Bland Shire Council

Business Paper

Ordinary Council Meeting

18 August 2020

OUR VISION, MISSION AND VALUES

Our Vision

A place where people are valued, an environment that is respected, a future that is bright, a community that is proud

Our Mission

Working together to improve our quality of life

BLAND SHIRE COUNCIL
west wyalong

Our Values

- Put the community first
- Work together as a committed team
- Respect and value each other
- Have open and honest two-way communication

- Act with integrity and honesty
- Continuously improve our services
- Keep ourselves and others safe

ETHICAL DECISION MAKING AND CONFLICTS OF INTEREST
A guiding checklist for Councillors, Officers and Advisory Committees

Ethical Decision Making
- Is the decision or conduct legal?
- Is it consistent with Government policy, Council's objectives and Code of Conduct?
- What will the outcome be for you, your colleagues, the Council, anyone else?
- Does it raise a conflict of interest?
- Could your possible conflict of interest lead to private gain or loss at public expense?
- Can the decision be justified in terms of public interest?
- Would it withstand public scrutiny?

Conflict of Interest
- A conflict of interest is a clash between private interest and public duty. There are two types of conflict: Pecuniary – regulated by the Local Government Act and Office of Local Government and, Non-pecuniary – regulated by Codes of Conduct and policy. ICAC, Ombudsman, Office of Local Government (advice only).

The test for conflict of interest
- Is it likely I could be influenced by personal interest in carrying out my public duty?
- Would a fair and reasonable person believe I could be so influenced?
- Conflict of interest is closely tied to the layperson's definition of "corruption" – using public office for private gain.
- Important to consider public perceptions of whether you have a conflict of interest

Identifying Problems
1st - Do I have private interest affected by a matter I am officially involved in?
2nd - Is my official role one of influence or perceived influence over the matter?
3rd - Do my private interests conflict with my official role?

Whilst seeking advice is generally useful, the ultimate decision rests with the person concerned.

Agency Advice
Officers of the following agencies are available during office hours to discuss the obligations placed on Councillors, Officers and Advisory Committee members by various pieces of legislation, regulation and Codes.

Contact	Phone	Email	Website
Bland Shire Council	6972 2266	council@blandshire.nsw.gov.au	www.blandshire.nsw.gov.au
ICAC	8281 5999 Toll Free: 1800 463 909	icac@icac.nsw.gov.au	www.icac.nsw.gov.au
Office of Local Government	4428 4100	olg@olg.nsw.gov.au	www.olg.nsw.gov.au
NSW Ombudsman	9286 1000 Toll Free: 1800 451 524	nswombo@ombo.nsw.gov.au	www.ombo.nsw.gov.au

Common Acronyms Used in Bland Shire Council Reports and Documents

ABS	Australian Bureau of Statistics
ACAT	Aged Care Assessment Team
AFZ	Alcohol Free Zone
AGM	Annual General Meeting
ALIA	Australian Library and Information Association
AMP	Asset Management Plan
AMRC	NSW Association of Mining Related Councils
BCA	Building Code of Australia
BDCP	Bland Development Control Plan
BEC	Business Enterprise Centre
BFMC	Bush Fire Management Committee
BFMP	Bush Fire Management Plan
BSC	Bland Shire Council
BWW	Business West Wyalong
CASA	Civil Aviation Safety Authority
CBD	Central Business District
CDAT	Community Drug Action Team
CDO	Community Development Officer
CENTROC	Central West Regional Group of Councils
CEO	Chief Executive Officer
CIV	Capital Improved Value
CLRS	Councillors
CPD	Continuing Professional Development
CPI	Consumer Price Index
CPP	Cowal Partnering Program
Cr	Councillor
CRO	Community Relations Officer
CSP	Community Strategic Plan
CSU	Childrens Services Unit
CT	Community Technology
CWA	Country Women's Association
DA	Development Application
DAES	Director Asset & Engineering Services
DCCDS	Director Corporate, Community & Development Services
DCCS	Director Corporate & Community Services
DCP	Development Control Plan
DTS	Director Technical Services
DEMO	District Emergency Management Officer
DEOCON	District Emergency Controller

DisPlan	Disaster Plan (Local DisPlan, District DisPlan, State DisPlan)
DP	Delivery Program
DPI	Department of Primary Industries
DWMC	Domestic Waste Management Charges
DWMS	Domestic Waste Management Services
EA	Executive Assistant
EAP	Employee Assistance Program
ED	Economic Development
EEO	Equal Employment Opportunity
EFO	Electoral Funding Authority
EOI	Expression of Interest
EPAA	Environmental Planning & Assessment Act
ERA	Eastern Riverina Arts
EWSA	Educator Workplace Safety Audit
EWW	Events West Wyalong
EYLF	Early Years Learning Framework
FAG	Financial Assistance Grant
FDC	Family Day Care
FFTF	Fit for the Future
FRRR	Foundation for Rural and Regional Renewal
FYI	For your information
GHMS	Grain Harvest Management Scheme
GIPA	Government Information (Public Access) Act
GM	General Manager
GTAN	Government Training & Assistance Network
GWCC	Goldenfields Water County Council
HACC	Home and Community Care
HR	Human Resources
ICAC	Independent Commission Against Corruption
IPART	Independent Pricing and Regulatory Tribunal
IPR or IP&R	Integrated Planning and Reporting
ITAV	It Takes A Village Program
JO	Joint Organisation
K&G	Kerb and gutter
KPI	Key Performance Indicator
LALC	Local Aboriginal Lands Council
LBDC	Little Bangs Discovery Club
LCGMCAC	Lake Cowal Gold Mine Closure Advisory Committee
LEMC	Local Emergency Management Committee

LEMO	Local Emergency Management Officer
LEOC	Local Emergency Operations Centre
LEOCON	Local Emergency Operations Controller
LEP	Local Environmental Plan
LG	Local Government
LGA	Local Government Act or Local Government Area
LGNSW	Local Government New South Wales
LIAC	Legal Information Access Centre
LTFP	Long Term Financial Plan
M	Million
Manex	Management Executive
MHDA	Mental Health Drug & Alcohol
MLC	Member of the Legislative Council
MML	Murrumbidgee Medicare Local
MOW	Meals on Wheels
MoU	Memorandum of Understanding
MP	Member of Parliament
MPHN	Murrumbidgee Primary Health Network
MPR	Multi Purpose Room
MR	Main Road
MRU	Mobile Resource Unit
NAIDOC	National Aboriginal & Islander Observance Committee
NFAR	No further action required
NGO	Non-Government Organisation
NQF	National Quality Framework
NSRF	National Stronger Regions Fund
NSWEC	New South Wales Electoral Commission
NSWPLA	New South Wales Public Libraries Association
NSWRFS	NSW Rural Fire Service
OGM	Office of the General Manager
OLG	Office of Local Government
OP	Operational Plan
P&G	Parks & Gardens
PA	Per Annum
PC	Personal Computer
PCBU	Person Conducting a Business or Undertaking
PHaMs	Personal Helpers and Mentors
PLA	Public Library Association
POEO	Protection of the Environment Operations Act & Regulations

PSITAB	NSW Public Sector Industry Advisory Board	RTO	Registered Training Organisation	TSR	Travelling stock route
PSSA	NSW Primary Schools Sports Association	RV	Recreational Vehicle	TVET	TAFE Delivered Vocational Education & Training
QBRS	Quarterly Budget Review Statement	SEDTA	Senior Economic Development & Tourism Advisor	USU	United Services Union
R2R	Roads to Recovery	SEPP	State Environmental Planning Policy	UV	Unimproved Value
Rd	Road	SES	State Emergency Service	VC	Victoria Cross
RDA	Regional Development Australia	SH	State Highway	VIC	Visitor Information Centre
RDO	Rostered Day Off	SLA	Service-level agreement	VPA	Voluntary Planning Agreement
Rec	Recreation	SLNSW	State Library New South Wales	WAPS	Workforce Assessment Plan & Strategy
REROC	Riverina Eastern Regional Organisation of Councils	SRC	Summer Reading Club	WHS	Work Health & Safety
RFBI	Royal Freemasons' Benevolent Institution	SRV	Special Rate Variation	WWBC	West Wyalong Bowling Club
RFS	Rural Fire Service	St	Street	WWFHG	West Wyalong Family History Group
RMAP	Risk Management Action Plan	STW	Sewerage Treatment Works	WWRL	West Wyalong Rugby League
RMS	Roads & Maritime Services	TASAC	Tourist Attraction Signposting Assessment Committee		
RRL	Riverina Regional Library	TCORP	Treasury Corporation		

Council Meeting Agenda

18 August 2020
commencing at 6:30PM

Council advises that an audio recording of the proceedings of this meeting will be taken and made publicly available on the website.

1.0 OPENING MEETING AND ACKNOWLEDGEMENT OF COUNTRY

Let us acknowledge the Wiradjuri people, their elders past and present, traditional custodians of the land we now share.
Let us be inspired by the resilience, innovation and perseverance of past generations.
Let us honour those who protect this great land,
may you draw strength from your God or Faith
so that we may, here today, on behalf of our community, - build a vibrant future together.
("Pause for Reflection").

2.0 APOLOGIES AND APPLICATIONS FOR A LEAVE OF ABSENCE BY COUNCILLORS

2.1 Attendance
Councillors
Cr Bruce Baker
Cr Rodney Crowe
Cr Penny English
Cr Kerry Keatley
Cr Tony Lord
Cr Liz McGlynn
Cr Brian Monaghan
Cr Murray Thomas
Cr Jan Wyse
Staff
General Manager – Ray Smith
Director Technical Services – Will Marsh
Director Corporate & Community Services – Alison Balind
Executive Assistant – Julie Sharpe

2.2 Apologies

2.3 Applications for a leave of absence by Councillors

3.0 CONFIRMATION OF MINUTES

3.1 Ordinary Meeting held on 21 July 2020
- **Corrections**
- **Business Arising**
- **Confirmation**

4.0   DISCLOSURES OF INTERESTS

Councillor/ Officer	Item	Nature of Interest	How Managed
		❍ Non-Pecuniary ❍ Pecuniary	❍ Verbal Disclosure ❍ Written Disclosure ❍ Left meeting

5.0   PRESENTATION(S) AND PUBLIC FORUM

6.0   MAYORAL MINUTE(S)

7.0   REPORTS OF COMMITTEES

8.0   REPORTS TO COUNCIL

Section 1 - Office of the General Manager

Section 2 – Corporate & Community Services

Section 3 - Reports for Information

9.0   NOTICES OF MOTIONS / QUESTIONS WITH NOTICE

10.0   CONFIDENTIAL MATTERS
Closure of the meeting to discuss confidential business under the provisions of Section 10A(2) of the Local Government Act

10.1   West Wyalong Community Theatre – Stage 2 Tenders
Local Government Act 1993 (section 10A (2)
The matters and information are the following:
(c) information that would, if disclosed, confer a commercial advantage on a person with whom the council is conducting (or proposes to conduct) business,

Resumption of the meeting and consideration of recommendations of the Closed section of the meeting

11.0   CONCLUSION OF THE MEETING

REPORTS OF COMMITTEES

Our Leadership - A well run Council acting as the voice of the community

DP10.6 Regular consultation with key industry, business and stakeholders

Committee	Date/s	Minutes attached
Australia Day Awards Committee of the Whole *(Whole Council)*		
Australian Rural Roads Group Inc *(Mayor Monaghan,* *Cr McGlynn - alternate, Cr Thomas - alternate)*		
Bland Rural Fire District Zone Liaison Committee *(Cr Keatley)*		
Bland – Temora RFS Zone Bushfire Management Committee *(Cr Baker)*		
Community Reference Group *(Whole Council)*		
Country Mayors Association of NSW *(Mayor Monaghan)*		
Cowal Gold Project Community Environmental Monitoring & Consultative Committee (CEMCC) *(Mayor Monaghan, Cr Thomas - alternate)*	26th August 2020	
Goldenfields Water County Council Board *(Cr McGlynn)*	27th August 2020	
Audit, Risk & Improvement Committee		
Lachlan Valley Noxious Plants Advisory Committee *(Cr Crowe)*		
Local Traffic Advisory Committee		
Murrumbidgee Primary Health Network Board *(Cr Monaghan)*		

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Mayor

Newell Highway Taskforce *(Cr Lord)*	11th August 2020	
NSW Association of Mining & Energy Related Councils (MERC) *(Cr McGlynn, Cr Thomas - alternate)*	13th & 14th August 2020	
NSW Public Libraries Association *(Cr Wyse)*		
Riverina Eastern Regional Organisation of Councils (REROC) *(Mayor Monaghan)*	27th August 2020	
Riverina Joint Organisation *(Mayor Monaghan)*	27th August 2020	
Riverina Regional Library Advisory Committee *(Cr Wyse)*		

Recommendation:

That the Council receive and note the delegate and committee reports from Councillors and Committee meeting minutes as presented.

PAGE NO. OF THE MINUTES OF THE ORDINARY COUNCIL MEETING OF THE COUNCIL OF BLAND, HELD IN THE COUNCIL CHAMBERS WEST WYALONG ON TUESDAY 18TH AUGUST 2020.

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Mayor

REPORTS TO COUNCIL

Section 1 - Office of the General Manager

8.1 LGNSW Annual Conference 2020 – Confirmation of Attendees

Our Leadership - A well run Council acting as the voice of the community

DP10.1 Ensure that councillors are provided with appropriate support and resources to carry out their civic duty.

Author: General Manager

Introduction

This year's annual LGNSW Conference is being held in the Hunter Valley, from Sunday 22nd – Tuesday 24th November 2020 at the Crown Plaza Hotel.

It has been the usual practice that Bland Shire Council is represented at this conference by the mayor of the day, the general manager and up to two (2) councillors

Council is allocated one voting delegate at this conference and it has been the usual practice again to nominate the mayor of the day as the voting delegate with the remaining councillors and general manager attending as observers.

A copy of the preliminary program is included as an attachment to this report and registrations have already opened. If Council intends sending delegates then a decision should be made at this meeting to ensure suitable accommodation can be secured.

The deadline for the submission of motions to this conference is 28 September 2020 so this will allow consideration of any proposed motions at the September Workshop with subsequent endorsement at the September Council meeting.

Financial Implications

Funds for this purpose have been allocated in the current budget for up to four (4) delegates. The average cost per delegate for travel, accommodation, meals and conference registration for this particular Conference is estimated at $1,500.00.

Summary

This Conference is the annual policy-making event for all councils of NSW as well as Associate members and the NSW Aboriginal Land Councils. It is the pre-eminent event of the local government year where local councillors come together to share ideas and debate issues that shape the future of local government in NSW.

A copy of the LGNSW Policy Platform for 2020 has been included as a separate attachment.

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Mayor

In order to ensure appropriate accommodation is available and to meet the deadline for the early bird registrations it would be convenient if council could identify the four (4) representatives at this meeting.

Recommendation:

1. That council identifies the four (4) representatives to attend the LGNSW Annual Conference being held in the Hunter valley from 22-24 November 2020:

2. That the Mayor of the day be nominated as Council's voting delegate: and

3. That consideration of the submission of any Conference Motions be listed for discussion at the September Council Workshop.

PAGE NO. OF THE MINUTES OF THE ORDINARY COUNCIL MEETING OF THE COUNCIL OF BLAND, HELD IN THE COUNCIL CHAMBERS WEST WYALONG ON TUESDAY 18TH AUGUST 2020.

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Mayor

Local Government NSW Annual Conference 2020

Sunday 22 November – Tuesday 24 November 2020

Main conference venue: Crowne Plaza Hunter Valley, 430 Wine Country Drive, Lovedale NSW 2325

<u>Theme</u>: Growing Community Resilience

DRAFT PROGRAM (as of 29 July 2020)

PRE – OPENING OF CONFERENCE, OPTIONAL WORKSHOPS AND SPECIAL EVENTS	
SUNDAY 22 NOVEMBER 2020, CROWNE PLAZA HUNTER VALLEY	
1.00pm – 7.00pm	Registration opens at the Galleria, Conference and Events Centre
1.30pm – 3.00pm	1. Presentation Panel: Semillon 1 (180 pax) **Cooling Our Cities** • **Dr Sebastian Pfautsch**, Senior Research Fellow – Western Sydney University, Climate and environmental changes ▪ **Ms Stephanie Barker, Executive Director City Strategy,** Greater Sydney Commission ▪ **Dr Rebecca Huntley**, Principal Consultant, Vox Populi Research
1.30pm – 3.00pm	2. Workshop: Semillon 2 (180 pax) **Leading a Safe Organisation**: The roles and responsibilities of councils to lead in child protection & domestic violence prevention presented by the Office of the Children's Guardian and Domestic Violence (DVNSW) **and** **Collaborating for Informed Decision Making** presented by **Maire Sheehan**, Facilitator, Educator and former mayor and councillor
1.30pm – 3.00pm	3. Workshop: Semillon 3 (180 pax) **Population migration panel session** facilitated by **Cr Dai Le**, LGNSW Board Member. A facilitated panel session on population shifts, migration and successful refugee resettlement. Panel presentations will be followed by a 30 minute question and answer session. Panel members: • Multicultural NSW (MNSW) • Settlement Services International (SSI)
1.30pm – 2.30pm	4. Presentation: The Verdelho Room (80pax) "It's a jungle out there. Biosecurity can bite. Are you ready for it?" **Nicola Dixon**, State Priority Weeds Coordinator, and **Ian Turnbull**, Invasive Species Officer, Department of Primary Industries.

2.00pm – 3.00pm	Bus transfers begin departing from select hotels going to Crowne Plaza Hunter Valley for the Ministers sessions and the welcome reception
3.00pm – 5.00pm	The Galleria, Conference and Events Centre, Cabernet Merlot Room **Meet the Politicians Forum** with Masters of Ceremony: **Cr Linda Scott, President** and **Scott Phillips**, CE, LGNSW Addresses from: • **The Hon. Shelley Hancock MP**, Minister for Local Government • **Ms Jodi McKay**, Leader of the Opposition Followed by the **Politicians' panel**: What is the best way for State Government to partner with councils to assist in a locally led recovery? • **The Hon. Shelley Hancock MP**, Minister for Local Government • **The Hon. Melinda Pavey MP**, Minister for Water, Property and Housing • **Mr David Shoebridge, MLC** • **Mr Greg Warren MP**, Shadow Minister for Local Government • **The Hon. John Barilaro MP,** Deputy Premier and Minister for Regional NSW Trade and Industry (invited) • **The Hon. Adam Marshall MP**, Minister for Agriculture and Western NSW **Presentation of the AR Bluett Awards by the Trustees** This session is optional. Attendance is free to members registered to attend the conference. RSVPs are required as part of the conference registration.

CONFERENCE OPENS – WELCOME RECEPTION	
SUNDAY 22 NOVEMBER 2020, POOLSIDE AT CROWNE PLAZA HUNTER VALLEY	
5.00pm – 8.00pm	President's Welcome Reception: • Welcome by Master of Ceremonies **Cr Bob Pynsent**, Mayor, Cessnock City Council • Address by **Cr Linda Scott**, President, LGNSW • Sponsor address by **Chair**, Statewide Mutual Registration will be available at this event.
From 7.30pm	Bus transfers back to conference hotels to commence

MONDAY 23 NOVEMBER 2020 – Business Session Day 1, Crowne Plaza Hunter Valley	
7.30am – 5.00pm	Registration opens at the Galleria, Conference and Events Centre
8.00am – 4.00pm	Trade exhibition opens at the Exhibition Centre and Sauvignon Room Delegate Lounge opens for networking
8.45am	Doors open for official conference proceedings Distribution of voting materials and electronic handsets
9.05am – 9.10am	Conference introduction by **Scott Phillips**, Chief Executive, LGNSW

Time	Activity
9.10am – 9.15am	Welcome to Country
9.15am – 11.00am	Address by **Cr Linda Scott**, President, LGNSW
	Opening of the Federal Conference including demonstration of voting units, adoption of standing orders, presentation of the auditor's report, general financial report and operating report to members, business session and consideration of motions.
	Opening of the State Conference including adoption of standing orders, presentation of the auditor's report, general financial report and operating report to members, business sessions, and consideration of motions.
	Chaired by **Cr Linda Scott**
11.00am –11.30am	Morning tea in trade exhibition, sponsored by **Local Government Super**
11.30am – 1.00pm	Consideration of conference business continued, chaired by LGNSW President
1.00pm – 2.00pm	Lunch in trade exhibition, sponsored by **Local Government Super**
1.00pm – 2.00pm	**StateCover** General Manager's Lunch - Semillon 1 and 2, Level 2 (exclusive to GMs)
2.00pm – 2.05pm	Distinguished sponsor topic by **Local Government Super**
2.00pm – 3.30pm	Consideration of conference business continued, chaired by LGNSW President
3.30pm – 4.00pm	Afternoon tea in trade exhibition sponsored by Transport for NSW
4.00pm – 5.00pm	Consideration of conference business continued, chaired by LGNSW President
	Collection of all electronic handsets and motions voting cards
5.00pm	Conference business session closes
5.30pm – 6.00pm	Transfer buses begin departing for the conference hotels
7.00 pm – 7.30pm	Transfer buses to pick up from designated hotels, going to Hope Estate
Conference Dinner at Hope Estate, 2213 Broke Road, Pokolbin NSW 2320	
7.30pm	**StateCover** sponsor address
8.00pm	LGNSW President and Elite Sponsor present Outstanding Service Awards to elected members
8.30pm	Dinner and entertainment begins
10.00pm	Transfer buses to begin departing back to conference hotels
11.00pm	Dinner ends
TUESDAY 24 November 2020 – Business Session Day 2, Crowne Plaza Hunter Valley	

7.30am – 5.00pm	Registration opens at the Galleria, Conference and Events Centre
7.30am – 8.45am	Semillon 1 and 2 Australian Local Government Women's Association (ALGWA NSW) Breakfast "Big Expectations: how to make a difference and why community is important" Panel guest speakers: **The Shahrouk Sisters,** facilitated by **Ellen Fanning**
8.00am – 4.00pm	Trade exhibition opens, The Exhibition Centre and Sauvignon Room Delegate Lounge opens for networking
8.45am	Doors open for conference official proceedings Distribution of voting materials and electronic handsets if required
9.00am	Introduction by **Ellen Fanning**, Master of Ceremonies
9.05am – 9.30am	Keynote address: Building resilience through partnership. Presented by Commissioner of Resilience NSW, **Shane Fitzsimmons**
9.30am – 9.35am	Planning sponsor address by **Resilience NSW**
9.35am – 10.30am	Opening Keynote Panel: Recovery and Resilience: local strategies and actions to prepare for, recover from and build resilience to disasters and crisis. • **Leanne Barnes OAM**, GM, Bega Shire Council • **Mick Willing**, NSW Assistant Police Commissioner, Bushfire Recovery (invited) • **Dr Adrian Zammit, CEO,** Landcare NSW Inc, regarding strategies to manage bushfires moving forward • **James McTavish**, NSW Cross Border Commissioner, Department of Planning, Industry and Environment
10.30am – 11.00am	Morning tea in trade exhibition, sponsored by **Landcom**
11.00am – 11.05am	Distinguished sponsor address by **Landcom**
11.05 – 11.20am	Address from **Cr Linda Scott**, President, LGNSW, on Association Initiatives
11.20am – 11.30am	Treasurer's report, **Cr Jerome Laxale**, Treasurer, LGNSW Locally Led campaign launch, **Cr Linda Scott**, President, LGNSW
11.30am – 12.30pm (one hour)	Presentation: **Panel Regional Services: 'Regional renaissance: how to help regional communities bounce back and thrive in a post pandemic world'** • **The Hon. Mark Coulton MP**, Minister Regional Health, Regional Communications and Local Government • **The Hon. Jason Clare MP**, Shadow Minister for Regional Services, Territories and Local Government • **Brendan Nelson,** CEO Regional Growth, Department of Regional NSW (invited)

12.30pm – 1.00pm (30 mins)	Presentation: **Craig Foster,** Former Socceroo, Broadcaster, Adjunct Professor of Sport & Social Responsibility and Humanist presents 'Tapping into the Here and Now: Social and Community Strength'
1.00pm – 1.05pm	Distinguished sponsor topic by Transport for NSW
1.05pm – 2.00pm	**Lunch in trade exhibition, sponsored by Landcom**
2.05pm – 3.05pm	Closing Address: **Dr Norman Swan,** Medical & Health Broadcaster, Host, Health Report ABC RN, Commentator & Journalist ABC TV, cofounder Tonic Health Media, presents Control is the Source of Community Resilience. How can systems and organisations acknowledge and allow for individual and community control?
3.05pm – 3.15pm	Close of conference, **Cr Linda Scott**, LGNSW President
3.15pm – 3.45pm	**Afternoon tea in trade exhibition sponsored by Transport for NSW**

This program is correct at the time of publication; speakers and program details may have changed due to unforeseen circumstances.

8.2   West Wyalong Community Theatre – Progress Report – August 2020

Our Leadership - A well run Council acting as the voice of the community

DP10.2 Ensure Councillors take ownership and a strong leadership role

Author: General Manager

Introduction

The Stage 1 works have been completed and the Tenders for stage 2 closed on 10 August 2020 and are the subject of a separate report to the confidential section of the August Business Paper.

Financial Implications

Further consideration of the financial aspects of this project can be undertaken in conjunction with the assessment of the tenders for stage 2 in the confidential section of this Business Paper.

However, to date, the costs of this project are as follows:

<u>Expenditure</u>

Equipment - $106,961.43
The installation costs of $92,998.54 are included in the Stage 2 Tender amount
Consultants - $59,418.72
Stage 1 - $195,704.03 (ex GST)

Sub Total - $362,084.18

Stage 2 TBC

Summary

The proposed timeline from now is as follows:
- Closing date for the Stage 2 tenders – 10 August 2020
- Assessment of Tenders – 12 August 2020
- Report to Council to adopt a tender – 18 August 2020
- Confirmation of successful Tenderer – 21 August 2020
- Execution of the contract for Stage 2 – 28 August 2020
- Commencement of Stage 2 works –8 September2020
- Project completion 7 January 2021

It will be necessary to seek a further extension of the Funding Agreement and I would recommend that we request an extension to 31 January 2021 just to cover any further unexpected delays.

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Mayor

Recommendation:

1.That the progress report, as at August 2020, on the Community Theatre project is received and noted; and that the General Manager continue to keep councillors informed of the progress of this project;

2. That a formal request be submitted to the NSW State Government for an extension of the current Funding Agreement for the project to 31 January 2021; and

3. That consideration of the Tenders for Stage 2 of this project be considered in the confidential section of tonight's Business Paper.

PAGE NO. OF THE MINUTES OF THE ORDINARY COUNCIL MEETING OF THE COUNCIL OF BLAND, HELD IN THE COUNCIL CHAMBERS WEST WYALONG ON TUESDAY 18TH AUGUST 2020.

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Mayor

Section 2 – Corporate & Community Services

8.3   Finance and Investment Report for July 2020

Our Leadership - A well run Council acting as the voice of the community

DP10.4 Ensure the long term financial sustainability of Council through effective and prudent financial management.

Author   Manager Customer and Financial Services

Introduction
The Finance and Investment Report is provided to Council for information and prepared in accordance with the Local Government (General) Regulation 2005.

Financial Implications
STATEMENT OF BANK BALANCES, RATES COLLECTIONS AND INVESTMENTS FOR THE MONTH OF JULY 2020.

BANK BALANCES AS AT 31st JULY 2020

ACCOUNT	BALANCE
General Fund	$ 3,658,697.88
BCard	$ 30,000.00
	$ 3,688,697.88
Invested Funds	
Fixed Deposits	$ 39,200,000.00
Deposits at Call	$ 3,742,845.35
	$ 42,942,845.35
Net Balance	**$ 46,631,543.23**
Percentage of investment to Net Balance	92.09%

PAGE NO. OF THE MINUTES OF THE ORDINARY COUNCIL MEETING OF THE COUNCIL OF BLAND, HELD IN THE COUNCIL CHAMBERS WEST WYALONG ON TUESDAY 18TH AUGUST 2020.

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Mayor

STATEMENT OF BANK BALANCES AS AT 31.7.20

SUBMITTED TO THE ORDINARY MEETING AUGUST 18, 2020

BALANCE as at 01.07.20   **$ 3,351,764.26**

Add Receipts

Receipts over $150,000

13/07/20 Credit Union Australia Investment Redemption $ 1,000,000.00
13/07/20 Transport NSW MR639 Route Alignment $ 365,362.00
30/07/20 Temora Shire Council share of OLG Emergency Services Levy $ 186,389.91

Receipts under $150,000 $ 802,186.48

Total Receipts for July 2020   **$ 2,353,938.39**

Less Payments

Payments over $150,000

09/07/20 Statewide Mutual Property Insurance 2020-21   -$ 212,406.36

Payments under $150,000   -$ 1,834,598.41

Total Payments for July 2020   **-$ 2,047,004.77**

CASH BALANCE   **$ 3,658,697.88**

Limit of Overdraft Arranged with Bank $ 350,000.00

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Mayor

ACCOUNTS SUMMARY AND CERTIFICATION

The following is a summary of accounts paid for the period July 01, 2020 to July 31, 2020.
I CERTIFY,

That the accounts included in the accounts summary and totalling as detailed under:-

Fund		Voucher No.s	Total
Cheques		025923 - 025937	$ 55,958.09
Auto-pay	Creditors	E021785 – E022037	$ 1,529,401.37
Auto-pay	Payroll	07/07/20 – 26/07/20	$ 458,092.62
July Bank Charges & Commission etc			$ 1,687.59
Direct Debits		Repayments & Vehicle Lease	$ 1,865.10
			$ 2,047,004.77

1. Are fully supported by vouchers and invoices and have been fully registered.

2. The responsible officer concerned has certified that the goods for which respective accounts are submitted have been rendered to order and/or that the services for which respective accounts are submitted have been rendered according to order.

3. Official orders have been issued for the supply of such goods and services. The goods for which respective accounts are submitted have been checked with the entries in the goods order book.

4. The prices and computations of every account are correct.

5. The prices for the goods supplied or services rendered under the contract or quotation in accordance therewith and in all cases the prices charged are according to order and as far as I am able to ascertain fair and reasonable.

6. The provisions of the Local Government Act, 1993 and Regulations in connection therewith have been complied with.

Further I also certify that the Ledger has been reconciled with the bank statements for the preceding monthly period.

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Manager Customer and Financial Services

Responsible Accounting Officer

………………………………

Mayor

CERTIFICATE OF GENERAL MANAGER

This accounts summary, a copy of which was submitted to each member of Council on the 18th August 2020, has been checked and is fully supported by vouchers and invoices. These vouchers have been duly certified as to receipt of goods, the rendition of services, to prices and computations, and to costings.

……………………………
General Manager

CERTIFICATE OF CHAIRMAN OF ORDINARY MEETING

I certify that this accounts summary, covering amounts totalling $2,047,004.77 was submitted to the Ordinary Meeting on the 18th August 2020 and that the amounts are presented to Council for confirmation of payment.

…………………………………
Chairman of Ordinary Meeting

PAGE NO. OF THE MINUTES OF THE ORDINARY COUNCIL MEETING OF THE COUNCIL OF BLAND, HELD IN THE COUNCIL CHAMBERS WEST WYALONG ON TUESDAY 18TH AUGUST 2020.

…………………………………

Mayor

INVESTMENTS

The following table gives details of Council's Funds invested at 31st July 2020. The funds consist of monies from the Bank Accounts of the Trust Funds, Reserve Accounts, Sewerage Fund and Combined General Account.

DATE	INVESTED WITH WHOM	INVESTED AMOUNT ($s)	TERM	YIELD	DATE DUE
14-October-2019	Bank of QLD (Term Deposit)	1,000,000.00	336 days	1.50%	14-September-2020
24-February-2020	NAB (Term Deposit)	1,000,000.00	210 days	1.50%	21-September-2020
17-February-2020	NAB (Term Deposit)	1,000,000.00	365 days	1.55%	16-February-2021
05-March-2020	NAB (Term Deposit)	1,500,000.00	210 days	1.33%	01-October-2020
08-November-2018	Bank of QLD (Term Deposit)	1,000,000.00	550 days	2.80%	11-May-2021
08-September-2019	Bendigo Bank (Term Deposit)	400,000.00	365 days	1.65%	08-September-2020
08-September-2019	Bendigo Bank (Term Deposit)	400,000.00	365 days	1.65%	08-September-2020
08-September-2019	Bendigo Bank (Term Deposit)	400,000.00	365 days	1.65%	08-September-2020
13-December-2019	AMP (Term Deposit)	1,000,000.00	370 days	1.70%	17-December-2020
16-January-2020	Bank of QLD	1,000,000.00	184 days	1.60%	17-August-2020
12-December-2019	AMP (Term Deposit)	2,000,000.00	365 days	1.70%	11-December-2020
29-November-2016	Westpac (FRN)	2,000,000.00	1826 days	3MBBSW+1.2%	29-November-2021
01-November-2019	AMP (Term Deposit)	1,000,000.00	364 days	1.65%	30-October-2020
08-July-2019	AMP (Term Deposit)	1,000,000.00	550 days	2.15%	08-January-2021
28-January-2020	ME Bank (Term Deposit)	2,000,000.00	245 days	1.55%	29-September-2020
06-April-2020	NAB (Term Deposit)	2,000,000.00	365 days	1.20%	06-April-2021
29-October-2019	AMP (Term Deposit)	2,500,000.00	547 days	1.60%	28-April-2021
20-June-2019	Bank of QLD	2,000,000.00	547 days	2.10%	18-December-2020
28-February-2020	MyState Bank (Term Deposit)	2,000,000.00	276 days	1.60%	30-November-2020
13-December-2019	Australian Unity Bank	2,000,000.00	182 days	1.70%	12-June-2020
22-January-2020	ME Bank (Term Deposit)	2,500,000.00	306 days	1.50%	23-November-2020
07-February-2020	Australian Unity Bank	2,000,000.00	364 days	1.70%	05-February-2021
12-December-2020	Australian Unity Bank	1,500,000.00	343 days	1.70%	20-January-2021
26-March-2020	MyState Bank (Term Deposit)	2,000,000.00	210 days	1.85%	22-October-2020
28-May-2020	Bank of QLD	2,000,000.00	1097 days	1.35%	30-May-2023
28-May-2020	Bank of QLD	2,000,000.00	1460 days	1.50%	27-May-2024
	ANZ Deposit at Call	50,915.70	Cash at Call		
	CBA Deposit at Call	3,691,929.65	Cash at Call		
TOTAL:		**$42,942,845.35**			

I certify that the above investments have been made in accordance with Section 625 of the Local Government Act 1993, the Regulation and Council's Investment Policies.

I certify that the above investment has been reconciled with Council's General Ledger Accounts.

GENERAL MANAGER

…………………………………

Mayor

RATES REPORT

Below is a summary of outstanding rates
Total rates income levied (2020/21) $ 10,492,616.39
Rates received as at 31/07/2020 $ 449,755.94
% of rates received to date   4.28%

The total rates income includes rates in arrears and accumulated interest.

Summary
The information provided within this Finance and Investment Report has been prepared in accordance with the Local Government (General) Regulation 2005 as well as Council's financial management policies and procedures. Further, the financial position of Council is satisfactory and the external investments are held in accordance with section 625 of the Local Government act 1993.

Recommendation:

1.   **That Council receive and note the information contained within the Finance and Investment Report for the month of July 2020**

2.   **That Council confirms the payment of accounts, for the period 01 July to 31 July 2020, summarised in the accounts summary totalling $2,047,004.77.**

8.4 Appointment of Designated Persons and Annual Disclosure

Our Leadership - A well run Council acting as the voice of the community

DP13.1 - Promote and advocate improved management of, and access to, information across Council

Author: Director Corporate and Community Services

Introduction
The purpose of this report is to formally identify those staff positions within the current Organisational Structure to be declared "Designated Persons" for the 2019/2020 Financial Year for the purposes of clause 4.8(c) of Council's Code of Conduct.

Financial Implications
Nil

Summary
Historically, ethical standards for Local Government were prescribed from three sources: the pecuniary interest provisions in the Local Government Act 1993 ("the Act") and Local Government (General) Regulation 2005 ("the Regulation"), and the *Model Code of Conduct for Local Councils in NSW* ("the Model Code"). Previously, the Act, Regulations and Model Code all placed specific obligations on Councillors, Council delegates, Council staff and other people involved in making decisions or providing advice on Council matters to act honestly and responsibly in carrying out their functions.

On 18 December 2018, the Model Code was prescribed under the Regulation and published in the NSW Government Gazette. The Model Code incorporates the pecuniary interest provisions previously contained in the Act and Regulation and requires those staff and Committee members identified by Council as "designated persons" to complete an annual written return of pecuniary interests and disclose certain pecuniary interests to the General Manager.

As with returns completed and submitted by Councillors, designated persons' returns are considered "open access information" under the *Government Information (Public Access) Act 2009* and *Government Information (Public Access) Regulation 2018*.
Bland Shire Council adopted its new Code of Conduct in June 2019 and incorporated the requirements for declaring of pecuniary interests for Councillors, Staff and committee members where identified.

According to Part Four of Council's Code (4.8) Designated persons include:
    (a) the general manager
    (b) other senior staff of the council for the purposes of section 332 of the LGA
    (c) a person (other than a member of the senior staff of the council) who is a member of staff of the council or a delegate of the council and who holds a position identified by the council as the position of a designated person because it involves the exercise of functions (such as regulatory functions or contractual functions) that, in their exercise, could give rise to a conflict between the person's duty as a member of staff or delegate and the person's private interest.

Clause 4.8 also allows for members of committees to be declared "designated persons". However, at this stage, Council is not advocating for members of Council Section 355 committees to be included on the Designated Person list. Part 4 provides further guidance to other staff as to what steps are required to be taken in relation to Pecuniary Interest.

Due to staff changes during the latter part of the 2019 calendar year, it would be prudent for Council to re-determine those roles which fall within 4.8c of the Code. The following is a list of those positions which have been identified as fitting the Designated Person categorisation:
- Manager Customer and Financial Services
- Engineer Services Manager
- Manager Development & Regulatory Services
- Building & Environmental Health Surveyor

Should Council resolve in accordance with the recommendation, the staff within the listed positions will be required to complete a Disclosure of Interests Return for the 2019/2020 Financial Year.

Recommendation:

THAT:

1. **The staff and delegates who occupied the positions below be formally declared Designated Persons by Council in accordance with Clause 4.8c of the Bland Shire Council Code of Conduct and be required to lodge Disclosure of Interests Returns to the General Manager by 30 September 2020 for the financial year 1 July 2019 to 30 June 2020:**
- **Manager Customer and Financial Services**
- **Engineer Services Manager**
- **Manager Development & Regulatory Services**
- **Building & Environmental Health Surveyor**

2. **In accordance with Section 440(2a) of the Local Government Act that those people who are Independent members of the Audit, Risk and Improvement Committee also be included as Designated Persons.**

3. **In accordance with the Government Information (Public Access) Act 2009, a list of all Councillor and Designated Persons Disclosure of Interest Returns received be included as part of Council's Open Access Information and made available subject to the Public Interest Test and Section 730 of the Local Government Act 1993.**

8.5   2019/20 Progress Report Combined Delivery Program & Operational Plan

Our Leadership - A well run Council acting as the voice of the community

DP10.3 Ensure the General Manager takes on a high level role in implementing the Community Strategic Plan and other Council documents.

Author: Director Corporate and Community Services

Introduction
The Progress Report of the Bland Shire Council Delivery Program (2017-2022) and Annual Operational Plan (2019/2020) from 1 January 2019 to 30 June 2019 is presented to Council for its review and consideration (***Attachment 1***). While a Council's Delivery Program is generally a four-year plan for services it will deliver to its community, at the Ordinary Meeting of Bland Shire Council on 16 June Council resolved to extend this plan for a further one-year period in light of the postponement of Local Government elections in New South Wales.

Financial Implications
The annual Operational Plan is developed in consideration with Council's financial management processes required as part of the Integrated Planning and Reporting process.

Summary
The Integrated Planning and Reporting Guidelines for local government in NSW require the General Manager to provide progress reports to Council every six months on the improvement being made with respect to the principal activities detailed in its delivery program.

This report also encompasses the key objectives contained within the Annual Operational Plan as Bland Shire Council currently has a combined Delivery Program and Operational Plan.

Council's key activities were identified within the four year Delivery Program (2017-2022) and one year Operational Plan (2018/2019) (DPOP) and are all linked to the main strategies and actions that have been established within the Community Strategic Plan – Your Vision, Our Future (CSP).

There are 16 strategies contained within the CSP which are grouped into four (4) key themes. The following list outlines each theme and each strategy that supports that theme:
Theme Our People - A Strong, healthy, connected and inclusive community
1. Ensure health and support services address the needs of the community
2. Partner with organisations to strengthen community health and safety
3. Nurture a strong sense of community and enrich the cultural life of the residents
4. Ensure services are accessible for all Residents

Theme Our Places - Maintain & improve the Shire's assets & infrastructure
5. Work in partnership with key stakeholders to provide equitable access to Council's road infrastructure, services and facilities
6. Manage waste and recycling to improve the utilisation of existing resources, including exploring new technologies
7. Manage water and sewerage resources
8. Ensure that public places and facilities are well maintained and easily accessible
9. Develop, implement and monitor appropriate programs, plans and budgets for the effective and efficient management of Council's assets and infrastructure

Theme Our Leadership - A well run Council acting as the voice of the community
10. To provide quality leadership, governance and management to develop strong community partnerships
11. Provide opportunities for all stakeholders to contribute to Council's decision making
12. Lead the community
13. Develop and maintain a framework of plans and policies that ensures open and transparent Council information

Theme Our Prosperity - Growing our population and jobs
16. Visitors and tourists are welcomed
17. Promote the Shire as a place to do Business
18. Work with our communities and businesses to use our resources in a sustainable way for the future of the Bland Shire

Council's targets and measures are outlined within a joint Delivery Program and Operational Plan as many of the objectives extend over more than a one year period.
Each action item is categorised through a "traffic light" system as, "completed", "on target", or "not progressed".

Of the 217 actions in Council's Operational Plan for 2019/2020, 168 (77%) are reported as being complete and 44 (20%) as being on target at the 12-month report. This compares to 154 and 61 respectively from the six-monthly reporting period to 31 December 2019.

Of the remaining actions, five (5) actions (3%) have not progressed. In the previous six-monthly period, four (4) actions had not progressed. The five actions currently not progressed and reasons for delay are:

> **4.1.3 – Coordinate Aged Care Expo** – Due to restrictions relating to Covid-19 this event is unable to take place.
> **4.1.4 – Coordinate Seniors Week Activities** - Due to Covid-19 restrictions on large events, this no activities were able to take place.
> **9.1.1 - Review of the Building Management Plan** - Waiting for finalisation of the Assetic database.
> **10.4.8 – Review outstanding rates and conduct sale for unpaid rates accordingly** – No action on this activity. (Due to the current economic climate impacted initially by drought conditions and the Covid-19 pandemic, this activity has been placed on hold).
> **12.1.6 – Conduct Customer Satisfaction survey** – Delayed due to Covid 19 impacts on resourcing.

Recommendation:

That Council notes the progress in relation to the Bland Shire Council Delivery Program (2017-2022) and Operational Plan (2019/2020) for the period from 1 July 2019 to 30 June 2020.

2019/20 Progress Report Combined Delivery Program & Operational Plan

1 July 2019 – 30 June 2020

Reporting Our Progress

Performance Measures

The Community Strategic Plan is presented within four themes Our People, Our Places, Our Leadership and Our Prosperity. Each of these themes has a number of Delivery Targets and Operational Actions including performance measures to be achieved. Each of the performance measures feed into a series of key performance indicators.

The progress towards the key performance indicators will be reported to the community in line with the election cycle and the End of Term Report.

Monitoring and Reporting

It is important to track and report on our progress in delivering our Community Strategic Plan over the ten year period. Council will report to the community at regular intervals on what has been achieved and the progress towards the performance measures.

All reports will be made available to the community at Council meetings and on Council's website. Councils management team will internally monitor on a quarterly basis the output and actions as detailed in the four year Delivery Program and one year Operational Plan. The outcomes will be formally reported to Council, the Community and staff on at least, a six monthly basis.

Whilst some performance measures can be clearly quantified, it does not necessarily mean the community is aware of, fully appreciates, or is fully satisfied with, the extent of progress made. Therefore, there are also qualitative measures included that represent community response.

A community satisfaction survey will be undertaken every four years to gauge whether the community is satisfied with progress and where priorities could or should be assigned to particular areas into the future. The survey will be undertaken in the fourth year of the Council term.

2019/2020 Operational Plan Actions	
as at 30/06/2020	
Total number of actions:	217
⚠ On target	41
❌ Not progressed	5
✅ Complete	171

Our People

A strong, healthy, connected and inclusive community

Our Objectives

1 Ensure health and support services address the needs of the community

2 Partner with organisations to strengthen community health and safety

3 Nurture a strong sense of community and enrich the cultural life of the residents

4 Ensure services are accessible for all residents

2019/2020 Operational Plan Actions	
as at 30/06/2020	
Total number of actions:	67
⚠ On target	15
❌ Not progressed	2
✅ Complete	50

1.

Ensure health and support services address the needs of the community

Delivery Program (4 years) 2018 - 2022

Strategy 1.1

Maintain active communication with health and allied health providers

Performance Measure

- Increase in the knowledge disseminated relating to health and allied health services

Operational Plan (1 year) 2019/2020

Action	Responsibility
1.1.1	**Maintain active relationships and communication with health services, relevant allied health providers and medical practices within the Shire** *KPI: Quarterly Contact*	Director Corporate & Community Services

Progress update to 30/09/2019	Relationships maintained.	⚠️
Progress update to 31/12/2019	Relationships maintained, active participation from Council services at the quarterly health network meetings.	⚠️
Progress update to 31/03/2020	Council actively participated in the Community-led Health Service Planning sessions held in February conducted by MLHD. Ongoing relationships maintained through Local Health Advisory Committee representation.	⚠️
Progress update to 30/06/2020	Council supported information distribution to staff and community in response to the COVID-19 pandemic using traditional and social media platforms.	✅

1.1.2	**Partner with local health services to implement workshops and provide resources to the community** *KPI: Quarterly Contact*	**Community Development Officer**
Progress update to 30/09/2019	Council partnered with numerous local health services including Temora MHDA, Wellways, The Murrumbidgee PHN and the Local Rural Aid Counsellor in the delivery of Bust the Dust. Council partnered with Temora MHDA in the delivery of Youth Mental Health First Aid Training in July.	⚠️

Progress update to 31/12/2019	Council assisted TMHDA in the delivery of a mental health awareness event during mental health month. Council is currently working with rural Aid in establishing a community drought hub at one of the local schools which will include counselling on a month basis for residents. Council has developed a proposal for a Youth Mental Health and Wellbeing program to be delivered to students commencing in 2020 providing grant funding is successfully obtained. Council has sought advice from service providers who are involved with the Interagency committee and partnered with The Butterfly Foundation, Batyr, The Resilience Project, to develop a suitable youth program.	⚠️
Progress update to 31/03/2020		⚠️
Progress update to 30/06/2020	Partnered with Murrumbidgee Primary Health Network to bring the COVID testing clinic to West Wyalong and Ungarie to ensure local residents have access to testing facilities. Utilised council channels to promote the vans attendance.	✅

1.

Ensure health and support services address the needs of the community

Delivery Program (4 years) 2018 - 2022

Strategy 1.2
Provide services to the frail, aged, disabled and their carers

Performance Measure
- Increase in the number of Bland Shire residents accessing services for frail, aged and their carers

Operational Plan (1 year) 2019/2020

Action		Responsibility
1.2.1	**Review existing services to ensure service model is in line with government requirements** *KPI: Annual review as per funding requirements*	**Community Care Coordinator**
Progress update to 30/09/2019	All services currently under review.	⚠
Progress update to 31/12/2019	Currently all services are being audited internally to ensure they meet requirements.	⚠
Progress update to 31/03/2020	As above.	⚠
Progress update to 30/06/2020	Internal audit complete, services being updated to ensure government requirements are met.	✅
1.2.2	**Develop and implement programs to ensure need is being met** *KPI: Annual Review*	**Community Care Coordinator**
Progress update to 30/09/2019	All services currently under review.	⚠
Progress update to 31/12/2019	Internal audit currently being conducted, once finalised a review of programs will be completed.	⚠
Progress update to 31/03/2020	As above.	⚠
Progress update to 30/06/2020	Due to COVID-19 all group programs have been put on hold.	✅

1.2.3	Network with aged care and disability service providers to strengthen relationships within community *KPI:* *Quarterly Contact*	Community Care Coordinator
Progress update to 30/09/2019	Ongoing.	⚠️
Progress update to 31/12/2019	Ongoing.	⚠️
Progress update to 31/03/2020	Ongoing.	⚠️
Progress update to 30/06/2020	Networking continuing with aged care and disabled service providers.	✅
1.2.4	**Provide aged care services to towns and villages in the Shire** *KPI:* *As identified*	**Community Care Coordinator**
Progress update to 30/09/2019	Continuing.	⚠️
Progress update to 31/12/2019	Services are continuing throughout the Shire including towns and villages.	⚠️
Progress update to 31/03/2020	Services are continuing throughout the Shire including towns and villages.	⚠️
Progress update to 30/06/2020	Services are continuing throughout the Shire including towns and villages.	✅
1.2.5	**Undertake a service survey for Aged Care Services** *KPI:* *Annual service survey undertaken*	**Community Care Coordinator**
Progress update to 30/09/2019	Complete.	✅
Progress update to 31/12/2019	As above.	✅
Progress update to 31/03/2020	As above.	✅
Progress update to 30/06/2020	As above.	✅

1.2.6	Investigate alternative funding and collaborative initiatives to maximise opportunities for the community in the areas of Childrens Services and HACC *KPI: As identified*	Director Corporate & Community Services

Progress update to 30/09/2019	Under review.	⚠
Progress update to 31/12/2019	Under review.	⚠
Progress update to 31/03/2020	Review undertaken of funded projects.	⚠
Progress update to 30/06/2020	Changes to funding streams for Children's Services as a direct result of COVID-19 pandemic. Additional funding provided by State Government to support pre-school operations. Support proviede to Family Day Care providers to transition to Job Keeper payments.	✓

2.

Partner with organisations to strengthen community health and safety

Delivery Program (4 years) 2018 - 2022

Strategy 2.1

Develop and support community partnerships to increase a sense of safety and wellbeing within the community

Performance Measure

- Increased number of opportunities to provide information to the community

Operational Plan (1 year) 2019/2020

Action		Responsibility
2.1.1	**Provide education programs on road safety, in line with RMS funding** *KPI: Minimum of two programs per year*	**Road Safety Officer**

Progress update to 30/09/2019	Two programs completed in the first quarter.	✅
Progress update to 31/12/2019	RSO position vacant.	✅
Progress update to 31/03/2020	RSO position vacant.	✅
Progress update to 30/06/2020	RSO position filled June - programs being prepared for 2020 - 2021 financial year.	✅

Action		Responsibility
2.1.2	**Remove offensive graffiti from Council infrastructure as soon as practical dependant on location and degree of offensiveness and report to Police** *KPI: Removed within two days*	**Coordinator Urban**

Progress update to 30/09/2019	When reported to council or noticed by staff.	✅
Progress update to 31/12/2019	When reported to council or noticed by staff.	✅
Progress update to 31/03/2020	When reported to council or noticed by staff.	✅
Progress update to 30/06/2020	When reported to council or noticed by staff.	✅

2.1.3	**Provide work health & safety and risk management information for volunteers and contractors** *KPI: Update information annually*	**Contract Compliance & WHS Officer**
Progress update to 30/09/2019	Contractors provided with WHS / risk information.	⚠
Progress update to 31/12/2019	Contractors provided with WHS / risk information.	⚠
Progress update to 31/03/2020	Contractors provided with WHS / risk information.	⚠
Progress update to 30/06/2020	Contractors provided with WHS / risk information.	⚠
2.1.4	**Support and promote young driver educational programs** *KPI: Two programs per year*	**Community Development Officer**
Progress update to 30/09/2019	Highly successful NRMA Driving lessons held on 9 and 10 July 2019.	⚠
Progress update to 31/12/2019	Highly successful NRMA Safer Driving program held on 1 and 2 October 2019.	✅
Progress update to 31/03/2020	NRMA Driving school was planned for 15 and 16 April however this has been cancelled due to the COVID-19 pandemic.	✅
Progress update to 30/06/2020	NRMA Safer Driving Program scheduled for end of July 2020.	✅
2.1.5	**Continue partnerships with NSW Food Authority and continue to promote the Scores on Doors program** *KPI: As required*	**Manager Development & Regulatory Services**
Progress update to 30/09/2019	0	⚠
Progress update to 31/12/2019	Partnership has continued. Food premises inspection program has commenced.	⚠
Progress update to 31/03/2020	Food premises inspection program is continuing.	⚠
Progress update to 30/06/2020	Food premises inspection program was suspended due to COVID-19.	✅

2.1.6	**Inspect all High and Medium Risk Food Premises** *KPI: Yearly inspections*	**Manager Development &** **Regulatory Services**
Progress update to 30/09/2019	0	⚠️
Progress update to 31/12/2019	Inspection program has commenced.	⚠️
Progress update to 31/03/2020	Food premises inspection program is continuing.	⚠️
Progress update to 30/06/2020	Food premises program was suspended due to COVID-19.	✅
2.1.7	**Continue partnership with NSW Public Health** *KPI: As required*	**Manager Development &** **Regulatory Services**
Progress update to 30/09/2019	0	⚠️
Progress update to 31/12/2019	0	⚠️
Progress update to 31/03/2020	0	⚠️
Progress update to 30/06/2020	Partnership has continued during 2020	✅
2.1.8	**Inspect all Skin Penetration Premises and Mortuaries** *KPI: Yearly Inspections*	**Manager Development &** **Regulatory Services**
Progress update to 30/09/2019	0	⚠️
Progress update to 31/12/2019	Review of skin penetration and mortuary inspection program to be undertaken.	⚠️
Progress update to 31/03/2020	Review of skin penetration and mortuary inspection program to be undertaken.	⚠️
Progress update to 30/06/2020	Inspection program was suspended due to COVID-19.	✅

2.1.9	**Implement Councils on site waste management system inspection program** *KPI: Ungarie (non-sewered area), Tallimba, Barmedman (non-sewered area), Mirrool, Weethalle, Rural Properties, non-sewered parts of Wyalong and West Wyalong*	**Manager Development & Regulatory Services**
Progress update to 30/09/2019	0	⚠️
Progress update to 31/12/2019	Ongoing. Policy to be reviewed in 2020.	⚠️
Progress update to 31/03/2020	0	⚠️
Progress update to 30/06/2020	Ongoing. Policy to be reviewed in 2020.	✅
2.1.10	**Promote the continued use of online training program for Food Safety** *KPI: Social media, Council notices and community noticeboard twice per year*	**Manager Development & Regulatory Services**
Progress update to 30/09/2019	0	⚠️
Progress update to 31/12/2019	0	⚠️
Progress update to 31/03/2020	Online training program continues to be available.	✅
Progress update to 30/06/2020	Online training program continues to be available.	✅
2.1.11	**Promote Mental Health Month** *KPI: Support and conduct one event per year*	**Community Development Officer**
Progress update to 30/09/2019	Mental health month to be promoted with information regarding where and how to access services locally provided to the community across Council's social media. Council has further developed a proposal for consideration under round 3 of the Stronger Country Communities Program for the delivery of a comprehensive Youth Mental Health program in 2020/21.	⚠️
Progress update to 31/12/2019	Council assisted TMHDA in the delivery of a mental health awareness event during mental health month and posted a multitude of information on Council's social media regarding mental health and drought supports and services. Bland Shire Council submitted a MPHN youth and community grant application to allow for the delivery of 3 full day mindfulness and mental well being days to be held at three village schools in early 2020.	✅

Progress update to 31/03/2020	Completed for this financial year.	✅
Progress update to 30/06/2020	As above.	✅
2.1.12	**Implement and monitor Council's swimming pool inspection program policy** *KPI: Undertake every three years - 2017 & 2020*	**Manager Development & Regulatory Services**
Progress update to 30/09/2019	0	⚠️
Progress update to 31/12/2019	Ongoing. Policy to be reviewed in 2020.	⚠️
Progress update to 31/03/2020	Ongoing. Policy to be reviewed in 2020.	⚠️
Progress update to 30/06/2020	Ongoing. Policy to be reviewed in 2020.	✅

3.

Nurture a strong sense of community and enrich the cultural life of the residents

Delivery Program (4 years) 2018 - 2022

Strategy 3.1

Develop and support a strong sense of community, providing advice and support to community groups

Performance Measure

- Increase in the number of workshops, events and grant applications applied for

Operational Plan (1 year) 2019/2020

Action		Responsibility
3.1.1	**Actively work for the community to identify additional funding to achieve community goals by promoting and assisting with external grant applications** *KPI: Assisting at least four community groups each year*	**Community Relations Officer**
Progress update to 30/09/2019	Applications lodged for Business West Wyalong for the West Wyalong Christmas carnival and dual projects from the Ungarie RSL sub-branch. Advice provided to numerous other groups and organisations.	⚠️
Progress update to 31/12/2019	Stronger Country Community Fund submissions lodged. Grant Guru portal launched to provide residents and staff with easy access and information regarding the latest grant opportunities.	⚠️
Progress update to 31/03/2020	Ungarie RSL park project fully funded and completed. Stronger Country Communities Fund recipients announced. Assistance provided to Ungarie Sport and Receration Committee in submitting successful Clubs NSW Infrastructure grant.	⚠️
Progress update to 30/06/2020	Assistance provided to a number of community groups with preparing and applying for external grant applications	✅
3.1.2	**Investigate new initiatives to promote and engage volunteers and seek to strengthen relationships** *KPI: One volunteer event/workshop per year*	**Community Development Officer**
Progress update to 30/09/2019	Community Development staff are currently working with staff at West Wyalong High School on a community groups and volunteering initiative which involves an introduction to volunteering and inducting students to enable them to be Council volunteers.	⚠️
Progress update to 31/12/2019	Council held two volunteering education sessions with year 9 students from West Wyalong High School in November and December touching on the importance of volunteering within the community and noted the contributions and services that community groups provide to the Bland Shire.	✅

Progress update to 31/03/2020	Item completed as noted above.	✅
Progress update to 30/06/2020	As above.	✅
3.1.3	**Recognise and celebrate volunteers for National Volunteer Week** *KPI: Hold one event per year. Link volunteers with local events*	**Community Development Officer**
Progress update to 30/09/2019	Event to be held in May 2020.	⚠️
Progress update to 31/12/2019	As above.	⚠️
Progress update to 31/03/2020	Event was scheduled for May 2020, however this has been cancelled due to the COVID-19 pandemic. Investigations underway into other initiatives that can be implemented to recognise and celebrate volunteers.	⚠️
Progress update to 30/06/2020	As above.	⚠️
3.1.4	**Facilitate Community Reference Group and report through Manex to Council** *KPI: Call for agenda items at least five times a year*	**Community Relations Officer**
Progress update to 30/09/2019	Successful CRG meeting held in August 2019 with minutes referred to Manex.	⚠️
Progress update to 31/12/2019	Community Reference Group meeting held in November 2019 and referred to Manex.	⚠️
Progress update to 31/03/2020	February meeting not held due to lack of agenda items	⚠️
Progress update to 30/06/2020	Community Reference Group suspended due to COVID-19.	✅
3.1.5	**Administer Council's Strengthening Communities Grant Programs** *KPI: 100% applications considered*	**Community Relations Officer**
Progress update to 30/09/2019	Strengthening Communities grants provided to Whispering Pines Aviation and Country Hope West Wyalong.	⚠️
Progress update to 31/12/2019	Strengthening Communities grant provided to West Wyalong Town Band.	⚠️
Progress update to 31/03/2020	Strengthening Communities grant awarded to Barmedman Sport and Recreation Committee.	⚠️
Progress update to 30/06/2020	Strengthening Communities grants provided to Royal Far West	✅

3.1.6	**Facilitate and support groups that build skills and social inclusion including workshops/presentations** *KPI: Two workshops per year*	**Community Development Officer**
Progress update to 30/09/2019	Free community Youth Mental Health First Aid (YMHFA) Training held in July 2019.	⚠
Progress update to 31/12/2019	Assistance provided to members of OMNI (Older Men New Ideas) in hosting a meeting and presentation with the goal of establishing an older men's support group in West Wyalong. Support provided to the West Wyalong garden club in seeking grant funding and information regarding the installation of a community clock. Support provided to Country Hope West Wyalong in the establishment of the HOPE sign in McCann Park.	⚠
Progress update to 31/03/2020	Completed as noted above.	✅
Progress update to 30/06/2020	As above.	✅
3.1.7	**Apply for external grant funding to implement Tourism and Business programs and projects** *KPI: Two grant applications per year with appropriate matched funding*	**General Manager**
Progress update to 30/09/2019	Grant applications are prepared and submitted as and when appropriate.	⚠
Progress update to 31/12/2019	Grant applications are prepared and submitted as and when appropriate.	⚠
Progress update to 31/03/2020	Grant applications are prepared and submitted as and when appropriate.	⚠
Progress update to 30/06/2020	Grant applications are prepared and submitted as and when appropriate.	✅
3.1.8	**Facilitate and progress implementation of the successful SCCF grant for the Community Cinema project** *KPI: Project completion in accordance with funding agreement and milestones*	**Manager Development & Regulatory Services**
Progress update to 30/09/2019	0	⚠
Progress update to 31/12/2019	Stage one works to commence early 2020.	⚠
Progress update to 31/03/2020	Stage one works have commenced.	⚠
Progress update to 30/06/2020	Stage one works have been completed. Stage two tender is being prepared	⚠

3.1.9	Monitor and progress applications for funding under proposed Round 3 of the SCCF	General Manager
	KPI: Successful projects identified and progressed in accordance with funding agreement and milestones	

Progress update to 30/09/2019	The projects under Round 3 of the SCCF have been identified by Council and have been submitted to the NSW Government for determination.	✅
Progress update to 31/12/2019	Council has been advised that the announcement of the successful projects will occur in early 2020.	✅
Progress update to 31/03/2020	Council has been advised of the successful projects and will confirm acceptance of those projects following the Draft 20/21 Budget Workshop.	✅
Progress update to 30/06/2020	The Deeds of Agreement have been completed and work on each project has commenced.	⚠️

3.1.10	Facilitate and progress implementation of the successful SCCF grant for power and sports lighting to West Wyalong Rugby and Rodeo Clubs	Director Technical Services
	KPI: Pr oject completion in accordance with funding agreement and milestones	

Progress update to 30/09/2019	Ongoing project.	⚠️
Progress update to 31/12/2019	Ongoing project.	⚠️
Progress update to 31/03/2020	Ongoing project.	⚠️
Progress update to 30/06/2020	Ongoing project.	⚠️

3.1.11	Facilitate and progress implementation of the successful SCCF grant for the Kikoira Hall amenities block and kitchen upgrade	Engineering Services Manager
	KPI: Pr oject completion in accordance with funding agreement and milestones	

Progress update to 30/09/2019	Ongoing project.	⚠️
Progress update to 31/12/2019	Ongoing project.	⚠️
Progress update to 31/03/2020	Ongoing project.	⚠️
Progress update to 30/06/2020	Ongoing project.	⚠️

3.

Nurture a strong sense of community and enrich the cultural life of the residents

Delivery Program (4 years) 2018 - 2022

Strategy 3.2

Provide cultural activities and community programs that foster social development and community wellbeing

Performance Measure

- Number of residents satisfied with range and quality of cultural events

Operational Plan (1 year) 2019/2020

Action	Responsibility
3.2.1 Continue membership and participation with Eastern Riverina Arts Inc *KPI: Annual Membership*	**Community Development Officer**

Progress update to 30/09/2019	2019-2020 fees have been processed to ensure continued membership.	✅
Progress update to 31/12/2019	As above.	✅
Progress update to 31/03/2020	As above.	✅
Progress update to 30/06/2020	As above.	✅

Action	Responsibility
3.2.2 Facilitate visiting artist/exhibition/performance *KPI: One annually*	**Community Relations Officer**

Progress update to 30/09/2019	Fawlty Towers Dining Experience held and sold out in September 2019.	✅
Progress update to 31/12/2019	Visiting Zest International artists painted public murals in West Wyalong and Mirrool.	✅
Progress update to 31/03/2020	0	✅
Progress update to 30/06/2020	0	✅

3.2.3	**Provide a range of community programs and activities for children and seniors** *KPI: Four activities per year*	**Director Corporate & Community Services**
Progress update to 30/09/2019	0	⚠️
Progress update to 31/12/2019	0	⚠️
Progress update to 31/03/2020	Council support of and involvement with Family Fun Day to promote community wellbeing during severe drought period. Council also represented on RivJO Drought Committee.	⚠️
Progress update to 30/06/2020	No face-to-face activity this quarter due to COVID-19 restrictions. Library and Children's Services maintained engagement with target groups through the provision of home delivery services and utilisation of social media platforms. Direct service provision to existing clients continued with Community Care services.	✅
3.2.4	**Facilitate a Bland Flavour Festival** *KPI: Successful event within budget allocation*	**Community Relations Officer**
Progress update to 30/09/2019	Concept design developed.	⚠️
Progress update to 31/12/2019	Save the date sent out for March 20-22.	⚠️
Progress update to 31/03/2020	Chickenstock 2020 was postponed on 13 March 2020 due to the COVID-19 outbreak and legislation which prevented large public gatherings. Festival to be held later in 2020 once allowable.	⚠️
Progress update to 30/06/2020	Alternative date post COVID-19 being sought. All arrangements were finalised for festival as per Operational Plan with delivery to occur in near future.	✅

3.

Nurture a strong sense of community and enrich the cultural life of the residents

Delivery Program (4 years) 2018 - 2022

Strategy 3.3

Support and strengthen our indigenous culture and history

Performance Measure

• Increased number of engagement opportunities

Operational Plan (1 year) 2019/2020

Action		Responsibility
3.3.1	**Contribute to the positive working relationship with the Local Aboriginal Lands Council** *KPI: Meet with WWLALC at least annually*	**General Manager**
Progress update to 30/09/2019	Council is working closely with the WWLALC to assist in the development of portable housing for the staff at the LCGM.	⚠️
Progress update to 31/12/2019	Council will be meeting with all regional LALC's sometime in February 2020 to discuss the formation of a reference group.	✅
Progress update to 31/03/2020	The Mayor and General Manager met with the new ALC Director, Ms. Leeanne Hampton for a general discussion with no major issues identified.	✅
Progress update to 30/06/2020	Council is currently in negotiations with the WWLALC for the withdrawal of a claim on Lot 1327 Neeld Street.	⚠️
3.3.2	**Fly the Aboriginal Flag at Council on days of Aboriginal significance** *KPI: Flag flown on National Reconciliation Week, NAIDOC Week and other special occasions and events where it is deemed appropriate, including the anniversary of the Apology (whether permitting)*	**Community Relations Officer**
Progress update to 30/09/2019	Flag flown throughout NAIDOC Week.	⚠️
Progress update to 31/12/2019	Ongoing.	⚠️
Progress update to 31/03/2020	Ongoing.	⚠️
Progress update to 30/06/2020	Ongoing.	✅

3.

Nurture a strong sense of community and enrich the cultural life of the residents

Delivery Program (4 years) 2018 - 2022

Strategy 3.4

Foster a community learning culture optimising our physical and virtual spaces

Performance Measure

• Increased number of community members accessing and utilising our library services

Operational Plan (1 year) 2019/2020

Action

		Responsibility
3.4.1	**Continue to promote the library as a community hub being utilised by all community members** *KPI: Membership remains stable, 5% increase library visits*	**Library Services Coordinator**

Progress update to 30/09/2019	Baby Bounce (for babies up to 24 months) held every second Friday during school term. Storytime (for preschool aged children) held every Storytime for Bland Family Day Care educators held once a month. Storytime for Bland Preschool (various class groups) held each school term. Storytime for Ungarie Preschool held each school term. Regular school visits (various class groups). Day Book Club held first Monday of each month. Knit and Knatter (knitting group) meet every second Tuesday. Pals of the Pen (writers' group) meet every second Friday. Home delivery service provided every second Monday. Book Deposit Stations maintained in the villages of Barmedman and Weethalle - changeover of library items every 10 weeks. Continuous support of West Wyalong High School's work placement and student volunteer programs during the school year. Membership drive undertaken during September. Programs and services promoted via library webpage, social media, community noticeboard, newsletters & local newspaper. 60 new members this quarter. Current membership stands at 1875. 9707 people through the door this quarter.	⚠️
Progress update to 31/12/2019	As above. Refurbishment of library completed. 30 new members this quarter. 90 new members since July 1. 8484 people through the door this quarter. 18191 people through the door since July 1.	⚠️
Progress update to 31/03/2020	As above. 30 new members this quarter. 120 new members since July 1. 7579 people through the door this quarter. 25,770 people through the door since July 1.	✅

Progress update to 30/06/2020	Due to COVID-19 all face-to-face programs were suspended until further notice. New LEGO Club moved online. Virtual story times provided by RRL. Writers Group continue to meet at another venue supported by the library. Knitters Group suspended, but library continues to take knitting for charitable causes. The library reopened June 1 with restricted hours, but all services available. A StorytimePOD providing digital storytelling and other educational activities for children aged 2 - 9+ years has been purchased for the library as well as a Smartboard for training purposes and library programs (Local Priority Grant).The Barmedman book deposit station is being relocated to the Barmedman Arts Cafe due to Australia Post no longer being available. Total of 135 new members have registered since July 1. 32 per cent of Bland LGA population is a registered member of Bland Shire Library. Total of 27435 people through the door since July 1.	✅

3.4.2	**Foster lifelong learning through the provision of community programs** *KPI: Six programs per year*	**Library Services Coordinator**

Progress update to 30/09/2019	Emergency CPR for Babies and Toddlers. Children's Book Week 17 - 23 August. A competition was circulated to all 9 schools within the Bland Shire. 18 school groups from 4 schools visited the library and participated in a variety of activities promoting Australian literature, reading and literacy. Science in VR - Livestream Talk "Astronomy for all Australians" held 17 August. Participants received a set of virtual reality glasses to use with a VR app on their smartphones. Adult Learners Week event held 5 September. Kurrajong clients and their carers were invited to explore the world of virtual reality and participate in a soap-making activity. Visit by illustrator Ben Wood 16 - 20 September. The visit encompassed all 9 schools within the Bland Shire with 650 students Kinder to Year 10 participating. Australian Reading Hour event held 19 September. A communal reading hour was held to promote reading for all ages within the community.	⚠️

Progress update to 31/12/2019	Tech Savvy Seniors -- Introduction to smartphones. Launched Summer Reading Club program -- annual library program that encourages sustained literacy, access to literature, and involvement with local libraries by children, young people and their families during the summer holidays, and aims to assist public libraries in stimulating a love of reading and building a lifelong library habit. Food For Fines -- supports the local St Vincent de Paul Society's Christmas Appeal.	⚠️

Progress update to 31/03/2020	New monthly Lego Club program for children aged 5 - 14 years was to be launched, but due to the COVID-19 virus outbreak this has been postponed. HSC Lock-in postponed due to COVID-19 virus outbreak.	✅

Progress update to 30/06/2020	Due to COVID-19 and the subsequent postponement of the Library's face-to-face Lego Club, the Library took the initiative and moved it online. The program which caters for all ages has a STEM component and has proved extremely successful. Tech Savvy Seniors Grant application submitted.	✅

3.4.3	**Ensure Library content and services are available to the community in various platforms** *KPI: Usage increase of 5%*	**Library Services Coordinator**

Progress update to 30/09/2019	The library maintains a core collection of library materials including books, magazines, audiobooks and DVDs. A large range of free apps, electronic resources and digital collections are available to all Bland Shire Library members via Riverina Regional Library. Daisy players for the visually impaired available. The library receives a weekly delivery of new library books, DVDs, etc. The library receives a weekly delivery from RRL - includes reservations, story time kits, promotional material, etc. 5614 library items issues this quarter.	⚠️
Progress update to 31/12/2019	As above. 7769 library items issues this quarter. 13383 library items issues since July 1.	⚠️
Progress update to 31/03/2020	As above. 4915 library items issued this quarter. 18,298 library items issued since July 1.	⚠️
Progress update to 30/06/2020	Due to COVID-19, the library closed to the public for 10 weeks. The library offered a home delivery / pick-up service from May 4 to June 1 (library reopened). 48 deliveries and 6 pick-ups were recorded in that period. A large range of free apps, electronic resources and digital collections are continuously available to all Bland Shire Library members via Riverina Regional Library (these were heavily promoted to the community during shutdown). Weeding undertaken as part of Collection Management. Standing order lists reviewed and submitted for 2020-21.	✅

4.

Ensure services are accessible for all residents

Delivery Program (4 years) 2018 - 2022

Strategy 4.1

Facilitate Council events to build social capital and a sense of belonging within the community

Performance Measure

- All KPI's met or exceeded each year

Operational Plan (1 year) 2019/2020

Action   Responsibility

4.1.1	**Coordinate annual Australia Day celebrations and Awards** *KPI: Annual event*	**Community Relations Officer**
Progress update to 30/09/2019	Report to Council's August meeting with changes to the Awards Committee structure adopted.	⚠️
Progress update to 31/12/2019	Australia Day Award Committee meet held in December 2019.	⚠️
Progress update to 31/03/2020	Successful Australia Day celebrataions held on 26 January.	✅
Progress update to 30/06/2020	0	⚠️
4.1.2	**Coordinate Youth Week Activities** *KPI: Annual event*	**Community Development Officer**
Progress update to 30/09/2019	Plans in place to host Youth Week Program in April 2020.	⚠️
Progress update to 31/12/2019	Funding has been received for the delivery of Youth Week 2020.	⚠️
Progress update to 31/03/2020	Youth week initiatives to be delivered in an online format this year due to the current COVID-19 pandemic. Plans to host virtual gym classes, a TikToK competition, and access to other online technologies and phone applications.	⚠️
Progress update to 30/06/2020	As part of youth week 2020, Council held virtual fitness classes in partnership with Seek Fitness and also held a highly successful Tiktok competition which engages a significant portion of the youth community and was featured in "The Land" newspaper.	✅

4.1.3	**Coordinate Aged Care Expo** *KPI: Bi-annual event - 2017 & 2019*	**Community Care Coordinator**
Progress update to 30/09/2019	Not progressed.	❌
Progress update to 31/12/2019	Due to the resignation of the Community Care Coordinator this event was unable to proceed, currently considering holding late 2020.	❌
Progress update to 31/03/2020	As above.	❌
Progress update to 30/06/2020	Due to restrictions relating to COVID-19 this event is unable to take place.	❌
4.1.4	**Coordinate Seniors Week Activities** *KPI: Annual event*	**Community Care Coordinator**
Progress update to 30/09/2019	Grant funding applied for.	⚠️
Progress update to 31/12/2019	Grant funding application unsuccessful. Continuing to put together activities to be conducted throughout Seniors Week.	⚠️
Progress update to 31/03/2020	As above.	⚠️
Progress update to 30/06/2020	Due to COVID-19 restrictions on large events, this no activities were able to take place.	❌
4.1.5	**Coordinate Community Expo/Event** *KPI: Bi-Annual - 2019*	**Children's Services Coordinator**
Progress update to 30/09/2019	0	⚠️
Progress update to 31/12/2019	On 27.09.19 a community Outdoor Movie Night was held in Barnardo Park. The evening commenced with a sausage sizzle, jumping castle, giant bubble display, laser tag and ice-cream van along with a Toy Library interactive play area. Preceding the movie was a CSU slide show advertising all CSU services and popcorn. A movie then played on a large outdoor screen. This event was free for the community.	✅
Progress update to 31/03/2020	Event held last quarter	⚠️
Progress update to 30/06/2020	Event held 27.09.19	⚠️

4.1.6	**Conduct Library school holiday activities** *KPI: Three times per year*	**Library Services Coordinator**
Progress update to 30/09/2019	July school holiday program included Circuit Bugs (children created bugs out of pipe cleaners, pegs, etc. then made them light up using a battery operated circuit). Virtual Reality with OzGrav (children explored space using VR technology and participated in physic experiments). Travel Bugs (a "minibeasts" mobile exhibition).	⚠
Progress update to 31/12/2019	October school holiday program included Crocodile Encounters (a travelling reptile show). Christmas themed biscuit decorating with Dagmar McIntyre. Spook-tacular games (fun games day with a Halloween theme).	⚠
Progress update to 31/03/2020	A variety of activities including slime making and Minute-to-win-it (easy fun challenges / games using common household items) were held during the January school holidays for Summer Reading Club participants and their families. Beading and Lego building workstations were provided throughout January for all library members to utilise.	⚠
Progress update to 30/06/2020	Due to COVID-19 the library organised (in conjunction with RRL) school holiday activity packs (eg. Pom Pom Monsters and Chinese Tangrams) which children can register for and collect from the library. There will also be online videos available for each activity.	✅

4.1.7	**Conduct school holiday Activities** *KPI: Three times per year*	**Community Development Officer**
Progress update to 30/09/2019	Successful school holiday program held in July 2019 including NRMA Driving lessons, Project Paintball/Oasis trip and a movie and bowling trip.	⚠
Progress update to 31/12/2019	Successful Holiday program held in October 2019 including the NRMA Safer Driving Program and Movie and Bowling excursion to Griffith. End of year pool parties held in Ungarie and West Wyalong in December 2019.	⚠
Progress update to 31/03/2020	School holiday activities to be delivered in an online format this year due to the current COVID-19 pandemic. Plans to host virtual gym classes, a TikToK competition, and access to other online technologies and phone applications.	⚠
Progress update to 30/06/2020	As part of April school holidays 2020, Council held virtual fitness classes in partnership with Seek Fitness and also held a highly successful Tiktok competition which engages a significant portion of the youth community and was featured in "The Land" newspaper.	✅

4.1.8	**Conduct Vacation Care program**	**Children's Services**
	KPI: 32 days per year	**Coordinator**

Progress update to 30/09/2019	0	⚠
Progress update to 31/12/2019	The Vacation Care program operated from 30.09.2019 to 04.10.2019. Attendance numbers were Monday 18, Tuesday 10, Wednesday 22, Thursday 21, and Friday 6. A program has been set and distributed to local schools for the upcoming Vacation Care period operating 13.01.2020 to 24.01.2020.	⚠
Progress update to 31/03/2020	The Vacation Care program operated from 13.01.2020 to 23.01.2020. Attendance numbers were Week 1 - Monday 5, Tuesday 12, Wednesday 15, Thursday 14, and Friday 9 - Week 2 - Monday 8, Tuesday 9, Wednesday 9 and Thursday 15.. A program has been set and distributed to local schools for the upcoming Vacation Care period operating in April.	✓
Progress update to 30/06/2020	The Vacation Care program operated from 14.04.2020 to 23.04.2020. Attendance numbers were low due to Covid-19. Week 1 - Tuesday 4, Wednesday 4, Thursday 4, and Friday 2 - Week 2 - Monday 3, Tuesday 5, Wednesday 10 and Thursday 7. A program has been set and distributed to local schools for the upcoming Vacation Care period operating in July.	✓

4.1.9	**Facilitate Bland Shire Interagency Meetings**	**Community Development**
	KPI: Twice per year	**Officer**

Progress update to 30/09/2019	Interagency Meeting held 27 August 2019.	⚠
Progress update to 31/12/2019	Interagency meeting held Tuesday 26 November 2019.	✓
Progress update to 31/03/2020	Completed as noted above.	✓
Progress update to 30/06/2020	As above.	✓

4.

Ensure services are accessible for all residents

Delivery Program (4 years) 2018 - 2022

Strategy 4.2

Provide quality, accredited and affordable Education and care services within Bland Shire and surrounds (Bland Preschool, Family Day Care, Mobile Resource Unit, Vacation Care and Toy Library services)

Performance Measure

- Increase in community members who are accessing or satisfied with our education and care services
- All licensing requirements met across all services

Operational Plan (1 year) 2019/2020

Action		Responsibility
4.2.1	**Undertake a service survey for Bland Shire Council Children's Services** *KPI: Annual service survey undertaken*	**Children's Services Coordinator**
Progress update to 30/09/2019	0	⚠️
Progress update to 31/12/2019	A service survey has been distributed through the Local Aboriginal Lands Council in regards to the 'It takes a Village' program.	⚠️
Progress update to 31/03/2020	An enrolment survey has been distributed to Preschool families regarding class days and hours. Preferences in preparation for 2021 planning. To date 11 surveys have been returned.	⚠️
Progress update to 30/06/2020	No survey undertaken this quarter	✅
4.2.2	**Implement and update annual Quality Improvement Action Plans - All Children's Services areas** *KPI: Annually*	**Children's Services Coordinator**
Progress update to 30/09/2019	0	⚠️
Progress update to 31/12/2019	Current QIP's have been reviewed for all services. An updated set of goals have been drafted for all services in preparation for new QIP's to be written in January 2020.	⚠️
Progress update to 31/03/2020	The Coordinator and individual Service Leaders are in the process of transitioning from a QIP document to the Self-Assessment Tool as part of the new regulatory documentation recommendations. This is a detailed document requiring collaboration from all stakeholders.	✅

Progress update to 30/06/2020	Coordinator and Service Leaders have participated in training regarding the self-assessment tool. The document has been started for all four services.	✅
4.2.3	**Meet licensing, regulation and quality standards as set by state and federal government - all Children's services areas** *KPI: As required by Department/s*	**Children's Services Coordinator**
Progress update to 30/09/2019	0	⚠️
Progress update to 31/12/2019	Recruitment is being undertaken to ensure regulations are being met in regards to staff qualification and ratio. A Venue Management Plan has been submitted to NSW Early Childhood Education and Care Directorate to seek a waiver for non-compliance of the Ungarie CWA Hall for Mobile Resource Unit use. Safety film has been added to The Ungarie CWA hall to meet building code. Risk Assessment templates have been updated across all services to meet regulatory requirements.	⚠️
Progress update to 31/03/2020	On Wednesday 12 February 2020, two Children's Services Officers from the NSW Department of Education and Communities visited our Children Services Unit, focusing on Mobile Resource Unit, in preparation for Assessment and Rating.	⚠️
Progress update to 30/06/2020	In April. FDC submitted documents as requested by the Early Childhood Education Directorate, including qualifications and WWCC. Due to COVID-19, operations regarding revenue and operational requirements have been altered and all requirements have been met.	✅
4.2.4	**Review and update all service policy and procedures as required - All Children's services areas** *KPI: 33% reviewed annually*	**Children's Services Coordinator**
Progress update to 30/09/2019	0	⚠️
Progress update to 31/12/2019	The Interactions with Children, Complaints, and Supervision policies have been reviewed and updated in preparation for Manex adoption.	⚠️
Progress update to 31/03/2020	The Transport Policy and Child Protection Policy has been reviewed and updated to include legislative changes in preparation for Manex adoption.	⚠️
Progress update to 30/06/2020	The Enrolment and Orientation Policy and Excursion, Health and Safety-Sun Protection Policy and Regular Outing Policy have been updated and sent to Manex.	⚠️

4.2.5	**Undertake toy library stock take** *KPI: Annually*	**Children's Services Coordinator**
Progress update to 30/09/2019	0	⚠
Progress update to 31/12/2019	Users of the Toy Library were requested to return all resources to the Toy Library by 11.12.2019 in preparation for January 2020 clean and stocktake.	⚠
Progress update to 31/03/2020	During January 2020 all toys were cleaned, stocktake completed and an e-catalogue of all resources commenced. Borrowing from Toy Library has been suspended until further notice due to COVID-19.	⚠
Progress update to 30/06/2020	A catalogue with description and pictures has been collated for Toy Library.	⚠
4.2.6	**Provide access to Toy Library resources to residents via Mobile Resources Unit Playgroups, Family Day Care and ITAV sessions** *KPI: Minimum 10 opportunities each year*	**Children's Services Coordinator**
Progress update to 30/09/2019	0	⚠
Progress update to 31/12/2019	ITAV has taken the Toy Library van to all ITAV sessions for access to participants. Temora Family Day Care has been given access via playgroup and West Wyalong Family Day Care has been given access to additional excess resources.	⚠
Progress update to 31/03/2020	Borrowing from Toy Library was available throughout February 2020, however was suspended until further notice in March 2020 due to COVID-19. Borrowers were able to continue borrowing items already on loan.	⚠
Progress update to 30/06/2020	Due to COVID-19 restrictions Toy Library was closed during April and May. Borrowing commenced in June with changes to procedures and precautions put in place.	⚠

4.

Ensure services are accessible for all residents

Delivery Program (4 years) 2018 - 2022

Strategy 4.3
Actively engage with the community and promote open communication

Performance Measure
•   Increase in number of community members accessing Council information

Operational Plan (1 year) 2019/2020

Action   Responsibility

4.3.1	**In liaison with relevant staff, establish, maintain and regularly update a relevant online presence by ensuring that Council's website is engaging, up to date and rich in easily accessible content** *KPI: Annual review of content*	**Community Relations Officer**
Progress update to 30/09/2019	Ongoing. Work commenced on populating new Council website.	⚠
Progress update to 31/12/2019	Ongoing.	⚠
Progress update to 31/03/2020	Ongoing	⚠
Progress update to 30/06/2020	User friendly new Council website launched with additional online ineractive features.	✅
4.3.2	**Coordinate Council notices page in the West Wyalong Advocate** *KPI: Weekly notices*	**Community Relations Officer**
Progress update to 30/09/2019	Ongoing.	⚠
Progress update to 31/12/2019	Ongoing.	⚠
Progress update to 31/03/2020	Ongoing	⚠
Progress update to 30/06/2020	Ongoing	✅

4.3.3	Update the community noticeboard in West Wyalong *KPI: Weekly*	**Community Relations Officer**
Progress update to 30/09/2019	Ongoing.	⚠️
Progress update to 31/12/2019	Ongoing.	⚠️
Progress update to 31/03/2020	Ongoing	⚠️
Progress update to 30/06/2020	Ongoing	✅
4.3.4	**Maintain and promote community email list** *KPI: Quarterly update*	**Community Relations Officer**
Progress update to 30/09/2019	Ongoing.	⚠️
Progress update to 31/12/2019	Ongoing.	⚠️
Progress update to 31/03/2020	Ongoing	⚠️
Progress update to 30/06/2020	Ongoing	✅
4.3.5	**Produce media releases to inform the community about Council updates, programs, events and initiatives** *KPI: As and when required*	**Community Relations Officer**
Progress update to 30/09/2019	Media releases issued as and when required on various subjects.	⚠️
Progress update to 31/12/2019	As above.	⚠️
Progress update to 31/03/2020	Ongoing	⚠️
Progress update to 30/06/2020	Ongoing	✅
4.3.6	**Showcase Council services and role in the community** *KPI: Celebrate Local Government Week, Promote services at West Wyalong Show*	**Community Relations Officer**
Progress update to 30/09/2019	Display held in the Industrial Hall at West Wyalong Show.	⚠️
Progress update to 31/12/2019	Ongoing.	⚠️

Progress update to 31/03/2020	Ongoing	⚠
Progress update to 30/06/2020	Ongoing	✓

4.3.7	**Maintain and update an Events Calendar promoting all local events/workshops/programs** *KPI: Weekly*	**Tourism Administration Officer**
Progress update to 30/09/2019	Events calendar on Bland Shire Website and TV in Visitors Centre update with current events/workshops and programs.	⚠
Progress update to 31/12/2019	Events calendar on Bland Shire Website and TV in Visitors Centre update with current events/workshops and programs.	⚠
Progress update to 31/03/2020	Events calendar on Bland Shire Website and TV in Visitors Centre update with current events/workshops and programs.	⚠
Progress update to 30/06/2020	All events have been cancelled during COVID-19 lockdown.	⚠

4.3.8	**Monitor and update Council's social media accounts** *KPI: 40 posts per year*	**Community Relations Officer**
Progress update to 30/09/2019	Social media presence growing. New Instagram page launched.	⚠
Progress update to 31/12/2019	Geofilters developed. Facebook and Instagram presence growing.	⚠
Progress update to 31/03/2020	Ongoing	⚠
Progress update to 30/06/2020	Ongoing	✓

4.3.9	**Ensure all Council social media accounts are conducted in accordance with Council's Social Media Policy and Procedures** *KPI: Social media accounts and content reviewed weekly*	**Community Relations Officer**
Progress update to 30/09/2019	Ongoing.	⚠
Progress update to 31/12/2019	Ongoing.	⚠
Progress update to 31/03/2020	Social media engagement continues to grow with over 3200 followers on Facebook.	⚠
Progress update to 30/06/2020	Ongoing	✓

4.

Ensure services are accessible for all residents

Delivery Program (4 years) 2018 - 2022

Strategy 4.4
Actively engage with youth to build social capital and a sense of belonging

Performance Measure
• Increased youth participation in programs and initiatives

Operational Plan (1 year) 2019/2020

Action	Responsibility
4.4.1 **Partner with youth and youth service providers (including schools) to deliver programs/initiatives that improve wellbeing and build the capacity of local youth** *KPI: Engage with all local schools annually*	**Community Development Officer**

Progress update to 30/09/2019	Youth consultation session held in August at West Wyalong High School seeking feedback from young people around desired future projects and initiatives. Plans in place to partner with West Wyalong High School in the delivery of volunteering education and initiatives.	⚠️
Progress update to 31/12/2019	Council is currently working with Rural Aid in establishing a community drought hub at one of the local schools which will include counselling on a month basis for residents. Council has developed a proposal for a Youth Mental Health and Wellbeing program to be delivered to students commencing in 2020 providing grant funding is successfully obtained. Council has sought advice from service providers who are involved with the Interagency committee and partnered with The Butterfly Foundation, Batyr, The Resilience Project, to develop a suitable youth program. Council has submitted a funding application to cover the cost of a mindfulness/student wellbeing full day program to be delivered at three village schools in early 2010. Council partnered with the L&R Group parties held in Ungarie and West Wyalong in December 2019.	⚠️
Progress update to 31/03/2020	Council has been successful in acquiring grant funding for the youth wellbeing program as noted above. This program will begin to be rolled out following the COVID-19 pandemic and once students are back at school safely.	⚠️
Progress update to 30/06/2020	Council has plans to deliver the BAMM program to village schools following COVID-19 restrictions being lifted and will commence delivery of the Youth wellbeing and resilience program at both Ungarie Central School and the West Wyalong High School once safe to do so.	✅

4.4.2	**Attend regional youth focused meetings** *KPI: Two meetings attended per year*	**Community Development Officer**
Progress update to 30/09/2019	Plans in place to attend October REROC Youth Meeting.	⚠
Progress update to 31/12/2019	October REROC meeting attended in Coolamon.	⚠
Progress update to 31/03/2020	0	⚠
Progress update to 30/06/2020	No meetings held due to COVID-19	⚠
4.4.3	**Engage young people through a youth group to jointly identify areas of need/improvement and the most effective methods for engaging with youth in the community** *KPI: Two interactions per year*	**Community Development Officer**
Progress update to 30/09/2019	Youth consultation session held in August at West Wyalong High School seeking feedback from young people around desired future projects and initiatives. Plans in place to partner with West Wyalong High School in the delivery of volunteering education and initiatives.	⚠
Progress update to 31/12/2019	As above.	⚠
Progress update to 31/03/2020	As above.	⚠
Progress update to 30/06/2020	As above. No further interactions as a result of COVID-19 restrictions.	⚠

Our Places

Maintain and improve the Shire's assets and infrastructure

Our Objectives

5 Work in partnership with key stakeholders to provide equitable access to Council's road infrastructure, services and facilities

6 Manage waste and recycling to improve the utilisation of existing resources, including exploring new technologies

7 Manage water and sewerage resources

8 Ensure that public places and facilities are well maintained and easily accessible

9 Develop, implement and monitor appropriate programs, plans and budgets for effective and efficient management of Council's assets and infrastructure

2019/2020 Operational Plan Actions	
as at 30/06/2020	
Total number of actions:	57
⚠ On target	9
❌ Not progressed	1
✅ Complete	47

5. Work in partnership with key stakeholders to provide equitable access to Council's road infrastructure, services and facilities

Delivery Program (4 years) 2018 - 2022

Strategy 5.1
Facilitate the delivery of accessible services and infrastructure

Performance Measure
- Increase in accessible infrastructure within the Shire

Operational Plan (1 year) 2019/2020

Action		Responsibility
5.1.1	**Update and promote Access Mobility Map** *KPI: Update every two years (2019), promote annually*	**Community Development Officer**
Progress update to 30/09/2019	Plans in place to review and update map later in the year.	⚠
Progress update to 31/12/2019	The Bland Shire Mobility Access map has been updated with the revised version published on Council's website page.	✓
Progress update to 31/03/2020	As above.	✓
Progress update to 30/06/2020	As above.	✓
5.1.2	**Monitor and review the Disability Inclusion Action Plan** *KPI: Review Annually*	**Community Development Officer**
Progress update to 30/09/2019	Plan to be reviewed later in the year.	⚠
Progress update to 31/12/2019	Council's Disability Inclusion Action Plan has been updated as required with the revised version published on Council's website and compiled as part of Council's annual report.	✓
Progress update to 31/03/2020	As above.	✓
Progress update to 30/06/2020	As above.	✓

5.1.3	**Provide and promote the Access Incentive Scheme for improved access across the Shire**	**Community Development Officer**	
	KPI: Grant program included in budget, promoted twice per year		
Progress update to 30/09/2019	A $13,000 allocation has been included in the budget with the Access Incentive Scheme promoted in the Advocate in July 2019.		⚠
Progress update to 31/12/2019	As above.		⚠
Progress update to 31/03/2020	As above.		⚠
Progress update to 30/06/2020	Access Incentive Scheme promoted on Councils social media. Discussions held with Wyalong Hall Committee regarding the possibility of access upgrades at Wyalong Hall.		✔

5. Work in partnership with key stakeholders to provide equitable access to Council's road infrastructure, services and facilities

Delivery Program (4 years) 2018 - 2022

Strategy 5.2
Work with heavy transport industry and road related organisations to cooperatively improve access to road infrastructure

Performance Measure
- Improved road conditions across the Shire

Operational Plan (1 year) 2019/2020

Action		Responsibility
5.2.1	**Process heavy vehicle road usage applications** *KPI: 100% processed*	**Asset & Engineering Services Officer**
Progress update to 30/09/2019	All applications processed within required timeframes.	✅
Progress update to 31/12/2019	All applications processed within required timeframes.	✅
Progress update to 31/03/2020	All applications processed within required timeframes.	✅
Progress update to 30/06/2020	All applications processed within required timeframes.	✅
5.2.2	**Apply, when the opportunity arises, for external grant funding to implement engineering works and projects including additional funding for roads** *KPI: Two grant applications per year, if available*	**Director Technical Services**
Progress update to 30/09/2019	Applied for the Crown Lands Grant and Regional Road Repair Grant. Other available grants analysed for appropriateness.	✅
Progress update to 31/12/2019	Applied for Environmental Grant and others from the Commonwealth. Other available grants analysed for appropriateness.	✅
Progress update to 31/03/2020	Applied for Environmental Grant and others from the Commonwealth. Other available grants analysed for appropriateness.	✅
Progress update to 30/06/2020	Applied for Environmental Grant and others from the Commonwealth. Other available grants analysed for appropriateness.	✅

| 5.2.3 | **Maintain active representation on the Newell Highway Taskforce** | **General Manager** |
| | *KPI: 75% meetings attended* | |

Progress update to 30/09/2019	Councillor Tony Lord was recently re-elected as the Deputy Chair of this Taskforce and continues to attend the Taskforce meetings.	✅
Progress update to 31/12/2019	Councillor Tony Lord was recently re-elected as the Deputy Chair of this Taskforce and continues to attend the Taskforce meetings.	✅
Progress update to 31/03/2020	Councillor Tony Lord was recently re-elected as the Deputy Chair of this Taskforce and continues to attend the Taskforce meetings.	✅
Progress update to 30/06/2020	Councillor Tony Lord was recently re-elected as the Deputy Chair of this Taskforce and continues to attend the Taskforce meetings.	✅

| 5.2.4 | **Maintain membership of the Australian Rural Roads Group** | **General Manager** |
| | *KPI: Budget allocation for membership* | |

Progress update to 30/09/2019	Council has renewed its membership of the ARRG for 2019/20.	✓
Progress update to 31/12/2019	Council has not received any meeting invitations in this quarter.	✓
Progress update to 31/03/2020	Given the current COVID-19 situation there has been no meetings of this Group.	✓
Progress update to 30/06/2020	Given the current COVID-19 situation there has been no meetings of this Group.	✓

6. Manage waste and recycling to improve the utilisation of existing resources, including exploring new technologies

Delivery Program (4 years) 2018 - 2022

Strategy 6.1

Consult with the community and relevant stakeholders regarding waste management options throughout the Shire

Performance Measure

• Increase community participation in sustainability initiatives

Operational Plan (1 year) 2019/2020

Action		Responsibility
6.1.1	**Investigate, review and monitor viable recycling options in liaison with recycle organisations and neighbouring councils** *KPI: Annual review*	**Engineering Services Manager**
Progress update to 30/09/2019	Completed for first quarter . No viable new options.	⚠
Progress update to 31/12/2019	Completed for second quarter . No viable new options.	✓
Progress update to 31/03/2020	Completed for third quarter . No viable new options.	✓
Progress update to 30/06/2020	Completed for fourth quarter . Looking at options for tyre reuse.	✓
6.1.2	**Provide education to community to promote and support waste avoidance and resource recovery** *KPI: Four education opportunities provided*	**Engineering Services Manager**
Progress update to 30/09/2019	Reinforce the need for recycling, especially PET bottles and glass.	⚠
Progress update to 31/12/2019	Reinforce the need for recycling, especially PET bottles and glass.	⚠
Progress update to 31/03/2020	MES position vacant. Discussion with REROC re recycling	⚠
Progress update to 30/06/2020	Only two completed this year due to COVID-19	✓

6.

Manage waste and recycling to improve the utilisation of existing resources, including exploring new technologies

Delivery Program (4 years) 2018 - 2022

Strategy 6.2

Reduce reliance on landfill by increasing recovery, waste minimisation and community education

Performance Measure

• Reduction in waste to landfill

Operational Plan (1 year) 2019/2020

Action		Responsibility
6.2.1	**Ensure waste management operations are in line with the implementation of Council's waste strategy** *KPI: Review strategy bi-annually (2018)*	**Director Technical Services**
Progress update to 30/09/2019	Operations in line with waste strategy for first quarter.	✅
Progress update to 31/12/2019	Operations in line with waste strategy for second quarter.	✅
Progress update to 31/03/2020	Operations in line with waste strategy for third quarter.	✅
Progress update to 30/06/2020	Operations in line with waste strategy for fourth quarter.	✅
6.2.2	**Work in partnership with neighbouring Councils to implement waste programs** *KPI: Two contacts with neighbouring Councils per year*	**Engineering Services Manager**
Progress update to 30/09/2019	Working with REROC councils re employment of an authorised asbestos person.	⚠️
Progress update to 31/12/2019	Working with REROC councils re employment of an authorised asbestos person.	⚠️
Progress update to 31/03/2020	Working with REROC councils re employment of an authorised asbestos person.	⚠️
Progress update to 30/06/2020	Worked through REROC all year.	✅

6.2.3	**Work in partnership with community relations to increase awareness of recycling options offered** *KPI: Minimum two media releases per year*	**Engineering Services Manager**
Progress update to 30/09/2019	Completed for first quarter.	✅
Progress update to 31/12/2019	Completed for second quarter.	✅
Progress update to 31/03/2020	Completed for third quarter.	✅
Progress update to 30/06/2020	Completed for the fourth quarter	✅
6.2.4	**Provide waste collection and management services to community** *KPI: 50 kerbside collections per year*	**Engineering Services Manager**
Progress update to 30/09/2019	Provided in first quarter.	✅
Progress update to 31/12/2019	Provided in second quarter.	✅
Progress update to 31/03/2020	Provided in third quarter.	✅
Progress update to 30/06/2020	Complete	✅
6.2.5	**Investigate new innovations in waste management** *KPI: Annual review*	**Engineering Services Manager**
Progress update to 30/09/2019	Investigated.	⚠️
Progress update to 31/12/2019	Investigated.	⚠️
Progress update to 31/03/2020	Investigated.	⚠️
Progress update to 30/06/2020	Investigated.	✅

6.2.6	**Implement littering and illegal dumping avoidance strategies in liaison with Manager Development & Regulatory Services** *KPI: Review, when needed. Minimum once every four years*	**Director Technical Services**
Progress update to 30/09/2019	Working on as needed. Currently trying to get EPA to drop its landfill charges on asbestos to encourage more people to use the landfill.	✓
Progress update to 31/12/2019	Working on as needed. Currently trying to get EPA to drop its landfill charges on asbestos to encourage more people to use the landfill.	✓
Progress update to 31/03/2020	Working on as needed. Currently trying to get EPA to drop its landfill charges on asbestos to encourage more people to use the landfill.	✓
Progress update to 30/06/2020	Working on as needed. Currently trying to get EPA to drop its landfill charges on asbestos to encourage more people to use the landfill.	✓

Delivery Program (4 years) 2018 - 2022

Strategy 7.1

Ensure adequate water storage and management for future use within Council's community facilities

Performance Measure

• Increased usage of recycled water

Operational Plan (1 year) 2019/2020

Action		Responsibility
7.1.1	**Maximise water storage within budgetary constraints** *KPI: Increase storage capacity as funding permits*	**Director Technical Services**
Progress update to 30/09/2019	More water storage allowed for in 2019 - 2020 budget.	⚠
Progress update to 31/12/2019	More water storage allowed for in 2019 - 2020 budget.	⚠
Progress update to 31/03/2020	Planning for water storage construction as per budget allocation	⚠
Progress update to 30/06/2020	Budgeted water storage for 2019 - 2020 completed	✓
7.1.2	**Monitor irrigation system performance** *KPI: Regular inspections per year*	**Coordinator Urban**
Progress update to 30/09/2019	Repairs and maintenance carried out as needed.	✓
Progress update to 31/12/2019	Repairs and maintenance carried out as needed.	✓
Progress update to 31/03/2020	repairs and maintenance carried out as needed.	✓
Progress update to 30/06/2020	Repairs and maintenance carried out as needed.	✓

7.1.3	**Incorporate in the annual works program, ideas to streamline stormwater flow if budget allows** *KPI: Prepare/design works cost works and present to budget workshop if required*	**Director Technical Services**
Progress update to 30/09/2019	No budget 2019 - 2020.	✅
Progress update to 31/12/2019	Preparing 2020 - 2021 budget.	✅
Progress update to 31/03/2020	Some measures approved for in draft 2020 - 2021 budget. Won NSW Government grant to look at overland flow in West Wyalong - Wyalong.	✅
Progress update to 30/06/2020	2020 - 2021 budget approved by Council. Overland flow in West Wyalong - Wyalong - start date put back to 1 August, 2020, due to COVID-19.	✅
7.1.4	**Investigate external funding opportunities to maximise future water storage options** *KPI: Apply at every opportunity*	**Engineering Services Manager**
Progress update to 30/09/2019	Investigated.	✅
Progress update to 31/12/2019	Investigated.	✅
Progress update to 31/03/2020	Investigated.	✅
Progress update to 30/06/2020	Investigated.	✅
7.1.5	**Reduce reliance on potable water supply** *KPI: Decrease usage on Council infrastructure*	**Engineering Services Manager**
Progress update to 30/09/2019	More storage to be provided.	⚠️
Progress update to 31/12/2019	More storage to be provided.	⚠️
Progress update to 31/03/2020	Quotes on new tanks being acquired.	⚠️
Progress update to 30/06/2020	New tanks constructed.	✅

7. **Manage water and sewerage resources**

Delivery Program (4 years) 2018 - 2022

Strategy 7.2
Effectively manage and maintain existing stormwater and sewerage infrastructure

Performance Measure
• Review plans
• Undertake Sewerage Inspections

Operational Plan (1 year) 2019/2020

Action		Responsibility
7.2.1	**Review the Stormwater Management Plan** *KPI: Every two years (2018, 2020)*	**Director Technical Services**
Progress update to 30/09/2019	Proposed to be rewritten 2020 - 2021.	✔
Progress update to 31/12/2019	Proposed to be rewritten 2020 - 2021.	✔
Progress update to 31/03/2020	Proposed to be rewritten 2020 - 2021.	✔
Progress update to 30/06/2020	Proposed to be rewritten 2020 - 2021.	✔
7.2.2	**Review the Sewerage Management Plan** *KPI: Every two years (2019, 2021)*	**Director Technical Services**
Progress update to 30/09/2019	Proposed to be rewritten 2021 - 2022.	✔
Progress update to 31/12/2019	Proposed to be rewritten 2021 - 2022.	✔
Progress update to 31/03/2020	Proposed to be rewritten 2021 - 2022.	✔
Progress update to 30/06/2020	Proposed to be rewritten 2021 - 2022. Awaiting independent IWCM Plan from consultants.	✔

7.2.3	**Undertake Sewerage System Inspections** *KPI: Six monthly inspections*	**Engineering Services Manager**
Progress update to 30/09/2019	First quarter completed.	✅
Progress update to 31/12/2019	Second quarter completed.	✅
Progress update to 31/03/2020	Third quarter completed.	✅
Progress update to 30/06/2020	Fourth quarter completed.	✅

8.

Ensure that public places and facilities are well maintained and easily accessible

Delivery Program (4 years) 2018 - 2022

Strategy 8.1

Ensure users of Council's facilities comply with agreements

Performance Measure

- Increase in consultation with user groups

Operational Plan (1 year) 2019/2020

Action		Responsibility
8.1.1	**Liaise with User Groups regarding Memorandum of Understandings** *KPI: Annual review of agreements*	**Director Technical Services**

Progress update to 30/09/2019	Investigating use with s355 committees.	⚠️
Progress update to 31/12/2019	Investigating use with s355 committees. Liaised with other groups.	✅
Progress update to 31/03/2020	MOU signed with Weethalle S355 committee. Looking at similar with other villages. Liaised with other groups.	✅
Progress update to 30/06/2020	Liaising continuing.	✅

8.1.2	**Develop and foster current and existing relationships with user groups** *KPI: Meet annually with user groups*	**Coordinator Urban**

Progress update to 30/09/2019	When needed.	✅
Progress update to 31/12/2019	When needed.	✅
Progress update to 31/03/2020	When needed.	✅
Progress update to 30/06/2020	When needed.	✅

8.

Ensure that public places and facilities are well maintained and easily accessible

Delivery Program (4 years) 2018 - 2022

Strategy 8.2
In collaboration with users provide facilities that are accessible to acceptable standards

Performance Measure
- Inspections undertaken and standards maintained or improved
- Community satisfaction levels maintained or improved

Operational Plan (1 year) 2019/2020

Action		Responsibility
8.2.1	**Ensure access to public facilities and buildings meet the Access Premises Standards** *KPI: 50% buildings reviewed annually*	**Manager Development & Regulatory Services**
Progress update to 30/09/2019	0	⚠
Progress update to 31/12/2019	Advice provided upon request.	⚠
Progress update to 31/03/2020	Advice provided upon request.	⚠
Progress update to 30/06/2020	Advice provided upon request.	✅
8.2.2	**Undertake work health and safety audits including external sites and facilities** *KPI: Minimum of 12 inspections per year*	**Contract Compliance & WHS Officer**
Progress update to 30/09/2019	Ongoing.	⚠
Progress update to 31/12/2019	Ongoing using Vault.	⚠
Progress update to 31/03/2020	Ongoing using Vault.	⚠
Progress update to 30/06/2020	Ongoing using Vault.	⚠

| 8.2.3 | **Implement signs as remote supervision** | **Contract Compliance &** |
| | *KPI: Annual review* | **WHS Officer** |

Progress update to 30/09/2019	Foreman Assets working on upgrading and reviewing signs as needed.	⚠
Progress update to 31/12/2019	As above.	⚠
Progress update to 31/03/2020	Foreman Assets working on upgrading and reviewing signs as needed.	⚠
Progress update to 30/06/2020	Foreman Assets working on upgrading and reviewing signs as needed.	⚠

8.

Ensure that public places and facilities are well maintained and easily accessible

Delivery Program (4 years) 2018 - 2022

Strategy 8.3
Collaborate with transport providers to facilitate access within the shire and regional centres

Performance Measure
• Transport operators and government lobbied regarding service

Operational Plan (1 year) 2019/2020

Action		Responsibility
8.3.1	**Lobby transport providers to ensure effective transport options are available within Bland Shire and to neighbouring regional centres** *KPI: Twice per year*	**General Manager**

Progress update to 30/09/2019	Council is continuing its negotiations with Train Link NSW for a public transport opportunity from West Wyalong to Wagga.	⚠
Progress update to 31/12/2019	Unfortunately, there has been no progress with this initiative and follow up will occur in early 2020.	⚠
Progress update to 31/03/2020	Further contact was made with Train Link NSW in early March but Council is still waiting on a further update.	⚠
Progress update to 30/06/2020	The lack of response from TrainLink NSW has been referred to the local State Member Steph Cooke.	⚠
8.3.2	**Lobby Government to improve transport options** *KPI: Twice per year*	**General Manager**
Progress update to 30/09/2019	Council has been active in lobbying the NSW Government in respect to access to council roads by the heavy vehicle transport industry.	✓
Progress update to 31/12/2019	Council has issued an invitation to Mr. Scott Bulcholz, Assistant Minister for Road Safety and Freight Transport, to visit the Bland Shire in 2020.	✓
Progress update to 31/03/2020	Given the current COVID-19 situation Council is not expecting a visit from the Assistant Minister anytime soon.	✓
Progress update to 30/06/2020	There has been no response from Mr. Bucholz's office so the invitation has been withdrawn.	✓

8.

Ensure that public places and facilities are well maintained and easily accessible

Delivery Program (4 years) 2018 - 2022

Strategy 8.4

Use planning and heritage policies and controls to protect and improve the unique built environment

Performance Measure

- Grants processed
- Policies reviewed
- Heritage buildings preserved, improved or maintained
- Maintain or improve the main street appearance

Operational Plan (1 year) 2019/2020

Action		Responsibility
8.4.1	**Review Heritage Policies** *KPI: Annual policy review*	**Manager Development & Regulatory Services**
Progress update to 30/09/2019	0	⚠
Progress update to 31/12/2019	Review to commence after appointment of Planning and Compliance Officer.	⚠
Progress update to 31/03/2020	Planning and Compliance Officer completed.	⚠
Progress update to 30/06/2020	Policy reviewed. No changes recommended	✅
8.4.2	**Enforce controls in Local Environmental Plan and Development Control Plan** *KPI: Enforced as required*	**Manager Development & Regulatory Services**
Progress update to 30/09/2019	0	⚠
Progress update to 31/12/2019	Ongoing.	⚠
Progress update to 31/03/2020	Ongoing.	⚠
Progress update to 30/06/2020	Ongoing.	✅

8.4.3	**Review Development Control Plan**	**Manager Development &**
	KPI: Review completed by 2018/2019	**Regulatory Services**

Progress update to 30/09/2019	0	⚠️
Progress update to 31/12/2019	Waiting for standard template to be released by the Department of Planning.	⚠️
Progress update to 31/03/2020	Advice received from Department of Planning that template will not be available in 2020. Review to be commenced without reference to standard template.	⚠️
Progress update to 30/06/2020	Review has commenced.	⚠️

8.4.4	**Administer and promote Council Local Heritage Grants and funding programs**	**Manager Development &**
	KPI: 100% grant applications processed	**Regulatory Services**

Progress update to 30/09/2019	0	⚠️
Progress update to 31/12/2019	0	⚠️
Progress update to 31/03/2020	Heritage grant applications are processed when received.	⚠️
Progress update to 30/06/2020	Heritage grant applications are processed when received.	✅

8.4.5	**Undertake a review of heritage items across the Shire**	**Manager Development &**
	KPI: Review completed by 2018/2019	**Regulatory Services**

Progress update to 30/09/2019	0	⚠️
Progress update to 31/12/2019	Heritage Advisor is currently undertaking a review of Heritage Items.	⚠️
Progress update to 31/03/2020	Heritage Advisor is currently undertaking a review of Heritage Items.	⚠️
Progress update to 30/06/2020	Heritage Advisor is currently undertaking a review of Heritage Items.	⚠️

8.4.6	**Promote and implement the Verandah upgrade program** *KPI: Two communications per year*	**Manager Development & Regulatory Services**
Progress update to 30/09/2019	0	⚠
Progress update to 31/12/2019	To be reviewed by Director Technical Services.	⚠
Progress update to 31/03/2020	To be reviewed by Director Technical Services.	⚠
Progress update to 30/06/2020	Funds have be allocated in 20/21 Budget.	✔

9.

Develop, implement and monitor appropriate programs, plans and budgets for the effective and efficient management of Council's assets and infrastructure

Delivery Program (4 years) 2018 - 2022

Strategy 9.1

Responsibly manage asset renewal and maintenance for current and future generations

Performance Measure

• Council's asset condition maintained or improved

Operational Plan (1 year) 2019/2020

Action		Responsibility
9.1.1	**Review of the Building Management Plan** *KPI: Complete a building review to determine if community needs are being met. Maintain Council's buildings in accordance with maintenance program and budget. Complete the review of Council's building assets*	**Foreman Assets**
Progress update to 30/09/2019	Waiting for finalisation of the Assetic database.	❌
Progress update to 31/12/2019	Waiting for finalisation of the Assetic database.	❌
Progress update to 31/03/2020	Waiting for finalisation of the Assetic database.	❌
Progress update to 30/06/2020	Waiting for finalisation of the Assetic database.	❌
9.1.2	**Monitor and implement the Annual Works Program** *KPI: Monitor and implement within budget*	**Director Technical Services**
Progress update to 30/09/2019	On target in first quarter.	✅
Progress update to 31/12/2019	On target in second quarter.	✅
Progress update to 31/03/2020	On target in third quarter.	✅
Progress update to 30/06/2020	On target in fourth quarter.	✅

9.1.3	**Develop, review and implement works programs in accordance with Council's road hierarchy and Asset Management Plan**	**Director Technical Services**
	KPI: Effectively manage and maintain town and village upkeep throughout the shire. Airport facilities are maintained to approved standards and budget. Effectively manage and maintain Council's works depot	
Progress update to 30/09/2019	On target first quarter.	✓
Progress update to 31/12/2019	On target second quarter.	✓
Progress update to 31/03/2020	On target in third quarter.	✓
Progress update to 30/06/2020	On target in fourth quarter.	✓
9.1.4	**Review Asset Management Policy and Strategy**	**Director Technical Services**
	KPI: Annual review	
Progress update to 30/09/2019	Reviewed for the development of the 2019 - 2020 Resourcing Strategy.	✓
Progress update to 31/12/2019	Reviewed.	✓
Progress update to 31/03/2020	Reviewed.	✓
Progress update to 30/06/2020	Reviewed.	✓
9.1.5	**Review and implement the annual and long term plant and equipment replacement program**	**Workshop & Plant Coordinator**
	KPI: Annual review	
Progress update to 30/09/2019	Complete.	✓
Progress update to 31/12/2019	Complete.	✓
Progress update to 31/03/2020	Complete.	✓
Progress update to 30/06/2020	Complete.	✓

9.

Develop, implement and monitor appropriate programs, plans and budgets for the effective and efficient management of Council's assets and infrastructure

Delivery Program (4 years) 2018 - 2022

Strategy 9.2

To manage and enhance the pool facilities within the Shire

Performance Measure

- Increase pool usage
- Master plan developed for pool facilities
- Maintenance program undertaken

Operational Plan (1 year) 2019/2020

Action		Responsibility
9.2.1	**Undertake maintenance and repairs to pool facilities in accordance with maintenance program and approved budget in consultation with contractor** *KPI: 80% maintenance undertaken*	**Coordinator Urban**

Progress update to 30/09/2019	Maintenance work carried out as required with consultation .	✅
Progress update to 31/12/2019	Maintenance work carried out as required with consultation .	✅
Progress update to 31/03/2020	Maintenance work carried out as required with consultation .	✅
Progress update to 30/06/2020	Maintenance work carried out as required with consultation .	✅

9.2.2	**Develop master plan for future renewal and upgrade of pool facilities** *KPI: Master plan developed 2020*	**Coordinator Urban**

Progress update to 30/09/2019	To be developed.	⚠️
Progress update to 31/12/2019	To be developed.	⚠️
Progress update to 31/03/2020	To be developed.	⚠️
Progress update to 30/06/2020	To be developed.	⚠️

9.2.3	**Facilitate and progress implementation of the successful SCCF grant for Barmedman Pool Upgrade**	**Engineering Services Manager**
	KPI: Project completion in accordance with funding agreement and milestones	

Progress update to 30/09/2019	Completed.	✅
Progress update to 31/12/2019	Completed.	✅
Progress update to 31/03/2020	Completed.	✅
Progress update to 30/06/2020	Completed.	✅

9.

Develop, implement and monitor appropriate programs, plans and budgets for the effective and efficient management of Council's assets and infrastructure

Delivery Program (4 years) 2018 - 2022

Strategy 9.3
Maintain street trees

Performance Measure
• Maintain or increase number of street trees

Operational Plan (1 year) 2019/2020

Action		Responsibility
9.3.1	**Manage street tree planting in accordance with Preferred Street Tree Species List** *KPI: 100% trees planted are from preferred list*	**Coordinator Urban**

Progress update to 30/09/2019	Street tree preferred species list needs adjusting.	⚠
Progress update to 31/12/2019	Street tree preferred species list needs adjusting.	⚠
Progress update to 31/03/2020	Street tree preferred species list needs adjusting.	⚠
Progress update to 30/06/2020	Street tree preferred species list needs adjusting.	⚠

Action		Responsibility
9.3.2	**Proactively monitor street trees and action requests to maintain and/or remove trees within the approved budget** *KPI: 100% action requests processed*	**Coordinator Urban**

Progress update to 30/09/2019	As required.	✓
Progress update to 31/12/2019	As required.	✓
Progress update to 31/03/2020	As required.	✓
Progress update to 30/06/2020	As required.	✓

9.

Develop, implement and monitor appropriate programs, plans and budgets for the effective and efficient management of Council's assets and infrastructure

Delivery Program (4 years) 2018 - 2022

Strategy 9.4
Maintain parks, ovals and recreational facilities to approved standards

Performance Measure
• Cemeteries and open spaces utilised and maintained within standards

Operational Plan (1 year) 2019/2020

Action		Responsibility
9.4.1	**Inspect parks, ovals and recreational facilities** *KPI: 26 inspections per year*	**Coordinator Urban**
Progress update to 30/09/2019	Weekly.	✅
Progress update to 31/12/2019	Weekly.	✅
Progress update to 31/03/2020	Weekly.	✅
Progress update to 30/06/2020	Weekly.	✅
9.4.2	**Conduct playground inspections for all playgrounds within the Shire** *KPI: Minimum 12 inspections per year*	**Coordinator Urban**
Progress update to 30/09/2019	0	✅
Progress update to 31/12/2019	0	✅
Progress update to 31/03/2020	Inspections carried out and repaired as needed	✅
Progress update to 30/06/2020	Inspections carried out and repaired as needed	✅

9.4.3	**Coordinate seasonal and on/off use of sporting fields**	**Coordinator Urban**
	KPI: Coordinate use of parks by personal trainers, administer all other bookings as appropriate and assist with transition between user groups	

Progress update to 30/09/2019	Council's booking system monitored.	✅
Progress update to 31/12/2019	Council's booking system monitored.	✅
Progress update to 31/03/2020	Council's booking system monitored	✅
Progress update to 30/06/2020	Councils booking system monitored	✅

9.4.4	**Review the Open Space Management Plan**	**Director Technical Services**
	KPI: Annual review	

Progress update to 30/09/2019	Proposed to be reviewed after the compulsory preparation of the Crown Land Management Plan due by mid 2021.	✅
Progress update to 31/12/2019	Proposed to be reviewed after the compulsory preparation of the Crown Land Management Plan due by mid 2021.	✅
Progress update to 31/03/2020	Proposed to be reviewed after the compulsory preparation of the Crown Land Management Plan due by mid 2021.	✅
Progress update to 30/06/2020	Proposed to be reviewed after the compulsory preparation of the Crown Land Management Plan due by mid 2021.	✅

9.4.5	**Carry out maintenance in Wyalong Cemetery**	**Coordinator Urban**
	KPI: 52 inspections per year	

Progress update to 30/09/2019	Regular weekly visual inspections carried out.	✅
Progress update to 31/12/2019	Regular weekly visual inspections carried out.	✅
Progress update to 31/03/2020	Regular weekly visual inspections carried out.	✅
Progress update to 30/06/2020	Regular weekly visual inspections carried out.	✅

| 9.4.6 | **Inspect and maintain village cemeteries regularly** | **Coordinator Urban** |
| | *KPI: 12 inspections per year* | |

Progress update to 30/09/2019	Inspections conducted.	✅
Progress update to 31/12/2019	Inspections conducted.	✅
Progress update to 31/03/2020	Inspections conducted.	✅
Progress update to 30/06/2020	Inspections conducted.	✅

| 9.4.7 | **Extension and installation of additional beams at Wyalong Lawn Cemetery** | **Coordinator Urban** |
| | *KPI: Installation on time and within budget allocation* | |

Progress update to 30/09/2019	Beams in place headstones supplied as needed.	✅
Progress update to 31/12/2019	Beams in place headstones supplied as needed.	✅
Progress update to 31/03/2020	Beams in place headstones supplied as needed.	✅
Progress update to 30/06/2020	Beams in place headstones supplied as needed.	✅

| 9.4.8 | **Facilitate and progress implementation of the successful SCCF grant for Cooinda Reserve rejuvenation** | **Director Technical Services** |
| | *KPI:* | |

Progress update to 30/09/2019	Ongoing.	⚠
Progress update to 31/12/2019	Ongoing.	⚠
Progress update to 31/03/2020	Ongoing.	⚠
Progress update to 30/06/2020	Ongoing.	⚠

9.

Develop, implement and monitor appropriate programs, plans and budgets for the effective and efficient management of Council's assets and infrastructure

Delivery Program (4 years) 2018 - 2022

Strategy 9.5
Identify and plan for new infrastructure

Performance Measure
• New infrastructure identified ad planning progressed

Operational Plan (1 year) 2019/2020

Action		Responsibility
9.5.1	**Consult with community regarding future infrastructure needs** *KPI: Community consultation undertaken*	**General Manager**
Progress update to 30/09/2019	Council is planning another round of community forums towards the end of 2019.	✅
Progress update to 31/12/2019	Council has continued to engage with the local community in regard to suitable projects and facilities under State & Federal funding programs.	✅
Progress update to 31/03/2020	Community Forums were held in Ungarie, Weethalle and Mirrool during this quarter. The forum scheduled for Quandialla has been postponed.	✅
Progress update to 30/06/2020	Further community forums will be held later in 2020.	✅
9.5.2	**Develop a master plan for identified infrastructure** *KPI: Master plan developed*	**General Manager**
Progress update to 30/09/2019	The preparation of this master plan will commence after the next round of community forums.	⚠️
Progress update to 31/12/2019	The development of this Master Plan will now occur in conjunction with the preparation of the 2020/2021 budget.	⚠️
Progress update to 31/03/2020	The development of this Master Plan will now occur in conjunction with the preparation of the 2020/2021 budget.	⚠️
Progress update to 30/06/2020	The general manager and the two Directors will collaborate on the preparation of the Master Plan in the second half of 2020.	⚠️

9.5.3	**Allocate funds to undertake investigation, designs, business plans and obtain costings for successful projects**	**General Manager**
	KPI: Funds allocated and internally reserved	

Progress update to 30/09/2019	Consideration is currently being given to the engagement of consultants to review the costs associated with the construction of an indoor heated pool.	✅
Progress update to 31/12/2019	A consultant was engaged to ascertain the true cost of preparing a Business Case for the upgrade of the West Wyalong to Condobolin Road.	✅
Progress update to 31/03/2020	There has been no engagement of consultants during this quarter.	✅
Progress update to 30/06/2020	There has been no engagement of consultants during this quarter.	✅

Our Leadership

A well run Council acting as the voice of the community

Our Objectives

10 To provide quality leadership, governance and management to develop strong community partnerships

11 Provide opportunities for all stakeholders to contribute to Council's decision making

12 Lead the community

13 Develop and maintain a framework of plans and policies that ensures open and transparent Council information

2019/2020 Operational Plan Actions	
as at 30/06/2020	
Total number of actions:	59
🟡 On target	11
❌ Not progressed	2
✅ Complete	46

10.

To provide quality leadership, governance and management to develop strong community partnerships

Delivery Program (4 years) 2018 - 2022

Strategy 10.1

Ensure Councillors are provided with appropriate support and resources to carry out their civic duty

Performance Measure

• Policies reviewed on time and budget allocation for Councillor training opportunities

Operational Plan (1 year) 2019/2020

Action		Responsibility
10.1.1	**Provide Councillors with professional development opportunities** *KPI: Develop a Councillor induction and professional development program*	**General Manager**

Progress update to 30/09/2019	The development of an individual training plan for each councillor is currently being prepared.	✅
Progress update to 31/12/2019	Based on the OLG Guidelines the new DCCS has been requested to take responsibility for this task.	✅
Progress update to 31/03/2020	The DCCS has prepared a framework for the councillors to engage in further professional development in line with OLG guidelines.	⚠️
Progress update to 30/06/2020	With the postponement of the LG Elections until September 2021 this task will be pursued in the second half of 2020.	⚠️

10.1.2	**Prepare for the Mayoral and Deputy Mayoral elections in September bi-annually** *KPI: Every two years (2018, 2020)*	**General Manager**
Progress update to 30/09/2019	There will be elections for Mayor and Deputy Mayor following the 2020 general council elections.	✅
Progress update to 31/12/2019	There will be elections for Mayor and Deputy Mayor following the 2020 general council elections during September 2020.	✅
Progress update to 31/03/2020	The 2020 local government elections have been postponed to September 2021 however, the mayoral election will still proceed.	✅
Progress update to 30/06/2020	There will be an election for Mayor and Deputy Mayor in September 2020.	✅

10.

To provide quality leadership, governance and management to develop strong community partnerships

Delivery Program (4 years) 2018 - 2022

Strategy 10.2

Ensure Councillors take ownership and a strong leadership role

Performance Measure

- Reports presented on time
- Increased opportunities for Councillors to connect with the community

Operational Plan (1 year) 2019/2020

Action		Responsibility
10.2.1	**Prepare the End of Term Report** *KPI: Report presented to Council by August 2020*	**Executive Assistant**
Progress update to 30/09/2019	Preparation of draft to commence in early 2020.	⚠
Progress update to 31/12/2019	Preparation of draft to commence in February 2020.	⚠
Progress update to 31/03/2020	Further progress on hold pending advice in response to COVID-19 and its implications	⚠
Progress update to 30/06/2020	Actions required during the 2019/20 year have been completed. Timeframes reviewed due to COVID-19 report to be presented by August 2021.	✓
10.2.2	**Maintain active representation and involvement with the regional organisation representing Council** *KPI: 80% meetings attended*	**General Manager**
Progress update to 30/09/2019	Council has just renewed its membership of REROC and the Riverina Joint Organisation.	✓
Progress update to 31/12/2019	Council continues to be represented on both REROC and RIVJO by the Mayor and General Manager, who is also on the REROC Executive.	✓
Progress update to 31/03/2020	The report on the future of RIVJO and REROC will be considered in early April 2020 and presented to Council in due course.	✓
Progress update to 30/06/2020	Council has resolved to support the establishment of a new Company, limited by guarantee to replace REROC and RIVJO	⚠

10.

To provide quality leadership, governance and management to develop strong community partnerships

Delivery Program (4 years) 2018 - 2022

Strategy 10.3

Ensure the General Manager takes a high level role in implementing the Community Strategic Plan and other Council documents

Performance Measure

•   Reports completed and submitted on time

Operational Plan (1 year) 2019/2020

Action	Responsibility
10.3.1 **Coordinate, compile, monitor and distribute the progress reports on the Operational Plan** *KPI: Four times per year*	**Executive Assistant**

Progress update to 30/09/2019	Ongoing.	⚠️
Progress update to 31/12/2019	Ongoing.	⚠️
Progress update to 31/03/2020	Ongoing.	⚠️
Progress update to 30/06/2020	Ongoing and completed for this year	✅

Action	Responsibility
10.3.2 **Develop timelines and action plan for the review of the Community Strategic Plan and associated documents** *KPI: Annually*	**General Manager**

Progress update to 30/09/2019	The timeline and action plan will be developed following the commencement of the new Director of Corporate & Community Services.	✅
Progress update to 31/12/2019	This task has commenced but will be given greater priority in early 2020.	✅
Progress update to 31/03/2020	With the postponement of the LG Elections the IP&R process has also been put back 12 months.	✅
Progress update to 30/06/2020	The development of timelines and action plan for the review of the Community Strategic Plan will occur in the second half of 2020.	⚠️

10.3.3	**Report to the community and Council on Integrated Planning and Reporting General Manager progress**	
	KPI: Report of Delivery Program two times per year	
Progress update to 30/09/2019	The next report will be due for submission to Council by 31.12.19.	✓
Progress update to 31/12/2019	The progress report on activities within the Operational Plan as at 31.12.19 will be presented to the February 2020 Council Meeting.	✓
Progress update to 31/03/2020	With the postponement of the LG Elections the IP&R process has also been put back 12 months.	✓
Progress update to 30/06/2020	A report was submitted to the June 2020 council meeting adopting the Operational Plan for 2020/2021 and the Delivery Program for 2017/2021.	✓

10. To provide quality leadership, governance and management to develop strong community partnerships

Delivery Program (4 years) 2018 - 2022

Strategy 10.4

Ensure the long term financial sustainability of Council through effective and prudent financial management

Performance Measure

• Maintain compliance with the requirements of the Office of Local Government guidelines and legislation

Operational Plan (1 year) 2019/2020

Action		Responsibility
10.4.1	**Complete budget review statements for analysis by Directors within two weeks of end of quarter** *KPI: Four times per year*	**Manager Customer & Financial Services**
Progress update to 30/09/2019	Completed.	✓
Progress update to 31/12/2019	Completed.	✓
Progress update to 31/03/2020	Completed.	✓
Progress update to 30/06/2020	Completed.	✓
10.4.2	**Ensure effective debt recovery is in place** *KPI: Policy reviewed every two years*	**Manager Customer & Financial Services**
Progress update to 30/09/2019	Overdue debtor and rates accounts have been sent for debt collection with Council's debt collection agency.	✓
Progress update to 31/12/2019	Overdue debtor and rates accounts have been sent for debt collection with Council's debt collection agency.	✓
Progress update to 31/03/2020	All legal action relating to debt collection is currently on hold as our community struggles with the current COVID-19 situation.	✓
Progress update to 30/06/2020	All legal action relating to debt collection is currently on hold as our community struggles with the current COVID-19 situation.	✓

10.4.3	**Complete financial statements and lodge in accordance with statutory requirements**	**Manager Customer & Financial Services**
	KPI: Submitted by 31 October - annually	
Progress update to 30/09/2019	In progress.	⚠
Progress update to 31/12/2019	The audited financial statements were lodged on 25th October 2020.	✓
Progress update to 31/03/2020	Preparation work has commenced for the 19/20 financial statements	⚠
Progress update to 30/06/2020	Interim Audit was successful and year end work is well underway	✓
10.4.4	**Manage investments in accordance with investment strategies and policies**	**Manager Customer & Financial Services**
	KPI: Policy reviewed every two years	
Progress update to 30/09/2019	Investments have been managed effectively, investing in secure term deposits and floating rate notes.	✓
Progress update to 31/12/2019	Investments have been managed effectively, investing in secure term deposits and floating rate notes.	✓
Progress update to 31/03/2020	Investments have been managed effectively, investing in secure term deposits and floating rate notes.	✓
Progress update to 30/06/2020	Investments have been managed effectively, investing in secure term deposits and floating rate notes.	✓
10.4.5	**Review the long term financial plan aiming for financial sustainability to ensure fitness for the future**	**Manager Customer & Financial Services**
	KPI: Annual review, $0.00 bottom line year 20/21	
Progress update to 30/09/2019	In progress.	⚠
Progress update to 31/12/2019	In progress.	⚠
Progress update to 31/03/2020	Draft 20/21 budget is out for public comment.	⚠
Progress update to 30/06/2020	20/21 Budget has been adopted by Council	✓

| 10.4.6 | **Ensure timely and accurate processing of payments** | **Manager Customer &** |
| | *KPI:* *Ensure timely and accurate processing of payments to employees, payments of invoices to suppliers and contractors, accounts receivable and quarterly rates* | **Financial Services** |

Progress update to 30/09/2019	Payments have been processed.	✓
Progress update to 31/12/2019	Payments have been processed.	✓
Progress update to 31/03/2020	Payments have been processed.	✓
Progress update to 30/06/2020	Payments have been processed.	✓

| 10.4.7 | **Conduct budget briefing session for Councillors** | **Director Corporate &** |
| | *KPI:* *Annually* | **Community Services** |

Progress update to 30/09/2019	Not required this quarter.	✗
Progress update to 31/12/2019	Not required this quarter.	✗
Progress update to 31/03/2020	Development and endorsement of Financial Reserves Policy.	❗
Progress update to 30/06/2020	Budget briefing session undertaken. 2020/2021 Budget and Operational Plan formally adopted at June Council meeting.	✓

| 10.4.8 | **Review outstanding rates and conduct sale for unpaid rates accordingly** | **Director Corporate &** |
| | *KPI:* *As required* | **Community Services** |

Progress update to 30/09/2019	0	❗
Progress update to 31/12/2019	0	❗
Progress update to 31/03/2020	No action on this activity this quarter	✗
Progress update to 30/06/2020	No action on this activity this quarter	✗

10. To provide quality leadership, governance and management to develop strong community partnerships

Delivery Program (4 years) 2018 - 2022

Strategy 10.5

Ensure Council's workforce is provided with appropriate equipment and resources to meet the needs of Council and the community

Performance Measure

- Services and equipment improved across organisation

Operational Plan (1 year) 2019/2020

Action		Responsibility
10.5.1	**Maintain and renew network infrastructure hardware and software to ensure effective delivery of services** *KPI: six monthly review*	**Director Corporate & Community Services**
Progress update to 30/09/2019	Continues to be maintained.	⚠
Progress update to 31/12/2019	Ongoing.	⚠
Progress update to 31/03/2020	Back-up server process transferred to Cloud solution. Relevant staff provided with software programs to assist work roles.	⚠
Progress update to 30/06/2020	IT equipment audit undertaken in readiness for upgrade process schedule for Quarter 1, 2020/2021.	⚠
10.5.2	**Ensure progressive upgrade of computers, phones and other IT equipment** *KPI: Annual review*	**Director Corporate & Community Services**
Progress update to 30/09/2019	Upgrades to computers, phones and other IT equipment completed when and if the need arises.	⚠
Progress update to 31/12/2019	Continuously being reviewed and updated accordingly.	⚠
Progress update to 31/03/2020	Preparation for staff to work remotely undertaken in light of pandemic.	⚠
Progress update to 30/06/2020	IT equipment audit undertaken in readiness for upgrade process schedule for Quarter 1, 2020/2021.	⚠

10.

To provide quality leadership, governance and management to develop strong community partnerships

Delivery Program (4 years) 2018 - 2022

Strategy 10.6

Regular consultation with key industry, business and stakeholders

Performance Measure

• Increased communication with key business and stakeholders

Operational Plan (1 year) 2019/2020

Action		Responsibility
10.6.1	**Ensure attendance and participation in relevant meetings and/or events** *KPI: 80% meetings attended*	**General Manager**

Progress update to 30/09/2019	The GM and Mayor will continue to meet with key industry and business stakeholders as and when required.	✓
Progress update to 31/12/2019	The GM and Mayor will continue to meet with key industry and business stakeholders as and when required.	✓
Progress update to 31/03/2020	The GM and Mayor will continue to meet with key industry and business stakeholders as and when required.	✓
Progress update to 30/06/2020	The GM and Mayor will continue to meet with key industry and business stakeholders as and when required.	✓

10.6.2	**Invite representatives from Cowal Gold Mine to address Council** *KPI: Annually*	**General Manager**

Progress update to 30/09/2019	An invitation will be extended to the General Manager of the LCGM to address Council in the first quarter of 2020.	✓
Progress update to 31/12/2019	An invitation has been extended to the General Manager of the LCGM to address Council at the April 2020 Council Meeting.	✓
Progress update to 31/03/2020	In view of the current COVID-19 situation the presentation by the GM of the LCGM has been postponed indefinitely.	✓
Progress update to 30/06/2020	The interim General Manager of LCGO gave a presentation to the June Council meeting.	✓

10.6.3 **Open communication established between Council and key local industry** **General Manager**
KPI: *Two meetings per year*

Progress update to 30/09/2019	The GM and Mayor will continue to meet with key industry and business stakeholders as and when required.	✅
Progress update to 31/12/2019	The GM and Mayor will continue to meet with key industry and business stakeholders as and when required.	✅
Progress update to 31/03/2020	The GM and Mayor will continue to meet with key industry and business stakeholders as and when required.	✅
Progress update to 30/06/2020	The GM and Mayor will continue to meet with key industry and business stakeholders as and when required.	✅

11.

Provide opportunities for all stakeholders to contribute to Council's decision making

Delivery Program (4 years) 2018 - 2022

Strategy 11.1

Encourage village residents to participate in community forums

Performance Measure

• Increased community participation

Operational Plan (1 year) 2019/2020

Action		Responsibility
11.1.1	**Seek community input into each forum agenda and report back to the community on forum outcomes** *KPI: Annually*	**Asset & Engineering Services Officer**
Progress update to 30/09/2019	All matters relating to previous forums are up to date. Awaiting notification from Council for dates of next round.	✅
Progress update to 31/12/2019	Forums scheduled for 2019 have been finalised.	✅
Progress update to 31/03/2020	All Forums scheduled for 2020 have been finalised with the exception of Quandialla which has been postponed to a later date.	✅
Progress update to 30/06/2020	All Forums scheduled for 2020 have been finalised with the exception of Quandialla which has been postponed to a later date.	✅
11.1.2	**Organise community forums in villages within the Shire, as required** *KPI: Annually*	**Asset & Engineering Services Officer**
Progress update to 30/09/2019	All matters relating to previous forums are up to date. Awaiting notification from Council for dates of next round.	✅
Progress update to 31/12/2019	Forums scheduled for 2019 have been finalised.	✅
Progress update to 31/03/2020	Scheduled forums have taken place and minutes finalised with the exception of Quandialla which has been postponed to a later date.	✅
Progress update to 30/06/2020	Scheduled forums have taken place and minutes finalised with the exception of Quandialla which has been postponed to a later date.	✅

11.1.3 **Communicate with the community utilising forums** **General Manager**
KPI: *Annual forums, meetings as required*

Progress update to 30/09/2019	The Community Reference Group continues to meet every second month with a number of initiatives arising that have gained council support.	✓
Progress update to 31/12/2019	The Community Reference Group continues to meet every second month with a number of initiatives arising that have gained council support.	✓
Progress update to 31/03/2020	The Community Reference Group meeting for February was cancelled due to no agenda items and the April meeting has been cancelled as a result of the current COVID-19 situation.	✓
Progress update to 30/06/2020	The Community Reference Group meetings have been cancelled during the COVID-19 Pandemic.	✓

11.

Provide opportunities for all stakeholders to contribute to Council's decision making

Delivery Program (4 years) 2018 - 2022

Strategy 11.2

Provide innovative and accessible communication strategies to Shire residents to encourage active participation in Council's future

Performance Measure

• Maintain or increase community communication avenues

Operational Plan (1 year) 2019/2020

Action		Responsibility
11.2.1	**Promote and foster electronic communications through Social Media, community email list and other technologies** *KPI: Four communications per month, 12 local newspapers, six newsletters*	**Community Relations Officer**

Progress update to 30/09/2019	Ongoing.	⚠️
Progress update to 31/12/2019	Ongoing.	⚠️
Progress update to 31/03/2020	Ongoing.	⚠️
Progress update to 30/06/2020	Ongoing.	✅

11.2.2	**Target advertising to encourage maximum participation** *KPI: 12 per year*	**Community Relations Officer**
Progress update to 30/09/2019	Ongoing.	⚠️
Progress update to 31/12/2019	Ongoing.	⚠️
Progress update to 31/03/2020	Ongoing.	⚠️
Progress update to 30/06/2020	Ongoing.	✅

| 11.2.3 | **Maintain the Public Forum prior to each Ordinary Council Meeting** | **General Manager** |
| | *KPI: 11 times per year* | |

Progress update to 30/09/2019	The public forum was reviewed following the release of the new Code of Meeting Practice and continues to be held prior to each council meeting.	✓
Progress update to 31/12/2019	The public forum was reviewed following the release of the new Code of Meeting Practice and continues to be held prior to each council meeting.	✓
Progress update to 31/03/2020	The public forum has been cancelled for the duration of the COVID-19 pandemic.	✓
Progress update to 30/06/2020	The public forum has been cancelled for the duration of the COVID-19 pandemic.	✓

11.

Provide opportunities for all stakeholders to contribute to Council's decision making

Delivery Program (4 years) 2018 - 2022

Strategy 11.3

Ensure all Council communication branded signs and banners are provided to funding recipients

Performance Measure

• Council branding prevalent at sponsored events

Operational Plan (1 year) 2019/2020

Action		Responsibility
11.3.1	**Provide Council branded signs and/or banners to funding recipients** *KPI: 100% grant recipients provided with Council promotional information to display*	**Community Relations Officer**
Progress update to 30/09/2019	Ongoing.	⚠️
Progress update to 31/12/2019	Ongoing.	⚠️
Progress update to 31/03/2020	Ongoing.	⚠️
Progress update to 30/06/2020	Ongoing.	✅
11.3.2	**Display council logo in all advertising and promotion of Council events/programs/workshops** *KPI: 100%*	**Community Relations Officer**
Progress update to 30/09/2019	Ongoing.	⚠️
Progress update to 31/12/2019	Ongoing.	⚠️
Progress update to 31/03/2020	Ongoing.	⚠️
Progress update to 30/06/2020	Ongoing.	✅

12.

Delivery Program (4 years) 2018 - 2022

Strategy 12.1

Review Council's customer service charter and monitor Council services to ensure they are provided in a professional, timely and friendly manner and are responsive to community needs

Performance Measure

• Maintain or improve service response times

Operational Plan (1 year) 2019/2020

Action		Responsibility
12.1.1	**Review and monitor frontline customer service practices and performance** *KPI: Annual review*	**Customer & Administration Services Coordinator**
Progress update to 30/09/2019	Frontline customer service is monitored and changes made if necessary to meet customer service expectations.	⚠️
Progress update to 31/12/2019	Frontline customer service is monitored and changes made if necessary to meet customer service expectations.	⚠️
Progress update to 31/03/2020	Frontline customer service is monitored and changes made if necessary to meet customer service expectations.	⚠️
Progress update to 30/06/2020	Frontline customer service is monitored and changes made if necessary to meet customer service expectations.	⚠️
12.1.2	**Process development applications** *KPI: 90% applications approved within 40 days*	**Manager Development & Regulatory Services**
Progress update to 30/09/2019	0	⚠️
Progress update to 31/12/2019	Ongoing.	⚠️
Progress update to 31/03/2020	0	⚠️
Progress update to 30/06/2020	90 per cent of applications processed within statutory timeframes	✅

| 12.1.3 | **Deliver store services** | **Purchasing Officer** |
| | *KPI: Orders filled/ordered within 48 hours* | |

Progress update to 30/09/2019	Orders complete when requested.	✓
Progress update to 31/12/2019	Orders complete when requested.	✓
Progress update to 31/03/2020	Orders complete when requested.	✓
Progress update to 30/06/2020	Orders complete when requested.	✓

| 12.1.4 | **Deliver purchasing services** | **Purchasing Officer** |
| | *KPI: Purchase orders processed within 48 hours* | |

Progress update to 30/09/2019	Processed when required.	✓
Progress update to 31/12/2019	Processed when required.	✓
Progress update to 31/03/2020	Processed when required.	✓
Progress update to 30/06/2020	Processed when required.	✓

| 12.1.5 | **Provide information and services and monitor complaints in regards to companion animals and responsible pet ownership** | **Manager Development & Regulatory Services** |
| | *KPI: Enter registrations on NSW Pet Registry within 72 hours. Place impounded dogs on website (include photo). Registration program twice per year. Two media releases per year for responsible pet ownership. Install automated watering system at the pound. Review enforcement policy and procedure. Investigate complaints within five days. Review illegal dumping policy. Review barking dog policy.* | |

Progress update to 30/09/2019	0	⚠
Progress update to 31/12/2019	Draft Barking Dog Policy has been prepared and is currently being reviewed by Director Technical Services.	⚠
Progress update to 31/03/2020	Draft Barking Dog Policy has been prepared and is currently being reviewed by Director Technical Services.	⚠
Progress update to 30/06/2020	Draft Barking Dog Policy has been prepared and is currently being reviewed by Director Technical Services.	⚠

| 12.1.6 | **Conduct customer satisfaction survey** | **Director Corporate &** |
| | *KPI: Every four years (2019)* | **Community Services** |

Progress update to 30/09/2019	0	❌
Progress update to 31/12/2019	0	❌
Progress update to 31/03/2020	Delayed until fourth quarter due to staff resourcing.	❌
Progress update to 30/06/2020	Delayed due to COVID-19 impacts on resourcing.	❌

| 12.1.7 | **Monitor and report on response times to major customer requests** | **Manager Customer &** |
| | *KPI: Monthly report provided to Manex* | **Financial Services** |

Progress update to 30/09/2019	A monthly report is generated and provided to Manex detailing any outstanding customer requests.	⚠️
Progress update to 31/12/2019	A monthly report is generated and provided to Manex detailing any outstanding customer requests.	⚠️
Progress update to 31/03/2020	A monthly report is generated and provided to Manex detailing any outstanding customer requests.	⚠️
Progress update to 30/06/2020	A monthly report is generated and provided to Manex detailing any outstanding customer requests.	✅

Delivery Program (4 years) 2018 - 2022

Strategy 12.2
Provide sustainable, productive, highly skilled and committed workforce which supports current and future service delivery needs

Performance Measure
• Maintain or increase staff satisfaction

Operational Plan (1 year) 2019/2020

Action		Responsibility
12.2.1	**Assist in the management of workforce relations and provision of timely advice on workplace relations matters** *KPI: Advice provided within 48 hours. Gather and report to GM on staffing issues/trends*	**Human Resources Coordinator**
Progress update to 30/09/2019	Monthly HR reports sent to GM. Regular meetings with HR staff and GM.	⚠️
Progress update to 31/12/2019	Monthly HR reports sent to GM. Regular meetings with HR staff and GM.	⚠️
Progress update to 31/03/2020	Monthly HR reports sent to GM. Regular meetings with HR staff and GM.	⚠️
Progress update to 30/06/2020	Monthly HR reports sent to GM. Regular meetings with HR staff and GM.	✅
12.2.2	**Use of cost effective recruitment services** *KPI: Within budget*	**Human Resources Coordinator**
Progress update to 30/09/2019	Adverts are placed on Council's web page, Facebook page and the local newspaper.	⚠️
Progress update to 31/12/2019	Adverts are placed on Council's web page, Facebook page and the local newspaper.	⚠️
Progress update to 31/03/2020	Adverts are placed on Council's web page, Facebook page and the local newspaper.	⚠️
Progress update to 30/06/2020	Adverts are placed on Council's web page, Facebook page and the local newspaper.	✅

12.2.3	**Review and monitor the implementation of the workforce plan** *KPI: Annual review of workforce plan*	**Human Resources Coordinator**
Progress update to 30/09/2019	Review completed and a restructure followed.	⚠
Progress update to 31/12/2019	Review completed and a restructure in progress.	⚠
Progress update to 31/03/2020	Review completed and a restructure in progress.	✔
Progress update to 30/06/2020	Review completed and a restructure in progress.	✔
12.2.4	**Maintain register of delegations and issue authorities to relevant employees** *KPI: Register reviewed annually*	**Executive Assistant**
Progress update to 30/09/2019	Ongoing review.	⚠
Progress update to 31/12/2019	Revised delegations to be issued to all relevant staff in early 2020.	⚠
Progress update to 31/03/2020	Review progressing	⚠
Progress update to 30/06/2020	Acquisition of new system PULSE under investigation. Reviewed data to be incorporated into new system and rolled out to staff.	⚠
12.2.5	**Develop, implement and monitor Learning and Development Plan** *KPI: Annual plans developed. Identify external funding opportunities for training and education*	**Human Resources Coordinator**
Progress update to 30/09/2019	Training plan developed.	⚠
Progress update to 31/12/2019	Training plan being implemented.	⚠
Progress update to 31/03/2020	New training plan being developed for 2020/2021.	⚠
Progress update to 30/06/2020	Training Plan for 2020/2021 completed, ready for implementation.	✔

| 12.2.6 | **Maintain and promote the Employee Assistance Program (EAP)** | **Human Resources** |
| | *KPI: Promote program through noticeboards and Thursday Thoughts* | **Coordinator** |

Progress update to 30/09/2019	EAP information shared on notice boards, Thursday Thoughts and in tea rooms.	⚠
Progress update to 31/12/2019	EAP information shared on notice boards, Thursday Thoughts and in tea rooms.	⚠
Progress update to 31/03/2020	EAP information shared on notice boards, Thursday Thoughts and in tea rooms. EAP information shared during induction of new employees.	⚠
Progress update to 30/06/2020	EAP information shared on notice boards, Thursday Thoughts and in tea rooms. EAP information shared during induction of new employees.	✓

| 12.2.7 | **Promote and encourage employee representation on workplace committees** | **Human Resources** |
| | *KPI: In accordance with committee requirements* | **Coordinator** |

Progress update to 30/09/2019	New committee members selected as per committee constitutions.	⚠
Progress update to 31/12/2019	New committee members selected as per committee constitutions.	✓
Progress update to 31/03/2020	New committee members selected as per committee constitutions. Updated committee posters in notice boards.	✓
Progress update to 30/06/2020	New committee members selected as per committee constitutions. Updated committee posters in notice boards.	✓

| 12.2.8 | **Implement the LGNSW Capability Framework including the review and update position descriptions** | **Human Resources** |
| | *KPI: Review and update annually or as per Employee Development Review and/or organisational changes* | **Coordinator** |

Progress update to 30/09/2019	Position Description updated to include Capability Framework.	⚠
Progress update to 31/12/2019	Position Description updated to include Capability Framework.	⚠
Progress update to 31/03/2020	Position Description updated to include Capability Framework.	⚠
Progress update to 30/06/2020	Position Description updated to include Capability Framework.	✓

12.2.9 **Maintain and promote the staff service and achievement awards program**   **Executive Assistant**

KPI: *Monthly service presentations and annual achievement awards*

Progress update to 30/09/2019	Ongoing promotion, preparations commenced for end of year staff function.	⚠
Progress update to 31/12/2019	Ongoing with presentations made to staff at the December staff appreciation function.	⚠
Progress update to 31/03/2020	Revised policy being implemented from January 1 and presentations made to staff as required	⚠
Progress update to 30/06/2020	Ongoing with presentations made to staff in accordance with the revised policy and procedure.	✅

12.

Delivery Program (4 years) 2018 - 2022

Strategy 12.3
Develop, implement and monitor HR programs to solidify Council's reputation as an employer of choice

Performance Measure
• Maintain Councils reputation as an employer of choice

Operational Plan (1 year) 2019/2020

Action		Responsibility
12.3.1	**Oversee the implementation and monitoring of the EEO Management Plan** *KPI: Minimum of two meetings annually*	**Human Resources Coordinator**
Progress update to 30/09/2019	EEO Management plan has been revised. Quarterly meetings.	⚠
Progress update to 31/12/2019	EEO Management plan has been revised. Quarterly meetings.	⚠
Progress update to 31/03/2020	EEO Management plan has been revised. Quarterly meetings.	⚠
Progress update to 30/06/2020	EEO Management plan accepted for 2020-2022.	✓
12.3.2	**Identify and support opportunities for resource sharing arrangements with other Councils** *KPI: Opportunities investigated*	**Human Resources Coordinator**
Progress update to 30/09/2019	Regular communication with members of REROC Workforce Development group to share training costs and information.	⚠
Progress update to 31/12/2019	Regular communication with members of REROC Workforce Development group to share training costs and information.	⚠
Progress update to 31/03/2020	Regular communication with members of REROC Workforce Development group to share training costs and information.	⚠
Progress update to 30/06/2020	Regular communication with members of REROC Workforce Development group to share training costs and information.	✓

12.3.3	**Implement workforce programs ensuring Council remains an employer of choice** *KPI: Continue to develop and report on succession plan and initiatives*	**Human Resources Coordinator**
Progress update to 30/09/2019	Opportunities for professional development are provided to all staff.	⚠
Progress update to 31/12/2019	Opportunities for professional development are provided to all staff.	⚠
Progress update to 31/03/2020	Twelve staff members joined the LGNSW Professionals to assist in professional development.	⚠
Progress update to 30/06/2020	Twelve staff members joined the LGNSW Professionals to assist in professional development.	✓
12.3.4	**Review the performance management system and process** *KPI: Annual review*	**Human Resources Coordinator**
Progress update to 30/09/2019	To be reviewed to incorporate the Capabilities Framework.	⚠
Progress update to 31/12/2019	To be reviewed to incorporate the Capabilities Framework.	⚠
Progress update to 31/03/2020	To be reviewed to incorporate the Capabilities Framework.	⚠
Progress update to 30/06/2020	To be reviewed to incorporate the Capabilities Framework.	✓
12.3.5	**Conduct Employee Engagement and EEO Survey** *KPI: Survey staff every two years (2017, 2019, 2021)*	**Human Resources Coordinator**
Progress update to 30/09/2019	Employee Engagement and EEO Survey to be rolled out.	⚠
Progress update to 31/12/2019	Employee Engagement and EEO Survey completed, results to be communicated.	⚠
Progress update to 31/03/2020	Employee Engagement and EEO Survey completed, results communicated to all staff.	✓
Progress update to 30/06/2020	Employee Engagement and EEO Survey completed, results communicated to all staff. Survey results incorporated into EEO Management plan.	✓

12.

Delivery Program (4 years) 2018 - 2022

Strategy 12.4
Review and implement Council policies and comply with WHS and Risk Management requirements

Performance Measure
• Maintain councils focus on WHS and Risk Management

Operational Plan (1 year) 2019/2020

Action		Responsibility
12.4.1	**Ensure WHS Committee meet in accordance with approved schedule** *KPI: Minimum four meetings per year*	**Contract Compliance & WHS Officer**

Progress update to 30/09/2019	Meeting held 20 August 2019.	⚠
Progress update to 31/12/2019	Meeting held 7 November 2019.	⚠
Progress update to 31/03/2020	Meeting held 10 February 2020.	⚠
Progress update to 30/06/2020	Meeting held 18th June.	✓

12.4.2	**Develop and maintain Council's Risk Management Action Plan (RAMP) in consultation with staff** *KPI: Annually*	**Risk & Insurance Officer**
Progress update to 30/09/2019	Draft Risk Management Action plan has been submitted with copy of CIP worksheets progress to date (Due 30.9.19).	⚠
Progress update to 31/12/2019	Draft Risk Management Action plan has been submitted with copy of CIP worksheets progress to date 2019-2020 CIP worksheets ongoing.	⚠
Progress update to 31/03/2020	Draft Risk Management Action Plan submitted (RAMP) Briefing session held with Statewide Mutual 9.3.20 all on track	⚠
Progress update to 30/06/2020	RAMP completed	✓

12.4.3	**Establish and monitor Council's Risk Register**	**Risk & Insurance Officer**
	KPI: Monitor annually	
Progress update to 30/09/2019	Revised Risk Registers have been developed in line with StateWide Mutual best practice. Number of Departments have participated awaiting recruitment of staff to complete.	⚠
Progress update to 31/12/2019	Revised Risk Registers have been developed in line with StateWide Mutual best practice. Number of Departments have participated awaiting recruitment of staff to complete work in progress.	⚠
Progress update to 31/03/2020	Risk Registers in operation and all sections have been completed in the process of completing reviews	⚠
Progress update to 30/06/2020	Risk Registers in operation and all sections have been completed and reviews have commenced. Will be reinforced with proposed ERM training	✔

12.4.4	**Maintain the Contractor Database**	**Contract Compliance & WHS Officer**
	KPI: Update information annually	
Progress update to 30/09/2019	Ongoing.	⚠
Progress update to 31/12/2019	Ongoing.	⚠
Progress update to 31/03/2020	Contractor data base is continually being updated.	⚠
Progress update to 30/06/2020	Contractor data base is continually being updated.	✔

12.4.5	**Undertake inspections and audit of Council workplaces in liaison with relevant staff**	**Contract Compliance & WHS Officer**
	KPI: Minimum 20 Internal and 20 external sites annually	
Progress update to 30/09/2019	Ongoing.	⚠
Progress update to 31/12/2019	Ongoing.	⚠
Progress update to 31/03/2020	Ongoing.	⚠
Progress update to 30/06/2020	Ongoing.	⚠

13.

Develop and maintain a framework of plans and policies that ensures open and transparent Council information

Delivery Program (4 years) 2018 - 2022

Strategy 13.1
Promote and advocate improved management of, and access to, information across Council

Performance Measure
• Maintain or increase staff satisfaction

Operational Plan (1 year) 2019/2020

Action		Responsibility
13.1.1	**Ensure information required under the GIPA legislation is displayed appropriately on Council's website** *KPI: Information under legislation is available*	Director Corporate & Community Services
Progress update to 30/09/2019	Open Access Information is monitored and documents updated regularly to ensure information is current and meets the requirements of the GIPA Act.	⚠
Progress update to 31/12/2019	Open Access Information is monitored and documents updated regularly to ensure information is current and meets the requirements of the GIPA Act.	⚠
Progress update to 31/03/2020	Open Access Information is monitored and documents updated regularly to ensure information is current and meets the requirements of the GIPA Act.	⚠
Progress update to 30/06/2020	Open Access Information is monitored and documents updated regularly to ensure information is current and meets the requirements of the GIPA Act.	⚠
13.1.2	**Monitor and report on response times to service requests (received in person, phone or mail)** *KPI: Overdue tasks report of Manex monthly*	Customer & Administration Services Coordinator
Progress update to 30/09/2019	A monthly report is generated and provided to Manex detailing any outstanding customer requests.	⚠
Progress update to 31/12/2019	A monthly report is generated and provided to Manex detailing any outstanding customer requests.	⚠
Progress update to 31/03/2020	A monthly report is generated and provided to Manex detailing any outstanding customer requests.	⚠
Progress update to 30/06/2020	A monthly report is generated and provided to Manex detailing any outstanding customer requests.	✓

13.1.3	**Monitor compliance with Council's Record Management Policy**	**Customer &**
	KPI: *Regular communication and monitoring by Records staff that policy is being*	**Administration Services**
	complied	**Coordinator**

Progress update to 30/09/2019	Compliance with Council's records management policy is monitored by Records staff. Staff training is undertaken as required to ensure compliance with Council's record keeping policy and procedures.	⚠️
Progress update to 31/12/2019	Compliance with Council's records management policy is monitored by Records staff. Staff training is undertaken as required to ensure compliance with Council's record keeping policy and procedures.	⚠️
Progress update to 31/03/2020	Compliance with Council's records management policy is monitored by Records staff. Staff training is undertaken as required to ensure compliance with Council's record keeping policy and procedures.	⚠️
Progress update to 30/06/2020	Compliance with Council's records management policy is monitored by Records staff. Staff training is undertaken as required to ensure compliance with Council's record keeping policy and procedures.	✅

13.

Develop and maintain a framework of plans and policies that ensures open and transparent Council information

Delivery Program (4 years) 2018 - 2022

Strategy 13.2

Develop, implement and promote best practice governance policies and procedures

Performance Measure

• Review Council procedures

Operational Plan (1 year) 2019/2020

Action		Responsibility
13.2.1	**Progress the establishment of an Internal Risk and Audit Committee and function within the organisation as per the legislation** *KPI: Committee established and functioning by 30/6/2020*	**General Manager**
Progress update to 30/09/2019	The guidelines for the establishment of an ARIC were released by the OLG in September 2019 and are currently being reviewed by council staff.	✓
Progress update to 31/12/2019	The new DCCS has taken responsibility for the internal audit process but is still overseen by the General Manager.	✓
Progress update to 31/03/2020	Council's Internal Audit process is continuing however, the establishment of an ARIC has been put on hold during the Covid-19 pandemic.	✓
Progress update to 30/06/2020	With the postponement of the LG Elections to September 2021 the establishment of Council's ARIC has also been postponed to March 2022	✓
13.2.2	**Review Council's policies and procedures** *KPI: 25% reviewed annually*	**General Manager**
Progress update to 30/09/2019	This is an ongoing process with regular reports to the monthly council meetings to identify policies in need of review.	✓
Progress update to 31/12/2019	In early 2020 a new process will be developed to ensure that a regular review of all council policies is undertaking in a timely manner.	✓
Progress update to 31/03/2020	The DCCS has developed a list of policies according to area of responsibility and those policies will be reviewed on a regular basis.	✓
Progress update to 30/06/2020	The review of council policies is continuing on a regular basis with reports to council on a monthly basis.	✓

Our Prosperity

Growing our population and jobs

Our Objectives

14 Visitors and tourists are welcomed

15 Promote the Shire as a place to do business

16 Work with our communities and businesses to use our resources in a sustainable way for the future of the Bland Shire

2019/2020 Operational Plan Actions	
as at 30/06/2020	
Total number of actions:	34
⚠ On target	6
❌ Not progressed	0
✅ Complete	28

14.

Delivery Program (4 years) 2018 - 2022

Strategy 14.1

Work with the tourism industry to identify and develop products and services that appeal to visitors of the Shire

Performance Measure

• Increase in tourism enterprises that encourage people to stay

Operational Plan (1 year) 2019/2020

Action		Responsibility
14.1.1	**Maintain relationships with Business West Wyalong and Events West Wyalong** *KPI: Minimum two meetings per year*	**Tourism Administration Officer**
Progress update to 30/09/2019	Attended meetings with Business West Wyalong during months of July, August and September. Events West Wyalong not holding meetings in 2019.	⚠
Progress update to 31/12/2019	Attended meetings with Business West Wyalong and assisted in Business West Wyalong Awards Night and Christmas Carnival. Also promotion of Why Leave Town Card. Events West Wyalong not holding meetings in 2019.	⚠
Progress update to 31/03/2020	Attended meetings with Business West Wyalong and assisted in Business West Wyalong with promotion of Why Leave Town Card. Events West Wyalong not holding meetings in 2020	⚠
Progress update to 30/06/2020	No meetings held during COVID-19 lockdown. New Why Leave Town cards ordered. Awaiting delivery	⚠
14.1.2	**Maintain an active participation and representation in relevant regional tourism and business meetings and events** *KPI: 80% meetings attended*	**General Manager**
Progress update to 30/09/2019	Ongoing. Active participation and representation in the relevant regional tourism and business meetings.	⚠
Progress update to 31/12/2019	Ongoing. Active participation and representation in the relevant regional tourism and business meetings.	⚠
Progress update to 31/03/2020	Ongoing. Active participation and representation in the relevant regional tourism and business meetings.	⚠
Progress update to 30/06/2020	Ongoing. Active participation and representation in the relevant regional tourism and business meetings.	✅

14.1.3	**Investigate options to further develop the League of Extraordinary Communities with Dull in Scotland and Boring in the United States** *KPI: Minimum annual contact*	**General Manager**
Progress update to 30/09/2019	Ongoing project promoting the League of Extraordinary Communities.	⚠️
Progress update to 31/12/2019	Ongoing project promoting the League of Extraordinary Communities.	⚠️
Progress update to 31/03/2020	Ongoing project promoting the League of Extraordinary Communities.	⚠️
Progress update to 30/06/2020	Ongoing project promoting the League of Extraordinary Communities.	✅
14.1.4	**Investigate potential strategic property acquisition opportunities as they arise** *KPI: Report to Council as required*	**General Manager**
Progress update to 30/09/2019	A number of properties (2) were purchased by Council recently adjoining the proposed new Business Park.	✅
Progress update to 31/12/2019	The General Manager and other senior staff will continue to identify strategic property opportunities as they arise.	✅
Progress update to 31/03/2020	The General Manager and other senior staff will continue to identify strategic property opportunities as they arise.	✅
Progress update to 30/06/2020	The General Manager and other senior staff will continue to identify strategic property opportunities as they arise.	✅
14.1.5	**Develop local tourism publications and website information to showcase the Bland Shire** *KPI: Review annually*	**Tourism Administration Officer**
Progress update to 30/09/2019	Brochures in Visitors Centre have been updated. Website updated with new attractions. Joined Thrive Riverina group to better promote our Shire.	⚠️
Progress update to 31/12/2019	Completed the Art Trail through Lockhart, Leeton, Narrandera, Weethalle and West Wyalong. Working on local art trail.	⚠️
Progress update to 31/03/2020	Working on Local Art Trail Brochure to be launched April. Organise a bus tour for Councillors and Businesses to introduce Art Trail.	⚠️
Progress update to 30/06/2020	Completed Local Art Trail. Flyers sent to neighbouring VIC's and to Victoria Visitors Centres. All brochures updated where necessary.	⚠️

Delivery Program (4 years) 2018 - 2022

Strategy 14.2
Attract a diverse range of Visitors to the Shire

Performance Measure
• Increase visitors to the Shire

Operational Plan (1 year) 2019/2020

Action	Responsibility
14.2.1　**Seek major and minor event opportunities for the Bland Shire** *KPI: Contact made at least three times per year*	**General Manager**

Progress update to 30/09/2019	This is an ongoing project, EOI submitted for any relevant opportunities.	⚠
Progress update to 31/12/2019	This is an ongoing project, EOI submitted for any relevant opportunities.	⚠
Progress update to 31/03/2020	This is an ongoing project, EOI submitted for any relevant opportunities.	⚠
Progress update to 30/06/2020	This is an ongoing project, EOI submitted for any relevant opportunities.	✓

Action	Responsibility
14.2.2　**Investigate technology to improve the visitor experience within Bland Shire** *KPI: Review technology options annually*	**Tourism Administration Officer**

Progress update to 30/09/2019	TV screen added to Visitors Centre to showcase events/flyers and attractions.	⚠
Progress update to 31/12/2019	Looking into updated screen for front window of Council offices.	⚠
Progress update to 31/03/2020	Updating the Datatrax screen information planned for August 2020.	⚠
Progress update to 30/06/2020	Updating the Datatrax screen information planned for August 2020.	⚠

14.2.3	Produce and circulate the VIC Connect publication *KPI: Monthly*	Tourism Administration Officer
Progress update to 30/09/2019	Info shared via email. Looking to update VIC Connect to make it more user friendly.	⚠
Progress update to 31/12/2019	Businesses requested a list of activities for visitors. Distributed a 30Things2Do list to all accommodation properties.	⚠
Progress update to 31/03/2020	VIC Connect Publication have been re-designed. Now called Bland Bulletin and send out to all businesses to promote tourism events in the Bland Shire.	⚠
Progress update to 30/06/2020	No VIC Connect during COVID-19 lockdown. Planned for when travellers are allowed to travel again.	⚠
14.2.4	Installation of the Bob Fisher Memorial Plaque in Weethalle *KPI: Installation on time and within budget allocation*	Director Technical Services
Progress update to 30/09/2019	Awaiting agreement from John Holland before finalising.	⚠
Progress update to 31/12/2019	To be done in 2020.	✅
Progress update to 31/03/2020	To be done in 2020.	✅
Progress update to 30/06/2020	Completed.	✅

15.

Promote the shire as a place to do business

Delivery Program (4 years) 2018 - 2022

Strategy 15.1

Encourage and actively seek out businesses and industry to relocate within the Shire

Performance Measure

- Maintain or increase number of businesses and industry within the shire

Operational Plan (1 year) 2019/2020

Action		Responsibility
15.1.1	**Identify, target and liaise with existing and potential new retail business and/or industry opportunities** *KPI: Regular investigation*	**General Manager**

Progress update to 30/09/2019	The encouragement of new businesses to the shire is an on-going commitment.	⚠
Progress update to 31/12/2019	The encouragement of new businesses to the shire is an on-going commitment.	⚠
Progress update to 31/03/2020	The encouragement of new businesses to the shire is an on-going commitment.	⚠
Progress update to 30/06/2020	The encouragement of new businesses to the shire is an on-going commitment.	✅

15.1.2	**Promote Business Development Assistance Fund to retail industries looking at establishing and/or expanding in the Bland Shire** *KPI: Regular email broadcasts and personal contact*	**General Manager**

Progress update to 30/09/2019	Business Assistance Applications are encouraged from new and expanding businesses on a regular basis.	⚠
Progress update to 31/12/2019	Business Assistance Applications are encouraged from new and expanding businesses on a regular basis.	⚠
Progress update to 31/03/2020	Business Assistance Applications are encouraged from new and expanding businesses on a regular basis.	⚠
Progress update to 30/06/2020	Business Assistance Applications are encouraged from new and expanding businesses on a regular basis.	✅

15.

Promote the shire as a place to do business

Delivery Program (4 years) 2018 - 2022

Strategy 15.2
Continue ongoing engagement and communication with the Shire's existing industry and business including support for diversification and alternate industry or business

Performance Measure
• Increase support to existing business

Operational Plan (1 year) 2019/2020

Action		Responsibility
15.2.1	**Work cooperatively with the local business groups** *KPI: Attend meetings, provide email broadcasts and regular personal contact*	**General Manager**

Progress update to 30/09/2019	Council has established a good working relationship with Business West Wyalong and a council representative regularly attends their meetings.	⚠
Progress update to 31/12/2019	Council is working closely with Business West Wyalong to ensure the success of this years' Christmas Carnival.	⚠
Progress update to 31/03/2020	Council has established a good working relationship with Business West Wyalong and a council representative regularly attends their meetings.	⚠
Progress update to 30/06/2020	Council has established a good working relationship with Business West Wyalong and a council representative regularly attends their meetings.	✅

15.2.2	**Maintain strong working relationships and engagement with relevant agencies, authorities, organisations and Government Departments in relation to providing guidance on business systems and strategies to local business** *KPI: Regularly attend meetings and as needed*	**General Manager**

Progress update to 30/09/2019	This is an on-going process.	⚠
Progress update to 31/12/2019	This is an on-going process.	⚠
Progress update to 31/03/2020	This is an on-going process.	⚠
Progress update to 30/06/2020	This is an on-going process.	✅

15.2.3	**Monitor and support requests to assist future mining activities within the Bland Shire**	**General Manager**
	KPI: Regularly and as needed	

Progress update to 30/09/2019	This is an on-going process.	⚠
Progress update to 31/12/2019	This is an on-going process.	⚠
Progress update to 31/03/2020	Community consultation planned.	⚠
Progress update to 30/06/2020	Community consultation planned.	✓

15.2.4	**Monitor and support requests to assist future major developments within the Bland Shire**	**General Manager**
	KPI: Regularly and as needed	

Progress update to 30/09/2019	This is an on-going process.	⚠
Progress update to 31/12/2019	This is an on-going process.	⚠
Progress update to 31/03/2020	This is an on-going process.	⚠
Progress update to 30/06/2020	This is an on-going process.	✓

15. Promote the shire as a place to do business

Delivery Program (4 years) 2018 - 2022

Strategy 15.3

Lobby for and work with industry, government and education providers to ensure Bland Shire residents and businesses have access to competitive telecommunication services

Performance Measure

• Maintain or improve telecommunication and technology within the shire

Operational Plan (1 year) 2019/2020

Action		Responsibility
15.3.1	**Monitor telecommunication and technology trends** *KPI: Regular and as needed*	**General Manager**

Progress update to 30/09/2019	This is an on-going process.	⚠
Progress update to 31/12/2019	This is an on-going process.	⚠
Progress update to 31/03/2020	This is an on-going process.	⚠
Progress update to 30/06/2020	This is an on-going process.	✅

Action		Responsibility
15.3.2	**Send submission to Government on new technology** *KPI: As and when required*	**General Manager**

Progress update to 30/09/2019	A submission was made on the Federal Government's Black Spot Program.	⚠
Progress update to 31/12/2019	Submissions are made as and when necessary.	⚠
Progress update to 31/03/2020	Submissions are made as and when necessary.	⚠
Progress update to 30/06/2020	Submissions are made as and when necessary.	✅

15.3.3 **Inform local businesses of new technology**   **General Manager**

KPI: *Business meetings and forums*

Progress update to 30/09/2019	This is an on-going process.	⚠️
Progress update to 31/12/2019	This is an on-going process.	⚠️
Progress update to 31/03/2020	This is an on-going process.	⚠️
Progress update to 30/06/2020	This is an on-going process.	✅

16.

Work with our communities and businesses to use our resources in a sustainable way for the future of the Bland Shire

Delivery Program (4 years) 2018 - 2022

Strategy 16.1

Ensure a sustainable environment for current and future generations through effective management and planning for the long term future by ensuring appropriate land is zoned and available to support business and industry through growth

Performance Measure

• Maintain development inline with legislation and guidelines

Operational Plan (1 year) 2019/2020

Action		Responsibility
16.1.1	**Retain prime agricultural land, farm viability and manage rural subdivision** *KPI: Address agricultural land and rural subdivision in Land Use Strategy*	**Manager Development & Regulatory Services**

Progress update to 30/09/2019	0	⚠
Progress update to 31/12/2019	Work is continuing on Local Strategic Planning Statement.	⚠
Progress update to 31/03/2020	Local strategic planning statement placed on public exhibition	⚠
Progress update to 30/06/2020	Local strategic planning statement has been adopted	✅

16.1.2	**Prepare and implement NSW Planning Reforms** *KPI: Review relevant policies including Section 94 Contribution Plan*	**Manager Development & Regulatory Services**
Progress update to 30/09/2019	0	⚠
Progress update to 31/12/2019	Ongoing.	⚠
Progress update to 31/03/2020	Ongoing.	⚠
Progress update to 30/06/2020	Draft has been prepared.	✅

16.1.3 **Ensure orderly, feasible and equitable development whilst safeguarding the** Manager Development &
communities interests, environment, agribusiness and residential amenity **Regulatory Services**
KPI: Review LEP and DCP

Progress update to 30/09/2019	0	⚠️
Progress update to 31/12/2019	Ongoing.	⚠️
Progress update to 31/03/2020	Ongoing.	⚠️
Progress update to 30/06/2020	Local strategic planning statement has been adopted	✅

16.

Work with our communities and businesses to use our resources in a sustainable way for the future of the Bland Shire

Delivery Program (4 years) 2018 - 2022

Strategy 16.2

Through partnerships with stakeholders foster our education, learning and training industry and increase employment opportunities within the Shire

Performance Measure

- Maintain or increase number of community members attending educational opportunities

Operational Plan (1 year) 2019/2020

Action		Responsibility
16.2.1	**Maintain Council's traineeship and apprenticeship program** *KPI: Advertise positions as available*	**Human Resources Coordinator**
Progress update to 30/09/2019	Traineeship has been advertised and filled.	⚠️
Progress update to 31/12/2019	Traineeship has been advertised and filled.	⚠️
Progress update to 31/03/2020	Traineeship has been advertised and filled.	⚠️
Progress update to 30/06/2020	Traineeship has been advertised and filled. Two trainees completed traineeship.	✅
16.2.2	**Foster partnerships with education sector** *KPI: Meet at least annually*	**Human Resources Coordinator**
Progress update to 30/09/2019	Regular communication with local school and RTOs.	⚠️
Progress update to 31/12/2019	Regular communication with local school and RTOs.	⚠️
Progress update to 31/03/2020	Regular communication with local school and RTOs. School volunteers, school based trainee and work experience students inducted.	⚠️
Progress update to 30/06/2020	Regular communication with local school and RTOs. School volunteers, school based trainee and work experience students inducted.	✅

16.2.3	**Identify education needs for local businesses and work with training providers to deliver appropriate training** *KPI: One workshop/program per year*	**General Manager**
Progress update to 30/09/2019	TAFE information and training schedule provided to Business West Wyalong.	⚠
Progress update to 31/12/2019	TAFE training schedule 2020 sent to local businesses.	⚠
Progress update to 31/03/2020	Ongoing.	⚠
Progress update to 30/06/2020	Relevant information distributed when relevant.	✓
16.2.4	**Liaise with retail and industry to assist in creating employment opportunities** *KPI: Regularly attend meetings and as needed*	**General Manager**
Progress update to 30/09/2019	This is an on-going process.	⚠
Progress update to 31/12/2019	This is an on-going process.	⚠
Progress update to 31/03/2020	This is an on-going process.	⚠
Progress update to 30/06/2020	This is an on-going process.	✓

16. Work with our communities and businesses to use our resources in a sustainable way for the future of the Bland Shire

Delivery Program (4 years) 2018 - 2022

Strategy 16.3
Promote agricultural practices which are leading edge and efficient

Performance Measure
• Maintain or increase environmental awareness

Operational Plan (1 year) 2019/2020

Action		Responsibility
16.3.1	**Provide a workshop/program targeting the agricultural industry** *KPI: One workshop/program per year*	**Foreman Environmental Services**

Progress update to 30/09/2019	Council worked in conjunction with Cowra Shire Council on an on farm field day and inspection program on several farms.	✅
Progress update to 31/12/2019	Ongoing	✅
Progress update to 31/03/2020	Ongoing	✅
Progress update to 30/06/2020	Weed forum covering Lachlan and Bland	✅

Action		Responsibility
16.3.2	**Provide a workshop/program targeting energy efficiency** *KPI: One workshop/program per year*	**Foreman Environmental Services**

Progress update to 30/09/2019	0	⚠️
Progress update to 31/12/2019	0	⚠️
Progress update to 31/03/2020	Restricted due COVID-19.	⚠️
Progress update to 30/06/2020	Restricted due COVID-19.	✅

16.3.3 **Educate the community on benefits of protecting our environment**
KPI: *Minimum of one awareness campaign annually*

Foreman Environmental Services

Progress update to 30/09/2019	Bland Shire Council has participated in a Weeds awareness campaign aired on two television channels for the spring/summer period.	✓
Progress update to 31/12/2019	Attended various agricultural shows.	✓
Progress update to 31/03/2020	Restricted due COVID-19.	✓
Progress update to 30/06/2020	Restricted due COVID-19.	✓

16.

Work with our communities and businesses to use our resources in a sustainable way for the future of the Bland Shire

Delivery Program (4 years) 2018 - 2022

Strategy 16.4

Liaise with utility providers to ensure a quality sustainable service to the community

Performance Measure

• Maintain or improve access to reliable and efficient utilities

Operational Plan (1 year) 2019/2020

Action		**Responsibility**
16.4.1	**Maintain delegate representation on Goldenfields Water County Council** *KPI: 80% meetings attended*	**General Manager**

Progress update to 30/09/2019	Councillor Liz McGlynn is currently Council's delegate to GWCC and will remain so until the September 2020 general council elections.	✅
Progress update to 31/12/2019	Councillor Liz McGlynn is currently Council's delegate to GWCC and will remain so until the September 2020 general council elections.	✅
Progress update to 31/03/2020	Councillor Liz McGlynn is currently Council's delegate to GWCC and will remain so now until the September 2021 general council elections.	✅
Progress update to 30/06/2020	Councillor Liz McGlynn is currently Council's delegate to GWCC and will remain so now until the September 2021 general council elections.	✅
16.4.2	**Communicate local issues with utility providers** *KPI: As required*	**General Manager**
Progress update to 30/09/2019	The GM meets with or corresponds with the local utility providers on a 'needs' basis.	✅
Progress update to 31/12/2019	Council is currently considering its involvement in the Southern Lights project and will make a determination in early 2020.	✅
Progress update to 31/03/2020	The GM meets with or corresponds with the local utility providers on a 'needs' basis and is currently pursuing the Southern Lights project.	✅
Progress update to 30/06/2020	The general manager and DTS will be liaising with water and power providers in the second half of 2020 in respect to the new Business Park	⚠️

16.4.3	Liaise with potable water suppliers to ensure sustainable water supply to the Shire and investigate alternative options to existing potable and non potable water supplies *KPI: Number of times met with suppliers*	General Manager
Progress update to 30/09/2019	The General Manager has arranged for a presentation by GWCC to the October 2019 Workshop on future water issues for the Shire.	✅
Progress update to 31/12/2019	The General Manager is in regular contact with the General Manager of GWCC on a range of issues affecting the Bland Shire.	✅
Progress update to 31/03/2020	The General Manager is in regular contact with the General Manager of GWCC on a range of issues affecting the Bland Shire.	✅
Progress update to 30/06/2020	GWCC has recently carried out a study in relation to the adequacy of the water pressure in certain areas of West Wyalong.	✅

16. Work with our communities and businesses to use our resources in a sustainable way for the future of the Bland Shire

Delivery Program (4 years) 2018 - 2022

Strategy 16.5

The availability of commercial and industrial land, coupled with our geographic location, be maximised and marketed to boost economic growth

Performance Measure

- Maintain or improve availability of industrial land

Operational Plan (1 year) 2019/2020

Action		Responsibility
16.5.1	**Identify and act on avenues for marketing our Shire's (commercial) industrial land** *KPI: Any opportunity*	**General Manager**
Progress update to 30/09/2019	This will be an on-going process once the new Business Park has been developed.	⚠️
Progress update to 31/12/2019	This will be an on-going process once the new Business Park has been developed.	⚠️
Progress update to 31/03/2020	This will be an on-going process once the new Business Park has been developed.	⚠️
Progress update to 30/06/2020	This will be an on-going process once the new Business Park has been developed.	✅
16.5.2	**Investigate, purchase and market industrial land for new industrial estate in the Bland Shire** *KPI: Maintain regular contact with WWLALC and GWCC*	**General Manager**
Progress update to 30/09/2019	This will be an on-going process once the new Business Park has been developed.	⚠️
Progress update to 31/12/2019	This will be an on-going process once the new Business Park has been developed.	⚠️
Progress update to 31/03/2020	This will be an on-going process once the new Business Park has been developed.	⚠️
Progress update to 30/06/2020	This will be an on-going process once the new Business Park has been developed.	✅

| 16.5.3 | **Identify suitable industrial land within the Shire** | **Manager Development &** |
| | *KPI: Rezone or identify for zone review within LEP* | **Regulatory Services** |

Progress update to 30/09/2019	0	⚠
Progress update to 31/12/2019	Completed - land has been rezoned Industrial in Wyalong	✔
Progress update to 31/03/2020	As above.	✔
Progress update to 30/06/2020	As above.	✔

BLAND SHIRE COUNCIL
west wyalong

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2019/20 Progress Report

Combined Delivery Program & Operational Plan

YOUR VISION
OUR FUTURE

8.6 Updated Bland Shire Council Information Guide and Access to Information Policy

Our Leadership - A well run Council acting as the voice of the community

DP13.2 Develop, implement and promote best practice governance policies and procedures

Author: Director Corporate and Community Services

Introduction
This report presents to Council information relating to the review of its existing Information Guide (formerly known as its Publication Guide) and seeks Council's endorsement and adoption of the Bland Shire Council Information Guide as at August 2020 **(Attachment 1).** In addition to this, Council's endorsement and adoption of the Access to Information Policy, which accompanies the Information Guide, is also being sought.

Financial Implications
Council's Fees and Charges for 2017/2018 include fees for the processing of requests for information under the Government Information (Public Access) Act 2009 (GIPA Act) Applications which require information access or copying. The adoption of the Information Guide 2020 will have no impact on these fees.

Summary
The GIPA Act applies to all NSW government agencies, including local councils. Its guiding principle is public interest and, under the GIPA Act, it is compulsory for agencies to provide information about a range of matters. Agencies are also encouraged to proactively and informally release as much other information as possible.

The GIPA Act commenced on 1 July 2010. The object of the GIPA Act is to open government information to the public by:
- authorising and encouraging the proactive release of information,
- giving members of the public an enforceable right to obtain government information, and
- only restricting access to government information when there is an overriding public interest against disclosure.

Council's Information Guide is a summary of what Council does, how it does it, and the type of information it holds and generates through the exercise of its functions, with a particular focus on how those functions affect members of the public. The Guide aims to make it easier for people to identify and locate information held by Council and know whether the information can be obtained on the website, upon request or under a formal access application.

Since it was last reviewed, the organisation has undergone structural change and it is prudent for the elected representatives to have oversight of the newly updated Information Guide.

The Guide which accompanies this report includes an updated Organisational Structure and amends the positional roles identified as having carriage of the Access to Information process. In addition to this, the Information and Privacy Commissioner (IPC) has directed that the annual review date for agency information guides is to be 31 July each year.

There is an expectation from the community for Council to be open, transparent and accountable. The endorsement of the Information Guide and the Access to Information Policy will aid Council in meeting this expectation. The changes to the current documentation are minimal and relate to the staff structure and reporting lines. As such, public consultation would not be required unless Council resolves to significantly amend the type of information it wishes to include in the items listed for Proactive Release within the Information Guide.

Recommendation:

That Bland Shire Council adopts the Information Guide 2020 and the Access to Information Policy.

POLICY STATEMENT

ACCESS TO INFORMATION POLICY

POLICY ADOPTED: **AUGUST 2020**

Policy Objective:
The objective of this policy is to describe Council's principles regarding public access to information and to facilitate the processing of requests for such access. This policy is to be read in conjunction with the Information Guide, which is attached to this policy.

Policy Statement:
Bland Shire Council is committed to the following principles regarding public access to documents and information:
- Open and transparent government
- Consideration of the overriding public interest in relation to access requests
- Proactive disclosure and dissemination of information
- Respect for the privacy of individuals

Council publishes specific open access information on our website, free of charge unless to do so would impose unreasonable additional costs to Council. Council will facilitate public access through this and other appropriate mediums. Council also publishes for inspection documents listed under Schedule 1 of the Government Information (Public Access) Regulation 2009 held by it, unless there is an overriding public interest not to do so.

Council will keep a record of all open access information that is not published because of an overriding public interest against disclosure.

Council also makes as much other information as possible publicly available in an appropriate manner, including on the internet. Such information is also available free of charge or at the lowest reasonable cost.

The Information Guide document associated with this policy identifies the documents and types of information that are available for public access and any restrictions that may apply.

Some documents may require a formal access application in accordance with the Government Information (Public Access) Act. Council will assess all requests for access to documents and information in a timely manner and in accordance with the Information Guide and relevant legislation.

Depending on the nature of the request and the form of access requested, charges may be applied in accordance with Council's Schedule of Fees and Charges and relevant legislation.

Council will assess requests for access to information with reference to:
- Government Information (Public Access) Act 2009
- Privacy and Personal Information Protection Act 1998
- Health Records and Information Privacy Act 2002
- State Records Act 1998

- Local Government Act 1993
- Environmental Planning and Assessment (EPA) Act 1979
- Companion Animals Act 1998
- and any other relevant legislation and guidelines as applicable.

Broad requests for access to a large number of unspecified documents which, if processed, would divert substantial Council resources from dealing with other requests or from performing other Council functions, may be refused on the grounds that such a diversion of resources is contrary to the public interest. Council will endeavour to assist in defining the request to a more manageable one.

Council also endeavours to release other information in response to an informal request, subject to any reasonable conditions Council may impose, having regard to the circumstances of the case.

Where information is released to an applicant under a formal access application and Council considers that it will be of interest to other members of the public, Council will provide details of the information in a disclosure log for inspection by the public and available on Council's website.

Responsibilities:
This policy applies to members of the public wishing to access Council information and all Council officials.

References:
Government Information (Public Access) Act 2009

Appendices:
a.   Bland Shire Council Information Guide August 2020

Authorisation:

Status	Committee	
	Manex	
Owner	**Director Corporate and Community Services**	
EDRMS Doc. ID	332827	
Superceded Policy		

Date of Adoption/ Amendment	Revision Number	Minute Number	Review Date
16 September 2008	0	11/9/08	
24 August 2010	1		
August, 2020	2		

Related Council Policy / Procedure
Privacy Management Plan
Gathering Information Policy

BLAND SHIRE COUNCIL

INFORMATION GUIDE

August 2020

CONTENTS

Purpose

This Information Guide has been developed to provide information to all involved with Bland Shire Council as to what information is held by the organisation and the way in which this information can be accessed, where appropriate

Scope

This Information Guide applies to all Bland Shire Council staff, organisations and community members who wish to access information - held by Bland Shire Council.

Objective

The objectives of Council's Information Guide are:

1. To show what Council does

2. How Council does it

3. The type of information it holds and generates through the exercise of its function, with a particular focus on how those functions affect members of the public.

The Guide aims to make it easier for people to identify and locate information held by Council and know whether the information can be obtained on the website, upon request or under a formal access application.

Roles and Responsibilities

Principal Officer – General Manager

The General Manager has been appointed the Principal Officer. Amongst other duties the Principal Officer may deal with requests from the public concerning the Council's affairs and has the responsibility of assisting people to gain access to public documents andinformation of the Council.

Right to Information Officer – Director Corporate and Community Services

The Director Corporate and Community Services has been appointed as the Right to Information Officer. The Right to Information Officer is responsible for determining applications for access to information or for the amendment of records. If you have any difficulty in obtaining access to Council information, you may wish to refer your enquiry to the Principal Officer. If you would like to amend a document of Council which you feel is incorrect it is necessary for you to make a written application to the Principal Officer in the first instance.

Definitions

Representation/Representative – More commonly known as Councillors. These are the people who are elected by the community to act and make decisions on its behalf.

Information - Information relates to data, specifics, details, images, film, correspondence and files held by Bland Shire Council which can be obtained through the making of Access Applications.

Mandatory Disclosure – The provision of information by Council to the Community which is included in the GIPA Act and Regulations

Proactive Release – Information which Council makes publicly available.

Public Interest Considerations – An assessment process which measures the right of the community to have information against the requirements to maintain confidentiality.

Access Application – This is the process of applying for the release of information to an individual or organisation.

Structure and Functions of Council

Introduction

Bland Shire Council was constituted as a shire in 1906 with the region having first been established as a gold-mining settlement in 1895.

Basis for Constitution

The Council is constituted under the Local Government Act, 1993.

Organisational Structure and Resources

Bland Shire Council is composed of nine councillors elected proportionally to represent the whole Local Government Area.

The role of the Councillors, as members of the body corporate are:

- To direct and control the affairs of the council in accordance with the Local Government Act and other applicable legislation;

- To participate in the optimum allocation of the Council's resources for the benefit of the area;

- To play a key role in the creation and review of the council's policies, objectives and criteria relating to the exercise of the Council's regulatory functions.

- To review the performance of the Council and its delivery of services, management plans and revenue policies of the Council.

The role of a Councillor is, as an elected person:

- To represent the interests of the residents and ratepayers;

- To provide leadership and guidance to the community;

- To facilitate communication between the community and Council.
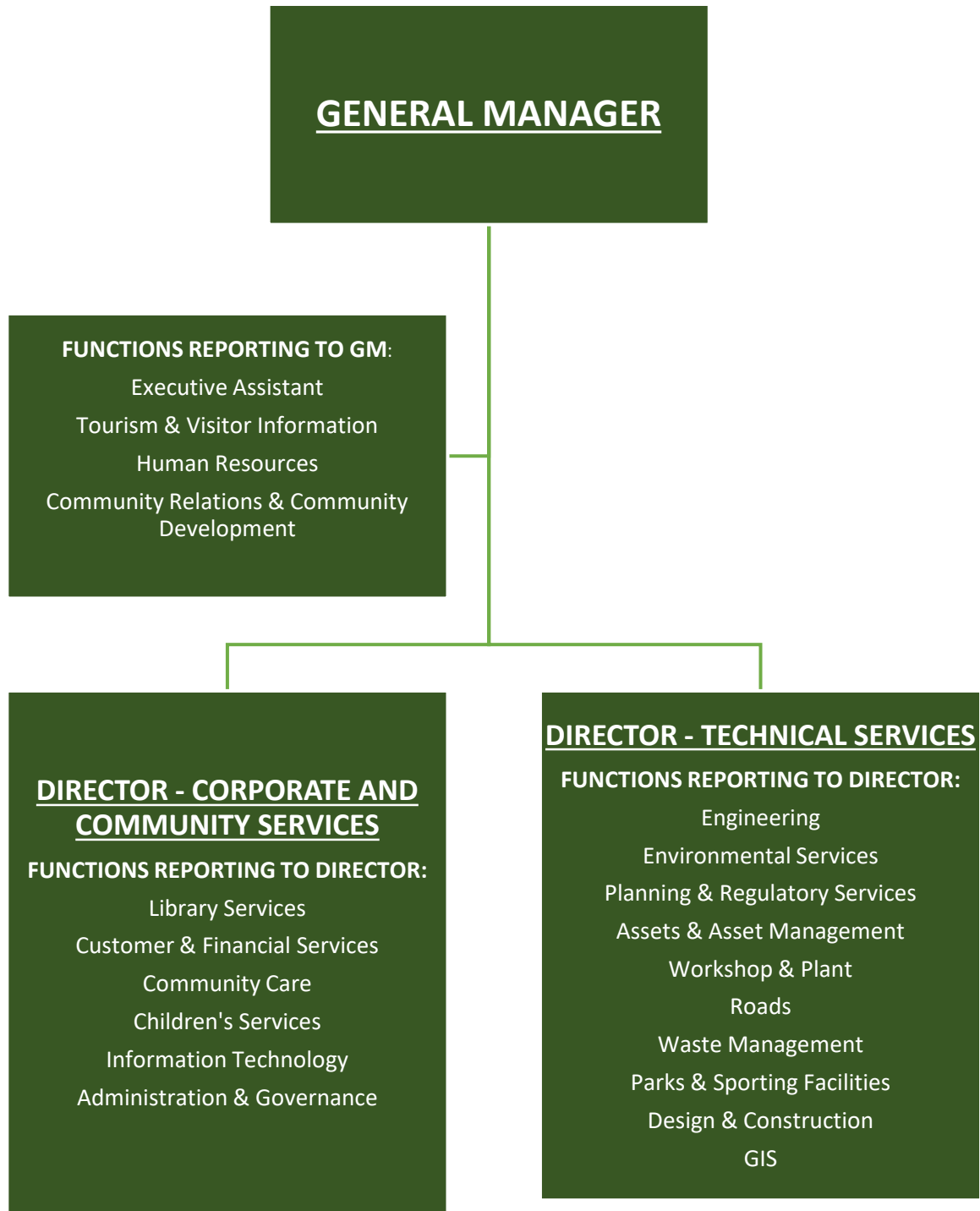
The Mayor is elected from within the group of elected Councillors and serves for a period of two years.

The Mayor presides at meetings of Council, carries out the civic and ceremonial functions of the office, exercises in cases of necessity, the decision making functions of the body politic, between its meetings and performs any other functions that the Council determines.

The Principal Officer of the Council is the General Manager. The General Manager is responsible for the efficient operation of the Council's organisation and for ensuring the implementation of Council decisions. The General Manager is also responsible for the day to day management of the Council, the exercise of any functions delegated by the Council, the appointment, direction and where necessary, the dismissal of staff, as well as the implementation of Council's Equal Employment Opportunity Management Plan.

To assist the General Manager in the exercise of these functions, there are two (2) directors overseeing the following functional areas – Corporate and Community Services, Technical.

Bland Shire Council Organisation Structure

GENERAL MANAGER

FUNCTIONS REPORTING TO GM:

Executive Assistant

Tourism & Visitor Information

Human Resources

Community Relations & Community Development

DIRECTOR - CORPORATE AND COMMUNITY SERVICES

FUNCTIONS REPORTING TO DIRECTOR:

Library Services

Customer & Financial Services

Community Care

Children's Services

Information Technology

Administration & Governance

DIRECTOR - TECHNICAL SERVICES

FUNCTIONS REPORTING TO DIRECTOR:

Engineering

Environmental Services

Planning & Regulatory Services

Assets & Asset Management

Workshop & Plant

Roads

Waste Management

Parks & Sporting Facilities

Design & Construction

GIS

Functions of Bland Shire Council

Under the Local Government Act 1993, Council's functions can be grouped into the following categories:

(A Council exercises functions under the Local Government Act, 1993)

Service Functions	Provisions of community health, recreation, education and information services Environmental protection Waste removal and disposal Land and property, industry and tourism development and assistance Civil infrastructure planning Civil infrastructure maintenance and construction
Regulatory Functions	Building and development approval and control Building Certificates Development of Codes and Policies Leases and licences of public reserves Land management
Ancillary Functions	Resumption of land Powers of entry and inspection Power to sell and for overdue rates Power to order the demolition of unsafe or unapproved structures
Revenue Functions	Levying of rates Levying of fees and charges Authority to borrow funds Authority to make investments Authority to grant subsidies
Administrative Functions	Employment of staff Management Plans Financial Reporting Annual Reports Codes of Conduct and Practice Policy preparation
Enforcement Functions	Proceedings for breaches of the Act Prosecution of offences Recovery of rates and charges

As well as the Local Government Act, Council has powers under a number of other Acts in accordance with appropriate delegated authority, for example:

➢ Environmental Planning and Assessment Act 1979

➢ Protection of the Environment Operation Act 1997

➢ Roads Act 1993

➢ Companion Animals Act 1993

➢ Swimming Pools Act 1993

OUR VISION, MISSION AND VALUES

Our Vision

A place where people are valued, an environment that is respected, a future that is bright, a community that is proud

Our Mission

Working together to improve our quality of life

BLAND SHIRE COUNCIL
west wyalong

Our Values

- *Put the community first*
- *Work together as a committed team*
- *Respect and value each other*
- *Have open and honest two-way communication*

- *Act with integrity and honesty*
- *Continuously improve our services*
- *Keep ourselves and others safe*

How Council Functions Affect Members of the Public

As a service organisation, the majority of the activities of the Bland Shire Council have an impact on the public. The following is an outline of how the broad functions of Council affect the public.

Service functions affect the public as Council provides services and facilities to the public. These include provision of human services such as library services, halls and community centres, recreation facilities, infrastructure and the removal of garbage.

Regulatory functions place restrictions on developments and buildings to ensure that they meet certain requirements affecting the amenity of the community and not endanger the lives and safety of any person. Members of the public must be aware of, and comply with, such regulations.

Ancillary functions affect only some members of the public. These functions include, for example, the resumption of land or the power for Council to enter onto a person's land. In these circumstances, only the owner of the property would be affected.

Revenue functions affect the public directly in that revenue from rates and other charges paid by the public is used to fund services and facilities provided to the community.

Administrative functions do not necessarily affect the public directly but have an indirect impact on the community through the efficiency and effectiveness of the service provided.

Enforcement functions only affect those members of the public who are in breach of certain legislation. This includes matters such as the non payment of rates and charges, unregistered dogs and parking offences.

Community planning and development functions affect areas such as cultural development, social planning and community profile and involves:

- Advocating and planning for the needs of our community. This includes initiating partnerships, participating on regional, State or Commonwealth working parties, and preparation and implementation of the Community Action Plan.

- Providing support to community and sporting organisations through provision of grants, training and information.

- Facilitating opportunities for people to participate in the life of the community through the conduct of a range of community events such as Local Government Week, Education Week, Youth Week, Children's Week, etc, as well as promoting events of others.

How the Public can Participate in Council's Policy Development and the Exercising of Functions

There are two broad ways in which the public may participate in the policy development and, indeed, the general activities of the Council. These are through representation and personal participation.

Representation

Local Government in Australia is based on the principle of representative democracy. This means that the people elect representatives to their local Council to make decisions on their behalf. In New South Wales, local government elections are held every four years. The next elections are to be held in September 2021.

At each election, voters elect nine Councillors for a four year term. All residents of the area who are on the electoral roll are eligible to vote. Property owners who lie outside the area and rate paying lessees can also vote, but must register their intention to vote on the non-residential roll. Voting is compulsory.

Residents are able to raise issues with, and make representations to, the elected Councillors. The Councillors, if they agree with the issue representation, may pursue the matter on the resident's behalf thus allowing members of the public to influence the development of policy.

Personal Participation

There are also avenues for members of the public to personally participate in the policy development and the functions of the Council. Council has several committees which include members of the public.

Members of the public are also able to attend Council meetings (usually the third Tuesday of each month from 6.30pm) held in the Council Chambers, 6 Shire Street, West Wyalong, 2671. The Council meeting provides an opportunity for people to speak publicly on any item on Council's Business Paper agenda. Anyone wishing to address Council is requested to register by contacting Council on (02) 6972 2266.

Members of the public are able to provide submission on draft policies, strategies and plans that are placed on public exhibition, complete community services, attend community forums and become involved in various activities as a volunteer.

Residents can write to Council on any matter. If it is outside the delegations or policies by which staff or the General Manager can make a decision, the matter will be referred to the next available relevant Committee or Council Meeting.

Residents also have the opportunity to provide feedback to Council on a range of strategies and plans and projects through its online. The feedback received from community is highly valued, and Council's goal is to keep people informed about the projects and issues that are most important to the community.

Procedure

The Information Guide is a mandatory document prescribed in the Government Information (Public Access) Act 2009 (GIPAA). This Information Guide describes the structure and functions of Council, the various kinds of information Council holds and how the public can access this information.

Information Held by Council and How to Access It

Bland Shire Council hold information in respect of a wide range of functions undertaken by it and information which is pertinent to different issues in relation to the Bland Shire Council Local Government Area.

Some of the information is available for inspection as a requirement of the GIPA Act, some information is available for purchase as outlined in Council's adopted Revenue Policy.

Under the GIPA Act, there is a right of access to certain information held by Council unless there is an overriding public interest against disclosure of the information.

There are four main ways in which Council will provide access to information:

- Mandatory Proactive Release
- Authorised Proactive Release
- Informal Release
- Formal Access Application

Any applications under the GIPA Act will be processed in accordance with the Act's requirements and a determination made to release the information or refuse access on the basis of the relevant considerations under that Act.

Council will assess requests for access to information having regard to:

- Government Information (Public Access) Act 2009
- Privacy and Personal Information Protection Act 1998
- Health Records and Information Privacy Act 2002
- State Records Act 1998
- Local Government Act 1993
- Environmental Planning and Assessment (EPA) Act 1979
- Companion Animals Act 1998

And any other relevant legislation and guidelines as applicable.

Mandatory disclosure of Open Access Information

Under Section 6 of the GIPA Act, Council must make its 'open access information' publicly available unless there is an overriding public interest against disclosure of the information. Open access information is required to be published on Council's website unless to do so would impose an unreasonable additional cost on Council (in these instances, Council's website explains where that information can be obtained – generally by contacting Council's Customer Service Centre or by contacting Council's Public Officer as stated).

Open access information is defined in Section 18 of the GIPA Act and includes:

- Council's policy documents;
- A Information Guide which contains information about Council's structure and functions, and lists the type of information that is publicly available;
- A disclosure log of formal access applications which includes release of information that Council believes may be of interest to other members of the public;
- A register of contracts worth more than $150,000 which Council has with private sector bodies;
- A record of open access information that Council has not made publicly available on the basis that there is an overriding public interest against disclosure;
- Such other information that may be prescribed by the GIPA Regulation as open access information.

Proactive Release

In addition, Council will make as much other information as possible publicly available in an appropriate manner, including on its website. The information will be available free of charge (or at the lowest reasonable cost).

Informal Release

Access to information which is not available as Mandatory Release or Authorised Proactive Release information may be provided through Informal Release. Council will endeavour to release information in response to such a request, subject to any reasonable conditions as Council deems fit to impose.

Formal Access Application

Council will require a formal access application to be submitted where the information sought:

- Is of a sensitive nature that requires careful weighing of the considerations in favour of and against disclosure, or

- Contains personal or confidential information about a third party that requires consultation, or

- Would involve an unreasonable amount of time and resources to produce.

To make a formal request for access to information an "Access Application" form should be completed (available at Council's website or by request at Council's Customer Service Centre). An application fee is payable in accordance with Council's adopted Revenue Policy.

Public Interest Considerations

When considering whether or not to provide information Council will apply the public interest test having regard to their obligation to promote the objectives of the GIPA Act and to any relevant guidelines issued by the Information Commissioner.

The GIPA Act provides a table of items for which there is an overriding public interest against disclosure. Council must consider each application for information against these criteria before information can be released.

What Fees and Charges Apply

<u>Access to Information Request</u> – there is no application fee for a request for access to information however council may charge a fee for copying as per Council's adopted Revenue Policy.

<u>Formal Access Application</u> – an application fee is payable in accordance with Council's adopted Revenue Policy. The application is invalid until the fee is paid.

<u>Processing Charges</u>

Council may impose a charge for processing an application.

The processing charge is calculated at an hourly rate in accordance with Council's adopted Revenue Policy.

Under certain circumstances an applicant may be entitled to a 50% reduction in the processing charge (not the application fee).

A 50% reduction in the processing charge imposed will apply if Council is satisfied that the applicant is suffering financial hardship or is satisfied that the information applied for is of special benefit to the public generally.

If an Access Application is made for personal information about the applicant (the applicant being an individual), the fee for the first 20 hours of processing time will be waived.

Information made available on Council's website is available for viewing free of charge at Council's administration office. If hard copies are required, a copying charge will be levied in accordance with Council's adopted Revenue Policy.

Documents held by Bland Shire Council

Council holds documents (hard copy and/or electronic form) that relate to a number of different issues concerning the Bland Shire Council area. These documents are grouped into four categories:

A. Electronic Documents

B. "Physical Files"

C. Policy Documents

D. General Documents

Documents listed in "General Documents" in this Information Guide may be made available to the public on request unless there is an overriding public interest not to do so.

Some documents may require a formal access application in accordance with the Government Information (Public Access) Act.

A & B – Electronic and "Physical Files"

Council implemented an Electronic Document Management System (Magiq) and in 2010 hard copy, physical files were dispensed with, except for development/building/construction applications.

Accordingly, Magiq captures information against the following indices:

- Customer
- Property
- Application
- Request Type
- Subject
- Meetings

Prior to 2010 the main types of "physical files" held by Council included general subject files, development and building files and property files.

Council's files are not available on the website however this information may be made available either by informal release or via an access application in accordance with Sections 7-9 of the GIPA Act, unless there is an overriding public interest against disclosure of the information as outlined in Section 14 of the GIPA Act. Members of the public who require an information release or an access application can do so by contacting Council.

C – Policy Documents

Council's policies are maintained in a Policy Register – access to which is available on the website.

D – General Documents

The following list of general documents held by Council has been divided into four sections as outlined by Schedule 5 of the Government Information (Public Access) Act:

- Information about Council.
- Plans and Policies;
- Information about Development Applications;
- Approvals, Orders and other Documents

Schedule 5 of the Government Information (Public Access) Act requires that these documents held by Council are to be made publicly available for inspection, free of charge. The public is entitled to inspect these documents either on Council's website (unless there is an unreasonable additional cost to Council to plaqce these documents on the website) or at the offices of the Council during ordinary office hours or at any other place as determined by the Council. Any current and previous documents of this type may be inspected by the public free of charge. Copies can be supplied for reasonable copying charges, in accordance with Council's adopted Revenue Policy.

These documents are:

Information about Council

- Council's adopted Code of Conduct
- Code of Meeting Practice
- Annual Report
- Annual Financial Reports
- Auditor's Report
- Management Plan
- EEO Management Plan
- Policy concerning the payment of Expenses incurred by, and the Provision of facilities to, Councillors
- Annual Reports of Bodies Exercising functions delegated by Council
- Any Codes referred to in the LGA
- Returns of the Interests of Councillors, designated persons and delegates
- Agendas and Business Papers for any meeting of Council or any Committee of Council
- Minutes of any meeting of Council or any Committee of Council
- Departmental Representative Reports presented at a meeting of Council
- Land Register
- Register of Investments
- Register of Delegations
- Register of Graffiti removal works
- Register of current Declarations of Disclosures of Political donations
- Register of Voting on Planning Matters

Plans and Policies

- Local Policies adopted by Council concerning approvals and orders
- Plans of Management for Community Land
- Environmental Planning Instruments, Development Control Plans and Contribution Plans

Information about Development Applications

Development Applications and any associated documents received in relation to a proposed development:

- Home Warranty Insurance documents
- Construction Certificates
- Occupation Certificates
- Structural Certification Documents
- Town Planner Reports
- Submissions received on Development Applications
- Heritage Consultant Reports
- Tree Inspections Consultant Reports

- Acoustic Consultant Reports

- Land contamination Consultant Reports

- Records of decisions on Development Applications including decisions on appeals

- Records describing general nature of documents that council decides to exclude from public view including internal specifications and configurations and commercially sensitive information.

Approvals, Orders and Other Documents

- Applications for approvals under part 7 of the LGA

- Applications for approvals under any other Act and any associated documents received

- Records of approval granted or refused, any variation from Council Policies and reasons for the variation, and decisions made on appeals concerning approvals

- Orders given under Part 2 of Chapter 7 of the LGA, and any reasons given under Section 136 of the LGA

- Orders given under the Authority of any other Act

- Records of Building Certificates under the Environmental Planning and Assessment Act 1979

- Plans of land proposed to be compulsorily acquired by Council

- Compulsory Acquisition Notices

- Leases and Licenses for use of Public Land classified as Community Land

How member of the public may access information and amend Council documents concerning their personal affairs

As far as practicable, Council documents will be accessable by members of the public during office hours (8.30 am to 5.00 pm, Monday to Friday).

Council information can be accessed by:

- Searching council's website, www.blandshire.nsw.gov.au to see if the information is already available (in accordance with the GIPA Act certain information must be published on Council's website, free of charge, this is referred to as 'mandatory disclosure')

- Contact Council either in person or by telephoning Council's customer service centre on

- (02) 6953 0911 and ask for the information.

  Council will decide wether the information requested:

- Is open access information that is readily available. If it is, you will be told where and how to get the information;

- Should be made available as part of a 'proactive release' of information;

- Can be disclosed to you through 'informal release' for example where no third party personal information is involved, or

- Requires a 'formal access application'

The right to information reforms means that formal applications for access to information should be a last resort.

Persons who wish to seek an amendment to the Council's records concerning their personal affairs, should contact a Customer Service Officer.

If you experience difficulty in obtaining documents or information you should contact Council's Right to Information Officer or the Principal Officer.

Enquiries should be addressed as follows:

General Manager Bland Shire Council

6 Shire Street

WEST WYALONG NSW 2671

Telephone: (02) 6972 2266 Email: council@blandshire.nsw.gov.au

Rights of Review

There are rights to review a decision made by the Public Officer. A full list of reviewable decisions is set out in Section 80 of the GIPA Act.

Internal Review

If an access application has been refused, there is a general right to seek an internal review of the decision. An internal review must be applied for within 20 working days of the original decision and is subject to a fee. Internal review involves a senior person in the agency reviewing the decision to reject the access to information application.

Role of the Information Commissioner

The Information Commissioner can review a decision to refuse access to information if requested by the applicant, not withstanding any internal review being undertaken. However, for other persons seeking review, an internal review must first be undertaken. The Information Commissioner also deals with complains under the GIPA Act.

Office of the Information Commissioner

The Office of the Information commissioner has been established to oversee the GIPA Act.

If you require any other advice or assistance about access to information you may contact the Office of the Information Commissioner by:

Telephone: 1800 463 626 (free call) Monday to Friday, 9.00 am to 5.00 pm (excluding public holidays)

Fax: (02) 8114 3756

Email: oicinfo@oic.nsw.gov.au

Mail: GPO Box 7011, Sydney NSW 2001

or visit in person at Level 11, 1 Castlereagh Street, Sydney NSW 2000

External Review (Administrative Decisions Tribunal)

Applicants also have formal avenues via the New South Wales Administrative Decisions Tribunal to review the decision of refuse access. This application must be made within eight (8) weeks of the original decision or four (4) weeks after a review undertaken by the Information Commissioner.

Legislation

The Information Guide is a mandatory document prescribed in the Government Information (Public Access) Act 2009 (GIPAA).

8.7   Children Services Unit – Bland Preschool Operational Hours

Our People - A Strong, healthy, connected and inclusive community

DP4.2 Provide quality, accredited and affordable Education and Care Services within Bland Shire and surrounds (Bland Preschool, Family Day Care, Mobile Resources Unit Vacation Care and Toy Library services)

Author: Children Services Coordinator and Bland Preschool Senior Early Childhood Teacher

Introduction
Bland Preschool currently operates classes for four-year-olds Monday to Thursday from 09:00 to 16:30, known as Bland Preschool Four Year Old class. To meet the needs of the Bland Shire community, Bland Preschool is seeking to alter these class times to Monday to Thursday, to 08:30 to 16:00 commencing in Term 1 2021. Classroom based staff currently work between the hours of 08:30 and 16:30. Should Council agree with the change in times, it will require an alteration to classroom staff working hours to 08:00 to 16:00.

Financial Implications
Nil financial implications as operational hours and staff working hours will remain steady and not increase or decrease.

Background Information
Survey:
When enrolling in the 2020 Mobile Resource Unit Friday class for three-year-olds (viewed in the community as Three Year Old Bland Preschool class), families were given a survey. The purpose of the survey was to ensure the service considered the long term needs of the community to forward plan for families moving into Bland Preschool Four Year Old classes. Survey questions consisted of what their needs would be for their child the following year once in our 4/5year old class. Out of thirty surveys distributed, Bland Preschool received 13 back. All 13 of these surveys indicated parents would prefer their child to attend in the 4/5 year old class hours from 08:30 to 16:00, instead of the current 09:00 to 16:30.

Staff Meeting:
The Children Services Coordinator and Bland Preschool Senior Early Childhood Teacher took this response to a Children Services Unit staff meeting on Monday 20th July and consulted with staff on how a change in class times to meet the community suggestion would impact them. The proposed change would mean staff would be at preschool 08:00 to 16:00, instead of the current hours of 08:30 to 16:30. The staff who attended this meeting agreed unanimously to the change of hours and indicated Bland Preschool should be supporting families and trying to accommodate the community need as best as possible.

Buses:
Historically, school buses have been a considerable issue for Bland Preschool as the centre's operating hours commence at 09:00, however the buses arrive as early as 8:35am. This does not allow staff enough time to either have morning meetings or set up indoor and/or outdoor experiences as they are required to get children off the bus and supervise them appropriately.

Should Council agree to change opening hours to 08:30 for parent drop off, this would eliminate any problem with buses, as they would fall within the appropriate opening hours. Additionally, staff would be in the building from 08:00, allowing time for all preparation for the day to be completed prior to children's arrival.

Parent drop offs:
It is recorded within our daily sign in books that parents are currently arriving as early as 08:40 despite opening times being 09:00. When questioned as to why they drop their child to the centre early, responses are overwhelmingly that parents need to be at their workplace by 09:00. Within our community, many businesses open at 09:00 and increasingly both parents within families are working and are needing to drop children off before 09:00 to accommodate their work commitments. Commencing operation at 08:30 would meet this need for parents.

National Quality Standard
Under National Quality Standard Element 6.1.1, it is expected that families are supported from enrolment to be involved in the service and contribute to service decisions. Through following the process that has been taken and adjusting operating hours to meet the needs of the community, Bland Preschool can demonstrate to the regulatory authority and during the Assessment and Rating process that NQS Element 6.1.1 has been met.

The change in operating hours would also mean that parents have more time for a calm and unhurried morning drop off before needing to be at work, therefore allowing for a smoother transition between home and Preschool and time for information sharing between staff and parent. This would support Bland Preschool in meeting the requirements of National Quality Standard 6.2.1 'Continuity of learning and transitions for each child are supported by sharing information and clarifying responsibilities'.

Core Preschool Program
The core Preschool Program operates between 09:00 and 15:00 where structured teaching occurs. Children still needing to arrive at 09:00 will not have their learning disadvantaged.

Conclusion
Changing the operating hours of Bland Preschool to 08:30 to 16:00 commencing Term 1 2021 would meet the needs of the community and staff. It would also give opportunity for Bland Preschool to demonstrate its requirement under the National Quality Standards. We are seeking consideration and approval prior to September 2020 so that all service handbooks and enrolment information can be updated prior to 'Enrolment Week for 2021', which is to be held in October 2020.

Recommendation:

That Bland Shire Council adopt the altered hours of operation for Bland Preschool of 08:30 to 16:00 and Bland Preschool classroom staff be rostered to accommodate these new hours which will commence in Term 1 2021.

8.8 Riverina Regional Library Biannual Report and 2020/21 Library Subsidy Payment

Our People - A Strong, healthy, connected and inclusive community

DP3.4 - Foster a community learning culture optimising our physical and virtual spaces

Author: Director Corporate and Community Services

Introduction
In February 2015, Bland Shire Council entered into an agreement with the Riverina Regional Library to support the provision of library services to the Bland Shire community.

Financial Implications
Council's current contribution as part of its agreement with Riverina Regional Library has been budgeted at $116,775 for the 2020/2021 Financial Year.

Summary
Council's agreement to become a member of the Riverina Regional Library (RRL) was made at the Ordinary Meeting of Council in May 2014. As part of the process, Service Levels were determined and have been revised and updated in the period of time since Council joined RRL. As part of that agreement, Bland Shire Council receives regular program support across a range of areas as well as updates on RRL's Strategic Plan. Attached to this report for the information of Councillors is January-June 2020 Biannual Report on RRL's Strategic Plan (**Attachment 1**).

Council may recall that library funding was the subject of a concerted campaign by Local Government organisations prior to the NSW State Government elections in March 2019. As a result of this campaign commitments were given in relation to funding for library services and subsequently there was a significant increase in funding on the previous financial year. A three year comparison of funding is attached for the information of Council (**Attachment 2**) as well as a breakdown of the 2020/21 Library Subsidy Payments (**Attachment 3**).

In correspondence received, RRL's Executive Director Robert Knight indicated that the 2020/21 funding increases are significantly less in proportion the 2019/20 increases. This is because the first year of the $60m additional state funding, over the quadrennial period 2019-20 to 2022/23, included an increase of 60 cents in the per capita allocation; a new payment of $50,000 flat payment per council; and the inclusion of a SEIFA indexation payment.

What this effectively means is that Bland Shire Council's funding allocation for library services from the NSW Government will be $74,696 for the 2020/2021 Financial Year, an increase of $565 from the previous financial year. The 2020/21 payment includes a 10 cents per capita increase.

Recommendation:

That Council notes for information the Riverina Regional Library's January-June 2020 Biannual Report and the announcement of the 2020/21 NSW Public Library Funding Strategy.

riverina regional library

Service Level Agreement
Biannual Report

January – June 2020

RRL Service Level Agreement

Business and Communications

SLA1.1 (ED)   Provide a written report to the two meetings of the RRL Advisory Committee each year

December	June
The RRL Advisory Committee meets twice per year, in March and October. The second meeting for 2019 was held on 30 October. Reports for the October meeting, as well as meeting minutes, were circulated to delegates within the prescribed timeframe. Papers for the March 2020 meeting will be compiled during January/February for circulation in early March.	The RRL Advisory Committee meets twice per year, in March and October, however the first meeting for 2020 scheduled for 25 March was deferred due to the COVID-19 shutdown and rescheduled to 22 April as a Zoom meeting. This format proved to be quote successful notwithstanding a few technical glitches, and does present a viable alternative for future meetings (at the discretion of the Committee). Reports and minutes for the April meeting were circulated to delegates within the prescribed timeframe. Papers for the October 2020 meeting will be compiled during August/September for circulation in early October.

SLA1.2 (ED)   Present an annual budget and member Council contribution advice to the first RRL Advisory Committee meeting each year

December	June
The report of the Wagga Wagga City Council Manager Finance reviewed first quarter performance against budget at the RRL Advisory Committee meeting on 30 October 2019, concluding that the budget was on track for a balanced outcome at year end. The 2020-21 annual budget and member Council annual contributions advice is being prepared for circulation to RRL member Councils during January 2020, prior to being presented to the March meeting of the RRL Advisory Committee for adoption.	The 2020-21 annual budget and member Council annual contributions advice was circulated to RRL member Councils during February 2019, prior to being presented to the April meeting of the RRL Advisory Committee for adoption. The report of the Wagga Wagga City Council Manager Finance will review first quarter performance against budget at the RRL Advisory Committee meeting on 28 October 2020.

SLA1.3 (BCC)   Progress on RRL Integrated Planning Strategy reported biannually to member Councils

December	June
The Riverina Regional Library (RRL) Integrated Planning Strategy biannual progress report for the January - June 2019 period was distributed electronically to member Councils on 6 August 2019. The report is also available on the secure portal of the RRL website.	The Riverina Regional Library (RRL) Integrated Planning Strategy biannual progress report for the July - December 2019 period was distributed electronically to member Councils on 9 March 2020. The report is also available on the secure portal of the RRL website.

SLA1.1.4 (BCC)   Progress on RRL Service Level Agreements reported biannually to member Councils

December	June
The Riverina Regional Library (RRL) Service Level Agreement biannual progress report for the January - June 2019 period was distributed electronically to member Councils on 6 August 2019. The report is also available on the secure portal of the RRL website.	The Riverina Regional Library (RRL) Service Level Agreement biannual progress report for the July -December 2019 period was distributed electronically to member Councils on 9 March 2020. The report is also available on the secure portal of the RRL website.

SLA1.2.1 (BCC)   Provide and maintain RRL internal delivery service vehicle

December	June
The Internal Delivery Service vehicle has undergone a regular schedule of services and maintenance throughout this review period and pre-start safety checks are completed each day in accordance with Heavy Vehicle Chain of Responsibility compliance.	The Internal Delivery Service (IDS) vehicle has undergone a regular schedule of services and maintenance throughout this review period and pre-start safety checks are completed each day in accordance with Heavy Vehicle Chain of Responsibility compliance. The service was discontinued during the COVID-19 library closure period and a new vehicle, Hyundai iLoad purchased in February 2020, awaited the resumption of service from 1 June 2020.

SLA1.2.2 (BCC)   RRL internal delivery service provided in accordance with prescribed delivery schedule

December	June
The Internal Delivery Service has procedures and policies in place to ensure that it runs in accordance with the prescribed delivery schedule. There are a number of relief drivers, and a hot weather policy for optimum work, health and safety requirements for staff. The service has been provided in accordance with the delivery schedule and continues to be an effective channel of communication between branch libraries and RRL Administration Centre staff.	The Internal Delivery Service has procedures and policies in place to ensure that it runs in accordance with the prescribed delivery schedule. There are a number of relief drivers, and a hot weather policy for optimum work, health and safety requirements for staff. The service has been provided in accordance with the delivery schedule and continues to be an effective channel of communication between branch libraries and RRL Administration Centre staff. A COVID-19 hygiene safety checklist was implemented from 1 June 2020 for IDS drivers.

SLA3.2.1 (CSO)   Shelf ready provision of collection items funded from the RRL collection resources budget

December	June
Cataloguing and processing of new stock occurs externally with the Local Government Procurement preferred vendors. During the July - December period, 14,311 new items were added to the RRL database and delivered directly to the branch libraries.	Cataloguing and processing of new stock occurs externally with the Local Government Procurement preferred vendors. During the January - June period, 11,545 new items were added to the RRL database and delivered directly to the branch libraries. This brings the total of new items to 25,668 for the financial year.
Quality control checks are performed regularly with items continuing to be processed to a high standard. An important external key performance indicator for monitoring the percent of the budget spent is 'adherence to quarterly supply volume specification' whereby the suppliers have to spend 60% of the RRL budget by the end of the first half of the financial year.	Quality control checks are performed regularly with items continuing to be processed to a high standard. An important external key performance indicator for monitoring the percent of the budget spent is 'adherence to quarterly supply volume specification' whereby the suppliers have spent 100% of the RRL budget by the end of the financial year.
The figures are: Bolinda 85% MDM Entertainment 59% Peter Pal 59% Ulverscroft 40%	The figures are: Bolinda 100% MDM Entertainment 100% Peter Pal 100% Ulverscroft 100%
1 July 2019 saw the implementation of a new provider, Library AV & Large Print to catalogue and process the new Bolinda and Ulverscroft large print and audio items for all branches. Open communication between RRL Headquarters staff and Library AV staff has ensured a smooth transition between both parties in this Strategic Procurement process.	With ongoing open communication, the transition to Library AV and Large Print has been successful.
Ulverscroft figures are slightly down, but more stock is on standing order and will be arriving shortly for Library AV to process.	

SLA3.2.2 (CSO)   Shelf-ready processing of collection items not funded from the RRL collection resources budget

December	June
During the July - December period, 1,033 items were catalogued and processed by the Collection Services Officer and the Support Services Officer, all within the allocated time frame. Quality items continue to be received including DVDs, Adult and Junior Fiction and Local History items that will be popular among borrowers and further enhance the RRL collection.	During the January - June period, 1,131 items were catalogued and processed by the Collection Services Officer and the Support Services Officer, all within the allocated time frame. This brings the total of donated items to 2,149 for the financial year. Quality items continue to be received including DVDs, Adult and Junior Fiction and Local History items that will be popular among borrowers and further enhance the RRL collection.

Outreach and Promotions

SLA2.1.1 (OPO)   Inter library loan (ILL) requests responded to in accordance with SLA provisions

December	June
All inter library loan requests during the period from July - December were actioned within four working days. During this period, the Outreach Services Team supplied 243 items to libraries throughout Australia. On behalf of Riverina Regional Library members, 119 items were issued to members in this reporting period from other library services. Of the 19 Riverina Regional Library branches, 9 branches requested inter library loans on behalf of their members with Coctamundra and Wagga Wagga having the highest request rate. Inter library loans continues to be a well-utilised service for our members.	All inter library loan requests during the period from January - June were actioned within four working days. During this period, the Outreach Services Team supplied 59 items to libraries throughout Australia. On behalf of Riverina Regional Library members, 29 items were issued to members in this reporting period from other library services. 5 branches requested inter library loans on behalf of their members with Coctamundra and Wagga Wagga having the highest request rate. Inter library loans continues to be a well-utilised service for our members. The decrease in statistics is due to the branch closures caused by the Covid-19 pandemic.

SLA2.1.2 (OPO)   Branch reservation requests responded to in accordance with SLA provisions

December	June
The Outreach and Promotions Team have maintained a record of actioning requests within 48 hours during this reporting period for branch reservation requests. The number of tubs delivered to branches of the Riverina Regional Library during the July - December period is 7,396 – a decrease of 240 from last reporting period.	The Outreach and Promotions Team have maintained a record of actioning requests within 48 hours during this reporting period for branch reservation requests. The number of tubs delivered to branches of the Riverina Regional Library during the January - June period is 4,225. The decrease in statistics is due to the branch closures in March, April and May caused by the Covid-19 pandemic.

SLA2.1.3 (OPO)   Information and digital engagement services staff training offered

December	June
All staff training days were held on 28 and-29 October and 1 November, as well as a day for new staff on 4 November. Training in Libero, technology help, Inter Library Loans process and Book Club updates was provided along with Reader's Advisory sessions. On 7 November 2019, the Outreach and Promotions Coordinator participated in a NoveList webinar. This was made available to branch staff online. Information was provided about how they can make their reader services and collections more inclusive. The Outreach and Promotions Coordinator and Development Officer attended NSW Public Libraries Marketing and Programming Seminar on 26 August. Information about facilitating author events, inclusive programming, Australian Reading Hour: program ideas and partnership opportunities, trends in Australian book sales and real world marketing was made available to branch staff.	All staff training days were planned to be held in June but due to the Covid-19 pandemic and subsequent closure of Riverina Regional Library branches and administration centre during most of the reporting period, staff training had to be postponed.

SLA2.2.1 (CYSL)   Children's Storytime kits delivered as required

December	June
RRL has 90 Storytime themes delivered across the region and presented approximately 460 times across the year. All Storytime kits have been provided as per the schedule.	Kits were delivered on schedule however during the Covid-19 pandemic Storytimes have had to become more creative as programming has become sporadic. RRL's Children's and Youth Services Librarian has presented and delivered pre-recorded online Storytimes via facebook for most branch libraries (and will continue to do so while the copyright exemptions remain in force) RRL promotes Storytimes with a FREE craft to collect from the library when members borrow books. RRL encourages libraries to create their own online Storytimes as communities are responsive to familiar faces and Storytime kits continue to be delivered to branches on demand.

SLA2.2.2 (CYSL)   Programs provided in accordance with SLA provisions

December	June
The programs RRL provided across the region were many and varied to cater for all ages, skills and assorted interests. Professionally sourced sessions included Travelbugs for children and Virtual Reality with Oz Grav. Library presented programs for adults were Bees Wax Wraps and Coffee Pod Jewellery. Staff also ran programs for children such as Circuit Bugs, Kite Making, Ghoulish Treats, Coral Reef Fish and Santa Slime. Programs are popular and continue to increase.	The programs RRL provided across the region were many and varied to cater for all ages, skills and assorted interests. Libraries presented assorted programs such as Sashiko Brooches, Virtual Reality, Tweet Treats, Draw Bots, Mirror Messages, Paul Klee, Scissor Skills, Lucky Dips, Mini Maker Cart, Harry Potter, Marble Mazes, Fluffy Slime and Minute To Win IT. From March onwards, the circumstances of the COVID-19 lockdown gave Outreach Service's the impetus to further develop online programming. Both S.T.E.A.M and Storytime videos targeted towards children have been made available for facebook and RRL's website. Craft-to-go kits have been made available to accompany some of the online videos with approximately 500 crafts handed out over this period. One Stitch Sashiko Brooches is currently in production.

Support and eServices

SLA3.1.1 (SEC)   Library management system (LMS) hardware provided in accordance with RRL ICT Services Plan

December	June
The roll out of new computers has proceeded according to schedule with 10 new computers being purchased and prepared for 10 remote branches.	Due to the Covid-19 lockdown the roll-out of new PC's to remote branches was delayed for some time. It has now recommenced but will not be completed until later in the calendar year.

SLA3.1.2 (SEC)   Library management system (LMS) licensing provided in accordance with RRL ICT Services Plan

December	June
The number of Library Management System (LMS) licenses is continually being monitored. Staff have been reminded to make sure that they log out of any unused modules and exit the LMS correctly to make sure unnecessary license spots are not being used.	The number of Library Management System (LMS) licenses is continually being monitored. Staff have been reminded to make sure that they log out of any unused modules and exit the LMS correctly to make sure unnecessary license spots are not being used.

SLA3.1.3 (SEC) — Library management system (LMS) support enquiries responded to in accordance with SLA provisions

December	June
At the end of the July - December reporting period there were no urgent Library Management System hardware or software enquiries outstanding. RRL currently has a number of software development requests logged with the software provider but these are largely product enhancement requests.	At the end of the January - June reporting period there were no urgent Library Management System hardware or software enquiries outstanding. RRL is soon to begin testing the new WebOpac which has a Bolinda Digital API which will be of great benefit.

SLA3.1.4 (SEC) — RFID hardware and software support enquiries responded to in accordance with SLA provisions

December	June
During the July - December reporting period there were a number of support issues logged with RFID product providers. All of these issues were resolved in a timely manner.	During the January - June reporting period there were very few support issues logged with RFID product providers. The main outstanding issue is in relation to Set Management functionality on the Sort Assistant which is currently with the RFID programmers.

SLA3.1.5 (SEC) — IT training and support provided across library management system (LMS) applications

December	June
The Support and eServices Officer provided training in the use of the Libero Library Management System to new staff at Federation Council Libraries.	Due to the Covid 19 shutdown there were a number of configuration changes made to the LMS in terms of loan periods, overdue charges etc. Staff across the region were provided with support and assistance in implementing these changes.

SLA3.1.6 (SEC) — Library management system (LMS) procedural guides provided and maintained

December	June
Online Library Management System (LMS) procedural guides are routinely updated with the loading of new releases of the LMS software. RRL 'in-house' procedural guides for remote support using the LogMeIn software were updated to reflect new passwords and equipment.	Online Library Management System (LMS) procedural guides are routinely updated with the loading of new releases of the LMS software. RRL 'in-house' procedural guides for remote support using the LogMeIn software were updated to reflect new passwords and equipment. Additionally with changes brought about the Covid- 19 restrictions procedure updates were regularly circulated.

SLA3.1.7 (SEC) — Library management system (LMS) upgrades applied in accordance with SLA provisions

December	June
Since the transition to a hosted environment Library Management System (LMS) upgrades are managed by the LMS provider and occur incrementally out of business hours.	Since the transition to a hosted environment Library Management System (LMS) upgrades are managed by the LMS provider and occur incrementally out of business hours.

SLA3.1.8 (SEO)   Library management system (LMS) reports provided in accordance with SLA provisions

December	June
Various reports are available for RRL Staff to access as required within the LMS. These reports assist in day to day functions within the branch libraries eg, money reconciliation, reservations on shelf, general loan and member statistics. Reports are routinely added and updated as required.	Various reports are available for RRL Staff to access as required within the LMS. These reports assist in day to day functions within the branch libraries eg, money reconciliation, reservations on shelf, general loan and member statistics. Reports are routinely added and updated as required.

SLA3.3.1 (SEO)   Commitment to ongoing provision of eResources across the RRL region

December	June
RRL provide a wide range of eResources for use by members across the region including information and leisure resources. These are systematically reviewed to maintain a relevant and popular collection.	RRL provide a wide range of eResources for use by members across the region including information and leisure resources. These are systematically reviewed to maintain a relevant and popular collection. During Covid-19 these resources were extensively utilised.

SLA3.3.2 (SEO)   eResources training provided in accordance with SLA provisions

December	June
RRL staff continue to assist branch library staff to ensure they have the skills to be able to assist members with their eLibrary enquiries as per the Riverina Regional Library Customer Enquiries Workflow Protocol. Staff are encouraged and mentored when necessary in the functionality of eResource products and are available to trouble shoot on more complex issues if they arise.	RRL staff continue to assist branch library staff to ensure they have the skills to be able to assist members with their eLibrary enquiries as per the Riverina Regional Library Customer Enquiries Workflow Protocol. Staff are encouraged and mentored when necessary in the functionality of eResource products and are available to trouble shoot on more complex issues if they arise.

SLA3.4.1 (SEC)   Provide and maintain mobile library vehicle

December	June
The Mobile Library received scheduled service and maintenance during the January - December period and met its level of service obligations for that period. During this period the prime mover had major mechanical problems and a hire prime mover had to be obtained for 6 weeks while a new motor was fitted to the RRL prime mover.	The Mobile Library received scheduled service and maintenance during the January - June period. The prime mover experienced a number of mechanical issues and a hire prime was again required for one week. Service provision was halted during the Covid-19 shutdown and then the prime mover was out of service from mid-May until the end of June for major maintenance and refurbishment.

SLA3.4.2 (SEC)   Provide mobile library service in accordance with RRL agreement and mobile library schedule

December	June
Seven of RRL's ten member Councils are currently served by the Mobile Library. The overall level of satisfaction with the Mobile Library service is very high. The service is currently fully subscribed which allows little room for any major changes to scheduling. During the July - December reporting period a new Telstra tower was constructed at Tooma. This allowed for the relocation of the Tooma stop to a much more central, accessible and less exposed site. The Mobile Library was off the road for a total of 45.25 hours during the reporting period, due to major mechanical repairs being undertaken.	Seven of RRL's ten member Councils are currently served by the Mobile Library. The overall level of satisfaction with the Mobile Library service is very high. The service is currently fully subscribed which allows little room for any major changes to scheduling. As detailed above the Mobile Library spent a considerable amount of time "off the road" during the reporting period as a result of Covid-19 and mechanical repairs.

riverina regional library

Integrated Planning Strategy
Biannual Report

January – June 2020

RIVERINA REGIONAL LIBRARY
Strategic Plan 2018-2022

riverina regional library

SUSTAINABLE DEVELOPMENT GOALS

Riverina Regional Library strategic objectives align with the UN Sustainable Development Goals chosen by ALIA which best relate to the Australian library experience.

BUILD CAPACITY

We will:
- **Maximise our physical and virtual spaces**
- **Establish an enabled workforce through the development of skills, leadership and advocacy**
- **Expand the service capability of our branch library network**

Success will be measured through:
- Creation of welcoming and functional spaces
- Development of skills in smart, safe and responsible use of technology
- Contribution to the NSW library network through advocacy and particpation
- Strategic use of volunteers to increase branch library capacity

SHAPE THE FUTURE

We will:
- **Optimise existing and emerging technologies**
- **Maintain a flexible, scalable and sustainable service model**
- **Foster a culture of innovative thinking**

Success will be measured through:
- Optimisation of our library management system and other technology platforms
- Adoption of a Plan, Do, Review, Report philosophy
- Participation in and response to Customer surveys
- Adoption of a continous improvement approach in all that we do

CREATE CONNECTIONS

We will:
- **Establish and maintain strategic partnerships and alliances**
- **Develop programs, collections and services that strengthen communities**
- **Engage our communities**

Success will be measured through:
- Maximisation of our partnerships with peak local, state and national library organisation
- Coordination and development of relevant, inclusive and accessible programs and collection
- Implemenation of flexible 'learning, literacy and/or leisure' focus programs
- Optimisation of electronic mechanisms for information sharing and promotion

OUR VISION

Inspiring people, engaging communities, enriching lives

OUR MISSION

Creatively connecting people, information and knowledge

OUR VALUES

Respect for people, ideas and knowledge
Commitment to fostering learning communities
Integrity, equity and quality of service

RRL Integrated Planning Strategy

Build Capacity

Maximise our physical and virtual spaces

RRL1.1.1 (OPC)   Support branch staff in creating and maintaining welcoming and functional spaces that encourage the use of the library

December	June
Regular visits to branch libraries are undertaken by Riverina Regional Library Administration Centre staff for collection maintenance. These visits ensure that the collection is current, in good condition, and best suited to the community, and gives the branches a fresh, clean look. RRLAC staff also advise branch staff of ways to best use library space, and pass on best practice ideas and examples.	Over much of the reporting period, branch libraries have been closed to the public, or operating under government health orders. RRLAC staff have provided support in engaging with customers online, whilst libraries were closed, and in finding the best way to welcome customers back to the library safely.

RRL1.1.2 (OPDO)   Build skills in smart, safe and responsible use of technology for library staff and customers

December	June
RRL Outreach and Promotions staff build into eSmart messages into programs, particularly when presenting on technology and the Library's eResources. Outreach and Promotions staff have worked with Tech Savvy Seniors and Be Connected to bring eSmart courses to library members. The new Technology in Libraries brochure was sent to all branch libraries.	Much of the engagement between RRLAC staff, branch staff, and customers during this reporting period has been either online, or over the telephone. We have had many opportunities to promote the safe use of technology using phone consultations, Zoom meetings, and online interactions.

RRL1.1.3 (SEDO)   Review the website to ensure it is engaging, up-to-date, and rich in content

December	June
The RRL website continues to be monitored and maintained to ensure content is current and engaging. During the six month period July to December, the RRL website was visited in excess of 24,500 times. The most visited pages for the six months were the home and elibrary pages. The website continues to provide a vital link between the library, staff and members and delivers access to a wide range of digital resources and information across the region.	The RRL website is currently undergoing a major review with the Support and eServices Development Officer working on a project to guide the complete redevelopment of the website. During the January to June 2020 period the website attracted 79,447 page views compared to 28,708 for the corresponding period in 2019.

RRL1.1.4 (SEC)   Provide and maintain an accessible mobile library service to participating Councils

December	June
Seven of RRL's ten member Councils are currently served by the Mobile Library. The overall level of satisfaction with the Mobile Library service is very high, with the Mobile Library continuing to have the region's highest stock turnover rate in terms of items loaned. The service is currently fully subscribed which allows little room for any major changes to scheduling. Major maintenance and repairs have been scheduled to be undertaken on the trailer in May - June of 2020. During this time a reduced service will be provided.	Seven of RRL's ten member Councils are currently served by the Mobile Library. The overall level of satisfaction with the Mobile Library service is very high, with the Mobile Library continuing to have the region's highest stock turnover rate in terms of items loaned. The service is currently fully subscribed which allows little room for any major changes to scheduling. During the January – June period the Mobile Library spent a considerable amount of time off the road, initially due to mechanical problems, then the Covid 19 shutdown and finally from mid-May until 26 June for major maintenance and some refurbishment.

Establish an enabled workforce through the development of skills, leadership and advocacy

RRL1.2.1 (ED)   Review organisational structure annually to ensure alignment with changing needs

December	June
The RRL organisational structure was reviewed during 2019 to ensure that it supports the current objectives and functional alignment of the organisation. Whilst the current structure is fit for purpose, the anticipated retirement of a number of RRL staff during the next 3 to 5 years created the opportunity to commence a rolling structural review in 2019. A review of the Support & eServices Division during the first 6 months of 2019 saw the redistribution of the collections function to the Business & Communications Division to create capacity for a stronger focus on RRL's digital engagement objectives. The review process will continue during 2020 to identify future strategies for positive organisational change.	Reported annually in December.

RRL1.2.2 (ED)   **Build succession planning into overall organisational planning**

December	June
Succession planning is a critical issue for the RRL Administration Centre (RRLAC), which has a workforce with an average age of 55 years. The impending retirement of at least 5 staff over the next 3-5 years triggered a review of the organisational structure during 2019, as an opportunity to incrementally implement a revised structure to best meet changing patterns of demand and reflect external impacts such as technology changes. One staff member has since activated a transition to retirement plan. All RRLAC staff attended an internally coordinated succession planning workshop in May 2017 to identify, analyse and develop an action plan for 'at risk' organisational skills and knowledge. Staff were able to prioritise skills and knowledge by completing work profiles of their respective roles and responsibilities. Actions were compiled into an organisation wide knowledge management action plan and actions have been included in individual staff Individual Performance and Development Plans for periodic reporting and review.	Reported annually in December.

RRL1.2.3 (BCC)   **RRL staff contribute to the NSW library network and other industry forums through advocacy and participation**

December	June
Riverina Regional Library (RRL) staff are encouraged to participate in forums and working groups, both to contribute to the broader library sector and for personal professional development. Highlights for the July – December period include: * Australian Library & Information Association * Australian Public Library Alliance * NSW Public Libraries Consultative Committee * NSW Public Libraries Association & Annual Conference * NSWPLA South West Zone Meetings * State Library of NSW Readers Advisory Group * State Library of NSW Marketing Working Group * FE Technologies (RFID) User Group * Libero (Library Management System) User Group	Riverina Regional Library (RRL) staff are encouraged to participate in forums and working groups, both to contribute to the broader library sector and for personal professional development. Highlights for the January - June period include: * Australian Library & Information Association * Australian Public Library Alliance * NSW Public Libraries Consultative Committee * NSW Public Libraries Association & Annual Conference * NSWPLA South West Zone Meetings * State Library of NSW Readers Advisory Group * State Library of NSW Marketing Working Group * FE Technologies (RFID) User Group * Libero (Library Management System) User Group

Expand the service capability of our branch library network

RRL1.3.1 (OPC)   **Promote the strategic use of volunteers to increase capacity across RRL branch libraries**

December	June
The ever-increasing demand for programs in libraries has meant that library staff must be creative in finding ways to meet the need. The use of volunteers is increasing in RRL branch libraries, and is supported by RRLAC staff. Program kits are available for volunteers to use in program delivery, and future program training will be open to volunteers and branch staff.	Program training, which is open to volunteers, has not been held in this reporting period during to the COVID-19 shut down, and there has been little opportunity to use volunteers safely. Increasing capacity through the use of volunteers continues to be a priority, however, and new ways of including volunteers are being explored.

RRL1.3.2 (OPC) Convene an annual branch library meeting

December	June
The annual branch library meeting was not held in this reporting period. Planning for the next branch library meeting is underway.	Due to the COVID-19 shutdown, the annual branch library meeting at the RRLAC was not held. In its stead, several Zoom meetings, open to all branch staff, were held during the shutdown, and have proven to be an effective, accessible, and sustainable way of providing communication between RRLAC staff and branch staff.

RRL1.3.3 (OPC) Convene annual branch library staff training days

December	June
Each year RRLAC staff provide training in areas relating to library service provision. This training is repeated over several days to maximise attendance from staff across the region. The All Staff Training days for 2019, were held on 28 and 29 October and 1 and 4 November. Over the first three days, branch staff were given training in the Libero library management system, cyber safety, technology trouble shooting, and readers' advisory. On the final day, new staff were given intensive Libero training, and an introduction to eResources.	The annual training days were held in the previous reporting period. Plans for the 2020 training days will take into consideration the possibility of online sessions.

RRL1.3.4 (BCC) Support and encourage branch library staff attendance at external professional development forums

December	June
Riverina Regional Library (RRL) is a longstanding and respected member of the NSW Public Library Network and has for many years contributed to the network through representation on a broad range of library sector forums. The RRL professional development and training budget (enhanced by the provision of subsidised travel to the majority of State Library auspiced meetings, seminars and training forums) is judiciously apportioned whenever possible to derive maximum benefit for branch library staff across the region. Highlights for the July - December period include: * NSWPLA SWITCH Conference * AMLOSN Reach Out Symposium	Riverina Regional Library (RRL) is a longstanding and respected member of the NSW Public Library Network and has for many years contributed to the network through representation on a broad range of library sector forums. The RRL professional development and training budget (enhanced by the provision of subsidised travel to the majority of State Library hosted meetings, seminars and training forums) is judiciously apportioned whenever possible to derive maximum benefit for branch library staff across the region.

Shape the Future

Optimise existing and emerging technologies

RRL2.1.1 (SEC)   Investigate hosting services for the Libero library management system (LMS)

December	June
The Libero library management system made the transition to a fully cloud based, hosted environment in July 2018. This has resulted in improved functionality, greater security and less on-site maintenance. New releases are incrementally loaded out of business hours on a regular basis making adapting to new developments a much easier and on-going process.	The Libero library management system made the transition to a fully cloud based, hosted environment in July 2018. This has resulted in improved functionality, greater security and less on-site maintenance. New releases are incrementally loaded out of business hours on a regular basis making adapting to new developments a much easier and on-going process.

RRL2.1.2 (CYSL)   Apply technology to support and enhance program delivery at branch libraries

December	June
Examples of the application of technology to program delivery and support to branches include: * Developing and maintaining DIY presentations in the RRL staff portal including iPad Basics and Little Book Nooks. * Providing equipment for programming such as 3D printing, Virtual Reality of which Beat Saber is very popular, Augmented Reality, Makey Makey and Stop Motion animation. * Developing workshops incorporating STEAM principles such as DrawBots, WobbleBots and Circuit Bugs.	As usual RRL's 3D printing and Virtual Reality equipment has proven popular with branches but during the Covid-19 pandemic RRL and branches have adapted programs using available technologies. Even in lockdown and isolation, library staff have trained themselves in presentation and media techniques to deliver Storytimes, S.T.E.A.M and craft videos to our communities via social media and on RRL's website.

RRL2.1.3 (SEC)   Contribute to the development and capability of critical technology platforms including LMS and RFID

December	June
The Support and eServices Coordinator and Support and eServices Officer are active participants in both the Libero library management system and FE Technology RFID User Groups and also the Libero product development group. RRL staff attended the FE Technologies User Group in August 2019 and the Libero User Group in October 2019.	The Support and eServices Coordinator and Support and eServices Officer are active participants in both the Libero library management system and FE Technology RFID User Groups and also the Libero product development group. None of these groups met during the January – June period but the Support and eServices Coordinator has been coordinating a Libero User Group enhancement voting process which will see up to $20,000 of User Group funding put toward the most popular User driven enhancements.

Maintain a flexible, scalable and sustainable service model

RRL2.2.1 (ED)   Review Service Level Agreements and Integrated Planning Strategy annually

December	June
The 2018-2022 RRL Integrated Planning Strategy (IPS) was endorsed by the RRL Advisory Committee at its March 2018 meeting. The review of this important quadrennial planning document is built around the three strategic priorities of Build Capacity; Shape the Future; Create Connections. The 2020-21 IPS actions have been reviewed by the RRL Management Team for inclusion in the 2020-21 RRL Management Plan. 2020-21 Service Level Agreements (SLAs) have been reviewed and updated for circulation to each member Council for consideration and endorsement during February 2020. These documents form an integral part of the RRL Management Plan, which summarises the service intent of the organisation. The Management Plan will be presented for endorsement at the March 2020 meeting of the Advisory Committee.	Reported annually in December.

RRL2.2.2 (BCC)   Compile and distribute a financial year Annual Report

December	June
The RRL Annual Report 2019-2020 is in progress for publication in October 2020. The report highlights the effectiveness of library programs and services for our communities and captures a portfolio of images from across the region. The report also incorporates organisational compliance and statistical information in accordance with the requirements of the RRL Deed of Agreement.	The RRL Annual Report 2019-2020 is in progress for publication in October 2020. The report highlights the effectiveness of library programs and services for our communities and captures a portfolio of images from across the region. The report also incorporates organisational compliance and statistical information in accordance with the requirements of the RRL Deed of Agreement.

RRL2.2.3 (BCC)   Participate in a biennial external customer survey

December	June
Riverina Regional Library (RRL) has conducted a biennial survey since 2009 with RRL member Councils and branch libraries. The results have proven an ongoing continuous improvement focus on services with an increase in approval rating from 83% in 2010 to 97% in 2016. The latest overall satisfaction rate was 100% in the 2018 survey. The RRL customer survey is an important quality assurance tool for the RRL Administration Centre and will be undertaken again in an online format during June – July 2020.	Riverina Regional Library (RRL) has conducted a biennial survey since 2009 with RRL member Councils and branch libraries. The results have proven an ongoing continuous improvement focus on services with an increase in approval rating from 83% in 2010 to 97% in 2016. The latest overall satisfaction rate was 100% in the 2018 survey. The RRL customer survey is an important quality assurance tool for the RRL Administration Centre and will be undertaken again in July 2020 using Survey Monkey.

RRL2.2.4 (BCC) Conduct an annual review of RRL policies

December	June
Each year a comprehensive review of Riverina Regional Library (RRL) policies is undertaken to ensure that all policies align with the current strategic, operational and legislative environment in which RRL operates. In consultation with RRL Administration Centre staff, peak bodies, and feedback received from South West Zone meetings, the policies are reviewed to ensure they are consistent with and represent RRL objectives, and can be effectively implemented and administered. All policies were reviewed in December 2019 to ensure legislative context is up to date and compliant, and consistent terminology and language is used throughout.	Each year a comprehensive review of Riverina Regional Library (RRL) policies is undertaken to ensure that all policies align with the current strategic, operational and legislative environment in which RRL operates. In consultation with RRL Administration Centre staff, peak bodies, and feedback received from South West Zone meetings, the policies are reviewed to ensure they are consistent with and represent RRL objectives, and can be effectively implemented and administered. All policies were reviewed in December 2019 and again in June 2020 to ensure legislative context is up to date and compliant, and consistent terminology and language is used throughout.

RRL2.2.5 (SEC) Provide a statistical analysis of RRL branch library visitation, per capita expenditure on collections and library membership in relation to the Australian Public Libraries baseline library targets

December	June
The visitation rate to RRL branch libraries for 2018-19 was 3.97 physical visits per capita. This was a slight increase on the previous year. The Australian Public Libraries baseline target rate of visitation is 4.8 visits per capita. Membership as a percentage of population for the 2018-19 was 27.27%. The Australian Public Libraries baseline target is 44%. Expenditure on collections per capita was $4.15. The Australian Public Libraries baseline target is $5.65 Whilst RRL libraries have not reached the Australian Public Libraries baseline target rate for these indicators, there are mitigating factors for country libraries including lower population density, greater distance from libraries, and limited access to public transport. This item has been rated as 'on track' because local conditions have a considerable impact on this measure. The distance from a library service varies significantly between metropolitan and rural Councils, as does the availability of regular and reliable (if any) public transport. In general, mobile library service points (and some of RRLs smaller branch libraries) cater for very small rural populations as opposed to city library branches that have catchments of several thousand constituents. Additionally, RRL strictly adheres to the State Library of NSW standard practice of deleting members from the database after 3 years of inactivity. This is not the case with a number of other library services that are not as compliant.	The visitation rate to RRL branch libraries for 2019-20 was 3.1 physical visits per capita. This was a decrease on the previous year by almost 1 point due largely to the Covid-19 pandemic as visitations for the July- December period had increased compared to the same period of the previous year. The Australian Public Libraries baseline target rate of visitation is 4.8 visits per capita. Membership as a percentage of population for the 2019-20 was 30.87%, an increase of 3.5% over the previous year. The Australian Public Libraries baseline target is 44%. Expenditure on collections per capita was $4.59 including processing costs. The Australian Public Libraries baseline target is $5.65 Whilst RRL libraries have not reached the Australian Public Libraries baseline target rate for these indicators, there are mitigating factors for country libraries including lower population density, greater distance from libraries, and limited access to public transport. This item has been rated as 'on track' because local conditions have a considerable impact on this measure. The distance from a library service varies significantly between metropolitan and rural Councils, as does the availability of regular and reliable (if any) public transport. In general, mobile library service points (and some of RRLs smaller branch libraries) cater for very small rural populations as opposed to city library branches that have catchments of several thousand constituents. Additionally, RRL strictly adheres to the State Library of NSW standard practice of deleting members from the database after 3 years of inactivity. This is not the case with a number of other library services that are not as compliant.

Foster a culture of innovative thinking

RRL2.3.1 (BCC)   Document and report on continuous improvement outcomes and opportunities

December	June
Riverina Regional Library (RRL) Administration Centre staff incorporate continuous improvement thinking in all aspects of their work. Continuous improvement outcomes are documented at monthly staff meetings and reported biannually. Highlights for the July - December period include: * **Anyflip** – an online interactive publishing platform and bookmaker that can create documents with embedded audio, video and animations, has been subscribed to in place of Issuu for uploading the RRL Annual Report and other documents to the RRL website. * **Mobile Library Timetable** was condensed to a single tri-fold page in a format that makes it easier for customers to follow.	Riverina Regional Library (RRL) Administration Centre staff incorporate continuous improvement thinking in all aspects of their work. Continuous improvement outcomes are documented at monthly staff meetings and reported biannually. Highlights for the January - June period include: * **Zoom Video Conference Platform** RRL staff have undertaken extensive training and have utilised this platform to meet regularly with branch library managers, both during COVID-19 restrictions and into the future. * **Survey Monkey** has been included in the RRL suite of communication strategies to deliver the RRL Biennial Survey to Member Council General Managers and Library Managers in 2020.

RRL2.3.2 (ED)   Identify target areas for innovation and conduct workshops with relevant stakeholders as required

December	June
Innovation is high on the agenda for the Riverina Regional Library Administration Centre (RRLAC) and is embedded in the everyday work of the organisation. Historically, a focus on innovation has included the following initiatives: * Establishment of a Collections to Clients strategy in 2010 - a move from collection focused to client focused outcomes * Implementation of collection procurement outsourcing to redirect the efforts of a number of staff to more client focused services * Installation of RFID technology to better administer management, circulation and security of the regional collection held in 18 branches and the mobile library * Transitioning to a cloud hosted service for the region wide Libero library management system * Extending the outsourcing of collections procurement and processing during 2019 in favour of greater attention on development and maintenance of the regional collection. All of these innovations and improvements have contributed to the development of a much more flexible and scalable service model, which enabled the seamless expansion of the organisation through the admission of 5 additional Council areas from 2013-2015. The structure and intent of the future organisation is the current innovation focus for the Management Team which will, during 2020, continue to contemplate the structural, technical, digital and customer requirements of the organisation over the next 10 years. In the meantime innovation and continuous improvement remains a standing item on RRLAC staff meeting agendas, and staff continue to pursue small and large scale innovations as part of their daily work.	Innovation and continuous improvement remains a priority for the Riverina Regional Library Administration Centre (RRLAC). The unexpected COVID-19 pandemic resulted in a range of on-the spot innovations emerging from both the RRLAC and branch libraries across the region. These included: • Introduction of online storytimes, supported by a temporary suspension of copyright on the online presentation of storytimes by Australian libraries, facilitated by the Australian Library and Information Association • Establishment of online Book Clubs to provide an option for the 92 Book Clubs across the RRL region to continue meeting during the COVID-19 shutdown. • The commencement of Zoom meetings to provide a support mechanism RRLAC staff and branch library staff to share the challenges and success of their COVID-19 experiences. • Additional expenditure from the eResources reserve to meet the escalating demand for online resources. • Holding the first meeting of the year for the RRL Advisory Committee via Zoom, resulting in a successful meeting with a good attendance level. ◦ Development of Click & Collect and/or Click & Deliver services by a number of branches to maintain library borrowing for members. Interestingly, a number of these innovations have become embedded in RRL practice since libraries reopened in early June. These include: • Continuation of online storytimes (while the copyright exemptions remains in force until the World Health Organisation declares that there is no longer a pandemic) in recognition that this mode of presentation is accessible to new and broader audiences via multiple channels • Ongoing Zoom meetings between RRLAC and branch library staff on a monthly basis in the interests of better communication and relationship building • Continuing to offer the option of online Book Clubs • Commencement of online program presentations for other age groups Innovation and continuous improvement remains a standing item on RRLAC staff meeting agendas, and staff continue to pursue small and large scale innovations as part of their daily work.

Create Connections

Establish and maintain strategic partnerships and alliances

RRL3.1.1 (ED)   Maximise partnerships with peak state and national library organisations

December	June
State and National Library Associations play an important role in supporting the profile and viability of public libraries. The RRL Administration Centre (RRLAC) is well aware of the value of such organisations, and works in partnership with them where possible and appropriate. The RRLAC is currently represented on the following state and national organisations: * Australian Library & Information Association * Australian Public Libraries Alliance * NSW Public Libraries Consultative Committee * NSW Public Libraries Association * NSW Public Libraries Association South-West Zone * NSW Readers Advisory Woking Group * NSW Public Libraries Marketing Working Group * Libero (Library Management System) User Group * FE Technologies (RFID) Smart Libraries User Group The RRLAC also encourages the participation of RRL branch library staff at statewide forums through the allocation of a proportion of the annual training budget for that purpose. Membership of state and national associations provides a worthwhile contribution to the national public library network, creates valuable partnerships, and provides excellent professional development opportunities for RRLAC staff.	State and National Library Associations play an important role in supporting the profile and viability of public libraries. The RRL Administration Centre (RRLAC) is well aware of the value of such organisations, and works in partnership with them where possible and appropriate. The RRLAC is currently represented on the following state and national organisations: * Australian Library & Information Association * Australian Public Libraries Alliance * NSW Public Libraries Consultative Committee * NSW Public Libraries Association * NSW Public Libraries Association South-West Zone * NSW Readers Advisory Woking Group * NSW Public Libraries Marketing Working Group * Libero (Library Management System) User Group * FE Technologies (RFID) Smart Libraries User Group The RRLAC also encourages the participation of RRL branch library staff at statewide forums through the allocation of a proportion of the annual training budget for that purpose. Membership of state and national associations provides a worthwhile contribution to the national public library network, creates valuable partnerships, and provides excellent professional development opportunities for RRLAC staff.

RRL3.1.2 (OPDO)   Activate strategies and program opportunities offered by strategic partners to branch libraries

December	June
Outreach and Promotions division staff offer assistance to branch staff to work with their local organisations and create partnerships for library programs. The relationship between branch libraries and Be Connected continues to be fostered, allowing branch libraries to continue offering learning opportunities for older Australians to learn digital skills.	With libraries closed (and offering no programming) for much of this reporting period there were limited opportunities presented. Efforts were directed instead to promotion of eLibrary resources and delivery of library material to member's homes.

RRL3.1.3 (OPC)   Support branch libraries to identify local strategic partners with a view to increasing the service capacity of the RRL network

December	June
Strategic partnerships can allow branches to increase their capacity to deliver programs. Numerous branches have developed relationships within their communities to provide technology training to seniors. RRL staff developed a partnership with a local ballet school to provide school holiday programs for branches across the region.	For the bulk of this reporting period, libraries were closed due to COVID-19, and focused on core business such as growing online membership, and providing digital and physical access to reading material while the libraries were closed. As we enter a new way of thinking about service capacity at branches, we will seek partners to meet changing needs.

Develop programs, collections and services that strengthen communities

RRL3.2.1 (CSO)   Ensure that the RRL Collection Development Policy and associated processes facilitate a relevant, inclusive and accessible collection

December	June
The RRL Collection Development Policy is regularly reviewed to reflect changing demands and expectations of our clientele.	The RRL Collection Development Policy was reviewed during June 2020 and an updated version of the policy was uploaded to the RRL website. There were only minor changes to the policy in this review period to ensure references to policy and procedures were current.

RRL3.2.2 (OPDO)   Coordinate visiting authors, presenters and exhibitions to tour branch libraries

December	June
This half of the year saw the return of many of our popular presenters for school holiday presentations. Branch Libraries hosted Oz Grav, Travel Bugs, The Vegetable Plot and Croc Encounters during the July and October School Holidays. Allegro Ballet School presented A Sleeping Beauty that brought the story and world of ballet to life and was very popular with attendees. Author Sophie Green visited Cootamundra, Wagga Wagga, Howlong and Corowa in August.	The Covid-19 pandemic saw libraries closing from the end of March and eventually reopening in June with limited services and the program of visiting author visits and presenters was suspended. A planned author visit was changed to a Mother's Day competition with a selection of her books offered as a prize. Outreach and Promotions staff looked to the online environment to host school holiday activities and storytime. This has led to staff investigating how they can optimize the online environment for future author talks and programming.

RRL3.2.3 (OPC)   Develop flexible programs with a learning, literacy and/or leisure focus

December	June
The demand in libraries for programs for all age groups continues to grow, and the Outreach and Promotions team works to develop and adapt programs, ensuring that participants have learning, literacy, or leisure outcomes. Popular programs, several of which can be adapted for multiple age groups, include soap making, bath bombs, Virtual Reality, and paper marbling.	Flexibility in our programs has generally referred to their being adaptable for different age groups and settings. During this reporting period the programs have had to become flexible in terms of format. All of our programs continue to have a learning, literacy, and/or leisure focus, and now they must be able to be delivered online, or via take home kits. Storytimes, children's programs, author talks and all-age, maker style programs have all been adapted to the current circumstances.

RRL3.2.4 (SEO) Compile biannual statistics of collection profile and usage at RRL branches

December	June
Statistics and graphs are collected and compiled for the Riverina Regional Library Annual Report. Collection and loan statistics have also been compiled to create a profile of RRL branch libraries performance over the previous year.	Statistics and graphs are collected and compiled for the Riverina Regional Library March Advisory Committee Meeting Report.

RRL3.2.5 (OPC) Investigate and evaluate the implementation of livestreamed and/or video recorded programs for use at branch libraries

December	June
Where Internet connections are good, livestreaming and video content can be useful in library programs. Wagga Wagga City Library use livestreaming to take part in the Sydney Writers Festival. At RRLAC video-conferencing software is used to participate in and share training opportunities. Amy Heap was a panellist for a readers' advisory seminar run by the EBSCO database, NoveList, and branch staff were able to watch it live, or at a later time.	The circumstances of the COVID-19 shutdown were perfect for providing not only the impetus to deliver programs online, but the desire, on the part of customers, to take advantage of online opportunities. Storytimes and children's programs were pre-recorded and released via social media, school holiday ideas were shared via social media, and live, and pre-recorded author talks were made available. While the ongoing effects of the shutdown are yet to be known, it is clear that the online delivery of programs is a worthwhile, and achievable pursuit.

Engage our communities

RRL3.3.1 (OPO) Provide and maintain the RRL Book Club program

December	June
The Riverina Regional Library Book Club program consists of 86 member clubs across the region. The collection consists of 254 book kits, which adequately meet the wish lists of the large majority of clubs. Twenty-four copies of books were replaced from July to December due to damage or wear and tear in order to maintain the best possible condition of the book club books in order that they will last a long time. 427 kits were loaned across the region from July to December. The Book Club newsletter continues to be well received and is an effective medium for communicating information to club leaders to share with their members. Wagga Wagga City Library annual Member's Lounge was held in November. Approximately 95 Book Club members from Wagga Wagga City Library enjoyed this event with very positive feedback received about the Riverina Regional Library Book Club program. Ten clubs expressed an interest in participating in 2020 Wagga Wagga City Library's One Book One Wagga event reading *The Weekend* by Charlotte Wood.	The Riverina Regional Library Book Club program has grown to 92 member clubs across the region. The collection consists of 258 book kits, which adequately meet the wish lists of the large majority of clubs. The Book Club program had to be suspended during April and May while branches were closed due to the Covid-19 pandemic. In order to provide book clubs with the opportunity to stay connected, four campaign eBook titles were purchased which could be downloaded simultaneously. 579 loans were made during the campaign and many clubs met online to discuss these eBooks. Twenty-one copies of books were replaced from January to June due to damage or wear and tear in order to maintain the best possible condition of the book club books in order that they will last a long time. 384 kits were loaned across the region from January to June during the months that the branches were open. The Book Club newsletter continues to be well received and is an effective medium for communicating information to club leaders to share with their members.

RRL3.3.2 (OPC)   Investigate electronic mechanisms for information sharing and promotion

December	June
RRLAC are currently investigating new tools for sharing information and marketing material, electronically. Members who have signed up for electronic alerts receive information about new resources and events. Social media, especially Facebook, Instagram and Twitter, are used to inform followers of library services and programs, as well as promoting reading.	As electronic mechanisms for information sharing and promotion were all that were available during the COVID-19 shutdown, their use has been expanded and refined. A podcast was created for helping customers to find books they want to read, the form-based Readers' Advisory tool was used to choose reading material from customers' home branch when delivery was available, social media became more important than ever for engaging customers, and programs have been delivered via video.

RRL3.3.3 (OPC)   Encourage locally relevant programing at RRL branch libraries

December	June
RRLAC staff have been working with branch libraries to provide locally relevant programs. Cootamundra and Gundagai libraries have volunteers to run craft programs, using RRL kits, and the Children's and Youth Librarian works with branches to develop relevant school holiday programs.	During the COVID-19 shutdown, the Children's and Youth Services Librarian recorded Storytimes to be made available on branch Facebook pages, and she also encouraged and advised them to make their own video Storytimes, as communities respond well to local faces in online programs.

Library Subsidy Payments 2018/19 to 2020/21

Local Government Area	Total 2020/21	Total 2019/20	Total 2018/19
Albury	$ 197,121	$ 190,250	$ 131,817
Armidale Regional	$ 137,954	$ 134,700	$ 101,556
Ballina	$ 171,470	$ 165,978	$ 108,245
Balranald	$ 67,650	$ 67,422	$ 21,276
Bathurst Regional	$ 168,895	$ 163,524	$ 118,358
Bayside	$ 511,812	$ 484,128	$ 403,056
Bega Valley	$ 147,381	$ 143,620	$ 97,268
Bellingen	$ 93,659	$ 92,279	$ 49,113
Berrigan	$ 82,832	$ 81,852	$ 39,243
Blacktown	$ 1,012,519	$ 955,677	$ 834,973
Bland	$ 74,696	$ 74,131	$ 32,281
Blayney	$ 77,337	$ 76,509	$ 34,194
Blue Mountains	$ 257,963	$ 250,399	$ 193,016
Bogan	$ 68,268	$ 68,110	$ 23,353
Bourke	$ 68,293	$ 68,132	$ 22,521
Brewarrina	$ 68,538	$ 68,485	$ 21,020
Broken Hill	$ 109,002	$ 107,879	$ 61,742
Burwood	$ 160,463	$ 154,623	$ 99,314
Byron	$ 147,125	$ 142,375	$ 87,311
Cabonne	$ 91,669	$ 90,418	$ 49,419
Camden	$ 314,876	$ 286,901	$ 207,981
Campbelltown	$ 496,424	$ 472,460	$ 382,600
Canada Bay	$ 300,579	$ 288,730	$ 236,805
Canterbury-Bankstown	$ 1,024,208	$ 976,651	$ 859,593
Carrathool	$ 66,605	$ 66,333	$ 22,602
Central Coast	$ 935,639	$ 896,536	$ 795,889
Cessnock	$ 215,949	$ 207,785	$ 143,762
Clarence Valley	$ 196,168	$ 190,965	$ 179,144
Cobar	$ 72,398	$ 72,089	$ 31,244
Coffs Harbour	$ 256,524	$ 247,018	$ 180,944
Coolamon	$ 69,590	$ 69,223	$ 27,025
Coonamble	$ 74,523	$ 74,265	$ 26,399
Cootamundra-Gundagai	$ 90,338	$ 89,276	$ 54,907
Cowra	$ 95,482	$ 94,266	$ 45,541
Cumberland	$ 675,346	$ 639,856	$ 552,210
Dubbo Regional	$ 195,504	$ 188,959	$ 141,526
Dungog	$ 81,697	$ 80,567	$ 38,411
Edward River	$ 80,833	$ 79,707	$ 56,908
Eurobodalla	$ 158,626	$ 154,325	$ 105,640
Fairfield	$ 604,253	$ 580,430	$ 492,366
Federation	$ 93,403	$ 92,220	$ 59,083
Forbes	$ 86,949	$ 85,968	$ 39,684
Georges River	$ 462,863	$ 444,319	$ 370,844
Gilgandra	$ 73,797	$ 73,341	$ 25,279
Glen Innes Severn	$ 85,608	$ 84,812	$ 49,993
Goulburn Mulwaree	$ 139,906	$ 136,107	$ 87,962

Library Subsidy Payments 2018/19 to 2020/21

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Local Government Area	Total 2020/21	Total 2019/20	Total 2018/19
Greater Hume Shire	$ 85,117	$ 83,850	$ 57,458
Griffith	$ 128,392	$ 125,329	$ 75,946
Gunnedah	$ 94,025	$ 92,708	$ 46,815
Gwydir	$ 75,339	$ 74,794	$ 40,613
Hawkesbury	$ 228,507	$ 221,255	$ 165,952
Hay	$ 70,507	$ 70,286	$ 23,261
Hilltops	$ 108,215	$ 106,536	$ 86,117
Hornsby	$ 443,341	$ 424,933	$ 349,350
Hunters Hill	$ 93,790	$ 92,118	$ 43,826
Inner West	$ 568,280	$ 541,371	$ 468,143
Inverell	$ 106,057	$ 104,255	$ 57,295
Junee	$ 78,730	$ 77,934	$ 31,519
Kempsey	$ 140,280	$ 137,110	$ 79,919
Kiama	$ 115,846	$ 112,576	$ 61,193
Ku-ring-gai	$ 379,831	$ 364,403	$ 293,331
Kyogle	$ 86,860	$ 86,162	$ 37,503
Lachlan	$ 77,180	$ 76,758	$ 34,506
Lake Macquarie	$ 582,716	$ 559,708	$ 478,665
Lane Cove	$ 157,986	$ 152,331	$ 95,686
Leeton	$ 89,704	$ 88,543	$ 45,527
Lismore	$ 170,882	$ 166,883	$ 108,211
Lithgow	$ 118,080	$ 115,995	$ 60,698
Liverpool	$ 638,863	$ 605,616	$ 517,792
Liverpool Plains	$ 83,140	$ 82,325	$ 38,779
Lockhart	$ 66,046	$ 65,742	$ 22,068
Maitland	$ 274,842	$ 261,516	$ 195,464
Mid-Coast	$ 302,269	$ 291,543	$ 253,133
Mid-Western Regional	$ 123,858	$ 120,928	$ 84,059
Moree Plains	$ 96,803	$ 95,695	$ 52,082
Mosman	$ 134,592	$ 131,239	$ 78,123
Murray River	$ 89,422	$ 88,210	$ 61,301
Murrumbidgee	$ 72,976	$ 72,692	$ 34,928
Muswellbrook	$ 101,229	$ 99,606	$ 56,725
Nambucca	$ 114,933	$ 112,874	$ 62,918
Narrabri	$ 94,014	$ 92,936	$ 49,724
Narrandera	$ 78,030	$ 77,518	$ 29,838
Narromine	$ 79,606	$ 79,076	$ 31,398
Newcastle	$ 479,108	$ 458,957	$ 379,959
North Sydney	$ 246,894	$ 237,312	$ 175,216
Northern Beaches	$ 753,013	$ 720,222	$ 639,267
Oberon	$ 72,319	$ 71,771	$ 28,753
Orange	$ 166,771	$ 161,558	$ 104,822
Parkes	$ 99,523	$ 98,179	$ 52,378
Parramatta	$ 712,754	$ 672,614	$ 562,708
Penrith	$ 599,993	$ 569,466	$ 476,173
Port Macquarie-Hastings	$ 275,006	$ 263,139	$ 195,252
Port Stephens	$ 245,897	$ 236,624	$ 180,597
Queanbeyan-Palerang	$ 212,017	$ 203,111	$ 173,582

Library Subsidy Payments 2018/19 to 2020/21

Local Government Area	Total 2020/21	Total 2019/20	Total 2018/19
Randwick	$ 453,117	$ 434,161	$ 354,073
Richmond Valley	$ 124,266	$ 121,758	$ 78,877
Ryde	$ 390,953	$ 368,454	$ 290,995
Shellharbour	$ 245,265	$ 235,509	$ 170,918
Shoalhaven	$ 329,922	$ 316,229	$ 257,477
Singleton	$ 116,727	$ 114,286	$ 65,843
Snowy Monaro Regional	$ 110,696	$ 108,465	$ 89,190
Snowy Valleys	$ 97,441	$ 96,123	$ 62,922
Strathfield	$ 175,873	$ 166,812	$ 110,753
Sutherland Shire	$ 644,270	$ 617,784	$ 528,377
Sydney	$ 684,386	$ 644,773	$ 541,631
Tamworth Regional	$ 218,947	$ 211,750	$ 195,040
Temora	$ 77,771	$ 77,060	$ 30,911
Tenterfield	$ 81,245	$ 80,693	$ 34,617
The Hills Shire	$ 509,412	$ 478,149	$ 388,110
Tweed	$ 306,820	$ 294,932	$ 239,599
Upper Hunter Shire	$ 94,680	$ 93,360	$ 70,381
Upper Lachlan Shire	$ 77,452	$ 76,406	$ 44,916
Uralla	$ 72,999	$ 72,521	$ 30,761
Wagga Wagga	$ 223,310	$ 215,711	$ 155,369
Walcha	$ 66,513	$ 66,194	$ 22,923
Walgett	$ 79,610	$ 79,255	$ 34,666
Warren	$ 67,397	$ 67,245	$ 22,105
Warrumbungle Shire	$ 88,089	$ 87,458	$ 51,261
Waverley	$ 245,043	$ 237,170	$ 175,239
Weddin	$ 69,733	$ 69,428	$ 25,158
Wentworth	$ 77,453	$ 76,721	$ 33,337
Willoughby	$ 262,623	$ 252,421	$ 189,094
Wingecarribee	$ 187,294	$ 180,610	$ 124,164
Wollondilly	$ 192,432	$ 184,865	$ 131,010
Wollongong	$ 613,860	$ 587,043	$ 497,128
Woollahra	$ 207,027	$ 200,052	$ 142,450
Yass Valley	$ 99,784	$ 97,747	$ 63,458
	$ 28,168,728	$27,111,044	$ 20,274,740

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2020/21 Library Subsidy Payments

Local Government Area	ABS Population 30 June 2019	$2.55 per capita	Subsidy Adjustment		Total 2020/21	Total per capita
			Flat rate $50k	SEIFA ($1,197k)		
Albury	54,353	$ 138,600	$ 50,000	$ 8,521	$ 197,121	$ 3.63
Armidale Regional	30,779	$ 78,486	$ 50,000	$ 9,468	$ 137,954	$ 4.48
Ballina	44,628	$ 113,801	$ 50,000	$ 7,669	$ 171,470	$ 3.84
Balranald	2,338	$ 5,962	$ 50,000	$ 11,689	$ 67,650	$ 28.94
Bathurst Regional	43,618	$ 111,226	$ 50,000	$ 7,669	$ 168,895	$ 3.87
Bayside	178,396	$ 454,910	$ 50,000	$ 6,902	$ 511,812	$ 2.87
Bega Valley	34,476	$ 87,914	$ 50,000	$ 9,468	$ 147,381	$ 4.27
Bellingen	12,996	$ 33,140	$ 50,000	$ 10,520	$ 93,659	$ 7.21
Berrigan	8,750	$ 22,313	$ 50,000	$ 10,520	$ 82,832	$ 9.47
Blacktown	374,451	$ 954,850	$ 50,000	$ 7,669	$ 1,012,519	$ 2.70
Bland	5,972	$ 15,229	$ 50,000	$ 9,468	$ 74,696	$ 12.51
Blayney	7,379	$ 18,816	$ 50,000	$ 8,521	$ 77,337	$ 10.48
Blue Mountains	79,118	$ 201,751	$ 50,000	$ 6,212	$ 257,963	$ 3.26
Bogan	2,580	$ 6,579	$ 50,000	$ 11,689	$ 68,268	$ 26.46
Bourke	2,590	$ 6,605	$ 50,000	$ 11,689	$ 68,293	$ 26.37
Brewarrina	1,611	$ 4,108	$ 50,000	$ 14,430	$ 68,538	$ 42.54
Broken Hill	17,479	$ 44,571	$ 50,000	$ 14,430	$ 109,002	$ 6.24
Burwood	40,612	$ 103,561	$ 50,000	$ 6,902	$ 160,463	$ 3.95
Byron	35,081	$ 89,457	$ 50,000	$ 7,669	$ 147,125	$ 4.19
Cabonne	13,634	$ 34,767	$ 50,000	$ 6,902	$ 91,669	$ 6.72
Camden	101,437	$ 258,664	$ 50,000	$ 6,212	$ 314,876	$ 3.10
Campbelltown	170,943	$ 435,905	$ 50,000	$ 10,520	$ 496,424	$ 2.90
Canada Bay	96,074	$ 244,989	$ 50,000	$ 5,591	$ 300,579	$ 3.13
Canterbury-Bankstown	377,917	$ 963,688	$ 50,000	$ 10,520	$ 1,024,208	$ 2.71
Carrathool	2,799	$ 7,137	$ 50,000	$ 9,468	$ 66,605	$ 23.80
Central Coast	343,968	$ 877,118	$ 50,000	$ 8,521	$ 935,639	$ 2.72
Cessnock	59,985	$ 152,962	$ 50,000	$ 12,987	$ 215,949	$ 3.60
Clarence Valley	51,662	$ 131,738	$ 50,000	$ 14,430	$ 196,168	$ 3.80
Cobar	4,658	$ 11,878	$ 50,000	$ 10,520	$ 72,398	$ 15.54
Coffs Harbour	77,277	$ 197,056	$ 50,000	$ 9,468	$ 256,524	$ 3.32

Local Government Area	ABS Population 30 June 2019	$2.55 per capita	Subsidy Adjustment		Total 2020/21	Total per capita
			Flat rate $50k	SEIFA ($1,197k)		
Coolamon	4,341	$ 11,070	$ 50,000	$ 8,521	$ 69,590	$ 16.03
Coonamble	3,958	$ 10,093	$ 50,000	$ 14,430	$ 74,523	$ 18.83
Cootamundra-Gundagai	11,235	$ 28,649	$ 50,000	$ 11,689	$ 90,338	$ 8.04
Cowra	12,743	$ 32,495	$ 50,000	$ 12,987	$ 95,482	$ 7.49
Cumberland	241,521	$ 615,879	$ 50,000	$ 9,468	$ 675,346	$ 2.80
Dubbo Regional	53,719	$ 136,983	$ 50,000	$ 8,521	$ 195,504	$ 3.64
Dungog	9,423	$ 24,029	$ 50,000	$ 7,669	$ 81,697	$ 8.67
Edward River	9,084	$ 23,164	$ 50,000	$ 7,669	$ 80,833	$ 8.90
Eurobodalla	38,473	$ 98,106	$ 50,000	$ 10,520	$ 158,626	$ 4.12
Fairfield	211,695	$ 539,822	$ 50,000	$ 14,430	$ 604,253	$ 2.85
Federation	12,437	$ 31,714	$ 50,000	$ 11,689	$ 93,403	$ 7.51
Forbes	9,906	$ 25,260	$ 50,000	$ 11,689	$ 86,949	$ 8.78
Georges River	159,471	$ 406,651	$ 50,000	$ 6,212	$ 462,863	$ 2.90
Gilgandra	4,239	$ 10,809	$ 50,000	$ 12,987	$ 73,797	$ 17.41
Glen Innes Severn	8,871	$ 22,621	$ 50,000	$ 12,987	$ 85,608	$ 9.65
Goulburn Mulwaree	31,132	$ 79,387	$ 50,000	$ 10,520	$ 139,906	$ 4.49
Greater Hume Shire	10,764	$ 27,448	$ 50,000	$ 7,669	$ 85,117	$ 7.91
Griffith	27,029	$ 68,924	$ 50,000	$ 9,468	$ 128,392	$ 4.75
Gunnedah	12,681	$ 32,337	$ 50,000	$ 11,689	$ 94,025	$ 7.41
Gwydir	5,353	$ 13,650	$ 50,000	$ 11,689	$ 75,339	$ 14.07
Hawkesbury	67,296	$ 171,605	$ 50,000	$ 6,902	$ 228,507	$ 3.40
Hay	2,949	$ 7,520	$ 50,000	$ 12,987	$ 70,507	$ 23.91
Hilltops	18,704	$ 47,695	$ 50,000	$ 10,520	$ 108,215	$ 5.79
Hornsby	152,059	$ 387,750	$ 50,000	$ 5,591	$ 443,341	$ 2.92
Hunters Hill	14,980	$ 38,199	$ 50,000	$ 5,591	$ 93,790	$ 6.26
Inner West	200,811	$ 512,068	$ 50,000	$ 6,212	$ 568,280	$ 2.83
Inverell	16,890	$ 43,070	$ 50,000	$ 12,987	$ 106,057	$ 6.28
Junee	6,683	$ 17,042	$ 50,000	$ 11,689	$ 78,730	$ 11.78
Kempsey	29,745	$ 75,850	$ 50,000	$ 14,430	$ 140,280	$ 4.72
Kiama	23,386	$ 59,634	$ 50,000	$ 6,212	$ 115,846	$ 4.95

Local Government Area	ABS Population 30 June 2019	$2.55 per capita	Subsidy Adjustment		Total 2020/21	Total per capita
			Flat rate $50k	SEIFA ($1,197k)		
Ku-ring-gai	127,153	$ 324,240	$ 50,000	$ 5,591	$ 379,831	$ 2.99
Kyogle	8,796	$ 22,430	$ 50,000	$ 14,430	$ 86,860	$ 9.87
Lachlan	6,075	$ 15,491	$ 50,000	$ 11,689	$ 77,180	$ 12.70
Lake Macquarie	205,901	$ 525,048	$ 50,000	$ 7,669	$ 582,716	$ 2.83
Lane Cove	40,155	$ 102,395	$ 50,000	$ 5,591	$ 157,986	$ 3.93
Leeton	11,445	$ 29,185	$ 50,000	$ 10,520	$ 89,704	$ 7.84
Lismore	43,692	$ 111,415	$ 50,000	$ 9,468	$ 170,882	$ 3.91
Lithgow	21,605	$ 55,093	$ 50,000	$ 12,987	$ 118,080	$ 5.47
Liverpool	227,585	$ 580,342	$ 50,000	$ 8,521	$ 638,863	$ 2.81
Liverpool Plains	7,903	$ 20,153	$ 50,000	$ 12,987	$ 83,140	$ 10.52
Lockhart	3,285	$ 8,377	$ 50,000	$ 7,669	$ 66,046	$ 20.11
Maitland	85,166	$ 217,173	$ 50,000	$ 7,669	$ 274,842	$ 3.23
Mid-Coast	93,836	$ 239,282	$ 50,000	$ 12,987	$ 302,269	$ 3.22
Mid-Western Regional	25,251	$ 64,390	$ 50,000	$ 9,468	$ 123,858	$ 4.91
Moree Plains	13,261	$ 33,816	$ 50,000	$ 12,987	$ 96,803	$ 7.30
Mosman	30,981	$ 79,002	$ 50,000	$ 5,591	$ 134,592	$ 4.34
Murray River	12,118	$ 30,901	$ 50,000	$ 8,521	$ 89,422	$ 7.38
Murrumbidgee	3,917	$ 9,988	$ 50,000	$ 12,987	$ 72,976	$ 18.63
Muswellbrook	16,377	$ 41,761	$ 50,000	$ 9,468	$ 101,229	$ 6.18
Nambucca	19,805	$ 50,503	$ 50,000	$ 14,430	$ 114,933	$ 5.80
Narrabri	13,135	$ 33,494	$ 50,000	$ 10,520	$ 94,014	$ 7.16
Narrandera	5,899	$ 15,042	$ 50,000	$ 12,987	$ 78,030	$ 13.23
Narromine	6,517	$ 16,618	$ 50,000	$ 12,987	$ 79,606	$ 12.22
Newcastle	165,571	$ 422,206	$ 50,000	$ 6,902	$ 479,108	$ 2.89
North Sydney	75,021	$ 191,304	$ 50,000	$ 5,591	$ 246,894	$ 3.29
Northern Beaches	273,499	$ 697,422	$ 50,000	$ 5,591	$ 753,013	$ 2.75
Oberon	5,411	$ 13,798	$ 50,000	$ 8,521	$ 72,319	$ 13.37
Orange	42,451	$ 108,250	$ 50,000	$ 8,521	$ 166,771	$ 3.93
Parkes	14,837	$ 37,834	$ 50,000	$ 11,689	$ 99,523	$ 6.71
Parramatta	257,197	$ 655,852	$ 50,000	$ 6,902	$ 712,754	$ 2.77

2020/21 Library Subsidy Payments

Local Government Area	ABS Population 30 June 2019	$2.55 per capita	Subsidy Adjustment		Total 2020/21	Total per capita
			Flat rate $50k	SEIFA ($1,197k)		
Penrith	212,977	$ 543,091	$ 50,000	$ 6,902	$ 599,993	$ 2.82
Port Macquarie-Hastings	84,525	$ 215,539	$ 50,000	$ 9,468	$ 275,006	$ 3.25
Port Stephens	73,481	$ 187,377	$ 50,000	$ 8,521	$ 245,897	$ 3.35
Queanbeyan-Palerang	61,100	$ 155,805	$ 50,000	$ 6,212	$ 212,017	$ 3.47
Randwick	155,649	$ 396,905	$ 50,000	$ 6,212	$ 453,117	$ 2.91
Richmond Valley	23,465	$ 59,836	$ 50,000	$ 14,430	$ 124,266	$ 5.30
Ryde	131,271	$ 334,741	$ 50,000	$ 6,212	$ 390,953	$ 2.98
Shellharbour	73,233	$ 186,744	$ 50,000	$ 8,521	$ 245,265	$ 3.35
Shoalhaven	105,648	$ 269,402	$ 50,000	$ 10,520	$ 329,922	$ 3.12
Singleton	23,461	$ 59,826	$ 50,000	$ 6,902	$ 116,727	$ 4.98
Snowy Monaro Regional	20,795	$ 53,027	$ 50,000	$ 7,669	$ 110,696	$ 5.32
Snowy Valleys	14,479	$ 36,921	$ 50,000	$ 10,520	$ 97,441	$ 6.73
Strathfield	46,926	$ 119,661	$ 50,000	$ 6,212	$ 175,873	$ 3.75
Sutherland Shire	230,611	$ 588,058	$ 50,000	$ 6,212	$ 644,270	$ 2.79
Sydney	246,343	$ 628,175	$ 50,000	$ 6,212	$ 684,386	$ 2.78
Tamworth Regional	62,541	$ 159,480	$ 50,000	$ 9,468	$ 218,947	$ 3.50
Temora	6,307	$ 16,083	$ 50,000	$ 11,689	$ 77,771	$ 12.33
Tenterfield	6,594	$ 16,815	$ 50,000	$ 14,430	$ 81,245	$ 12.32
The Hills Shire	177,969	$ 453,821	$ 50,000	$ 5,591	$ 509,412	$ 2.86
Tweed	97,001	$ 247,353	$ 50,000	$ 9,468	$ 306,820	$ 3.16
Upper Hunter Shire	14,180	$ 36,159	$ 50,000	$ 8,521	$ 94,680	$ 6.68
Upper Lachlan Shire	8,059	$ 20,550	$ 50,000	$ 6,902	$ 77,452	$ 9.61
Uralla	6,012	$ 15,331	$ 50,000	$ 7,669	$ 72,999	$ 12.14
Wagga Wagga	65,258	$ 166,408	$ 50,000	$ 6,902	$ 223,310	$ 3.42
Walcha	3,134	$ 7,992	$ 50,000	$ 8,521	$ 66,513	$ 21.22
Walgett	5,953	$ 15,180	$ 50,000	$ 14,430	$ 79,610	$ 13.37
Warren	2,697	$ 6,877	$ 50,000	$ 10,520	$ 67,397	$ 24.99
Warrumbungle Shire	9,278	$ 23,659	$ 50,000	$ 14,430	$ 88,089	$ 9.49
Waverley	74,295	$ 189,452	$ 50,000	$ 5,591	$ 245,043	$ 3.30
Weddin	3,613	$ 9,213	$ 50,000	$ 10,520	$ 69,733	$ 19.30

2020/21 Library Subsidy Payments

Local Government Area	ABS Population 30 June 2019	$2.55 per capita	Subsidy Adjustment		Total 2020/21	Total per capita
			Flat rate $50k	SEIFA ($1,197k)		
Wentworth	7,053	$ 17,985	$ 50,000	$ 9,468	$ 77,453	$ 10.98
Willoughby	81,189	$ 207,032	$ 50,000	$ 5,591	$ 262,623	$ 3.23
Wingecarribee	51,134	$ 130,392	$ 50,000	$ 6,902	$ 187,294	$ 3.66
Wollondilly	53,149	$ 135,530	$ 50,000	$ 6,902	$ 192,432	$ 3.62
Wollongong	218,114	$ 556,191	$ 50,000	$ 7,669	$ 613,860	$ 2.81
Woollahra	59,387	$ 151,437	$ 50,000	$ 5,591	$ 207,027	$ 3.49
Yass Valley	17,087	$ 43,572	$ 50,000	$ 6,212	$ 99,784	$ 5.84
	8,086,952	**$ 20,621,728**	**$ 6,350,000**	**$ 1,197,000**	**$ 28,168,728**	

STATE LIBRARY®
NEW SOUTH WALES

Section 3 – Reports for Information

Recommendation:

That the following reports, provided for information only, be received and noted:

- **8.9 – Economic Development and Tourism**

- **8.10 - Community Services Report**

- **8.11 - Bland Shire Library Monthly Update**

- **8.12 - Children's Services Monthly Update**

- **8.13 - Bland Community Care Services Update**

- **8.14 - Assets & Engineering Services Report**

- **8.15 - Development Services Activity Report**

8.9   Economic Development & Tourism Report – August 2020

Our Prosperity - Growing our population and jobs

Author: General Manager and Tourism & Administration Officer

ECONOMIC DEVELOPMENT

Why Leave Town Statistics

	Jan 20	Feb 20	Mar 20	Apr 20	May 20	June 20	June 20	Jan 20 - Jul 20
Total Program								
Number of Loaded Cards	17	40	64	284	16	12	427	860
Load Value	$1,010	$3,100	$2,330	$7,275	$510	$1,095	$21,590	$36,910
Number of Redemptions	71	57	42	21	36	81	151	459
Value of Redemptions	$2,564	$2,340	$1,532	$788	$981	$2,253	$4,985	$15,444

Webinars Offered to Bland Shire Businesses

- Destination NSW launched NSW First webinars free for Businesses
  - ❖ 22 July -The Domestic Market
  - ❖ 23 July - Discuss and Develop your Business: Leverage the Love NSW campaign - TripAdvisor and Viator
  - ❖ 28 July – Sell Bookable Products Online
  - ❖ 4 August - Discuss and Develop your Business: Commissions and the Travel Distribution System
  - ❖ 12 August - Discuss and Develop your Business: Creating effective trade fact sheets
  - ❖ 26 August – Discuss and Develop your Business: Working with your Accredited Visitor Information Centre

- Bland Shire partnered with Netsripes and offered free online webinars to Businesses in the Bland Shire.

  160 participants from Bland registered for the webinar 'Futurise Insight: Social Media Success Factors' on 6 August
  - ❖ 6th or 13th August - Social Media Success Factors
  - ❖ 20th or 27th August - Digital Marketing in a Post-Covid Era

Southern Lights Project
This project is progressing and a report will be submitted to the September Council meeting detailing the current status of this project.

Proposed New Business Park
Further details on the marketing strategy, concept design and development costs will be provided to the September Council Workshop for further consideration.
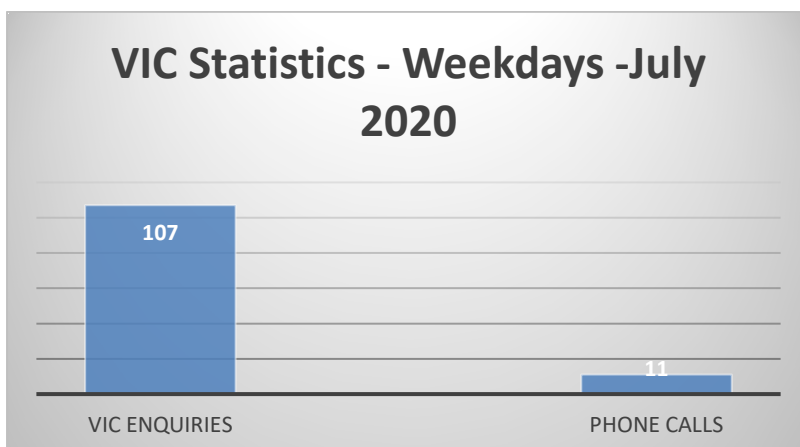
Country Change 2020
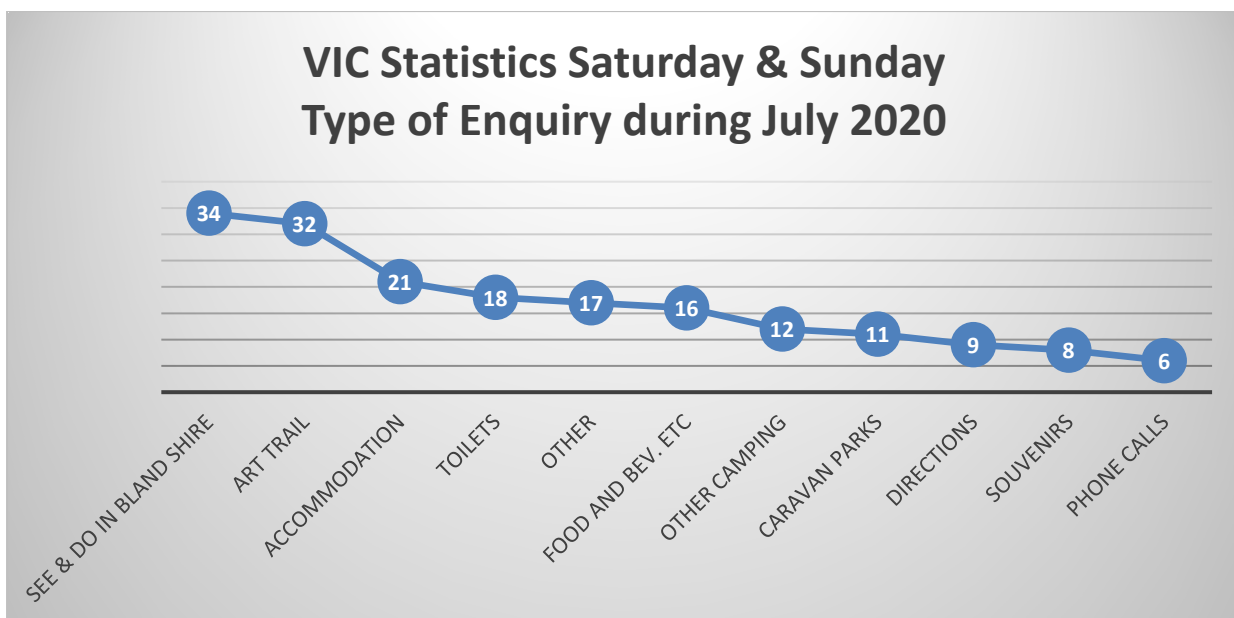Council staff are currently in negotiations with Regional Development Australia – Riverina, regarding involvement in the Country Change program. This involves a campaign to promote employment opportunities within then region and in particular within the Bland Shire.

A more detailed report on the content of the program and the relevant costs will be submitted to the September Council meeting.

TOURISM

Visitor Centre Statistics:

Number of Visitors Saturday & Sunday - July 2020

VIC Statistics Saturday & Sunday Type of Enquiry during July 2020

VIC Statistics - Weekdays - July 2020

The Riverina:

Every member council of The Riverina posts 1 tourism initiative per week to the Facebook page. Below the reach for Bland Shire Council:

Legend: Reach: Organic / Paid | Post Clicks | Reactions, Comm...

Published	Post	Type	Targeting	Reach	Engagement
07/31/2020 8:20 PM	Collector and ex-firefighter, Chris Berry, has gathered		globe	639	7 / 21
07/30/2020 7:20 PM	Adelong Falls Gold Mill Ruins is a state listed heritage		globe	1.2K	37 / 45
07/29/2020 9:35 PM	🏆 Wine Wednesday 🏆 @lillypillywines is a family		target	987	14 / 23
07/29/2020 9:35 PM	BLAND....Not Dull or Boring! 😩 😄 The Bland Shire is		globe	17K	817 / 637
07/29/2020 8:30 PM	Looking for an isolated camping spot? We've got		globe	8.7K	398 / 332
07/28/2020 9:30 PM	More than coffee, Thom Dick and Harry West Wyalong		globe	8K	545 / 385
07/24/2020 9:15 PM	Time to get back on the road? Be sure to stop a while		globe	983	28 / 47
07/23/2020 9:01 PM	The newly upgraded Batlow Caravan Park is now open		globe	798	72 / 41
07/22/2020 8:45 PM	Built in 1909, this State Heritage-listed building		globe	1.3K	45 / 38
07/21/2020 8:05 PM	The Historic Court House & Old Gundagai Gaol ⛓		globe	636	24 / 32
07/21/2020 7:35 PM	Huge congratulations to Pretty Parrot Distilling Tumut		target	1K	28 / 34
07/19/2020 9:05 PM	Ned Kelly came to Jerilderie in 1879 – with a bounty on his		globe	988	25 / 43
07/18/2020 9:20 PM	Head to the Bundawarrah Centre in Temora to walk		globe	12.7K	1.6K / 822
07/17/2020 9:20 PM	From the past to the present West Wyalong has long been		globe	7.1K	712 / 334
07/16/2020 8:45 PM	Em, Carrathool's resident yogi is reminding us all to		globe	823	82 / 29
07/15/2020 8:02 PM	Looking for a project to undertake this winter? Why		globe	547	4 / 5
07/14/2020 8:30 PM	If you're craving wide open spaces, endless horizons,		globe	5.8K	217 / 574
07/14/2020 3:47 PM	We welcome travellers to our region, however we remind		globe	1.9K	65 / 32
07/13/2020 7:30 PM	🍕 Gundagai Pizza Recommendations 🍕 If		globe	704	10 / 21
07/12/2020 8:50 PM	We're so lucky to have this spectacular landscape right		globe	852	13 / 45
07/11/2020 9:05 PM	Cooinda Reserve in West Wyalong is the perfect		globe	1.2K	74 / 57
07/10/2020 9:05 PM	BIG THINGS v3.0 🐨 On a track, winding back, to		globe	4.1K	106 / 361
07/09/2020 8:35 PM	Situated only 13 kilometres from Lockhart, Galore Hill is		globe	901	57 / 57
07/08/2020 8:15 PM	🏆 WINE WEDNESDAY 🏆 Prounounced Coo-Rah-By-		target	5.9K	433 / 214
07/07/2020 7:50 PM	The Ariah Park Hotel is a beautiful heritage listed		globe	1.2K	90 / 66
07/06/2020 9:02 PM	Wine glass, schooner or something else? 🍷 The		globe	917	68 / 36
07/05/2020 8:20 PM	🎬 The Roxy in Leeton is an art deco building and was		globe	5.2K	156 / 191
07/04/2020 9:01 PM	BIG THINGS v2.0 🏉 Australia's biggest footy		globe	27.1K	1.5K / 960
07/03/2020 7:45 PM	Shearers enjoy legendary status in Australia, and links		globe	778	35 / 31
07/02/2020 8:30 PM	Passing under shady Federation verandas and		globe	1.2K	91 / 72
07/01/2020 8:31 PM	To Brie or Not to Brie? We have the answer – Absolutely!		globe	6.4K	545 / 176

8.10   Community Services Report

Our People - A Strong, healthy, connected and inclusive community

DP3. Nurture a strong sense of community and enrich the cultural life for the residents of the Bland Shire

Author: Community Relations Officer and Community Development Officer

July Youth Holiday activities

Macramé Workshops
Council conducted two 'Learn to Macramé' workshops on Wednesday 15 and Thursday 16 July. Popularity of the macramé workshops was unprecedented with both sessions booking out in less than 24 hours. Over 35 people of all ages booked in for the two sessions which local Macramé extraordinaire Stacey Smith conducted. Participants made either a small wall hanging or a pot holder, with those in attendance picking up the craft relatively quickly. The feedback received from the sessions was overwhelmingly positive with Council receiving multiple requests to hold more workshops in the future, including the request for sessions in some of the villages.

Skate Park Consultation Session
Community Services staff held a short consultation session at the Skatepark on Thursday 16 July from 2pm – 4pm to determine what the community would like to see form part of the upgrade to the existing West Wyalong Skate Park. A number of parents and young people attended the session with the majority of people in attendance noting that the facility requires the addition of an area that is suitable for younger and less experienced riders. The feedback provided will form the basis for concept designs for the upgrades to the facility. In addition to the consultation, games and giveaways were also enjoyed by those who attended.

NRMA Safer Driving Program

The NRMA Safer Driving Program was held in West Wyalong on 31 July and 1 August. The young people who attended the course were exposed to education around reducing on road risks and becoming safer drivers. Those who attended the course noted that they had got a lot out of it and stated that their driving practices will change as a result of the techniques they had learn in the sessions to ensure they become safer drivers. Both the theory and the practical component of the course are focused on providing tool to become a safer driver and increasing the capacity of young drivers to make good decisions when driving.

Covid-19 Recovery Grants Program

The Bland Shire Covid-19 Recovery Grants Program has received a huge amount of interest from Bland Shire Sporting and Community Groups who have suffered as a result of Covid-19 and whom are looking to get back to their usual activities. The program will see a total of $149,395.50 distributed to over 40 sporting and community groups across the shire to assist them in getting back up and running following the issues they have faced in relation to Covid 19.

Applicant	Project	Summary	Amount
West Wyalong Touch Football	Subsidise team registrations for the 2020-21 competition.	The last competition was cut short due to COVID-19. The grant will be used to reduce team entry fees by 50% for the 2020-21 season and entice participants to return to play.	$4000
St Mary's School P&F	Learn to Swim classes.	The St Mary's P&F has previously heavily subsidised learn to swim lessons to ensure all students have access to this life skill. With a lack of funds generated from the school canteen due to COVID-19 the P&F was forced to withdraw this support for 2020 – placing the program in jeopardy. The grant will provide a $34 subsidy for 117 students and ensure the program continues.	$3978
Can Assist West Wyalong Branch	Printing of recipe book.	While the demand for Can Assist funding and support has remained at least the same, Can Assist has been forced to cancel a number of its regular fundraising activities due to COVID-19 – putting a considerable strain on its resources. In an effort to raise urgent funds Can Assist is developing a recipe book and sought grant funding towards the production costs.	$4000
West Wyalong Horse Sports and Rodeo	Insurance and utility costs.	With the Association unable to run any events due to COVID-19 membership has fallen by more than 50%. At the same time annual insurance costs have risen from $1600 to $3300 a year. The grant will be used to offset the increased insurance costs and assist with utility and ground maintenance costs to keep the club afloat until normal activities can resume.	$4000
Bland District Historical Society	Utilities and hand cleaning stations.	The Wyalong Museum was one of the facilities forced to close under COVID-19 related public health orders. While the Museum was unable to generate income during this phase, the facility continued to incur utility and maintenance costs. The grant will assist with utility costs and the installation of hand washing facilities at the Museum for visitors and volunteers.	$500
Ungarie District Bowling Co-Operative	Renovation of bowling green and insurances.	Participation in bowls in any form was prohibited during the initial weeks/months of COVID-19 while some restrictions remain in place limiting participation numbers as well as the club's ability to trade as normal. The grant will be used to purchase fertilizer, loam and chemicals to renovate the bowling green. Despite trade being severely restricted for several months and income severely depleted, the cop-operative has an insurance bill of $10,000 and will use $1500 from the grant to help meet this cost.	$4000
Barmedman Tennis Club	Player registration, insurance and utilities.	Registrations and insurance for more than 60 members and assistance with mounting utility bills.	$4000
West Wyalong Horse and Pony Club	Purchase of a new trailer.	As a result of the implications caused by Covid 19, the group has been unable to purchase the new trailer they had been saving for due to the cost of ongoing utilities and a lack of revenue. The new trailer will reduce the manual handling of large, heavy equipment, due to limited helpers and will further assist with avoiding cross contamination between users.	$3000
Barmedman Basketball Association	Registration and venue hire.	The Barmedman Basketball Association competition normally runs from May to September. With the current situation the club has been unable to start their competition for 2020. The club is proposing to assist with the cost of registration for players 50 players x $60 = $3000. Cost of Basketball venue = $1000	$4000
Ungarie War Memorial Hall	Insurance, Utilities and sanitising facilities	The Ungarie War Memorial Hall has been obligated to remain closed as a result of Covid-19, resulting in a lack of hirers and much needed revenue for the hall to cover costs. With rules easing the Hall is looking into opening up for hirers again, however, this means added expenses of becoming COVID Safe and Compliant, with sanitising and extra cleaning	$4000

West Wyalong Amateur Swimming Club	Installation of sanitizing facilities and a 25% subsidy to all participants for the 2021 season.	The West Wyalong Swimming Club is seeking assistance to install a hands free hygiene station for the Club (A hands free tap and a soap and paper towel dispenser). The club also plans to offer a 25% discount to 130 participants on their annual membership fees. Membership cost last year was $90 per swimmer - that equates to using $2925 of the grant money towards this. Reducing the membership fee to $67.50 per swimmer would help our families immensely.	$4000
West Wyalong Men's Golf	Subsidising participant fees, installation of hygiene stations. Purchase of a touch screen to improve hygiene methods.	The West Wyalong Men's Golf Club has suffered a number of negative consequences as a result of Coviid-19 including the forced cancellation of men's, ladies and two major veteran's events, the cancellation of junior development programs and a significant reduction in sponsorship. In order to reestablish events following the easing of restrictions, the club is seeking assistance with the costs of installing sanitisation facilities, purchasing a touch screen to reduce contact of members and subsidising player fees.	$4000
Weethalle War Memorial Hall	Sanitising stations, new blinds, new chairs	The Weethalle War Memorial Hall has been unable to open during the Covid-19 pandemic and as such, has struggled to find the finances to meet the cost of expenses. The Weethalle War Memorial Hall is seeking assistance with the costs of sanitising stations, and much needed new blinds and chairs for the hall.	$4000
West Wyalong Netball Association	Assistance to subsidise junior registrations - 30 juniors @$68=$2040 *provision of hygiene stations, insurance and utility fees.	The West Wyalong Netball association has been unable to continue both their senior and junior competitions as a result of Covid-19. The senior state titles have been cancelled, with deposits for accommodation for state championships also forfeited. Affiliation costs with Netball NSW still have to be met in addition to insurance and utility costs. The club is further seeking assistance with the cost of hygiene stations which will be required to ensure the safety of players and spectators.	$4000
Western Wheelers Incorporated	Insurance, affiliation and association fees, hand wash stations and PPE.	The COVID-19 pandemic has forced Western Wheelers into recess since March 2020. As a result, community events, all club meetings and community support and fundraising events have also been cancelled during this period. Membership interest has continued however due to the inability to operate these have not been accepted at this stage. The club is seeking assistance with insurance, association fees, hand wash stations and PPE to ensure the club can operate efficiently and safely as restrictions begin to ease.	$3980
West Wyalong Town Band	Insurance and utilities	As a result of Covid-19, the West Wyalong Town Band was unable to play at West Wyalong and Tallimba ANZAC Day ceremonies this year which resulted in a loss of revenue that the band usually receives, however, mounting utilities and insurance costs still need to be met to ensure the band can continue to operate. As such, the Town Band is seeking $700 to assist in meeting these costs.	$700
West Wyalong High School P and C	Insurance, operating expenses, replacement of refrigerator, hand sanitizer.	With a lack of funds generated from the school canteen due to COVID-19 the P&C is struggling to cover the cost of insurance and additional operating expenses. An existing refrigeration unit has also been withdrawn by the supplier as a result of the lack of orders which stems from the canteen been forced to close. The P&C would like to replace this unit to ensure the facility can continue to operate in the future.	$2000

West Wyalong Rugby Union	Subsidising player's fees and insurance, ground hire and fees, hygiene/sanitising stations, ground hire fees.	The West Wyalong Rugby Union Club has been adversely effected by Covid-19 with social distancing requirements resulting in a greatly shorted competition period, reduced crowd numbers as a result of covd-19 restrictions and the inability to hold major fund raising initiatives. The club will be recommencing play in July 2020, however, assistance will be required with the costs of ground hire and the implementation of sanitisation facilities to ensure the safety of spectators and players. Additionally, the club intends to subsidise fees and insurance for all players for the 2020 competition as the season has been significantly shortened due to Covid-19.	$4000
West Wyalong Rugby League Club	Subsidising player's fees and insurance, sanitising station and supplies and utility expenses.	The West Wyalong Rugby League Club has made the tough decision to cancel their entire season in 2020 for the first time since world war II. A number of players had already registered for the season when the decision to cancel was made, with insurances also paid to the state body. These fees are not recoverable. The lack of sponsorship and opportunity to fund raise has resulted in the club struggling to cover utility expenses and ongoing costs. The club will recommence in 2021 and would like to subsidise player fees and will need to purchase sanitisation equipment to accord with the regulations from the state body and ensure the health and safety of players and spectators.	$4000
West Wyalong Little Athletics	Sanitisation equipment, the purchase of a laptop to reduce human contact, improve hygiene and increase long term sustainability.	Little Athletics West Wyalong is hoping to commence the 20/21 season next month. At this stage the committee is expecting a 30% reduction in the number of participants due to the current Covid-19 situation. This will greatly impact income derived from registrations, but also reduce the amount of parental involvement needed to run the events. Unfortunately, due to Covid restrictions Little Athletics are not able to host fund raisers in the 20/21 season including a major carnival that was planned.	$4000
West Wyalong S&C Women's Bowls	Sanitisation facilities and long term sustainability measurers including the installation of shading.	As a result of the Covid-19 situation, all West Wyalong Women's bowls activities have been closed down for a period of four months thus resulting in a lack of income being generated by the club. The club is seeking assistance with costs to cover necessary sanitisation facilities and long term sustainability measurers including the installation of additional shading.	$4000
West Wyalong Community Radio Inc	Installation of solar panels to reduce electricity expenses and improve sustainability.	As a direct impact of Covid-19, the income received by West Wyalong Community Radio has been reduced by $560 a month due to a lack of business sponsorship. Utility bills are mounting, with the monthly electricity bill alone approximately $250. West Wyalong Community Radio is seeking a grant of $4000 to assist with the cost of installing solar panels in order to improve sustainability of the organisation and ensure ongoing utility bills are reduced on a permanent basis and become more affordable.	$4000
West Wyalong Junior Rugby League	Subsidising of player fees in 2021. 115 players @ $40 per player totaling $4600	The West Wyalong Junior Rugby League Club has made the tough decision to not commence play in the 2020 season, resulting in a loss of revenue for the canteen and a lack of ability to complete usual fund raising initiatives. Following the lack of a 2020 season, the club is hoping to subsidise the cost of player registration for all players in 2021 in the hopes of enticing all previous player back into the game. Based on 2019 numbers of 115 players, the club plans to subsidise registrations to the value of approximately $40 per player at a cost of $4600.	$4000

| West Wyalong Bowling Club | Purchase of a Bain Marie $1967

Refurbishment of cool room to reduce ongoing utility costs $2033 | The West Wyalong Bowling Club is seeking $4000 in total from the Covid Recovery Program to assist in reestablishing the club following Covid-19. The club intends to purchase a Bain Marie for $1967 to enable to club to recommence serving meals to the public in accordance with stipulations set out by the government and to enable the club to generate revenue. The club also plans to refurbishment the cool room at a cost of $2033 to reduce power consumption and result in a reduction in utility costs thereby improving the sustainability of the club moving forward. | $4000 |
|---|---|---|---|
| Toppy Hall Committee | Replacement of stove top and oven in accordance with hospitality standards. | The Wyalong Hall committee is looking to refurbish the existing kitchen at the Toppy hall through the purchase of a new stove top and oven which is becoming a health and safety issue. The committee has a qualified electrician who is willing to complete the installation at minimum cost which will be a considerable saving. Both the oven and the stove top need to be up to a hospitality standard is the kitchen is used regularly for large scale functions and events. | $4000 |
| 1st West Wyalong Cub/Scout Group | Assistance with insurance, land tax, utilities and sanitisation. | The lack of events and fundraising opportunities due to Covid-19 has resulted in a lack of finances for the group and has limited the organisations ability to cover the cost of insurance, land tax, utilities and sanitisation necessities. | $2500 |
| West Wyalong Public School P&C | Provision of swimming lessons for 110 students in years 2,3 and 4. | The West Wyalong Public School P&C has been unable to conduct its usual fundraisers due to Covid-19, while the pandemic has also caused a number of parents to lose employment. To ensure students learn a vital life skill, the P&C is requesting funding of $3190 to provide swimming lessons for 110 students in years 2,3 and 4. The funding will cover free entry (110 x $2.25 x 4 = $990) and swimming instruction (110 x $20) for the four sessions. | $3190 |
| Ungarie Central School P&C | Provision of a home reading scheme for students and assistance with insurance costs. | Covid-19 has had a profound impact on students at Ungarie Central School with the school closed and learning from home activities severely restricted for those without a stable internet connection. The P&C had had to cancel its major fundraisers while also being called on to cover the additional cost of student insurance (which has previously been covered by parents). Funding will be used to fund a home reading scheme ($3400) to boost the literacy development of students and help get academics back on track in a disturbed year. The additional funding of $600 will be used to assist with costs of student insurance. | $4000 |
| Barmedman Bowling Club | Insurance costs. | The Barmedman Bowling Club is the hub of its community and was closed for three months due to Covid-19. Despite the club's inability to trade, its annual insurance bill has risen to $13,500. Funding will be used to offset some of the insurance cost to ensure the club can continue to serve the community post Covid-19. | $4000 |
| West Wyalong Show Society | Insurance, sanitising stations and membership and affiliation fees. | The annual West Wyalong Show was cancelled for the first time since 1899 and the monthly markets have been unable to run since March – placing an enormous strain on finances. The Show Society is seeking $4000 in funding towards insurance ($2937), sanitizing stations ($599.50) and membership and affiliation fees ($723). | $4000 |
| West Wyalong Tennis Club | Assistance with utilities. Provision of sanitisation supplies stations and PPE. | The Tennis Club was unable to hold its major Easter tournament. Inter-town tennis or team's tournament due to Covid-19 while regular interclub play was severely restricted. The club is seeking $2850 to assist with the costs of electricity, insurance, affiliation fees and garbage rates as well as the provision of hand washing stations and PPE. | $2850 |

West Wyalong Senior Basketball	Assistance with the cost of court fees.	The 2020 West Wyalong senior basketball competition was about to tip off when the Covid-19 restrictions came into force – after players had paid registration fees and affiliation fees had been passed on to the governing body. Senior basketball is seeking funding for $4000 to cover the $360 per week Council court fees. This initiative will assist the 100 plus senior basketball players to resume competition without any additional costs.	$4000
West Wyalong Junior basketball	Subsidising player registrations.	The popular junior basketball competition was ground to a halt soon after commencing due to Covid-19. Players fees had already been passed on to the governing body – meaning the Association was unable to refund local families. This funding will be used to subsidise player registrations for the 130 plus junior players in the next basketball season.	$4000
West Wyalong Girral Australian Rules Football and Netball Club	Subsidising registration costs for 200 players, insurance and hand sanitising stations.	The 2020 season was cancelled due to Covid-19 and the club plans to resume in 2021 with increased hygiene procedures. Funding will be used to subsidise registration costs for the 200 players involved with the club, assist with insurance costs and the implementation of hand sanitizing stations	$4000
Ungarie Quilters Group	Membership fees, hall rental costs, replacement of iron.	The Ungarie Quilters group is seeking assistance with membership fees to Quilting NSW, rental of the Ungarie CWA Hall, replacement of the iron and postage. Quilting NSW has agreed to Auspice the application on behalf of the Ungarie Quilters group.	$1000
Weethalle Whistlestop Arts and Crafts	Insurance, electricity and phone expenses.	The Whistlestop has been closed since March and remains closed due to the age of the volunteers and the Covid-19 risk. The Whistlestop is seeking funding for $1692.50 for public liability insurance ($1150), electricity ($500), telephone bill ($42.50)	$1692.50
Weethalle Country Club (Bowls)	Player registration subsidies.	Weethalle Country Club Bowls have been unable to commence play during the 2020 season as a result of Covid-19. The club is seeking $1000 from Council's Covid Recovery Grant Program to cover the cost of Bowls NSW registration for 28 bowlers and to improve greens.	$1000
Ungarie Swimming Club	Membership fees, executive fees and affiliation fees	The Ungarie Swimming Club usually hosts a number of annual fundraising events and initiatives throughout the year to generate income for the club, which has not been possible this season due to Covid 19. In the absence of financial support for the upcoming season, the club will be unable to continue. The club is seeking financial assistance to cover costs as outlined below- Membership @$70 / 44 members = $3080 Fees Executive @$22 / 4 executive = $88 Affiliation fees @ $ 289	$3457
West Wyalong Community Church	Purchase of two 65"TV's and wall mounts to ensure services can be filmed and shown in the hall.	The West Wyalong Community Church is currently holding services online as a direct impact of the Covid 19 situation. Restrictions have eased but ongoing capacity restrictions mean that the usual church attendance cannot fit in the main church building. The community church is currently getting set up for a video feed into the hall so those who cannot fit in the church and are in the hall can see what is happening in the main church. This setup will also be needed for funerals and other church based events. The requested amount of $3048 covers the purchase of two 65" TVs and two wall mounts for the hall. One screen will show the front of the church with the second screen duplicating what is shown by the data projector in the church.) Installation and setup of the technology is being handled by church members. The utilisation of this technology will also facilitate the streaming of information and footage to those who are unable to attend local events.	$3,048

West Wyalong Rotary Club	Development of a Covid safe sanctuary in Rotary Park.	The West Wyalong Rotary Club has been unable to complete their usual fundraising activities and initiatives for the majority of 2020 as a result of Covid-19 restrictions. WW Rotary is seeking funding assistance for the development of a Covid safe sanctuary in Rotary Park which will include landscaping and garden design. This initiative will further enable club members to continue their community services in a safe environment.	$2000
Ungarie Magpies Football & Netball Club	Player registration subsidies and sanitisation supplies.	The Ungarie Magpies Football & Netball Club has been greatly affected by Covid- 19 as their 2020 football and netball season had to be cancelled. This resulted in all registration fees refunded, major fund raisers cancelled and no canteen or gate proceeds during 2020. The club plans to offer a 25% discount on 2021 registrations equaling approx. $3690 with any remaining funds to be use on sanitisation expenses.	$4000
West Wyalong Clay Target Club	Insurance and electricity expenses.	Due to Covid-19, The West Wyalong Clay Target Club has been unable to stage any of their usual club competition days which normally provides the revenue required for the running of the club. If successful, the club plans to utilise fund received under the program to cover the cost of insurance and electricity expenses.	$2500
Mirrool Silo Kick Challenge Committee	Cleaning equipment and fuel.	The Mirrool Silo Challenge Committee has been unable to host their major fund raiser for the year - being the Mirrool Silo Kick – as a result of Covid – 19 restrictions. As such, the committee has been unable to replenish stocks of necessary cleaning equipment for use around the community (e.g – cleaning toilets and facilities) and fuel required to operate necessary equipment such as lawn mowers and whipper snippers. The committee is seeking $4000 to cover the cost of cleaning equipment and fuel to ensure they can continue to maintain the facilities in the community.	$4000
West Wyalong Dramatic Society	Storage shed rental and production licensing rights.	The West Wyalong Amateur Dramatic Society had planned to host a production for the community in 2020 however this has not been possible as a result of restrictions put in place due to Covid 19. The WW Amateur Dramatic Society now plans to host a production in 2021 and is seeking a $4000 grant from Council to assist with rental costs incurred on their storage shed and the hiring of materials that are required to host a production including the music score and the licensing rights to host the production. The West Wyalong Lions Club has Auspiced the application on behalf of the WW Amateur Dramatic Society.	$4000
		Total funding approved	$149,395.5

8.11   Bland Shire Library Monthly Update

Our People - A Strong, healthy, connected and inclusive community

*DP3.4 Foster a community learning culture optimising our physical and virtual spaces*

Author: Library Services Coordinator

Barmedman Book Deposit Station
The Barmedman Book Deposit Station has been relocated to the Barmedman Arts, Craft & Coffee Shop, which currently operates Tuesday to Sunday 10am – 2pm. Bland Shire Library provided the shop with shelving (on castors) to house the books, creating a flexible space.

New Technology
The library recently took delivery of a Smart 75 inch Interactive Touchscreen Display with Electric Adjustable Trolley and Video Conferencing Kit. Library staff received training on the use of the equipment which will be used for library programs, activities and events, training and meeting purposes.
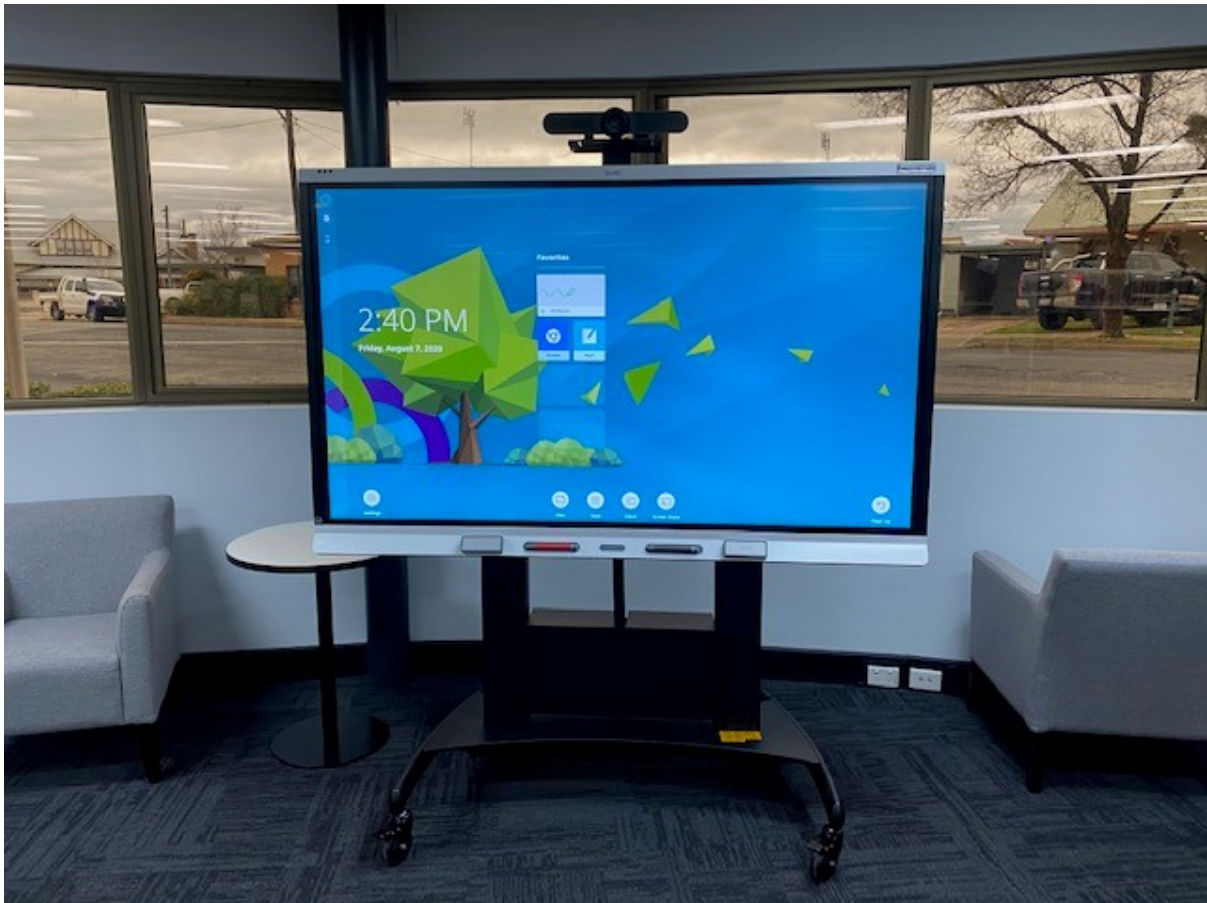
Tech Savvy Seniors – Successful Application for Funding
Bland Shire Library has been successful in its application for funding to provide technology lessons for seniors in 2020-21, receiving $2000 from the State Library of NSW. The funding will assist with the cost of running 10 x 2 hour sessions in the library. The library had anticipated starting face-to-face lessons in September. However, due to Covid-19 the proposed schedule is currently being reviewed.

Statistics – July 2020
The library remains committed to ensuring that the Bland Shire remains Covid free by following the NSW Health Covid-19 Safety Plan for Libraries. Consequently this has impacted on the library's day-to-day operations and ensuing statistics.

- 89 Information Requests
- 182 Customer Service Requests – this figure includes 29 technology assists
- 94 Computer Usage
- 5 requests for Wi-Fi (ie. mobile device users)
- 118 Visitor Information Requests – this figure relates to normal library opening hours only and includes 11 telephone requests
- 8 members of the library's Day Book Club group met in July at What's Cookin

NB. The above statistics are collected manually and may not be exact. However, the above figures are deemed a fair and reasonable indicator.

- 1972 people through the door
- 1477 library items issued
- 90 library items reserved
- 6 new members

NB. The above statistics are collected electronically and are deemed accurate.

## 8.12   Children's Services Monthly Update

Our People - A Strong, healthy, connected and inclusive community

DP4.2 Provide quality, accredited and affordable Education and Care Services within Bland Shire and surrounds (Bland Preschool, Family Day Care, Mobile Resources Unit, Vacation Care and Toy Library services)

Author: Children Services Coordinator

General
- A review of all children's medical management plans across all services was undertaken.
- Each service has been working collaboratively on the development of a Children Services Unit logo. Please see the completed Preschool logo *pictured at right.*
- The Coordinator attended the FDC NSW State meeting via Zoom.
- Covid-19 Safety Plans have been developed for all services.
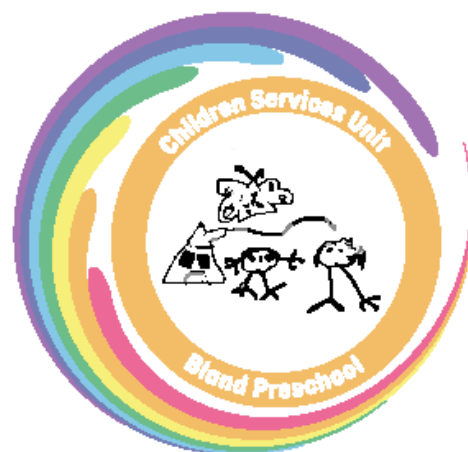
Staff Training .
- Staff attended a CSU staff meeting on Monday 20 July which included Phishing training.
- A number of staff are completing Child Protection refresher training.
- The Coordinator and Mobile Resource Unit Play Session Leader attended Fire Warden training.

It Takes A Village
- ITAV has been collaborating with West Wyalong Signs for a new logo for each service at CSU.
- Resource Packs are not continuing for the moment unless specifically requested by a family/community member.
- Toy Library have lifted some restrictions in regard to access to the Toy Library room at CSU, with conditions e.g. such as filling in a Contacts Log and following strict hygiene requirements.
- The mobility of ITAV is under consideration, dependant on current conditions regarding Covid-19.
- Professional photos are now part of a promotional video created by ITAV and are on Council's Facebook pages *(see example at right).*

Mobile Resource Unit

Ungarie Preschool
- Ungarie Preschool was closed during the two week holiday break during July.
- Preschool/LDC school photos were taken during Term 3 week 1.
- As some of the children are preparing for primary school orientation (to be advised), the classroom program is focusing on developing the children's literacy and numeracy skills.
- An updated Venue Management Plan was submitted to the Department for approval.
- The Coordinator, in consultation with the Finance Manager has been devising the Business Budget Planning Tool required by the Department.

Playgroup
Playgroups will continue to be postponed until further notice. Educators are discussing new and inventive ways to reach out to these families.

Vacation Care
- Vacation Care was busy with most days of attendance reaching between 12-25 children.
- Children were offered a variety of activities from indoor to outdoor experiences to cater for all ages and interests of the children.
- Our most popular days consisted of art, science, outdoor campfire, box fort making day and cooking.
- Educators are collaborating the reflections and ideas for next school holiday activities suggested by the children ready to prepare and organise.
- An application for continued Vacation Care funding was submitted.

Family Day Care
- FDC is in the process of applying for funding for a child with additional needs through Gowrie
- FDC was hoping to start face to face staff meetings again this term however; with the Covid-19 situation worsening we have decided to wait till a later date.
- Risk assessments for each Educator's home were completed
- The process has commenced for an Educator returning from Maternity leave in October to resume business.
- The CSU trainee is now spending Thursday mornings working in FDC.
- Covid-19 information packs have been compiled and sent to all Educators.
- Educators are promoting inclusion through their programs with the children. At one Educator's home the children sang "We are Australian" while playing tapping sticks, and had created some beautiful artwork (below left and right).
- The transition from Quality Improvement Plan to Self-Assessment Tool is well underway.
- The Community Child Care Fund Sustainability Support Performance Report in regards to funding was submitted.

Bland Preschool

- A Quality Learning Environments grant application was submitted to continue Yoga and Art lessons as well as construct music walls in the playgrounds.
- Bland Preschool had a phone call 'spot check' from the Department, with a requirement to submit staff and service documentation. This has now been finalised.
- A report has been submitted to MANEX in regards to altering Preschool operating hours to meet the needs of the community.
- A promotional video is being made to be used during enrolment week rather than have families visit the service.
- The Gecko class participated in an Art lesson by the Splatter Gallery on 22 July 2020.

8.13   Bland Community Care Services Update

Our People - A Strong, healthy, connected and inclusive community

DP1- Ensure health and support services address the needs of the community

Author: Community Care Coordinator

The current COVID-19 situation is continuing to significantly impact our services. Direct home services are continuing however all group sessions remain placed on hold until further notice.

Office staff have been working refining a COVID action plan to outline additional precautions in place and actions to be taken should a positive case be identified within the Bland Local Government Area.

Extra precautions have been put into action for all staff and any members of the public when entering the Community Care Services building. Anyone entering the building is required to sign in and out, provide contact details and undergo a temperature check.

Clients are being contacted to discuss contingency care plan assessments. This will identify those who will require essential services and have no support network in place, in the event that there is a positive COVID-19 case within the Bland Shire.

All Community Care Staff have undertaken online training, completing a total of 10 modules related to infection control. The service has been able to secure a small stock pile of PPE to provide to staff for use in the event of a suspected or positive case identified within the Bland Shire.

Staff have been provided with fact sheets to carry with them while providing services, these include:
- Questions to ask before commencing services
- Your 4 moments for hand hygiene
- Standard precautions
- Airborne precautions
- Droplet precautions
- Contact precautions.

These fact sheets outline steps for staff to take to protect both the client and themselves against harmful germs.

Client intake remains high and there has been an increase for service requests particularly in regards to Personal Care, Social Support and Yard Maintenance.

8.14 Assets & Engineering Services Report

Our Places - Maintain & improve the Shire's assets & infrastructure

DP9.1Responsibly manage asset renewal and maintenance for current and future generations
DP9.4 Maintain parks, ovals and recreational facilities to approved standards

Author: Director Technical Services

1. **Council Road Crew Locations Week Commencing 20.7.2020**
   - Graders
     - Waarbilla Road
     - Blackers/Naradhan Road
     - Clear Ridge Road
     - Girral Road Area
     - Monia Gap/Rapers
   - Gravel Carting
     - Waarbilla Road
   - Maintenance Crews (Bobcat/Backhoe)
     - Shire Road

2. **Council Road Crew Locations Week Commencing 27.7.2020**
   - Graders
     - Alleena Road
     - Naradhan Road
     - Clear Ridge Road
     - Warburtons/Rapers
     - Girral Road Area
   - Gravel Carting
     - Deans Pit
   - Maintenance Crews (Bobcat/Backhoe)
     - Shire Roads

3. **Council Road Crew Locations Week Commencing 3.8.2020**
   - Graders
     - Alleena Road
     - Naradhan Road
     - Clear Ridge Road
     - Rapers Lane
     - Girral Road Area
     -
   - Gravel Carting
     - Deans Pit
   - Maintenance Crews (Bobcat/Backhoe)
     - Shire Roads

4. **Village maintenance**
   - All parks mown and tidied
   - Village main streets swept and rubbish removed
   - Trees trimmed and fallen branches picked up
   - Village entrances and streets mown and trimmed
   - All village park play grounds inspected for safety
   - Irrigation checks repairs carried out at Barmedman, Tallimba, Ungarie and Mirrool

5. **Park maintenance**
   - McCann park, Barnado park and small parks and areas mown, trimmed and maintained
   - Council chambers lawns and gardens maintained and sprinklers repaired
   - Maintenance to Herridge park, Cooinda park, Wyalong court house
   - Lawn and monument cemetery maintenance works carried out
   - Public amenities cleaned and maintained
   - Playground soft fall topped up
   - Graves back filled at cemetery and tanks pumped out
   - Broad leaf spraying in parks
   - roses pruned in Barnado park and Lions park
   - Barnado park new bin fitted
   - Water leak repaired in boundary line and at cemetery
   - Replace broken boards at wet lands

6. **Ovals maintenance**
   - maintenance to sporting ovals and surrounds
   - Irrigation checks carried out on all ovals and surrounds
   - Water leak repaired at park street rec and perseverance street oval
   - Sprinklers replaced at perseverance street ovals
   - Park street rec old score board footing removed
   - Broad leaf weeds sprayed at all sports grounds
   - Fertiliser sprayed on park street rec and Ron Crowe ovals
   - Drainage repairs at park street rec

7. **Town maintenance**
   - Star lane cleaned and tidied
   - Town areas mown and trimmed
   - Town trees trimmed and watered as needed
   - Main street gardens weeded and watered
   - Small pot holes repaired in roads
   - Footpath repairs back filled
   - Clean out town drains
   - Aerodrome slashing inspections and maintenance work carried out
   - Back filled low areas on nature strips
   - Street sweeper operating in town and villages
   - Pre-school maintenance
   - Repair drainage Ungarie
   - Traffic control for clear ridge road

8.15   Development Services Activity Report

Our Leadership - A well run Council acting as the voice of the community

DP17 Lead the community by example with sustainable, effective, efficient and customer focused practices

Author: Manager Development & Regulatory Services

Planning and Building Activities Update

Development Applications
The Council has received the following Development Applications during July 2020:

Application No	Address	Development
DA2021/0001	8 Gelling Street, West Wyalong	Single storey residential dwelling & garage
DA2021/0002	34-38 Lady Mary Drive, West Wyalong	Subdivision – Community title
DA2021/0003	120 Ungarie Road, West Wyalong	Storage shed
DA2021/0004	9 Old Hospital Road, West Wyalong	Removal of one (1) tree
DA2021/0005	20 Charles Place, West Wyalong	Single storey residential dwelling
DA2021/0006	Dumaresq Street, West Wyalong	Educational signs
DA2021/0007	54 Monash Street, West Wyalong	Demolition of an existing garden shed and construction of a new carport
DA2021/0008	8 Water Street, West Wyalong	Two new residential carports, BBQ area & boundary fence
DA2021/0009	11 Church Street, West Wyalong	Storage shed
DA2021/0010	71 Main Street, West Wyalong	Alterations & additions to a commercial building
DA2021/0011	80-84 Main Street, West Wyalong	Change of use to a massage facility

The following DA applications were approved during July 2020:

Application No	Address	Development	Approval Date
DA2020/0082	44 Robertson Street, Barmedman	Single storey dwelling	17/7/2020
DA2020/0083	56 Court Street, West Wyalong	Strata title subdivision (creation of 4 Lots)	22/7/2020
DA2020/0084	69 Neeld Street, Wyalong	Storage shed	21/7/2020
DA2020/0085	205-211 Main Street, West Wyalong	Strata title subdivision (creation of 10 Lots)	8/7/2020
DA2020/0086	7-9 Woodland Street, Ungarie	Storage shed	22/7/2020
DA2021/0001	8 Gelling Street, West Wyalong	Single storey residential dwelling & garage	30/7/2020
DA2021/0002	34-38 Lady Mary Drive, West Wyalong	Subdivision – Community title	27/7/2020
DA2021/0004	9 Old Hospital Road, West Wyalong	Removal of one (1) tree	15/7/2020

Complying Development Certificates

Council approved the following CDC Application during July 2020:

Application No.	Address	Development	Approval Date
CDC2021/0001	404 Clear Ridge Road, Wyalong	Inground swimming pool	16/7/2020
CDC2021/0002	8 Old Hospital Road, West Wyalong	Inground swimming pool	17/7/2020

Building Inspections

The following inspections were carried out by Council during July 2020:

Inspection Type	Number
Pre-Lodgement	1
Site	10
Pier Holes	1
Strip Footings	2
Slab/Coping	2
Frame	5
Hot & Cold	3
Wet Areas	4
Drainage/Plumbing	4
Stormwater	4
Final	6

Planning Certificates

35 – Section 10.7(2) and (5) certificates were issued during July 2020.

Public Health Activities Update

Food Premises

Council staff undertook no food premises inspections during July 2020.

Regulatory Activities Update

Dog Attacks

There were **one (1)** dog attack reported during July 2020. There was **no** infringement notice were issued.

Companion Animal Seizure and Impound Activities July 2020

Seizure Activities:	Dogs	Cats
Seized	14	1
Returned to Owner	12	0

Impounding Activities:	Dogs	Cats
Animals in pound at start of month	5	1
Incoming Animals		
Transferred from Seizure Activities	2	1
Dumped at Pound	4	5
Surrendered	5	0
Total Animals in Pound	**16**	**7**

Outgoing Animals		
Released to Owner	3	0
Euthanased	2	1
Rehoused	4	3
Sold	4	0
Died at Pound	0	2
Stolen	0	0
Escaped	0	0
Total Animals Leaving Pound	**13**	**6**
Animals in Pound at end of Month	3	1

NOTICES OF MOTIONS / QUESTIONS WITH NOTICE