources accessed from within SVC and in the areas covered by the Riverina Regional Library (RRL) in a timely manner. Staff source new resources as available to cater to individual requests.	●
1.2.3	<b>Deliver learning and community programs, events, exhibitions and partnerships that address key priorities of Early Childhood Programs, School holiday programs and Adult (LLL) programs</b>	Libraries have an extensive program meeting the target populations and utilise Riverina Regional Library to the fullest extent to ensure that we receive value for the high contributions that SVC pay.	●

## Parks and Open Spaces

Status Key: Completed ● On Track ● Off Track ● Not Achieved ● Not due to Start ● Delayed / Impacted ● Deferred ●

Action Code	Action Name	Comments	Status
1.2.4	<b>Management and maintenance of open spaces such as parks, reserves and gardens</b>	Open space maintenance program has been undertaken in accordance with the specified service agreement including but not limited to, mowing grass to specified heights, treatment of weeds, maintenance of street trees and undertaking customer requests in accordance with adopted procedures.	●
1.2.5	<b>Maintain prioritised list of parks and open space maintenance projects</b>	Parks and Open Spaces are being developed into the REFLECT maintenance management software. This will provide a central place for recording of defects and accomplishments, enabling prioritisation of the projects required for the maintenance of these areas. This is currently being done through multiple separate platforms.	●
1.2.6	<b>Remediation works for distressed area &gt; 10% of usable space (Parks &amp; Open Spaces)</b>	Open space maintenance program has been undertaken in accordance with the specified service agreement including appropriate remediation of distressed areas.	●
1.2.7	<b>Weed control in parks</b>	Open space maintenance program has been undertaken in accordance with the specified service agreement including appropriate remediation of distressed areas.	●
1.2.8	<b>Deliver parks mowing program according to service levels</b>	Open space maintenance program has been undertaken in accordance with the specified service agreement including but not limited to, mowing grass to specified heights, treatment of weeds and undertaking customer requests in accordance with adopted procedures.	●
1.2.9	<b>Inspection and maintenance of gardens, trees and shrubs in landscaped areas provided in Council streets</b>	Inspection and maintenance programs for gardens, trees and landscaped areas in public streets has been undertaken in accordance with the specified service agreement including but not limited to, mowing grass to specified heights, treatment of weeds, maintenance of street trees and undertaking customer requests in accordance with adopted procedures	●



Status Key: Completed ● On Track ● Off Track ● Not Achieved ● Not due to Start ● Delayed / Impacted ● Deferred ●

Action Code	Action Name	Comments	Status
1.2.10	<b>Deliver slashing or mowing of roadside, shoulders, verges or median growth and those areas classified by Council as 'grassed area' classified by Council according to service levels</b>	Maintenance of grassed areas under Council Service Levels continues with available resources and within budgets. Priority works impacted and resource limitations some areas during the reporting period but these are working to be addressed in line with the Service Level objectives.	●
1.2.12	<b>Cleaning buildings as per agreed service level and schedule</b>	Maintenance and cleaning of council buildings and community facilities has been carried out in accordance with agreed service levels and cleaning schedules.	●
1.2.13	<b>Complete and submit State and Federal Grant Funding requested for approved projects</b>	Grant funding continue to be applied for where approved. This has included the Butlers Bridge and Batlow Cider Trail.	●
1.2.14	<b>Undertake a review of fees and charges in line with sustainability objectives</b>	Review of methodology and intent of Fees and Charges will be undertaken with Councillors in early 2024 to inform and develop the next budget.	●
1.2.15	<b>Management of Council's street trees in accordance with Tree Management Policy</b>	Council trees continue to be inspected and maintained by qualified staff and contractors in line with Council's Tree Management Policy. This is recorded and actioned through NEMUS in line with risk profiles and available budgets.	●

## Sporting Grounds

Status Key: Completed ● On Track ● Off Track ● Not Achieved ● Not due to Start ● Delayed / Impacted ● Deferred ●

Action Code	Action Name	Comments	Status
1.2.11	<b>Complete annual condition assessments of Council Sporting Grounds</b>	Cyclical condition assessments continue to be undertaken on the sporting grounds to assess their need for watering/fertilising/weed control etc. This is then incorporated into the activities for the maintenance and management of the ground.	●
1.2.16	<b>Maintenance of Sports Grounds</b>	Sporting field maintenance program has been undertaken in accordance with the specified service agreement including but not limited to, mowing grass to specified heights, treatment of weeds and undertaking customer requests in accordance with adopted procedures.	●
1.2.17	<b>Maintain prioritised list of sports ground maintenance projects</b>	Sportsground maintenance list prioritised and completed under grant funding for grounds and facilities within Local Government Area.	●
1.2.18	<b>Remediation works for distressed area &gt; 10% of usable space (Sporting Grounds)</b>	Sports Grounds maintenance program has been undertaken in accordance with the specified service agreement including appropriate remediation of distressed areas.	●
1.2.19	<b>Mowing of Sports Grounds</b>	Sporting field maintenance program has been undertaken in accordance with the specified service agreement including but not limited to, mowing grass to specified heights, treatment of weeds and undertaking customer requests in accordance with adopted procedures.	●

## Swimming Pools

Status Key: Completed ● On Track ● Off Track ● Not Achieved ● Not due to Start ● Delayed / Impacted ● Deferred ●

Action Code	Action Name	Comments	Status
1.2.20	<b>Provide supervision for safety of patrons</b>	Supervision of patrons was undertaken in accordance with Public Swimming Pools Practice Note 15.	●
1.2.21	<b>Water quality</b>	Water quality of public pools undertaken in accordance with NSW Health guidelines.	●
1.2.22	<b>Manage the provision of swipe card system to enable out of hours access (Swimming Pools)</b>	Provision of swipe cards for After Hours and Season Tickets is being completed within 5 working days.	●
1.2.23	<b>Provide a range of events and programs including the provision of fitness and aquatic programs</b>	A range of events and programs were undertaken which included Learn to Swim, Aquarobics, Free Entry Day and Australia Day.	●
1.2.24	<b>Pool Furniture Maintenance.</b>	Pool furniture maintenance and replacement continues as required.	●
1.2.25	<b>Undertake a review of fees and charges in line with sustainability objectives (Swimming Pools)</b>	Review of methodology and intent of Fees and Charges being undertaken with Councillors in early 2024 to inform and develop for the next budget.	●

## 1.3: PROVIDE SERVICES AND SUPPORT TO ENHANCE LOCAL ARTS AND CULTURE

### Operational Plan Activity

#### Community Development

**Status Key:** Completed ● On Track ● Off Track ● Not Achieved ● Not due to Start ● Delayed / Impacted ● Deferred ●

Action Code	Action Name	Comments	Status
1.3.1	<b>Coordinate and report actions from the Reconciliation Action Plan (RAP) with stakeholders</b>	RAP Working Group Terms of Reference have been developed and a working group will be established in Quarter 3. Continued engagement with stakeholders to facilitate the delivery of RAP actions.	●

## 1.4: PLAN, MANAGE AND SUPPORT THE RESPONSE AND RECOVERY OF COMMUNITIES FROM NATURAL DISASTERS AND ECONOMIC

### Operational Plan Activity

#### Emergency Management

**Status Key:** Completed ● On Track ● Off Track ● Not Achieved ● Not due to Start ● Delayed / Impacted ● Deferred ●

Action Code	Action Name	Comments	Status
1.4.1	<b>Support the activities of the Local Emergency Management Committee (LEMC) via the Local Emergency Management Officer (LEMO)</b>	Local Emergency Management Committee meetings were facilitated at Tumut and Khancoban in the first half of 2023-2024.	●
1.4.2	<b>Quarterly Financial contribution to NSW Rural Fire Service, NSW State Emergency Services and Fire and Rescue NSW</b>	Quarterly payments of Emergency Services Levy are being processed in a timely manner.	●
1.4.3	<b>Provide facilities and office accommodation to enable the provision of fire control functions</b>	Facilities provided in the Riverina Highlands Building for Rural Fire Service (RFS). Final lease arrangements still being ironed out and confirmed with Property NSW and RFS.	●
1.4.4	<b>Supply suitable training facilities, storage and office accommodation for NSW State Emergency Service at Tumut, Tumbarumba and Khancoban</b>	Facilities at Tumut, Tumbarumba, and Khancoban have been provided for SES to undertake legislated activities.	●

## Workplace Health and Safety

**Status Key:** Completed ● On Track ● Off Track ● Not Achieved ● Not due to Start ● Delayed / Impacted ● Deferred ●

Action Code	Action Name	Comments	Status
1.4.5	<b>Facilitate and support the SVC Emergency Control Organisation</b>	Facilities at Tumut, Tumbarumba, and Khancoban have been provided for SES to undertake legislated activities.	●



## 1.5: VALUE OUR HERITAGE AND PROMOTE CIVIC PRIDE

### Operational Plan Activity

#### Community Development

**Status Key:** Completed ● On Track ● Off Track ● Not Achieved ● Not due to Start ● Delayed / Impacted ● Deferred ●

Action Code	Action Name	Comments	Status
1.5.1	<b>Coordinate SVC Australia Day Citizen of the Year Event</b>	Australia Day funding application was successful and community groups have been notified and provided of their allocations. Nominations for awards have opened by community groups and planning is underway for the SVC Australia Day Dinner and Citizenship Ceremony.	●

#### Growth and Development

**Status Key:** Completed ● On Track ● Off Track ● Not Achieved ● Not due to Start ● Delayed / Impacted ● Deferred ●

Action Code	Action Name	Comments	Status
1.5.2	<b>Administer the Heritage Grants Program</b>	Council has not been successful in being awarded funding under the Heritage Grants Program for 2023-2024 by the New South Wales Office of Heritage due to changes by the office in the funding models and distribution of funding. Accordingly, no applications were considered within the reporting period. Council will re-apply for funding in the next funding round offered by the Office of Heritage.	●

Community's Vision

## 2. OUR ECONOMY

*Our diverse economy supports community longevity, vibrancy and a sustainable future.*



## 2. OUR ECONOMY

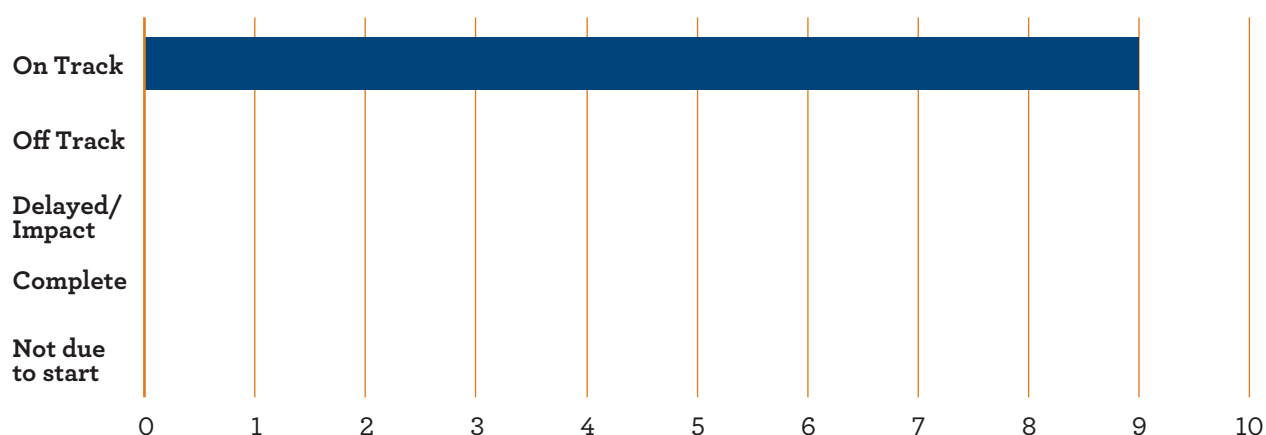
### DELIVERY PROGRAM PRINCIPAL ACTIVITIES

2.1	Support the development of diverse local tourism offering and emerging markets
2.2	Promote our towns, villages and region
2.3	Provide and support a variety of events, festivals, and visitor activities
2.4	Attract and support local business and industry

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ACTIONS

### Progress by Principal Activity

#### 2. OUR ECONOMY



	Not due to start	Complete	Delayed / Impacted	Off Track	On Track
<b>Number of actions that were:</b>					
● 2.1 Support the development of diverse local tourism offering and emerging markets	0	0	0	0	4
● 2.2 Promote our towns, villages and region	0	0	0	0	2
● 2.3 Provide and support a variety of events, festivals, and visitor activities	0	0	0	0	1
● 2.4 Attract and support local business and industry	0	0	0	0	2

## 2.1: SUPPORT THE DEVELOPMENT OF DIVERSE LOCAL OFFERING AND EMERGING MARKETS

### Operational Plan Activity

#### Caravan Parks

**Status Key:** Completed ● On Track ● Off Track ● Not Achieved ● Not due to Start ● Delayed / Impacted ● Deferred ●

Action Code	Action Name	Comments	Status
2.1.3	<b>Oversee the management and operation of Tumbarumba and Batlow Caravan Park</b>	Management and delivery of service has been reviewed and provided to Tumbarumba and Batlow Caravan Park managers. Expression of Interest (EOI) has been prepared and lodged for management opportunities of all 4 Caravan Parks on Council land.	●
2.1.4	<b>Manage the lease of Adelong and Riverglade Caravan Park</b>	Leases for Adelong and Riverglade Caravan Parks were extended for 6 months to enable an Expression of Interest (EOI) in the market and Council to review the options and opportunities of their management.	●

#### Economic Development

**Status Key:** Completed ● On Track ● Off Track ● Not Achieved ● Not due to Start ● Delayed / Impacted ● Deferred ●

Action Code	Action Name	Comments	Status
2.1.1	<b>Partner with Destination NSW and Destination Riverina Murray (DRM) to support the business industry in building programs to grow the tourism industry in our region</b>	<p>Monthly meetings were held with Destination Riverina Murray (DRM). Council supplied a letter of support to DRM to apply for funding for a future program of work.</p> <p>Council partnered with DRM to deliver two Small Business Month webinars in October 2023.</p> <p>Destination NSW presented a workshop in Wagga for tourism operators, with several Snowy Valleys businesses attending.</p> <p>Council established the Khancoban Visitor Economy Development Group, partnering with DRM, Upper Murray Inc. and Khancoban United Volunteers Association (KUVA).</p>	●



## Tourism and Visitor Services

**Status Key:** Completed ● On Track ● Off Track ● Not Achieved ● Not due to Start ● Delayed / Impacted ● Deferred ●

Action Code	Action Name	Comments	Status
2.1.2	<b>Review MOU with National Parks for provision of Visitor Information Centres in our region</b>	<p>Memorandum of Understanding (MOU) arrangements and future direction requested information and data to develop a MOU was supplied by National Parks and an assessment of this has been undertaken by Council.</p> <p>To be discussed at a Council Workshop in February 2024, followed by a report to Council in March 2024 to discuss.</p>	●

## 2.2: PROMOTE OUR TOWNS, VILLAGES AND REGION

### Operational Plan Activity

#### Economic Development

**Status Key:** Completed ● On Track ● Off Track ● Not Achieved ● Not due to Start ● Delayed / Impacted ● Deferred ●

Action Code	Action Name	Comments	Status
2.2.1	<b>Manage the #VisitSnowyValleys brand across collateral, products and social media channels</b>	<p>Development of the “Experience the Snowy Valleys” marketing campaign, planning and filming was undertaken during Quarter 2 with the launch of the sub-campaign video and imagery for Christmas being shared in December 2023. The full “Experience” campaign will launch in January 2024 and run throughout Quarter 3 &amp; Quarter 4.</p> <p>At the end of December 2023 #VisitSnowyValleys had:</p> <p><b>Facebook:</b></p> <ul style="list-style-type: none"> <li>› Followers: 15,600</li> <li>› Average Reach: 92,000</li> <li>› Average impressions: 129,500</li> <li>› Average engagement: 4,700</li> </ul> <p><b>Instagram:</b></p> <ul style="list-style-type: none"> <li>› Followers: 8,100</li> <li>› Average Reach: 23,200</li> <li>› Average impressions: 32,800</li> <li>› Average engagement: 1,530</li> </ul> <p>Consistent posting has been undertaken on Facebook and Instagram.</p> <p>*Data is from October &amp; November 2023.</p>	●



## Tourism and Visitor Services

**Status Key:** Completed ● On Track ● Off Track ● Not Achieved ● Not due to Start ● Delayed / Impacted ● Deferred ●

Action Code	Action Name	Comments	Status
2.2.2	<b>Provide quality visitor facilities, services and products across Visitor Information Centres (VICs)</b>	<p>From June to November 2023 combined centers received:</p> <ul style="list-style-type: none"> <li>&gt; 24,098 visitors</li> <li>&gt; 4697 phone enquiries</li> </ul> <p><b>Visits:</b> Tumut: 9691 – Tumbarumba: 12671 – Khancoban: 1736  <b>Phone Enquiries:</b> Tumut: 3279, Tumbarumba: 890, Khancoban: 528</p> <p>No Data for December 2023 as no available at time of reporting.            Tumbarumba Visitor Centre created gift packs for the Christmas period and have expanded the range of local products available in the Centre.</p>	●

## 2.3: PROMOTE AND SUPPORT A VARIETY OF EVENTS, FESTIVALS AND VISITOR ACTIVITIES

### Operational Plan Activity

#### Economic Development

Status Key: Completed ● On Track ● Off Track ● Not Achieved ● Not due to Start ● Delayed / Impacted ● Deferred ●

Action Code	Action Name	Comments	Status
2.3.1	<b>Provide support to community led event organisers by facilitating event application processing</b>	<p>A total of nine events were sponsored by Council from 1 June to 30 December 2023 to the value of \$18,295.</p> <p>Two events did not proceed: Some of the events included:</p> <ul style="list-style-type: none"> <li>› Rosewood Bonfire Night</li> <li>› Hume and Hovell Ultra Marathon</li> <li>› Tumbarumba Spring Flower Festival</li> <li>› Tumut Reined Cow Horse Show</li> <li>› Talbingo Tattoo</li> <li>› Courabyra Hall Christmas Markets</li> <li>›</li> <li>› Carols by Candlelight Adelong</li> <li>› Carols by Candlelight Tumut</li> <li>› Tumbarumba Christmas Carnival (event cancelled)</li> <li>› Khancoban Christmas Party</li> </ul> <p>The Place Activation team assisted 21 community-led event organisers with event applications (some of these are ongoing through future periods).</p>	●

## 2.4: ATTRACT AND SUPPORT LOCAL BUSINESS AND INDUSTRY

### Operational Plan Activity

#### Economic Development

**Status Key:** Completed ● On Track ● Off Track ● Not Achieved ● Not due to Start ● Delayed / Impacted ● Deferred ●

Action Code	Action Name	Comments	Status
2.4.1	<b>Facilitate and advocate for assistance and resources for local businesses</b>	<p>Four online webinars and one in-person workshop were delivered as part of Small Business Month for the local business community.</p> <p>Council launched the Snowy Valleys Business Outreach newsletter to the 'business community'. The Business Outreach newsletter has continued to be delivered and well-received by the community.</p> <p>Four free industry programs for local businesses were communicated and resources provided to assist operations. Multiple new local business ventures were connected with Destination Riverina Murray. Place Activation also conducted a series of business drop-in sessions throughout the LGA to provide resources, assistance and connect with local business operators.</p>	●
2.4.2	<b>Communicate grant opportunities and provide support for applications to the community and industry</b>	<p>Communicated 10 external grant funding opportunities to business owners via Council's Business Outreach Newsletter. Provided direct assistance to seven businesses for NSW grant opportunities and assistance with grant application writing. Provided four letters of support to local organisations.</p>	●



Community's Vision

## 3. OUR ENVIRONMENT

*Our natural environment is cared for and protected to ensure future generations can experience and enjoy its beauty.*





## 3. OUR ENVIRONMENT

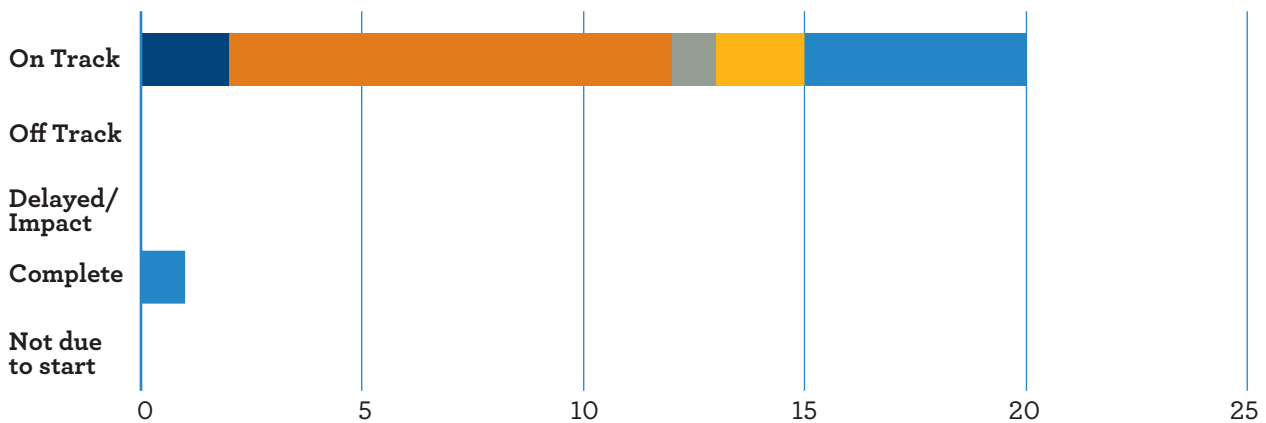
### DELIVERY PROGRAM PRINCIPAL ACTIVITIES

3.1	Create climate resilience through our actions and advocacy
3.2	Deliver best practice water and wastewater services
3.3	Provide a planning and development framework that enhances local amenity through sustainable growth
3.4	Partner with other agencies to protect our natural spaces and environment
3.5	Deliver best practice waste management

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ACTIONS

### Progress by Principal Activity

#### 3. OUR ENVIRONMENT



	Not due to start	Complete	Delayed / Impacted	Off Track	On Track
<b>Number of actions that were:</b>					
● 3.1 Create climate resilience through our actions and advocacy	0	0	0	0	2
● 3.2 Deliver best practice water and wastewater services	0	0	0	0	10
● 3.3 Provide a planning and development framework that enhances local amenity through sustainable growth	0	0	0	0	1
● 3.4 Partner with other agencies to protect our natural spaces and environment	0	0	0	0	2
● 3.5 Deliver best practice waste management	0	1	0	0	5

## 3.1: CREATE CLIMATE RESILIENCE THROUGH OUR ACTIONS AND ADVOCACY

### Operational Plan Activity

#### Regulatory Services

**Status Key:** Completed ● On Track ● Off Track ● Not Achieved ● Not due to Start ● Delayed / Impacted ● Deferred ●

Action Code	Action Name	Comments	Status
3.1.2	<b>Management of environmental compliance including administration of environmental customer requests, undertaking of inspections and investigations and the enforcement of legislation</b>	Council responded to three major environmental compliance issues within the reporting period including odour concerns from a licenced waste facility (whereby Council provided support to the lead agency being the EPA), an illegal dumping and water pollution incident involving bitumen materials being dumped in a waterway and a broadscale land clearing incident. All complaints were inspected and investigated within three business days of the information being provided to Council.	●

#### Waste Management

**Status Key:** Completed ● On Track ● Off Track ● Not Achieved ● Not due to Start ● Delayed / Impacted ● Deferred ●

Action Code	Action Name	Comments	Status
3.1.1	<b>Management and maintenance of the Waste facility, monitoring, and reporting of the environment licensing</b>	Waste facilities are being well managed. Sites are kept clean, and materials are being transferred or processed as expected.	●



## 3.2: DELIVER BEST PRACTICE WATER AND WASTEWATER SERVICES

### Operational Plan Activity

#### Wastewater Operations

**Status Key:** Completed ● On Track ● Off Track ● Not Achieved ● Not due to Start ● Delayed / Impacted ● Deferred ●

Action Code	Action Name	Comments	Status
3.2.1	<b>Deliver Council's wastewater collection system</b>	Delivery of the wastewater collection and treatment systems have been well managed throughout the first half of the financial year. General maintenance activities have been performed well with good attendance to system faults and emergency response.	●
3.2.2	<b>Strive to reduce energy consumption from wastewater operations</b>	Continue to investigate and consider energy efficiency improvements and alternative energy generation options. Continue to install energy efficient pumps and control systems when replacements are required.	●
3.2.3	<b>Manage trade waste across the Local Government Area (LGA)</b>	Liquid Trade Waste activities are being completed only where necessary while a new staff member is recruited. Service is limited while the recruitment process is underway. There have been no complaints to Council to date about the service working on a limited capacity.	●
3.2.4	<b>Review fees annually in line with sustainability objectives</b>	Fees and charges are being reviewed for finalisation in Quarter 3 in line with Council's requirements.	●

#### Water Supply

**Status Key:** Completed ● On Track ● Off Track ● Not Achieved ● Not due to Start ● Delayed / Impacted ● Deferred ●

Action Code	Action Name	Comments	Status
3.2.5	<b>Monitor and manage algal blooms in Mannus Lake</b>	Monitoring completed as expected and alerts communicated within 24 hours.	●
3.2.6	<b>Review water fees annually for cost recovery</b>	Fees and charges are being reviewed for finalisation in Quarter 3 in line with Councils requirements.	●

**Status Key:** Completed ● On Track ● Off Track ● Not Achieved ● Not due to Start ● Delayed / Impacted ● Deferred ●

Action Code	Action Name	Comments	Status
3.2.7	<b>Maintain Council's water supply system in accordance with industry standards and relevant environmental legislation</b>	Delivery of the water supply treatment and distribution systems continuing with no significant issues in most towns, however a boil water notice was issued for Brungle in late December due to treatment plant equipment faults. No concerns with general maintenance activities and attendance of system faults.	●
3.2.8	<b>Strive to reduce energy consumption from water operations</b>	Continue to investigate and consider energy efficiency improvements and alternative energy generation options. Continue to install energy efficient pumps and control systems when replacements required.	●
3.2.9	<b>Manage and respond to system failures (no water)</b>	Continue to respond to emergency call outs where required.	●
3.2.10	<b>Implement actions recommendations from the Integrated Water Cycle Manage Strategy (IWCM)</b>	Development of the Snowy Valleys IWCM is underway with consultants onsite in January 2024.	●

### 3.4: PARTNER WITH OTHER AGENCIES TO PROTECT OUR NATURE SPACES AND ENVIRONMENT

#### Operational Plan Activity

##### Waste Management

**Status Key:** Completed ● On Track ● Off Track ● Not Achieved ● Not due to Start ● Delayed / Impacted ● Deferred ●

Action Code	Action Name	Comments	Status
3.4.1	<b>Deliver a community Waste Education Program</b>	Education activities are progressing well, and FOGO contamination rates are being maintained very low.	●
3.4.2	<b>Commence rehabilitation of closed landfill sites via implementation of recommendation of risk assessment</b>	Implementation of recommendations is progressing well. Fencing of old Rosewood landfill has been completed.	●

## 3.5: DELIVER BEST PRACTICE WASTE MANAGEMENT

### Operational Plan Activity

#### Waste Management

**Status Key:** Completed ● On Track ● Off Track ● Not Achieved ● Not due to Start ● Delayed / Impacted ● Deferred ●

Action Code	Action Name	Comments	Status
3.5.1	<b>Increase access to recycling opportunities</b>	On track to meet recycling volume targets.	●
3.5.2	<b>Provision of waste schemes and events</b>	Attendance at events (including available voucher use) has been good.	●
3.5.3	<b>Maintain active membership and participation in the Regional Waste Forum</b>	Continue to actively participate in regional forums and attend all meetings.	●
3.5.4	<b>Implement prioritised actions of the Zero Waste Strategy</b>	All short-term actions have been achieved as well as several medium- and long-term actions. Some of these include the composting facility, weighbridges, and signage. Progressing review of the Zero Waste Strategy.	●
3.5.5	<b>Deliver kerbside waste and recycling service in accordance with the agreed levels of service</b>	Kerbside collections are continuing as expected. Issues are being quickly resolved. Missed bins are slightly higher than normal however driver assistance software is being implemented to reduce these numbers and validate reports.	●
3.5.6	<b>Review fees annually in line with sustainability objectives</b>	Fees and charges are being reviewed for finalisation in Quarter 3 in line with Council's requirements.	●



Community's Vision

# 4. OUR INFRASTRUCTURE

*Our local infrastructure is sustainable and facilitates our way of life.*



IMAGE: FRANKLIN PUBLIC SCHOOL, TUMUT - FOOTPATH



## 4. OUR INFRASTRUCTURE

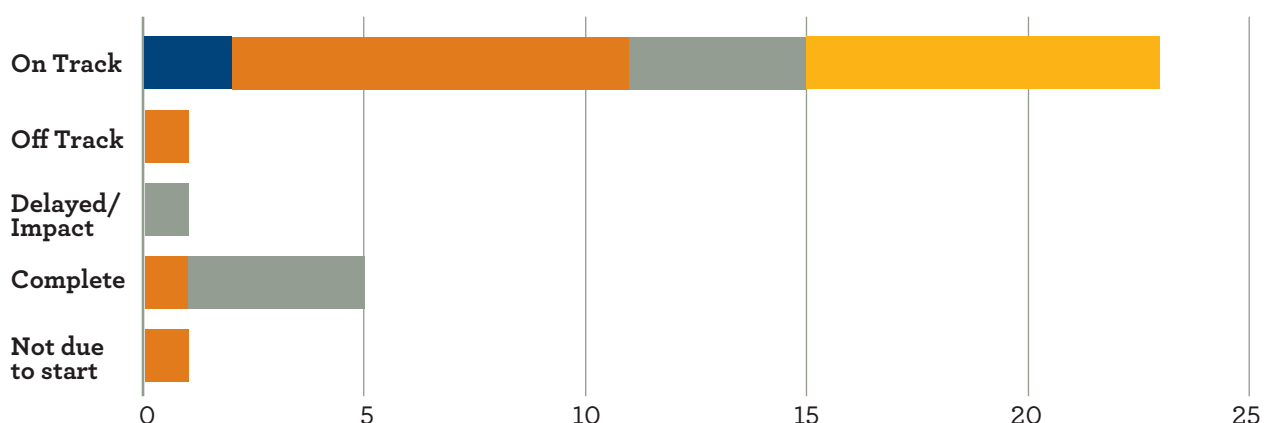
### DELIVERY PROGRAM PRINCIPAL ACTIVITIES

4.1	Plan and provide sustainable transport infrastructure, including footpaths, walking tracks and cycleways
4.2	Manage and plan for affordable infrastructure to meet current and future community needs
4.3	Plan and provide a program to maintain the local road network
4.4	Plan and deliver a capital works program to responsibly manage and maintain community infrastructure

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ACTIONS

### Progress by Principal Activity

#### 4. OUR INFRASTRUCTURE



	Not due to start	Complete	Delayed / Impacted	Off Track	On Track
<b>Number of actions that were:</b>					
● 4.1 Plan and provide sustainable transport infrastructure, including footpaths, walking tracks and cycleways	0	0	0	0	2
● 4.2 Manage and plan for affordable infrastructure to meet current and future community needs	1	1	0	1	9
● 4.3 Plan and provide a program to maintain the local road network	0	4	1	0	4
● 4.4 Plan and deliver a capital works program to responsibly manage and maintain community infrastructure	0	0	0	0	8



## 4.1: PLAN AND PROVIDE SUSTAINABLE TRANSPORT INFRASTRUCTURE, INCLUDING FOOTPATHS, WALKING TRACKS AND CYCLEWAYS

### Operational Plan Activity

#### Footpath, Carparks and Kerb & Gutter

**Status Key:** Completed ● On Track ● Off Track ● Not Achieved ● Not due to Start ● Delayed / Impacted ● Deferred ●

Action Code	Action Name	Comments	Status
4.1.1	<b>Maintain prioritised list of footpath and kerb and gutter projects</b>	Prioritised list of footpaths continues to be assessed and reviewed based on use, need, risk and budget.	●
4.1.2	<b>Complete annual condition assessments of footpaths and kerb &amp; gutter</b>	Condition assessments of footpaths and kerb and gutter assets continue to be undertaken at designated intervals. Defects and inspection details are recorded and reviewed within REFLECT for the maintenance and management of the asset.	●

## 4.2: MANAGE AND PLAN FOR AFFORDABLE INFRASTRUCTURE TO MEET CURRENT AND FUTURE COMMUNITY NEEDS

### Operational Plan Activity

#### Aerodrome

**Status Key:** Completed ● On Track ● Off Track ● Not Achieved ● Not due to Start ● Delayed / Impacted ● Deferred ●

Action Code	Action Name	Comments	Status
4.2.1	<b>Complete compliance activities as per Civil Aviation Safety Authority (CASA) requirements</b>	Compliance activities continue to be delivered at the aerodrome in line with CASA requirements including mowing, hazard assessment and inspections.	●
4.2.2	<b>Facilitate meetings of Aerodrome Committee</b>	A meeting was held in September 2023, there was no quorum for discussion making. The Lack of resources for aerodrome management have impacted the delivery of the aerodrome committee meetings.	●

#### Drainage and Stormwater Management

**Status Key:** Completed ● On Track ● Off Track ● Not Achieved ● Not due to Start ● Delayed / Impacted ● Deferred ●

Action Code	Action Name	Comments	Status
4.2.3	<b>Maintain prioritised list of rural culvert upgrades based on annual inspection program</b>	Culvert upgrades and replacements are identified in REFLECT with damage types and risk. These are then prioritised within available budgets and resources.	●
4.2.4	<b>Maintain prioritised list of stormwater upgrades based on analysis of capacity in urban stormwater network</b>	Prioritised list of stormwater upgrades kept in REFLECT based on risk. This will be transitioned into the Stormwater Asset Management Plan.	●
4.2.5	<b>Complete Stormwater Management Plan</b>	A draft Stormwater Asset Management Plan has been prepared. Final stage of review including review of prioritised works is to be undertaken in early 2024.	●

**Status Key:** Completed ● On Track ● Off Track ● Not Achieved ● Not due to Start ● Delayed / Impacted ● Deferred ●

Action Code	Action Name	Comments	Status
4.2.6	<b>Review Stormwater Levy Charge</b>	Once the Stormwater Asset Management Plan (AMP) is adopted this will inform the direction and need of a stormwater levy charge. Until the AMP is completed and endorsed, this action cannot be undertaken.	●
4.2.7	<b>Undertake a review of asset standards and levels of service for stormwater and drainage in Sustainability objectives</b>	Sustainability objectives being reviewed in line with the development of the Stormwater Asset Management plan. This includes the assessment of need for at stormwater levy.	●

## Public Toilets

**Status Key:** Completed ● On Track ● Off Track ● Not Achieved ● Not due to Start ● Delayed / Impacted ● Deferred ●

Action Code	Action Name	Comments	Status
4.2.8	<b>Monthly audit of selected areas on a rotational basis</b>	Monthly audits of public facilities undertaken in accordance with agreed service levels.	●
4.2.9	<b>Cleaning public toilets as per agreed service level and schedule</b>	Maintenance and cleaning of public amenities has been carried out in accordance with agreed service levels and schedules.	●

## Technical Services

**Status Key:** Completed ● On Track ● Off Track ● Not Achieved ● Not due to Start ● Delayed / Impacted ● Deferred ●

Action Code	Action Name	Comments	Status
4.2.10	<b>Management of projects in accordance with Council's Project Management Framework</b>	Projects continue to be nominated, developed, and reported through Council's Project Management Framework with monthly reporting and fortnightly meetings.	●
4.2.11	<b>Complete and submit State and Federal Grant Funding requests for approved projects</b>	Approved projects are prepared and submitted in accordance with Council's Project Management Framework and the relevant grant guidelines. This is based on the priority needs for the renewal of Council assets.	●
4.2.12	<b>Engineering design projects completed within adopted / amended timeframes</b>	Engineering designs have been reviewed and completed for the 2023-2024 works packages.	●
4.2.13	<b>Review operation and oversight of community-led maintenance on Council assets</b>	Community led maintenance and operation continues to be reviewed and managed in line with risk and safety. Development of additional supportive policies is underway through Council and specific agreements are being enabled.	●

## 4.3: PLAN AND PROVIDE A PROGRAM TO MAINTAIN THE LOCAL ROAD NETWORK

### Operational Plan Activity

#### Footpaths, Carparks and Kerb & Gutter

**Status Key:** Completed ● On Track ● Off Track ● Not Achieved ● Not due to Start ● Delayed / Impacted ● Deferred ●

Action Code	Action Name	Comments	Status
4.3.1	<b>Respond to customer requests for service relating to roads</b>	Customer service requests continue to be managed through Council's ECM and CRM modules for roads.	●

#### Road and Bridges

**Status Key:** Completed ● On Track ● Off Track ● Not Achieved ● Not due to Start ● Delayed / Impacted ● Deferred ●

Action Code	Action Name	Comments	Status
4.3.2	<b>Maintain prioritised list of road upgrade projects</b>	Prioritised list of road works sits within the 10-year capital works plan. Pending guidelines for grants and additional projects may be included to meet specific criteria for the upgrading of Council roads.	●
4.3.3	<b>Management of TfNSW Regional Roads Block Grant for maintenance and capital works on regional roads</b>		●
4.3.4	<b>Management of Federal Financial Assistance Grant roads component</b>	Council received 100 percent advance payment of the current financial year's Federal Financial Assistance Grant including the roads component during 2023 financial year.	●
4.3.5	<b>Management of TfNSW Regional Roads REPAIR grant for renewal/ upgrade regional roads</b>	REPAIR program discontinued by NSW Government and has been replaced temporarily with RERRF (program funding).	●
4.3.6	<b>Management of Federal Roads to Recovery Grant</b>	Submissions have been made for nominated, eligible projects for the Roads to Recovery grant. This is the final year of the current cycle and full expenditure is programmed this year on the submitted projects.	●

**Status Key:** Completed ● On Track ● Off Track ● Not Achieved ● Not due to Start ● Delayed / Impacted ● Deferred ●

Action Code	Action Name	Comments	Status
4.3.7	<b>Respond to customer requests for service relating to roads</b>	Responses to customer requests continue to be handled through CRM and ECM in line with Council procedures.	●
4.3.9	<b>Complete and submit State and Federal Grant Funding requested for approved safety improvement projects</b>	Approved safety improvements for Adelong and Brungle School footpaths funding submission completed.	●

## Road Safety

**Status Key:** Completed ● On Track ● Off Track ● Not Achieved ● Not due to Start ● Delayed / Impacted ● Deferred ●

Action Code	Action Name	Comments	Status
4.3.8	<b>Facilitate Traffic Committee Meetings</b>	Traffic Committee Meetings facilitated in Tumbarumba and Tumut. Recommendations reported to Council and being actioned by Road Safety Officer and other relevant staff.	●



## 4.4: PLAN AND DELIVER A CAPITAL WORKS PROGRAM TO RESPONSIBLY MANAGE COMMUNITY INFRASTRUCTURE

### Operational Plan Activity

#### Road Safety

**Status Key:** Completed ● On Track ● Off Track ● Not Achieved ● Not due to Start ● Delayed / Impacted ● Deferred ●

Action Code	Action Name	Comments	Status
4.4.1	<b>Maintenance of Council buildings and facilities, including the replacement of aged infrastructure</b>	Maintenance and replacement of Council buildings and community facilities has been carried out in accordance with agreed service levels and available budgets.	●
4.4.2	<b>Maintain prioritised list of building maintenance projects</b>	10-year program of building renewal program actions was updated based on funding and inspections. Building maintenance activities are being developed and enhanced through REFLECT for better tracking and management of required activities.	●

#### Drainage and Stormwater Management

**Status Key:** Completed ● On Track ● Off Track ● Not Achieved ● Not due to Start ● Delayed / Impacted ● Deferred ●

Action Code	Action Name	Comments	Status
4.4.3	<b>Rectification and renewal works on Urban Stormwater network</b>	Urban stormwater inspections were undertaken and defects identified recorded in REFLECT. Works then programmed based on severity, risk, and available budgets.	●
4.4.4	<b>Rectification and renewal works on Rural culverts</b>	Rural culverts continue to be assessed when works are undertaken nearby. Defects are recorded in REFLECT and based on risk, asset condition and budget, works are programmed for rectification.	●

## Footpaths, Carparks and Kerb & Gutter

Status Key: Completed ● On Track ● Off Track ● Not Achieved ● Not due to Start ● Delayed / Impacted ● Deferred ●

Action Code	Action Name	Comments	Status
4.4.5	<b>Construction and maintenance of footpaths including the replacement of aged infrastructure</b>	Inspections continue to inform the need for renewal or repair of footpaths provide a longer assets lifespan.	●
4.4.6	<b>Construction and maintenance of Kerb &amp; Gutter including the replacement of aged infrastructure</b>	Maintenance of Kerb and Gutter assessed and programmed in line with inspection information and complaints. Renewals not planned for 2023-2024 financial year.	●

## Road and Bridges

Status Key: Completed ● On Track ● Off Track ● Not Achieved ● Not due to Start ● Delayed / Impacted ● Deferred ●

Action Code	Action Name	Comments	Status
4.4.7	<b>Construction and maintenance of SEALED roads, including the replacement of aged infrastructure</b>	Construction and maintenance of sealed roads continues to be undertaken per approved program and budgets. Priority works were undertaken based on risk and constraints of budgets and weather. Reseal tender awarded and programmed to commence in early January 2024.	●
4.4.8	<b>Construction and maintenance of UNSEALED roads, including the replacement of aged infrastructure</b>	Maintenance and construction work on unsealed roads has been undertaken as conditions and budgets allow. Capital budgets have been programmed and external funding obtained to ensure the condition of the assets continues to meet service level requirements.	●



Community's Vision

## 5. OUR CIVIC LEADERSHIP

*Our civic leadership and organisational governance foster open and transparent partnership with our community.*





## 5. OUR CIVIC LEADERSHIP

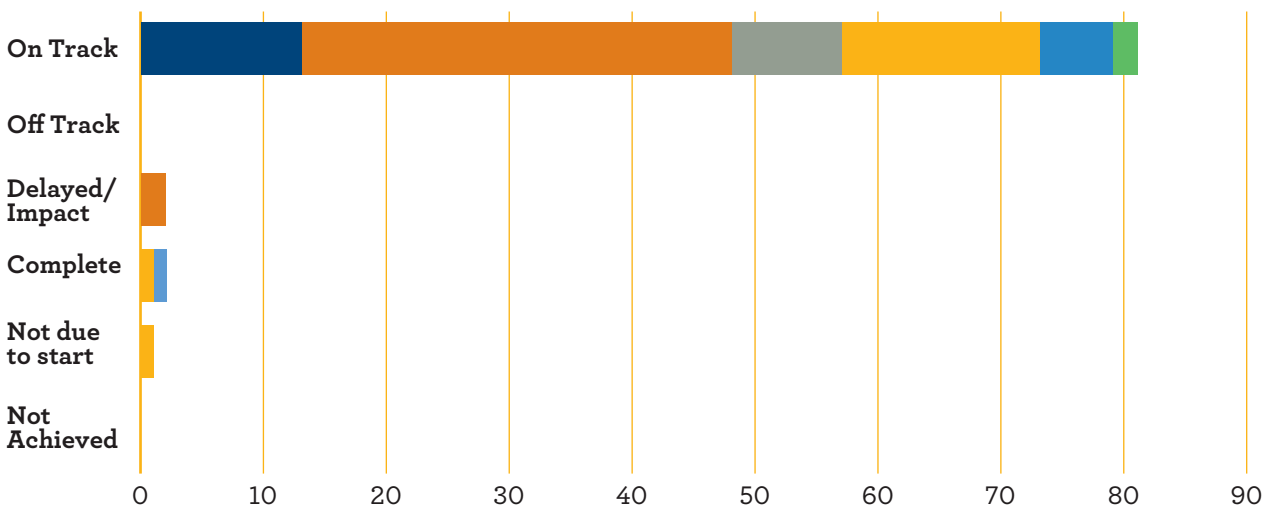
### DELIVERY PROGRAM PRINCIPAL ACTIVITIES

5.1	Communicate with our community and provide opportunities for participation in decision making
5.2	Implement efficient and effective systems and processes to drive organisational sustainable and support staff
5.3	Provide accessible and responsive customer service
5.4	Maintain and deliver a governance framework that guides good decision making, accountability and legislative compliance
5.5	Provide effective short and long term financial management to deliver financial sustainability
5.6	Proactively support and advocate for the needs of the community to other levels of government and organisations



### Progress by Principal Activity

#### 5. OUR CIVIC LEADERSHIP



	Not Achieved	Not due to start	Complete	Delayed / Impacted	Off Track	On Track
<b>Number of actions that were:</b>						
● 5.1 Communicate with our community and provide opportunities for participation in decision making	0	0	0	0	0	13
● 5.2 Implement efficient and effective systems and processes to drive organisational sustainable and support staff	0	0	0	2	0	35
● 5.3 Provide accessible and responsive customer service	0	0	0	0	0	9
● 5.4 Maintain and deliver a governance framework that guides good decision making, accountability and legislative compliance	0	1	1	0	0	16
● 5.5 Provide effective short and long term financial management to deliver financial sustainability	0	0	1	0	0	6
● 5.6 Proactively support and advocate for the needs of the community to other levels of government and organisations	0	0	0	0	0	2

## 5.1: COMMUNICATE WITH OUR COMMUNITY AND PROVIDE OPPORTUNITIES FOR PARTICIPATION IN DECISION MAKING

### Operational Plan Activity

#### Communication, Engagement and Corporate Planning

Status Key: Completed ● On Track ● Off Track ● Not Achieved ● Not due to Start ● Delayed / Impacted ● Deferred ●			
Action Code	Action Name	Comments	Status
5.1.1	<b>Provide communication services and support including the production of media and project communication material</b>	Over the past six months communication services and support were provided including the distribution of 29 Media Releases covering a broad range of Council business and decisions; responding to 27 media questions covering a broad range of topics; and the filming and sharing of Council Meeting wrap up videos featuring the Mayor & Deputy Mayor.  Promotional material, advertising and web content was developed in support of projects including the Tumut and Tumbarumba Flood Studies and Special Rate Variation community consultation.	●
5.1.2	<b>Production of update via Rates Notice Insert</b>	An insert promoting the 2nd instalment of the approved SRV and handy online request tips and rates information was included in the annual rates notice sent out in July. In November a letter from the Interim General Manager and a flyer was sent to all ratepayers advising of council's plans to explore a new SRV. The information included the two SRV options and ways in which the community could provide feedback.	●
5.1.3	<b>Deliver Community Newsletter via email, community noticeboards and designated community distribution points</b>	Twelve newsletters were published over the last 6 months and emailed to a database of over 600 people. Hard copies were also provided to customer service desks, Libraries, and Childcare facilities. copies are also available for download via the SVC website, where people can also subscribe to the email version.	●
5.1.4	<b>Maintain Snowy Valleys Council website</b>	The SVC website is maintained and developed as required to ensure it reflects and supports the current business of Council. During the first half of the year new sections covering business and security/safety content were developed, new content was added to the existing careers pages and lots of smaller changes were executed as required.  Between July and December 2023, there were 29,608 visits to the website.	●



**Status Key:** Completed ● On Track ● Off Track ● Not Achieved ● Not due to Start ● Delayed / Impacted ● Deferred ●

Action Code	Action Name	Comments	Status
5.1.5	<b>Administer Council's digital corporate performance and reporting system as module champion</b>	<p>The 2023-2024 Quarter 1 Performance Report (July to October) was presented to the Executive Leadership Team in November 2023.</p> <p>Council is now reporting from the Corporate Planning Module (PPLGS) in TechOne.</p> <p>Corporate Planning Officer completed an instruction manual for responsible officers and authorising officers to help them navigate the new system when reporting on their Operational Plan Actions.</p> <p>The Communication &amp; Engagement staff still work closely with the Manager Enterprise Systems to ensure effectiveness and efficiencies through the TechOne Reporting Module.</p>	●
5.1.6	<b>Maintain and enhance Online Engagement opportunities</b>	<p>Online engagement opportunities were maintained and enhanced where possible.</p> <p>There were 11 projects/policies seeking community feedback including Tumut and Tumberumba Flood Studies, Special Rate Variation and a number of draft policies.</p> <p>Project pages were reviewed and updated as new information became available.</p> <p>Between July and December 2023, there were 11,217 visits to the yourvoice.svc site.</p>	●
5.1.7	<b>Administer and coordinate all Council's social media accounts</b>	<p>687 social media posts were published to SVC pages between July and December reaching 867,261 people and engaging 89,219 people.</p> <p>Content that resonated the most with audiences included Lost Dogs, Brindabella Rd upgrade project, Pioneer and Goldfield Park upgrades, and the Tumut odour problem.</p>	●
5.1.8	<b>Support projects managers to prepare engagement plans for high impact/ complex projects</b>	<p>Communications staff attended regular Project Meetings held under the Programs framework providing communications advice and engagement plans as required. Projects include Goldfields Park Upgrades, Pioneer Park Upgrades, Tumut Multipurpose Centre, Tumut Aerodrome Upgrades, and Waste projects.</p>	●
5.1.9	<b>Report on Councils community involvement from Snowy Valleys Connected Community Roadmap actions</b>	<p>In developing new tourism opportunities to attract visitors to Batlow, Council agreed to prioritise the delivery of a Batlow Cider Rail Trail and establish a steering committee to drive the project forward in accordance with the NSW Rail Trails Framework 2022.</p>	●

## Community Development

Status Key: Completed ● On Track ● Off Track ● Not Achieved ● Not due to Start ● Delayed / Impacted ● Deferred ●

Action Code	Action Name	Comments	Status
5.1.10	<b>Administer the council volunteer management framework</b>	<p>Council have continued to advertise for more volunteers across the Community Transport and Visitor Centre operations. There are currently 67 registered and inducted volunteers. Support is being provided to delegates to ensure volunteers are updating inductions to remain current on the volunteer management system.</p> <p>A review of the volunteer management framework is underway and is expected to be completed in quarter 3.</p>	●

## Leadership

Status Key: Completed ● On Track ● Off Track ● Not Achieved ● Not due to Start ● Delayed / Impacted ● Deferred ●

Action Code	Action Name	Comments	Status
5.1.11	<b>Deliver Council Meetings that facilitate community access and engagement</b>		●

**Status Key:** Completed ● On Track ● Off Track ● Not Achieved ● Not due to Start ● Delayed / Impacted ● Deferred ●

Action Code	Action Name	Comments	Status
5.1.12	<b>Councillor participation in community engagement interactions</b>	<p>Councillor participation in community engagement interactions were (though not limited to):</p> <ul style="list-style-type: none"> <li>› NAIDOC Celebrations.</li> <li>› Library Story Time.</li> <li>› Batlow Itinerant Worker Accommodation Official Opening.</li> <li>› Snowy Valleys Sculpture Trail Announcement &amp; Media Launch.</li> <li>› Snowy Valleys Nature Wellness Drive Official Opening.</li> <li>› Meeting with Adelong Services Club to peruse Adelong caravan Park financials.</li> <li>› Public SRV meetings in Tumut, Batlow and Tumbarumba.</li> <li>› A day trip to Cooma to learn more about the proposed Snowy Valleys Country Universities Centre.</li> <li>› KUVA general meeting.</li> <li>› Glenroy Heritage Reserve Committee Annual meeting was attended by Councillor representatives.</li> <li>› Multiple annual school presentations were attended by the mayor and some elected Councillors.</li> <li>› Official Opening of the Batlow Rotary Interactive Centre (BRIC) was attended by the mayor and one other Councillor.</li> <li>› The Deputy Mayor attended dinner with Minister Janelle Saffin on her visit to the area.</li> </ul>	●
5.1.13	<b>Demonstrate leadership through participation in council committee</b>	<p>All Councillor Delegates attended their council committee meetings, besides one meeting in October 2023, a Councillor was absent at the Disability Inclusion Access Reference Group.</p>	●

## 5.2: IMPLEMENT EFFICIENT AND EFFECTIVE SYSTEMS AND PROCESSES TO DRIVE ORGANISATIONAL SUSTAINABILITY AND SUPPORT STAFF

### Operational Plan Activity

#### Finance

**Status Key:** Completed ● On Track ● Off Track ● Not Achieved ● Not due to Start ● Delayed / Impacted ● Deferred ●

Action Code	Action Name	Comments	Status
5.2.1	<b>Management of Council's rates and revenue functions</b>	Council issued second installment of Rates and user charges.	●
5.2.2	<b>Accurate processing of timesheets and calculation of payroll</b>	Ongoing fortnightly payroll process completed on time.	●
5.2.3	<b>Accurate processing and payment of accounts payable</b>	Ongoing weekly payment runs completed on time. Debtor invoices requests are completed within three business days. Processing of accounts receivable are completed on time by our finance team.	●

#### Fleet, Depot and Workshops

**Status Key:** Completed ● On Track ● Off Track ● Not Achieved ● Not due to Start ● Delayed / Impacted ● Deferred ●

Action Code	Action Name	Comments	Status
5.2.4	<b>Monitor heavy fleet utilisation</b>	Heavy Fleet Vehicle utilisation is greater than 90% which is in accordance with Councils fleet management practices.	●
5.2.5	<b>Monitor light fleet utilisation</b>	Council's light fleet utilisation is greater than 95% which is in accordance with Council's standards and industry best practice.	●
5.2.6	<b>Monitor small fleet utilisation</b>	Councils small fleet utilisation is greater than 95% which is in accordance with Council's standards and industry best practice.	●
5.2.7	<b>Annual Plant Review Report</b>	The annual plant review was completed for 2022-2023. This current financial year's review is underway and on track.	●

**Status Key:** Completed ● On Track ● Off Track ● Not Achieved ● Not due to Start ● Delayed / Impacted ● Deferred ●

Action Code	Action Name	Comments	Status
5.2.8	<b>Manage Plant replacement program to facilitate the replacement of Heavy, Light &amp; Small plant including purchase of new items and disposal of items being replaced</b>	Plant replacement is on track and within Council's adopted Plant Reserve budget. Three major items of fleet are being replaced this financial year - two (2) garbage trucks and a street sweeper.	●
5.2.9	<b>Ensure Council's fleet is maintained in a timely &amp; cost - efficient manner</b>	Councils overall fleet availability is in excess of 97% at all times. Fleet repair and maintenance has been undertaken using a combination of internal (mechanics) and external service providers which is the most cost effective and efficient business model to maintain Council's diverse fleet.	●
5.2.10	<b>Monitor depots to ensure efficient use of space &amp; resources</b>	Regular reviews of space, resource, equipment, and material storage utilisation is undertaken at Council's depots in Tumut and Tumbarumba.	●

## Governance and Risk

**Status Key:** Completed ● On Track ● Off Track ● Not Achieved ● Not due to Start ● Delayed / Impacted ● Deferred ●

Action Code	Action Name	Comments	Status
5.2.11	<b>Deliver governance and risk training programs to the workforce</b>	Governance and Risk training was limited to the first half of the year, due to the Governance Coordinator position being vacant. Delivery of one governance awareness training was held by the Director Community and Corporate in September 2023. New Governance Coordinator started 23 October 2023 - in next six months will deliver governance and risk training to workforce as part of onboarding new staff members.	●



## Leadership

Status Key: Completed ● On Track ● Off Track ● Not Achieved ● Not due to Start ● Delayed / Impacted ● Deferred ●

Action Code	Action Name	Comments	Status
5.2.12	<b>Councillors Professional Development Program</b>	Three councillors attended a two-day Australian Institute of Company Directors (AICD) training program in Canberra. Councillor Hayes attended an AICD update training session of his own initiative.	●

## People and Culture

Status Key: Completed ● On Track ● Off Track ● Not Achieved ● Not due to Start ● Delayed / Impacted ● Deferred ●

Action Code	Action Name	Comments	Status
5.2.13	<b>DIAP Item 1 - Review council's position descriptions, recruitment processes and onboarding to ensure people with disability including current staff are not excluded from applying</b>	Anti-Discrimination Board was contacted to provide assistance in reviewing our Position Description's, policies and procedures for accessibility so that we have informed and independent input into this process - this has not yet commenced but is expected to be completed within the next six months.	●
5.2.14	<b>Continue to build relationships with key stakeholder groups to ensure Council can gain understanding and ongoing connection with challenges, needs and expectations to form future planning</b>	Council continues to meet regularly and build relationships with the First Nations Liaison Committee to gain insight and understanding and to inform future planning.	●
5.2.15	<b>RAP Item - Investigate funding to support the appropriate council staff participation in an external National Reconciliation Week Event</b>	Opportunities for funding for the upcoming National Reconciliation Week starting 27 May 2024 will be investigated.	●

**Status Key:** Completed ● On Track ● Off Track ● Not Achieved ● Not due to Start ● Delayed / Impacted ● Deferred ●

Action Code	Action Name	Comments	Status
5.2.16	<b>RAP Item - Continue to investigate opportunities for Aboriginal identified roles within SVC Outdoor and indoor teams, including school-based traineeships</b>		●
5.2.17	<b>Provide local apprenticeship, traineeships, and cadetships</b>	The Entry Level Program is in place for the 2022-2023 period and continuing. The 2023-2024 Program has been developed, approved, and advertised and is currently in recruitment phase for commencement next year.  Council has participated in a number of programs this year to promote these opportunities as well as liaising with the local schools.	●
5.2.18	<b>Actively monitor and reduce leave liabilities</b>	Regular excess leave reports are provided to the Management and Executive Leadership teams to allow effective monitoring of excess leave reduction plans.	●
5.2.19	<b>Develop the corporate learning and development program</b>	The annual learning and development plan for 2022-2023 was developed and approved by the Executive Leadership Team and continues to be implemented.	●

## Program and Grants Management

**Status Key:** Completed ● On Track ● Off Track ● Not Achieved ● Not due to Start ● Delayed / Impacted ● Deferred ●

Action Code	Action Name	Comments	Status
5.2.20	<b>Provide oversight of Council's portfolio of projects to ensure the effective and efficient development and delivery of projects across the organisation</b>	Portfolio monitored and updated monthly on receipt of project status reports and updates received from the Project Managers. Full portfolio presented to Councillors quarterly with last update provided on 30 October 2023.	●

Status Key: Completed ● On Track ● Off Track ● Not Achieved ● Not due to Start ● Delayed / Impacted ● Deferred ●

Action Code	Action Name	Comments	Status
5.2.22	<b>Provide oversight of the SVC grants framework for managing external grants to ensure that applications are strategically aligned and are part of the Project Management Framework gated process.</b>	Four funding applications were submitted. One funding application was successful, one funding application was unsuccessful and one funding application still pending.	●

## Technical Services

Status Key: Completed ● On Track ● Off Track ● Not Achieved ● Not due to Start ● Delayed / Impacted ● Deferred ●

Action Code	Action Name	Comments	Status
5.2.23	<b>Provision of GIS Services to internal stakeholders</b>	Internal stakeholders continue to receive GIS services. Systems continue to be developed and enhanced for user operability and an improved experience.	●

## Technology

Status Key: Completed ● On Track ● Off Track ● Not Achieved ● Not due to Start ● Delayed / Impacted ● Deferred ●

Action Code	Action Name	Comments	Status
5.2.24	<b>Review and update the ICT Strategic Plan</b>	Reviewed the Information and Communication Technology (ICT) Strategic Plan. There are a few items that require updating. We are aiming to complete this by the end of this Financial Year.	●
5.2.25	<b>Manage and Review delivery of managed service contract</b>	This is an ongoing task. Considering RMT is a new Vendor, we are reviewing the Service Delivery by regular meetings with the vendor and making improvements in the process where applicable.	●
5.2.26	<b>Provide Helpdesk service for efficient management of incidents and requests</b>	After moving to the new ticketing system to improve efficiency and performance at both sides of the fence (SVC and RMT), we identified a minor glitch in the system and are currently working with RMT to make necessary changes in the ticketing system.	●

**Status Key:** Completed ● On Track ● Off Track ● Not Achieved ● Not due to Start ● Delayed / Impacted ● Deferred ●

Action Code	Action Name	Comments	Status
5.2.27	<b>Manage review and schedule changeover of corporate hardware requirements</b>	This project is on hold as recommended by the Manager IT. Instead of replacing the hardware based on age, we are considering the replacement based on the device's performance and awaiting approval from Executive Leadership Team on this recommendation.	●
5.2.28	<b>Provide network recovery maintenance and backup activities</b>	Network devices are regularly monitored and managed by the Managed Service Provider (MSP). We are also in the process of upgrading high-speed internet service where applicable and establishing backup internet links.	●
5.2.29	<b>Provide disaster recovery service</b>	The IT Disaster Recovery Service for Council Data is in place and was successfully tested with full restoration last year. The test scheduled during Christmas break was not done due to the recent changeover of MSP. We are aiming to complete this test by mid-2024.	●
5.2.30	<b>Ensure provision of Business Continuity of ICT Services</b>	Council IT has started documenting critical and non-critical information to share the knowledge and expertise with the Team members from both sides (MSP and Council IT). Cross-platform training will also be organised for the Council IT Team.	●
5.2.31	<b>Cyber security management</b>	IT Cyber Security Policy, supporting Change Management Policy and Critical Incident Reporting will help us better manage Cyber Security. The Server Auditing Tool was tested successfully using a trial license. We are working on reducing a number of Virtual Servers before we obtain a full license of this tool to save the cost of licenses for unused servers.	●
5.2.32	<b>Enterprise System processes and procedures are reviewed and documented</b>	Councils' enterprise system is a multifunctional resource that supports staff in managing day-to-day operations. The system is provided by TechnologyOne under a Software as a Service (SaaS) Annual Agreement, a cloud-based service which ensures our software is always up to date with the latest releases, and delivers the highest security and privacy measures, to keep our system data safe. The SaaS Agreement outlines the obligations of both parties; TechnologyOne with regards to managing and executing the technical processes and procedures, and Snowy Valleys Council in regard to reviewing our custom business processes. The work programmed under the Ci to CiAnywhere migration project ensures that each business unit undergoes a review of internal workflows and process, ensuring that the next generation of processes maximise the software useability and functionality to meet Council's needs. Automated Business Processes will ensure that procedures are documented and managed in the system.	●

Status Key: Completed ● On Track ● Off Track ● Not Achieved ● Not due to Start ● Delayed / Impacted ● Deferred ●

Action Code	Action Name	Comments	Status
5.2.33	<b>Enterprise System improvements are identified, analysed and reported</b>	System improvements are being identified, considered, actioned, and reported under the Technology Uplift - Phase 3 project. Smaller improvements to process, or enabling new features are implemented on an ongoing basis. This can be driven by the key user upon a need to review and improve or by regular system updates as features become available.	●

## Workplace Health and Safety

Status Key: Completed ● On Track ● Off Track ● Not Achieved ● Not due to Start ● Delayed / Impacted ● Deferred ●

Action Code	Action Name	Comments	Status
5.2.34	<b>Management of Electronic Safety System for Incident notification, Contractor management, Substance register and Safety Audits</b>	Continue to use Vault for storage of safety information.	●
5.2.35	<b>Maintain a safe and healthy workplace and promote a strong safety culture</b>	Safety statistics show improvement from previous years.	●
5.2.36	<b>Input into Infrastructure Works Integrated Management System (IMS) to ensure Transport for NSW prequalification and ISO accreditation for Safety, Quality and Environment is maintained</b>	Updating the IMS continues in preparation to the External Audit in April 2024.	●
5.2.37	<b>Participation in Safety, Risk and Quality (SRQ) Committee</b>	A second Safety, Risk and Quality Committee meeting was undertaken in December 2023.	●



**Status Key:** Completed ● On Track ● Off Track ● Not Achieved ● Not due to Start ● Delayed / Impacted ● Deferred ●

Action Code	Action Name	Comments	Status
5.2.38	<b>Management of Workers Compensation claims including claims management, positive return to work outcomes and interaction with SVC insurer State Cover</b>	Continued active management of claims.	●
5.2.39	<b>Provide injury management services</b>	Snowy Valleys Council runs an initiative-taking injury management program in close consultation with our insurer to ensure we get workers back to work and meet our legal obligations.	●

## 5.3: PROVIDE ACCESSIBLE AND RESPONSIVE CUSTOMER SERVICE

### Operational Plan Activity

#### Cemetery Management

Status Key: Completed ● On Track ● Off Track ● Not Achieved ● Not due to Start ● Delayed / Impacted ● Deferred ●

Action Code	Action Name	Comments	Status
5.3.1	<b>Administer burial plot preservation</b>	Council continues to provide a high-level service to administer burial plot preservations.	●

#### Customer Service

Status Key: Completed ● On Track ● Off Track ● Not Achieved ● Not due to Start ● Delayed / Impacted ● Deferred ●

Action Code	Action Name	Comments	Status
5.3.2	<b>Management and administration of call centre service</b>	Council is unable to provide data on response times as a result of a changeover on IT Support Management Service since October 2023.	●
5.3.3	<b>Provide front-line customer service support through the customer service counter</b>	From July to September 2023, data was captured showing Council received 2590 calls.	●

#### Community Transport

Status Key: Completed ● On Track ● Off Track ● Not Achieved ● Not due to Start ● Delayed / Impacted ● Deferred ●

Action Code	Action Name	Comments	Status
5.3.4	<b>Administer the funded delivery of ServiceNSW Service</b>	New Contract signed in November 2023 confirming service delivery for the next 4 years.	●

## Drainage and Stormwater Management

Status Key: Completed ● On Track ● Off Track ● Not Achieved ● Not due to Start ● Delayed / Impacted ● Deferred ●

Action Code	Action Name	Comments	Status
5.3.5	<b>Responding to customer request for management and maintenance of urban drainage and rural Culverts</b>	Culvert customer requests continue to be inspected, investigated, and responded to through ECM and CRM modules. Works are prioritised through the system and risk rated within REFLECT.	●

## Footpaths, Carparks and Kerb & Gutter

Status Key: Completed ● On Track ● Off Track ● Not Achieved ● Not due to Start ● Delayed / Impacted ● Deferred ●

Action Code	Action Name	Comments	Status
5.3.6	<b>Responding to customer requests for management and maintenance of footpaths and kerb &amp; gutter</b>	Customer requests continue to be inspected and reviewed in line with policy through councils CRM and ECM platforms. Works are programmed based on risk and budget with available resources.	●

## Leadership

Status Key: Completed ● On Track ● Off Track ● Not Achieved ● Not due to Start ● Delayed / Impacted ● Deferred ●

Action Code	Action Name	Comments	Status
5.3.7	<b>Management of Mayoral correspondence</b>	Upon request, letters of support were provided within five business days. Eight letters were provided to local community entities this quarter. All simple requests were responded to within five business days and complex requests were responded to within 15 business days. Ministerial correspondence was registered within one day of receiving.	●
5.3.8	<b>Councillor Request Management</b>	Seventeen Councillor enquiries have been recorded for this quarter. All of which were acknowledged, responded to and/or actioned within reasonable timeframes.	●

## Parks and Open Spaces

Status Key: Completed ● On Track ● Off Track ● Not Achieved ● Not due to Start ● Delayed / Impacted ● Deferred ●

Action Code	Action Name	Comments	Status
5.3.9	Administer Park and Open Space Bookings	Bookings have been processed within timeframes.	●

## 5.4: MAINTAIN AND DELIVER A GOVERNANCE FRAMEWORK THAT GUIDES GOOD DECISION MAKING, ACCOUNTABILITY AND LEGISLATIVE COMPLIANCE

### Operational Plan Activity

#### Children Services

**Status Key:** Completed ● On Track ● Off Track ● Not Achieved ● Not due to Start ● Delayed / Impacted ● Deferred ●

Action Code	Action Name	Comments	Status
5.4.1	<b>Administer service funding reporting and acquittal requirements</b>	All service reports and acquittals are up to date.	●
5.4.2	<b>Policy, procedures, forms and templates are reviewed and updated as per monthly program</b>	There are a number of policies / procedures required by regulation to be reviewed. Schedule to review policies / procedures is on track.	●
5.4.3	<b>Council's Integrated Planning and Reporting documents comply with the Local Government Act 1993 and the Local Government (General) Regulation 2021</b>	The 2022-2023 Annual Report was submitted to the Office of Local Government by the deadline of November 30, 2023.	●

#### Community Transport

**Status Key:** Completed ● On Track ● Off Track ● Not Achieved ● Not due to Start ● Delayed / Impacted ● Deferred ●

Action Code	Action Name	Comments	Status
5.4.4	<b>Receive funding to sustain services</b>	Funding for Aged Care and Childrens Services has been received. Other available funding options were researched and applied for if council meets the criteria. Funding options such as Professional development and practicum subsidy grants for Puggles from Federal Government, has been successful in 2023-2024.	●



## Governance and Risk

Status Key: Completed ● On Track ● Off Track ● Not Achieved ● Not due to Start ● Delayed / Impacted ● Deferred ●

Action Code	Action Name	Comments	Status
5.4.5	<b>Support and facilitate the Audit Risk and Improvement Committee</b>	<p>Meetings for the Audit Risk and Improvement Committee were held on:</p> <ul style="list-style-type: none"> <li>&gt; 23 August 2023</li> <li>&gt; 27 August 2023 (extra meeting)</li> <li>&gt; 8 November 2023</li> </ul> <p>Action is on schedule at the end of the quarter. On track for completion within the reporting year.</p>	●
5.4.6	<b>Coordinate an Internal Audit in line with the Internal Audit Strategic Plan</b>	<p>Action not due to start this quarter -</p> <p>Action is not due to be scheduled to start until another quarter and is not due until the new year.</p> <p>Engagement letters - have been drafted and will be distributed at the beginning of 2024.</p>	●
5.4.7	<b>Facilitate reporting of progress of audit recommendations and tasks</b>	<p>Reports submitted and meeting agreed levels.</p> <p>Action is on schedule at the end of the quarter on track for completion within the reporting year.</p> <p>Two reports presented and recommended to Audit, Risk and Improvement Committee (ARIC) year to date.</p> <p>Two reports presented and recommended to Safety Risk Committee (SRQ) year to date.</p> <p>Reporting of progress of the Audit Matrix (Audit recommendations) was prepared for the 23 August 2023 and 08 November 2023.</p>	●
5.4.8	<b>Enterprise risk register reviewed annually and are current</b>	<p>Strategic risks have been adopted by the Executive Leadership Team and presented to the Safety Risk Quality Committee. Ready for risk register.</p>	●
5.4.9	<b>Coordinate Code of Conduct complaints management</b>	<p>Action has been completed and performance target met for the financial year.</p> <p>No further action is required.</p>	●
5.4.10	<b>Coordinate responses to requests for information under the Government Information (Public Access) Act (GIPA)</b>	<p>Two formal Government Information (Public Access) Act (GIPA) completed Year to Date.</p> <p>Formal Government Information (Public Access) Act (GIPA) was completed within the correct time frames and as per the guidelines.</p> <p>Ongoing - Any further Government Information (Public Access) Act (GIPA) will be registered, reviewed, and formally assessed as per the policy and procedures as they are requested.</p>	●

Status Key: Completed ● On Track ● Off Track ● Not Achieved ● Not due to Start ● Delayed / Impacted ● Deferred ●

Action Code	Action Name	Comments	Status
5.4.11	<b>Maintain quality, accessibility and timely publishing of Council's meeting business papers and minutes</b>	In quarter one, five out of six business papers were published to Councils website 5 business days before the Council Meeting. All 5/5 sets of minutes were published within three days of the meeting.	●
5.4.12	<b>Undertake review and testing of the Business Continuity Plan</b>	Sub plans have been completed and distributed to venues. Training to be undertaken in 2024.	●
5.4.13	<b>Coordinate the citizenship ceremonies</b>	Two Citizenship Ceremonies with two conferees held from 1 July to 30 December 2023.	●

## Leadership

Status Key: Completed ● On Track ● Off Track ● Not Achieved ● Not due to Start ● Delayed / Impacted ● Deferred ●

Action Code	Action Name	Comments	Status
5.4.14	<b>Implement Integrated Planning and Reporting Framework</b>	Actions and budget building has commenced for the compilation of the 2024-2025 operational plan and annual budget.	●

## Multi Service Outlet

Status Key: Completed ● On Track ● Off Track ● Not Achieved ● Not due to Start ● Delayed / Impacted ● Deferred ●

Action Code	Action Name	Comments	Status
5.4.15	<b>Administer service funding reporting and acquittal requirements</b>	Actions and budget building has commenced for the compilation of the 2024-2025 operational plan and annual budget.	●

## Regulatory Services

Status Key: Completed ● On Track ● Off Track ● Not Achieved ● Not due to Start ● Delayed / Impacted ● Deferred ●

Action Code	Action Name	Comments	Status
5.4.16	<b>Management of companion animals' compliance including the provision of ranger services</b>	Within the reporting period, there was a total of 13 dog attacks which occurred within the Local Government Area (LGA). Council responded to all dog attack requests within 24 hours of the receipt of the complaint to undertake initial investigations. Council continues to work with members of the community to educate companion animal owners on the importance of responsible pet ownership including ensuring that animals are kept under effective control when in public.	●
5.4.17	<b>Operation of Council's pound facilities</b>	Within the reporting period Council impounded 11 dogs and 10 cats within its two animal holding facilities at Tumbarumba and Tumut. Council continues to work with rehoming organisations in order to increase the number of animals being rehomed that come into Council's care and in turn reducing the number of unwanted and stray animals being euthanased. Council has rehomed 100% (11) Dogs and 50% (5) cats within the reporting period. The higher euthanasia rate for cats is as a result of feral cats that are surrendered to Council and are ultimately unable to be rehomed.	●
5.4.18	<b>Perform compliance and regulatory public health inspection, investigations and assessment to ensure public health and safety compliance in accordance with the NSW Food Regulation Partnership and relevant legislative requirement</b>	Within the reporting period, Council received no complaints with respect to food premises within the Local Government Area that required inspection or further investigation.	●

## 5.5: PROVIDE EFFECTIVE SHORT- AND LONG-TERM FINANCIAL MANAGEMENT TO DELIVER FINANCIAL SUSTAINABILITY

### Operational Plan Activity

#### Finance

Status Key: Completed ● On Track ● Off Track ● Not Achieved ● Not due to Start ● Delayed / Impacted ● Deferred ●			
Action Code	Action Name	Comments	Status
5.5.1	<b>Manage and report on Council financial position and performance</b>	Council is working on building monthly financial management reporting structure.	●
5.5.2	<b>Deliver Quarterly Budget Review (QBR)</b>	September quarterly budget review was adopted at the Ordinary Council Meeting 16 November 2023.	●
5.5.3	<b>Deliver Annual Operational Budget, Long Term Financial Plan (LTFP)</b>	The 2023-2024 Budget and LTFP was delivered and adopted by Council in June 2023. The 2024-2025 Budget and revised LTFP are currently being prepared.	●
5.5.4	<b>Completion of council's annual financial statements</b>	Annual financial statements for 2022-2023 were audited and lodged within legislative timeline. Financial statements were published for public consultation. No submissions were received.	●
5.5.5	<b>Manage implementation and maintain oversight of adopted organisation service reviews</b>	Action will not be undertaken in 2023-2024 due to resourcing issues. Organisation Service Reviews will be revisited in 2024-2025.	●
5.5.6	<b>Manage organisational financial outcomes compared to industry benchmarks</b>	Council met five out of six, 2022-2023 industry benchmarks. Council did not meet Operating performance ratio but certainly the ratio has improved in past years. Financial outcome for 2023-2024 is reported after June 2024.	●

## Program and Grants Management

Status Key: Completed ● On Track ● Off Track ● Not Achieved ● Not due to Start ● Delayed / Impacted ● Deferred ●

Action Code	Action Name	Comments	Status
5.5.7	<b>Collate external grant funding opportunities from teams and assist in identifying and assessing suitable projects for applications that are strategically aligned with SVC initiatives and are included in the Delivery Program</b>	Four funding applications submitted. One funding application funded, one funding application unsuccessful and one funding application still pending.	●

## Sporting Grounds

Status Key: Completed ● On Track ● Off Track ● Not Achieved ● Not due to Start ● Delayed / Impacted ● Deferred ●

Action Code	Action Name	Comments	Status
5.5.8	<b>Undertake a review of fees and charges in line with Sustainability objectives</b>	Fees and Charges will be reviewed by Council and Staff as part of the budget process and in line with the Council resolution from December 2023. Objectives and intent to be reviewed to guide principles of application.	●

## 5.6: PROACTIVELY SUPPORT AND ADVOCATE FOR THE NEEDS OF THE COMMUNITY TO OTHER LEVELS OF GOVERNMENT AND ORGANISATION

### Operational Plan Activity

#### Leadership

**Status Key:** Completed ● On Track ● Off Track ● Not Achieved ● Not due to Start ● Delayed / Impacted ● Deferred ●

Action Code	Action Name	Comments	Status
5.6.1	<b>Councillors undertake advocacy initiatives in accordance with the adopted priorities</b>	A letter was written to the NSW Government regarding the long-term financial sustainability challenges faced by local government. A response was received from The Hon. Ron Hoening MP. Communications and meetings with the Cooma Country Universities Centre CEO and Director of Student Services have occurred regarding the application for and feasibility of developing a Centre in the SVC Local Government Area.	●
5.6.2	<b>Participate actively on the Canberra Region Joint Organisation (CRJO) and support initiatives that deliver benefits to the local community</b>	Interim General Manager attended the following CRJO meetings: <ul style="list-style-type: none"> <li>➤ 27 October: General Manager Advisory Group (GMAG) Strategic Planning Workshop, Canberra and GMAG meeting.</li> <li>➤ 8 December: Board meeting, Canberra.</li> </ul> Interim General Manager was unable to attend the CRJO GMAG Meeting on 7 December due to a conflict with an SVC Councillor Workshop.	●



# OPERATIONAL BUDGET

## 6 MONTHLY UPDATE





# OPERATIONAL BUDGET - 6 MONTHLY UPDATE

The Operational Plan has been designed to enable a better understanding of the costs of Council Services and how well Council delivers the projects and services it is responsible for. To do this the Operational Plan has been divided into Service Areas of Council.

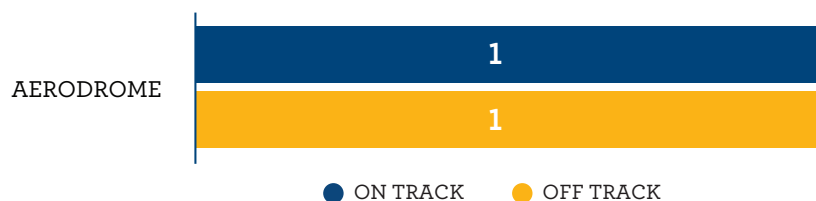
Services, projects, and programs from each service area all directly align to objectives from the Delivery Program. Each Service Area has identified key outputs for the year, as well as the level of service to be delivered within allocated budget and people.

## Aerodrome

**Responsible Director** Director Infrastructure & Works

**FTE to deliver Service Area** 0.2

### OPERATIONAL PLAN ACTIONS



### 2023 - 2024 BUDGET

	Operating Income	Employee Costs	Materials & Services	Depreciation & Impairment	Other Expenses	Operating Expenditure	Net Cost of Service
<b>Original Budget</b>	<b>(\$18,000)</b>	<b>\$17,478</b>	<b>\$22,577</b>	<b>\$37,010</b>	<b>\$0</b>	<b>\$77,065</b>	<b>\$59,065</b>
<b>*Adjust Org Bud</b>	<b>(\$12,000,000)</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>(\$12,000,000)</b>
<b>QBR 1</b>	<b>\$4,043,550</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$4,043,550</b>
<b>QBR 2</b>	<b>\$7,956,450</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$7,956,450</b>
<b>Half Yearly</b>	<b>(\$18,000)</b>	<b>\$17,478</b>	<b>\$22,577</b>	<b>\$37,010</b>	<b>\$0</b>	<b>\$77,065</b>	<b>\$59,065</b>

**Note(s):** \*Grants allocated across various cost centres - balanced to budget

\*QBR - Grant removed

## Building Maintenance

Responsible Director Director Infrastructure & Works

FTE to deliver Service Area 9.5

### OPERATIONAL PLAN ACTIONS

BUILDING  
MAINTENANCE

2

● ON TRACK

### 2023 - 2024 BUDGET

	Operating Income	Employee Costs	Materials & Services	Depreciation & Impairment	Other Expenses	Operating Expenditure	Net Cost of Service
Original Budget	(\$893,677)	\$101,912	\$367,151	\$777,603	\$0	\$1,246,666	\$352,989
*Adjust Org Bud	(\$10,300,000)	(\$1,941)	\$5,000	\$0	\$0	\$3,059	(\$10,296,941)
QBR 1	(\$892,504)	\$0	\$0	\$0	\$0	\$0	(\$892,504)
QBR 2	\$9,585,000	\$0	\$0	\$0	\$0	\$0	\$9,585,000
Half Yearly	(\$2,501,181)	\$99,971	\$372,151	\$777,603	\$0	\$1,249,725	(\$1,251,456)

Note(s): \*Grants allocated across various cost centres - balanced to budget

\*QBR - Grant adjusted

## Cemetery Management

Responsible Director Director Infrastructure & Works

FTE to deliver Service Area 2.3

### OPERATIONAL PLAN ACTIONS

CEMETARY  
MANAGEMENT

6

● ON TRACK

### 2023 - 2024 BUDGET

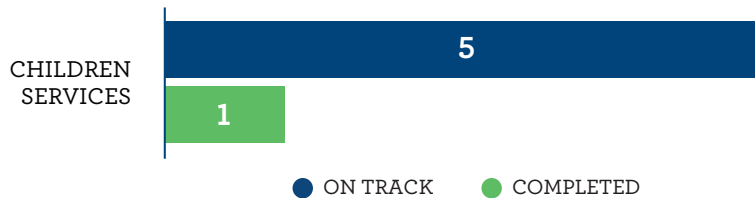
	Operating Income	Employee Costs	Materials & Services	Depreciation & Impairment	Other Expenses	Operating Expenditure	Net Cost of Service
Original Budget	(\$266,500)	\$108,569	\$45,500	\$15,557	\$0	\$169,626	(\$96,874)
Adjust Org Bud	\$0	\$0	\$0	\$0	\$0	\$0	\$0
QBR 1	\$0	\$0	\$0	\$0	\$0	\$0	\$0
QBR 2	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Half Yearly	(\$266,500)	\$108,569	\$45,500	\$15,557	\$0	\$169,626	(\$96,874)

## Children's Services

Responsible Director Director Community & Corporate

FTE to deliver Service Area 24.96

### OPERATIONAL PLAN ACTIONS



### 2023 - 2024 BUDGET

	Operating Income	Employee Costs	Materials & Services	Depreciation & Impairment	Other Expenses	Operating Expenditure	Net Cost of Service
Original Budget	(\$2,301,722)	\$1,362,794	\$201,035	\$34,767	\$0	\$1,598,596	(\$703,126)
Adjust Org Bud	\$0	\$0	\$0	\$0	\$0	\$0	\$0
QBR 1	\$0	\$0	\$0	\$0	\$0	\$0	\$0
QBR 2	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Half Yearly	(\$2,301,722)	\$1,362,794	\$201,035	\$34,767	\$0	\$1,598,596	(\$703,126)

## Communication, Engagement and Corporate Planning

Responsible Director Director Community & Corporate

FTE to deliver Service Area 4

### OPERATIONAL PLAN ACTIONS



### 2023 - 2024 BUDGET

	Operating Income	Employee Costs	Materials & Services	Depreciation & Impairment	Other Expenses	Operating Expenditure	Net Cost of Service
Original Budget	\$0	\$328,143	\$138,000	\$0	\$0	\$466,143	\$466,143
Adjust Org Bud	\$0	\$0	\$0	\$0	\$0	\$0	\$0
QBR 1	\$0	\$0	\$0	\$0	\$0	\$0	\$0
QBR 2	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Half Yearly	\$0	\$328,143	\$138,000	\$0	\$0	\$466,143	\$466,143

## Community Development

Responsible Director Director Community & Corporate  
 FTE to deliver Service Area 2

### OPERATIONAL PLAN ACTIONS



### 2023 - 2024 BUDGET

	Operating Income	Employee Costs	Materials & Services	Depreciation & Impairment	Other Expenses	Operating Expenditure	Net Cost of Service
Original Budget	(\$44,970)	\$678,500	\$169,134	\$14,510	\$20,000	\$882,144	\$837,174
Adjust Org Bud	\$30	\$0	(\$5,000)	\$0	\$0	(\$5,000)	(\$4,970)
QBR 1	(\$15,000)	\$0	\$0	\$0	\$0	\$0	(\$15,000)
QBR 2	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Half Yearly	(\$59,940)	\$678,500	\$164,134	\$14,510	\$20,000	\$877,144	\$817,204

## Community Transport

Responsible Director Director Community & Corporate  
 FTE to deliver Service Area 2.34

### OPERATIONAL PLAN ACTIONS



### 2023 - 2024 BUDGET

	Operating Income	Employee Costs	Materials & Services	Depreciation & Impairment	Other Expenses	Operating Expenditure	Net Cost of Service
Original Budget	(\$531,593)	\$186,690	\$167,382	\$0	\$0	\$354,072	(\$177,521)
Adjust Org Bud	\$0	\$0	\$0	\$18,418	\$0	\$18,418	\$18,418
QBR 1	\$0	\$0	\$0	\$0	\$0	\$0	\$0
QBR 2	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Half Yearly	(\$531,593)	\$186,690	\$167,382	\$18,418	\$0	\$372,490	(\$159,103)

## Customer Service

Responsible Director Director Community & Corporate

FTE to deliver Service Area 2.34

### OPERATIONAL PLAN ACTIONS

CUSTOMER SERVICE

2

● ON TRACK

### 2023 - 2024 BUDGET

	Operating Income	Employee Costs	Materials & Services	Depreciation & Impairment	Other Expenses	Operating Expenditure	Net Cost of Service
Original Budget	(\$80,450)	\$466,263	\$69,500	\$0	\$0	\$535,763	\$455,313
Adjust Org Bud	\$0	\$0	\$0	\$0	\$0	\$0	\$0
QBR 1	\$0	\$0	\$0	\$0	\$0	\$0	\$0
QBR 2	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Half Yearly	(\$80,450)	\$466,263	\$69,500	\$0	\$0	\$535,763	\$455,313

## Drainage and Stormwater Management

Responsible Director Director Infrastructure & Works

FTE to deliver Service Area 3.4

### OPERATIONAL PLAN ACTIONS

DRAINAGE AND  
STORMWATER

7

1

● ON TRACK ● NOT DUE TO START

### 2023 - 2024 BUDGET

	Operating Income	Employee Costs	Materials & Services	Depreciation & Impairment	Other Expenses	Operating Expenditure	Net Cost of Service
Original Budget	(\$30,026)	\$31,245	\$12,548	\$497,286	\$0	\$541,079	\$511,053
Adjust Org Bud	\$0	\$0	\$0	\$0	\$0	\$0	\$0
QBR 1	\$0	\$0	\$0	\$0	\$0	\$0	\$0
QBR 2	\$2,805	\$0	\$0	\$0	\$0	\$0	\$2,805
Half Yearly	(\$27,221)	\$31,245	\$12,548	\$497,286	\$0	\$541,079	\$513,858



## Economic Development

Responsible Director Executive Director Community & Corporate  
 FTE to deliver Service Area 1

### OPERATIONAL PLAN ACTIONS



### 2023 - 2024 BUDGET

	Operating Income	Employee Costs	Materials & Services	Depreciation & Impairment	Other Expenses	Operating Expenditure	Net Cost of Service
Original Budget	(\$2,500)	\$557,322	\$37,000	\$0	\$0	\$594,322	\$591,822
Adjust Org Bud	\$0	\$0	\$0	\$0	\$0	\$0	\$0
QBR 1	\$0	\$0	\$0	\$0	\$0	\$0	\$0
QBR 2	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Half Yearly	(\$2,500)	\$557,322	\$37,000	\$0	\$0	\$594,322	\$591,822

## Emergency Management

Responsible Director Director Community & Corporate  
 FTE to deliver Service Area 1

### OPERATIONAL PLAN ACTIONS



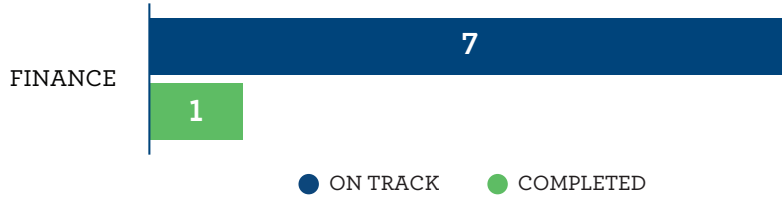
### 2023 - 2024 BUDGET

	Operating Income	Employee Costs	Materials & Services	Depreciation & Impairment	Other Expenses	Operating Expenditure	Net Cost of Service
Original Budget	(\$525,000)	\$0	\$195,742	\$30,284	\$562,000	\$788,026	\$263,026
Adjust Org Bud	\$0	\$0	\$0	\$0	\$0	\$0	\$0
QBR 1	\$0	\$0	\$0	\$0	\$0	\$0	\$0
QBR 2	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Half Yearly	(\$525,000)	\$0	\$195,742	\$30,284	\$562,000	\$788,026	\$263,026

## Finance

**Responsible Director** Director Community & Corporate  
**FTE to deliver Service Area** 13

### OPERATIONAL PLAN ACTIONS



### 2023 - 2024 BUDGET

	Operating Income	Employee Costs	Materials & Services	Depreciation & Impairment	Other Expenses	Operating Expenditure	Net Cost of Service
Original Budget	(\$553,848)	\$1,364,536	\$452,000	\$0	\$0	\$1,816,536	\$1,262,688
Adjust Org Bud	\$0	\$0	\$0	\$0	\$0	\$0	\$0
QBR 1	\$0	\$0	\$0	\$0	\$0	\$0	\$0
QBR 2	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Half Yearly	(\$553,848)	\$1,364,536	\$452,000	\$0	\$0	\$1,816,536	\$1,262,688

## Fleet, Depot and Workshops

**Responsible Director** Director Infrastructure & Works  
**FTE to deliver Service Area** 10.4

### OPERATIONAL PLAN ACTIONS



### 2023 - 2024 BUDGET

	Operating Income	Employee Costs	Materials & Services	Depreciation & Impairment	Other Expenses	Operating Expenditure	Net Cost of Service
Original Budget	(\$196,600)	\$785,520	\$1,803,386	\$1,455,328	\$0	\$4,044,234	\$3,847,634
Adjust Org Bud	\$0	\$0	\$0	\$0	\$0	\$0	\$0
QBR 1	\$0	\$0	\$0	\$0	\$0	\$0	\$0
QBR 2	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Half Yearly	(\$196,600)	\$785,520	\$1,803,386	\$1,455,328	\$0	\$4,044,234	\$3,847,634

## Footpaths, carparks, and kerb & gutter

Responsible Director Director Infrastructure & Works

FTE to deliver Service Area 3.70

### OPERATIONAL PLAN ACTIONS

FOOTPATHS, CARPARKS  
& KERB & GUTTER

6

● ON TRACK

### 2023 - 2024 BUDGET

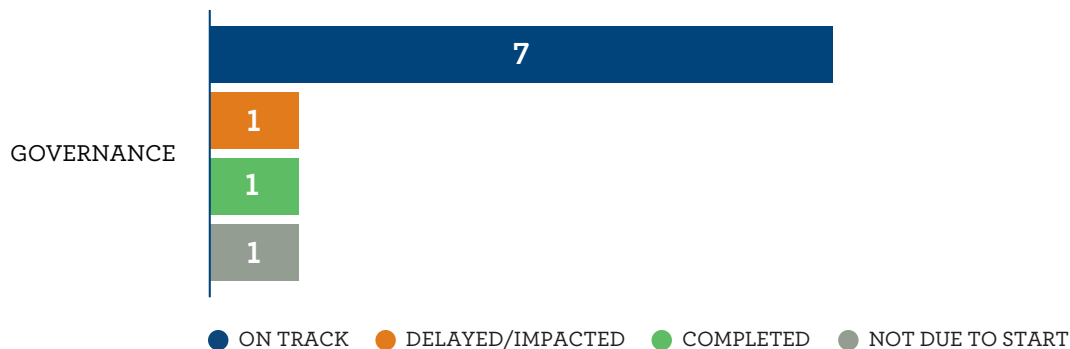
	Operating Income	Employee Costs	Materials & Services	Depreciation & Impairment	Other Expenses	Operating Expenditure	Net Cost of Service
Original Budget	\$0	\$54,249	\$60,582	\$610,989	\$0	\$725,820	\$725,820
Adjust Org Bud	\$0	(\$14,011)	\$0	\$0	\$0	(\$14,011)	(\$14,011)
QBR 1	(\$310,000)	\$0	\$0	\$0	\$0	\$0	(\$310,000)
QBR 2	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Half Yearly	(\$310,000)	\$40,238	\$60,582	\$610,989	\$0	\$711,809	\$401,809

## Governance and Risk

Responsible Director Director Community & Corporate

FTE to deliver Service Area 4

### OPERATIONAL PLAN ACTIONS



### 2023 - 2024 BUDGET

	Operating Income	Employee Costs	Materials & Services	Depreciation & Impairment	Other Expenses	Operating Expenditure	Net Cost of Service
Original Budget	(\$1,100)	\$477,556	\$64,000	\$0	\$280,000	\$821,556	\$820,456
Adjust Org Bud	\$0	\$0	\$0	\$0	\$0	\$0	\$0
QBR 1	\$0	\$0	\$0	\$0	\$0	\$0	\$0
QBR 2	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Half Yearly	(\$1,100)	\$477,556	\$64,000	\$0	\$280,000	\$821,556	\$820,456

## Growth and Development

Responsible Director Director Community & Corporate

FTE to deliver Service Area 6.5

### OPERATIONAL PLAN ACTIONS

GROWTH &  
DEVELOPMENT

3

● ON TRACK

### 2023 - 2024 BUDGET

	Operating Income	Employee Costs	Materials & Services	Depreciation & Impairment	Other Expenses	Operating Expenditure	Net Cost of Service
Original Budget	(\$686,768)	\$386,016	\$411,000	\$2,314	\$0	\$799,330	\$112,562
Adjust Org Bud	\$0	\$0	\$0	\$0	\$0	\$0	\$0
QBR 1	\$0	\$0	\$0	\$0	\$0	\$0	\$0
QBR 2	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Half Yearly	(\$686,768)	\$386,016	\$411,000	\$2,314	\$0	\$799,330	\$112,562

## Leadership

Responsible Office: Mayor and Councillors, General Manager

FTE to deliver Service Area 6.5

### OPERATIONAL PLAN ACTIONS

LEADERSHIP

8

● ON TRACK

### 2023 - 2024 BUDGET

	Operating Income	Employee Costs	Materials & Services	Depreciation & Impairment	Other Expenses	Operating Expenditure	Net Cost of Service
Original Budget	(\$20,290)	\$863,054	\$589,925	\$26,283	\$0	\$1,479,262	\$1,458,972
*Adjust Org Bud	\$0	(\$469,500)	\$0	\$0	\$0	(\$469,500)	(\$469,500)
QBR 1	\$0	\$0	\$0	\$0	\$0	\$0	\$0
QBR 2	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Half Yearly	(\$20,290)	\$393,554	\$589,925	\$26,283	\$0	\$1,009,762	\$989,472

Note(s): \*Reduced Wages - positions not being filled

## Libraries

Responsible Director Director Community & Corporate  
FTE to deliver Service Area 5.3

### OPERATIONAL PLAN ACTIONS

LIBRARIES

3

● ON TRACK

### 2023 - 2024 BUDGET

	Operating Income	Employee Costs	Materials & Services	Depreciation & Impairment	Other Expenses	Operating Expenditure	Net Cost of Service
Original Budget	(\$114,714)	\$509,247	\$122,129	\$84,065	\$413,605	\$1,129,046	\$1,014,332
Adjust Org Bud	\$0	\$0	\$0	\$0	\$0	\$0	\$0
QBR 1	\$0	\$0	\$0	\$0	\$0	\$0	\$0
QBR 2	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Half Yearly	(\$114,714)	\$509,247	\$122,129	\$84,065	\$413,605	\$1,129,046	\$1,014,332

## Multi Service Outlet

Responsible Director Director Community & Corporate  
FTE to deliver Service Area 2.08

### OPERATIONAL PLAN ACTIONS

MULTI SERVICE  
OUTLET

3

● ON TRACK

### 2023 - 2024 BUDGET

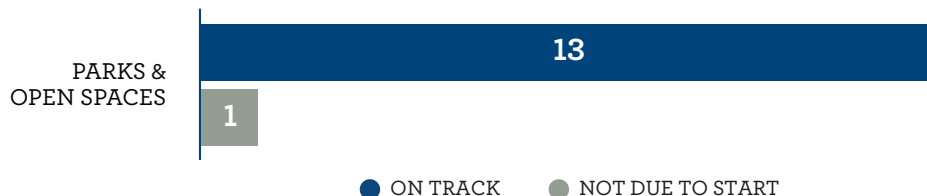
	Operating Income	Employee Costs	Materials & Services	Depreciation & Impairment	Other Expenses	Operating Expenditure	Net Cost of Service
Original Budget	(\$336,603)	\$12,853	\$114,345	\$96,765	\$26,118	\$250,081	(\$86,522)
Adjust Org Bud	\$0	\$0	\$0	\$0	\$0	\$0	\$0
QBR 1	\$0	\$0	\$0	\$0	\$0	\$0	\$0
QBR 2	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Half Yearly	(\$336,603)	\$12,853	\$114,345	\$96,765	\$26,118	\$250,081	(\$86,522)

## Parks and Open Spaces

Responsible Director Director Infrastructure and Works

FTE to deliver Service Area 12.3

### OPERATIONAL PLAN ACTIONS



### 2023 - 2024 BUDGET

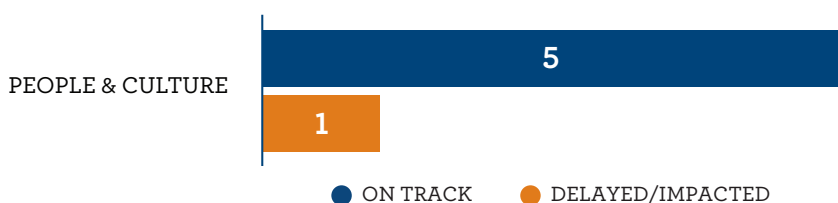
	Operating Income	Employee Costs	Materials & Services	Depreciation & Impairment	Other Expenses	Operating Expenditure	Net Cost of Service
Original Budget	(\$27,360)	\$929,856	\$320,135	\$435,901	\$0	\$1,685,892	\$1,658,532
Adjust Org Bud	\$0	(\$11,376)	\$0	\$0	\$0	(\$11,376)	(\$11,376)
QBR 1	\$0	\$0	\$0	\$0	\$0	\$0	\$0
QBR 2	\$0	\$1,308	\$0	\$0	\$0	\$1,308	\$1,308
Half Yearly	(\$27,360)	\$919,788	\$320,135	\$435,901	\$0	\$1,675,824	\$1,648,464

## People and Culture

Responsible Director Director Community & Corporate

FTE to deliver Service Area 4

### OPERATIONAL PLAN ACTIONS



### 2023 - 2024 BUDGET

	Operating Income	Employee Costs	Materials & Services	Depreciation & Impairment	Other Expenses	Operating Expenditure	Net Cost of Service
Original Budget	\$0	\$564,063	\$95,500	\$0	\$0	\$659,563	\$659,563
Adjust Org Bud	\$0	\$0	\$1,000	\$0	\$0	\$1,000	\$1,000
QBR 1	\$0	\$0	\$0	\$0	\$0	\$0	\$0
QBR 2	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Half Yearly	\$0	\$564,063	\$96,500	\$0	\$0	\$660,563	\$660,563



## Program and Grants Management

Responsible Director Director Community & Corporate

FTE to deliver Service Area 1

### OPERATIONAL PLAN ACTIONS

PROGRAM & GRANT  
MANAGEMENT

4

● ON TRACK

### 2023 - 2024 BUDGET

	Operating Income	Employee Costs	Materials & Services	Depreciation & Impairment	Other Expenses	Operating Expenditure	Net Cost of Service
Original Budget	(\$34,669,384)	\$128,875	\$0	\$0	\$5,000	\$133,875	(\$34,535,509)
*Adjust Org Bud	\$34,669,384	\$0	\$0	\$0	\$0	\$0	\$34,669,384
QBR 1	\$0	\$0	\$0	\$0	\$0	\$0	\$0
QBR 2	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Half Yearly	\$0	\$128,875	\$0	\$0	\$5,000	\$133,875	\$133,875

Note(s): \*Grants allocated across various cost centres - balanced to budget

## Public Toilets

Responsible Director Director Infrastructure & Works

FTE to deliver Service Area 2

### OPERATIONAL PLAN ACTIONS

PUBLIC TOILETS

2

● ON TRACK

### 2023 - 2024 BUDGET

	Operating Income	Employee Costs	Materials & Services	Depreciation & Impairment	Other Expenses	Operating Expenditure	Net Cost of Service
Original Budget	\$0	\$130,463	\$153,077	\$239,301	\$0	\$522,841	\$522,841
Adjust Org Bud	\$0	\$0	\$0	\$0	\$0	\$0	\$0
QBR 1	\$0	\$0	\$0	\$0	\$0	\$0	\$0
QBR 2	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Half Yearly	\$0	\$130,463	\$153,077	\$239,301	\$0	\$522,841	\$522,841

## Regulatory Services

Responsible Director Director Community & Corporate

FTE to deliver Service Area 6

### OPERATIONAL PLAN ACTIONS

REGULATORY SERVICES

4

● ON TRACK

### 2023 - 2024 BUDGET

	Operating Income	Employee Costs	Materials & Services	Depreciation & Impairment	Other Expenses	Operating Expenditure	Net Cost of Service
Original Budget	(\$113,120)	\$213,592	\$68,250	\$2,813	\$0	\$284,655	\$171,535
Adjust Org Bud	\$0	\$0	\$0	\$0	\$0	\$0	\$0
QBR 1	\$0	\$0	\$0	\$0	\$0	\$0	\$0
QBR 2	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Half Yearly	(\$113,120)	\$213,592	\$68,250	\$2,813	\$0	\$284,655	\$171,535

## Road and Bridges

Responsible Director Director Infrastructure & Works

FTE to deliver Service Area 30

### OPERATIONAL PLAN ACTIONS

ROAD & BRIDGES

4

1

4

● ON TRACK ● DELAYED/IMPACTED ● COMPLETED

### 2023 - 2024 BUDGET

	Operating Income	Employee Costs	Materials & Services	Depreciation & Impairment	Other Expenses	Operating Expenditure	Net Cost of Service
Original Budget	(\$3,322,727)	\$2,292,852	\$953,924	\$4,209,263	\$30,616	\$7,486,655	\$4,163,928
*Adjust Org Bud	(\$10,260,384)	(\$882,564)	\$0	\$0	\$0	(\$882,564)	(\$11,142,948)
QBR 1	(\$4,678,478)	\$0	\$0	\$0	\$0	\$0	(\$4,678,478)
QBR 2	\$1,025,760	\$249,183	\$1,851,183	\$0	\$0	\$2,100,366	\$3,126,126
Half Yearly	(\$17,235,829)	\$1,659,471	\$2,805,107	\$4,209,263	\$30,616	\$8,704,457	(\$8,531,372)

**Note(s):** \*Grants allocated across various cost centres - balanced to budget

\*QBR - additional RMS Grants & Contribution

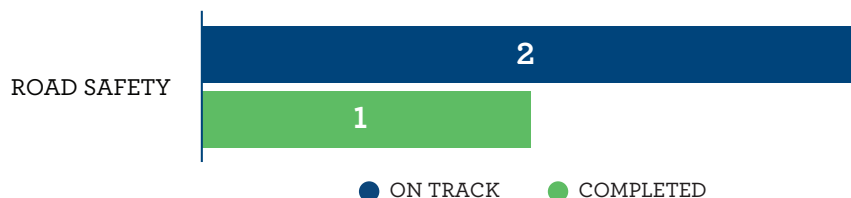
- increased Grants expenditure - RMS works

## Road Safety

Responsible Director Director Infrastructure & Works

FTE to deliver Service Area 1

### OPERATIONAL PLAN ACTIONS



### 2023 - 2024 BUDGET

	Operating Income	Employee Costs	Materials & Services	Depreciation & Impairment	Other Expenses	Operating Expenditure	Net Cost of Service
Original Budget	(\$91,640)	\$99,210	\$107,354	\$0	\$0	\$206,564	\$114,924
Adjust Org Bud	\$0	\$0	\$0	\$0	\$0	\$0	\$0
QBR 1	\$0	\$0	\$0	\$0	\$0	\$0	\$0
QBR 2	\$0	\$0	(\$1,665)	\$0	\$0	(\$1,665)	(\$1,665)
Half Yearly	(\$91,640)	\$99,210	\$105,689	\$0	\$0	\$204,899	\$113,259

## Sporting Grounds

Responsible Director Director Infrastructure & Works

FTE to deliver Service Area 3.6

### OPERATIONAL PLAN ACTIONS



### 2023 - 2024 BUDGET

	Operating Income	Employee Costs	Materials & Services	Depreciation & Impairment	Other Expenses	Operating Expenditure	Net Cost of Service
Original Budget	(\$23,800)	\$109,486	\$140,710	\$197,073	\$0	\$447,269	\$423,469
*Adjust Org Bud	(\$1,338,000)	\$0	\$0	\$0	\$0	\$0	(\$1,338,000)
QBR 1	\$142,616	\$0	\$0	\$0	\$0	\$0	\$142,616
QBR 2	\$775,000	\$0	\$0	\$0	\$0	\$0	\$775,000
Half Yearly	(\$444,184)	\$109,486	\$140,710	\$197,073	\$0	\$447,269	\$3,085

Note(s): \*Grants allocated across various cost centres - balanced to budget

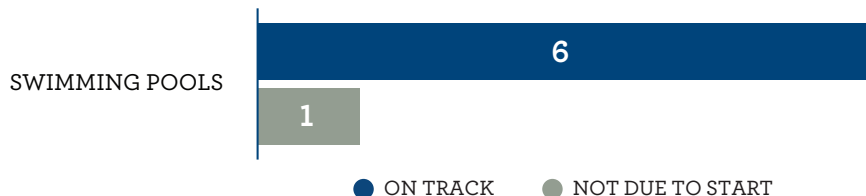
\*QBR - Grants adjusted

## Swimming Pools

Responsible Director Director Infrastructure & Works

FTE to deliver Service Area 11.6

### OPERATIONAL PLAN ACTIONS



### 2023 - 2024 BUDGET

	Operating Income	Employee Costs	Materials & Services	Depreciation & Impairment	Other Expenses	Operating Expenditure	Net Cost of Service
Original Budget	(\$366,400)	\$498,730	\$267,073	\$351,305	\$0	\$1,117,108	\$750,708
*Adjust Org Bud	(\$771,000)	\$0	\$0	\$0	\$0	\$0	(\$771,000)
QBR 1	(\$972,872)	\$0	\$0	\$0	\$0	\$0	(\$972,872)
QBR 2	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Half Yearly	(\$2,110,272)	\$498,730	\$267,073	\$351,305	\$0	\$1,117,108	(\$993,164)

Note(s): \*Grants allocated across various cost centres - balanced to budget

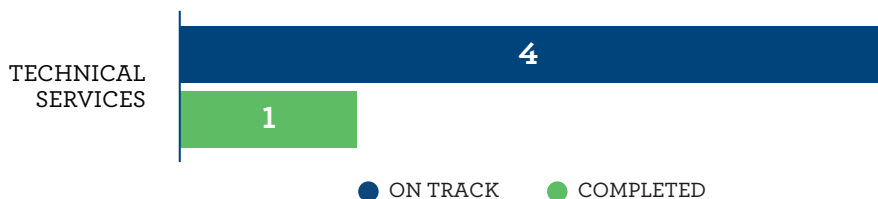
\*QBR - Grants adjusted

## Technical Services

Responsible Director Director Infrastructure & Works

FTE to deliver Service Area 10.1

### OPERATIONAL PLAN ACTIONS



### 2023 - 2024 BUDGET

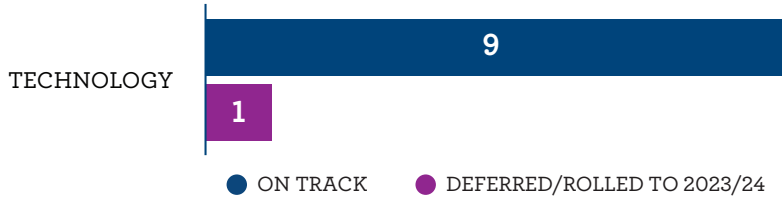
	Operating Income	Employee Costs	Materials & Services	Depreciation & Impairment	Other Expenses	Operating Expenditure	Net Cost of Service
Original Budget	(\$252,050)	\$4,259,440	\$236,873	\$6,143	\$0	\$4,502,456	\$4,250,406
*Adjust Org Bud	\$0	\$0	\$0	\$0	\$0	\$0	\$0
QBR 1	\$0	\$0	\$0	\$0	\$0	\$0	\$0
QBR 2	\$0	(\$250,491)	\$0	\$0	\$0	(\$250,491)	(\$250,491)
Half Yearly	(\$252,050)	\$4,008,949	\$236,873	\$6,143	\$0	\$4,251,965	\$3,999,915

Note(s): \*Reduced Wages, vacant positions

# Technology

**Responsible Director** Director Infrastructure & Works  
**FTE to deliver Service Area 10.1**

## OPERATIONAL PLAN ACTIONS



## 2023 - 2024 BUDGET

	Operating Income	Employee Costs	Materials & Services	Depreciation & Impairment	Other Expenses	Operating Expenditure	Net Cost of Service
<b>Original Budget</b>	<b>\$0</b>	<b>\$194,098</b>	<b>\$1,921,000</b>	<b>\$6,706</b>	<b>\$0</b>	<b>\$2,121,804</b>	<b>\$2,121,804</b>
<b>Adjust Org Bud</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>
<b>QBR 1</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>
<b>QBR 2</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>
<b>Half Yearly</b>	<b>\$0</b>	<b>\$194,098</b>	<b>\$1,921,000</b>	<b>\$6,706</b>	<b>\$0</b>	<b>\$2,121,804</b>	<b>\$2,121,804</b>

## Tourism and Visitor Services

**Responsible Director** Director Community & Corporate (Tourism and Visitor Services)

Director Infrastructure (Caravan Parks)

**FTE to deliver Service Area**

Tourism and Visitor Services – 3

Caravan Parks – 10.5

### OPERATIONAL PLAN ACTIONS

TOURISM & VISITOR  
SERVICES

4

● ON TRACK

### 2023 - 2024 BUDGET - Tourism & Visitor Service

	Operating Income	Employee Costs	Materials & Services	Depreciation & Impairment	Other Expenses	Operating Expenditure	Net Cost of Service
Original Budget	(\$96,315)	\$107,711	\$71,000	\$40,730	\$167,796	\$387,237	\$290,922
Adjust Org Bud	\$0	\$0	\$0	\$0	\$0	\$0	\$0
QBR 1	\$0	\$0	\$0	\$0	\$0	\$0	\$0
QBR 2	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Half Yearly	(\$96,315)	\$107,711	\$71,000	\$40,730	\$167,796	\$387,237	\$290,922

### 2023 - 2024 BUDGET - Caravan Parks

	Operating Income	Employee Costs	Materials & Services	Depreciation & Impairment	Other Expenses	Operating Expenditure	Net Cost of Service
Original Budget	(\$1,135,000)	\$25,361	\$433,348	\$165,535	\$25,128	\$649,372	(\$485,628)
Adjust Org Bud	\$0	\$0	\$0	\$0	\$0	\$0	\$0
QBR 1	\$0	\$0	\$0	\$0	\$0	\$0	\$0
QBR 2	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Half Yearly	(\$1,135,000)	\$25,361	\$433,348	\$165,535	\$25,128	\$649,372	(\$485,628)



## Waste Management

Responsible Director Director Infrastructure & Works

FTE to deliver Service Area 7

### OPERATIONAL PLAN ACTIONS

WASTE MANAGEMENT

8

● ON TRACK

### 2023 - 2024 BUDGET

	Operating Income	Employee Costs	Materials & Services	Depreciation & Impairment	Other Expenses	Operating Expenditure	Net Cost of Service
Original Budget	(\$4,489,095)	\$487,449	\$2,342,575	\$113,184	\$0	\$2,943,208	(\$1,545,887)
*Adjust Org Bud	(\$116,000)	\$0	\$0	\$0	\$0	\$0	(\$116,000)
QBR 1	\$285,080	\$0	\$0	\$0	\$0	\$0	\$285,080
QBR 2	(\$57,957)	\$0	(\$15,000)	\$0	\$0	(\$15,000)	(\$72,957)
Half Yearly	(\$4,377,972)	\$487,449	\$2,327,575	\$113,184	\$0	\$2,928,208	(\$1,449,764)

Note(s): \*Grants allocated

\*QBR - Grants adjusted

## Wastewater Operations

Responsible Director Director Infrastructure & Works

FTE to deliver Service Area 9.1

### OPERATIONAL PLAN ACTIONS

WASTEWATER OPERATIONS

4

● ON TRACK

### 2023 - 2024 BUDGET

	Operating Income	Employee Costs	Materials & Services	Depreciation & Impairment	Other Expenses	Operating Expenditure	Net Cost of Service
Original Budget	(\$5,880,474)	\$981,122	\$1,269,956	\$1,122,963	\$89,432	\$3,463,473	(\$2,417,001)
*Adjust Org Bud	(\$92,000)	\$0	\$0	\$0	\$0	\$0	(\$92,000)
QBR 1	\$0	\$0	\$0	\$0	\$0	\$0	\$0
QBR 2	(\$91,943)	\$0	\$0	\$0	\$0	\$0	(\$91,943)
Half Yearly	(\$6,064,417)	\$981,122	\$1,269,956	\$1,122,963	\$89,432	\$3,463,473	(\$2,600,944)

Note(s): \*Grants allocated

\*QBR - Grants adjusted

## Water Supply

Responsible Director Director Infrastructure & Works

FTE to deliver Service Area 10.2

### OPERATIONAL PLAN ACTIONS

WATER SUPPLY

6

● ON TRACK

### 2023 - 2024 BUDGET

	Operating Income	Employee Costs	Materials & Services	Depreciation & Impairment	Other Expenses	Operating Expenditure	Net Cost of Service
Original Budget	(\$6,586,534)	\$963,663	\$1,167,577	\$1,046,354	\$66,272	\$3,243,866	(\$3,342,668)
*Adjust Org Bud	(\$100,000)	\$0	\$0	\$0	\$0	\$0	(\$100,000)
QBR 1	\$0	\$0	\$0	\$0	\$0	\$0	\$0
QBR 2	(\$12,501)	\$0	\$0	\$0	\$0	\$0	(\$12,501)
Half Yearly	(\$6,699,035)	\$963,663	\$1,167,577	\$1,046,354	\$66,272	\$3,243,866	(\$3,455,169)

Note(s): \*Grants allocated

\*QBR - Grants adjusted

## Workplace Health and Safety

Responsible Director Director Community & Corporate

FTE to deliver Service Area 3

### OPERATIONAL PLAN ACTIONS

WORKPLACE HEALTH  
& SAFETY

7

● ON TRACK

### 2023 - 2024 BUDGET

	Operating Income	Employee Costs	Materials & Services	Depreciation & Impairment	Other Expenses	Operating Expenditure	Net Cost of Service
Original Budget	\$0	\$278,451	\$997,000	\$0	\$0	\$1,275,451	\$1,275,451
Adjust Org Bud	\$0	\$0	\$0	\$0	\$0	\$0	\$0
QBR 1	\$0	\$0	\$0	\$0	\$0	\$0	\$0
QBR 2	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Half Yearly	\$0	\$278,451	\$997,000	\$0	\$0	\$1,275,451	\$1,275,451

## External/Private Works

Responsible Director Director Infrastructure & Works

FTE to deliver Service Area 4.75

2023 - 2024 BUDGET

	Operating Income	Employee Costs	Materials & Services	Depreciation & Impairment	Other Expenses	Operating Expenditure	Net Cost of Service
<b>Original Budget</b>	<b>(\$8,204,797)</b>	<b>\$1,064,229</b>	<b>\$5,416,145</b>	<b>\$0</b>	<b>\$0</b>	<b>\$6,480,374</b>	<b>(\$1,724,423)</b>
<b>Adjust Org Bud</b>	\$0	\$0	\$0	\$0	\$0	\$0	\$0
<b>QBR 1</b>	\$0	\$0	\$0	\$0	\$0	\$0	\$0
<b>QBR 2</b>	\$0	\$0	\$0	\$0	\$0	\$0	\$0
<b>Half Yearly</b>	<b>(\$8,204,797)</b>	<b>\$1,064,229</b>	<b>\$5,416,145</b>	<b>\$0</b>	<b>\$0</b>	<b>\$6,480,374</b>	<b>(\$1,724,423)</b>



# CAPITAL WORKS

## 6 MONTHLY UPDATE



IMAGE: HEAVY PATCHING SEALING, ELLIOTT WAY, PADDYS RIVER



# 2023-2024 CAPITAL WORK PROGRAM HALF YEARLY REPORT

## CAPITAL PROGRAM BY COST CENTRE

Year to Date (YTD) Performance				
Description	YTD Actual \$	YTD Budget \$	Var \$	Var %
Depots & Workshops	189,706	104,538	-85,168	-81.47%
Fleet	596,695	1,191,169	594,474	49.91%
Information Technology	79,579	46,424	-33,155	-71.42%
Enterprise Systems	99,293	291,669	192,376	65.96%
Emergency Works - FLOOD/STORM (Roads and associated)	298,352	623,000	324,648	52.11%
Drainage & Stormwater Management	24,551	151,662	127,111	83.81%
Solid Waste Management	1,549,561	1,184,778	-364,783	-30.79%
Road Safety	0	6,713	6,713	100.00%
Community Programs and Grants	0	8,750	8,750	100.00%
Education	0	0	0	100.00%
Community & Corporate	302,716	207,004	-95,712	-46.24%
Public Cemeteries	2,601	0	-2,601	100.00%
Public Conveniences	675	0	-675	100.00%
Public Halls	520,128	303,408	-216,720	-71.43%
Sporting Grounds & Venues	64,875	991,151	926,276	93.45%
Swimming Pools	231,654	759,136	527,482	69.48%
Parks & Gardens	1,087,230	672,466	-414,764	-61.68%
Urban Roads	16,668	693,245	676,577	97.60%
Rural Local Roads - Sealed	2,286,772	3,395,105	1,108,333	32.65%
Rural Local Roads - Unsealed	842,084	1,548,183	706,099	45.61%
Regional Roads	920,173	985,831	65,658	6.66%
Bridges - All	1,577	147,987	146,410	98.93%
Footpaths	83,870	236,257	152,387	64.50%

Aerodrome	254,028	7,000,000	6,745,972	96.37%
Roads - Other	280,639	2,307,186	2,026,547	87.84%
Caravan Park	53,028	0	-53,028	100.00%
Buildings	60,090	5,947,025	5,886,935	98.99%
Real Estate	2,240	0	-2,240	100.00%
Water Supplies Administration	151,826	3,049,407	2,897,581	95.02%
Sewerage Services Administration	151,010	1,302,754	1,151,744	88.41%
<b>TOTAL CAPITAL WORKS BY COST CENTRE</b>	<b>10,151,622</b>	<b>33,154,847</b>	<b>23,003,225</b>	<b>69.38%</b>

### CAPITAL WORKS PROGRAM BY CLASS

Plant & Equipment	1,130,708	1,481,494	350,786	23.68%
Office Equipment	178,873	338,093	159,220	47.09%
Furniture & Fittings	26,476	15,442	-11,034	-71.45%
Operational Land	106,504	197,040	90,535	45.95%
Community Land	2,240	0	-2,240	100.00%
Land Improvements Depreciable	342,329	227,423	-114,906	-50.53%
Buildings - Non-Specialised	23,222	63,021	39,799	63.15%
Buildings - Specialised	32,649	6,704,040	6,671,391	99.51%
Other Structures	632,702	7,278,140	6,645,438	91.31%
Roads	4,637,801	9,591,428	4,953,627	51.65%
Bridges	0	110,880	110,880	100.00%
Footpaths	83,870	236,257	152,387	64.50%
Stormwater Drainage	24,551	151,662	127,111	83.81%
Swimming Pools	0	0	0	100.00%
Other Open Space/Recreational Assets	1,255,947	1,391,649	135,702	9.75%
Water Supply Network	138,173	2,979,942	2,841,769	95.36%
Sewerage Network	151,010	1,302,754	1,151,744	88.41%
Waste (Tip Assets)	1,384,569	1,076,833	-307,736	-28.58%
IWD M&R (for SS7)	0	0	0	100.00%
Not Applicable	0	8,750	8,750	100.00%
<b>TOTAL CAPITAL WORKS BY COST CENTRE</b>	<b>10,151,622</b>	<b>33,154,847</b>	<b>23,003,225</b>	<b>69.38%</b>





**DRAFT SIX MONTHLY REPORT**  
JULY - DECEMBER 2023