

# **Progress Report 2 2021/22 Combined Delivery Program & Operational Plan**

**1 July 2021 – 30 June 2022**





# 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

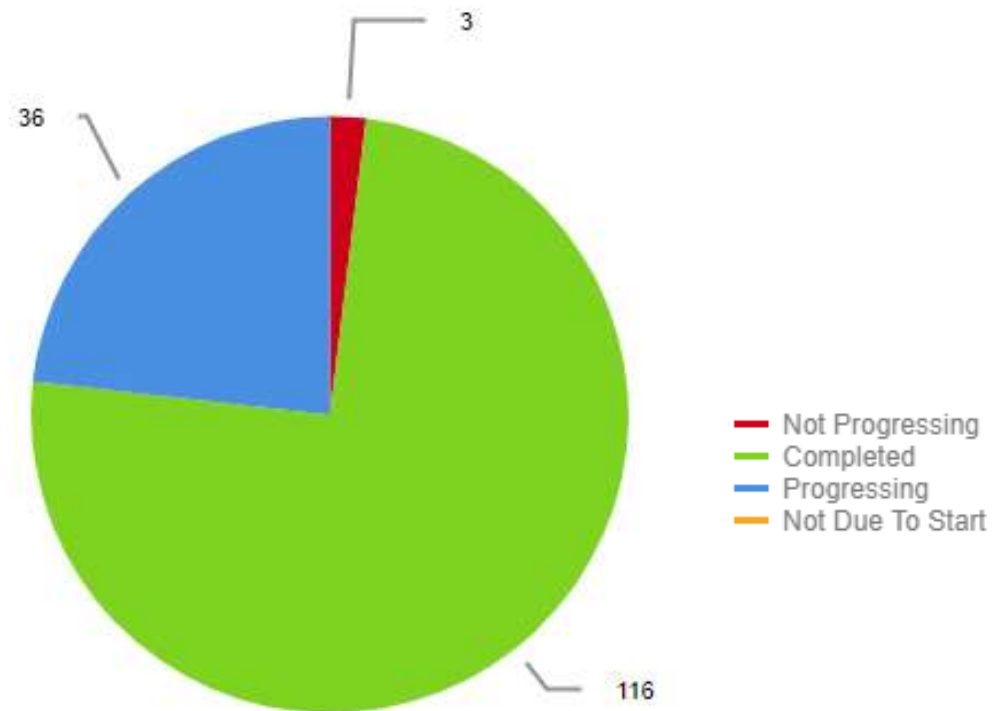
It is important to track and report on our progress in delivering our Community Strategic Plan over the ten year period. Council will report to the community at regular intervals on what is being achieved and the progress towards the performance measures.

All reports will be made available to the community at Council meetings and on Council's website. Council's 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. Due to the postponement of the Local Government Elections, Bland Shire Council's Delivery Program was extended to become a five-year Program.

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. This survey was undertaken in October-November 2020.

# Progress Snapshot





# 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

# 1.

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

### Strategy 1.1

Maintain active communication with health and allied health providers

Action Code	Action Name	Responsible Officer Position	Status	Comments
1.1.1	Maintain active relationships and communication with health services, relevant allied health providers and medical practices within the Shire.	Director Corporate and Community Services	Progressing	Council continues to liaise with MLHD on a range of matters – specifically in relation to access services. Current Covid-19 matters are being dealt with and communicated through the General Manager.
Q1				
Q2			Progressing	Ongoing Covid-19 matters continue to be dealt with and communicated through the General Manager. Council continues to liaise with Murrumbidgee Local Health District and Murrumbidgee Primary Health Network to advocate for the provision of and access to services within the Bland Shire Community.
Q3			Progressing	Council continues to liaise with Murrumbidgee Local Health District and Murrumbidgee Primary Health Network to advocate for the provision of and access to services within the Bland Shire Community.
Q4			Progressing	Meeting with senior Murrumbidgee Local Health District staff in June discussed a range of matters impacting health services. Three graduate registered nurses had been appointed to West Wyalong Hospital – two to be in situ by the end of the financial year with the third arriving in August. Scholarships are available for Aboriginal people or school-based trainees to work within the enrolled nurse field. Incentives are being offered to recruit staff with progressive payments to be made. Refurbishment of nurse quarters in Old Hospital Road were flagged from a \$15M funding allocation to MLHD with the potential of leasing property from future development sites a possibility.

Action Code	Action Name	Responsible Officer Position	Status	Comments
1.1.2 Q1	Partner with local health services to implement workshops and provide resources to the community.	Community Development Officer	Progressing	A multitude of resources and messaging has been provided to the community through Council communication channels in regards to the Covid-19 pandemic. Health messaging regarding Covid-19 safety protocols and vaccinations have been frequently communicated.
Q2			Progressing	A multitude of resources and messaging has been provided to the community through Council's communication channels in regard to the Covid-19 pandemic. Health messaging regarding Covid safety protocols and vaccinations has been frequently communicated. Council has further supported local doctors and the local hospital in getting specific information and messages out to the community as required.
Q3			Progressing	Council supported the Royal Far West Health Kids Bus Stop visit which allowed 55 local preschool aged children to be screened over three and a half days in the areas of speech/language, oral health, food and nutrition, and fine and gross motor development. Overall, there were 206 assessments conducted. 40 of the children required one or more referrals (73%). The main areas of referral (in order of numbers) were occupational therapy, speech, audiometry, dental and early intervention.
Q4			Completed	Council has provided the Resourceful Adolescents Program facilitator training to eight (8) local teachers from both West Wyalong High School and Ungarie Central School. This training will allow teachers to facilitate the program at both schools to assist in building resilience and problem solving skills in local youth.

## Strategy 1.2

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

Action Code	Action Name	Responsible Officer Position	Status	Comments
1.2.1 Q1	Review existing services to ensure service model is in line with government requirements.	Community Care Coordinator	Progressing	This will continue to be an ongoing process, with more formal procedures and plans to follow in the coming months. Significant progress has been made on policy and required client documentation.
Q2			Progressing	This will continue to be an ongoing process, with more formal procedures and plans to follow in the coming months. Significant progress has been made on policy and required client documentation.
Q3			No update received	
Q4			Progressing	A number of policies and procedures have been presented to the Senior Management Team for approval and endorsement as a means of continuing to meet compliance requirements. This quarter the following have been reviewed and adopted: Commonwealth Home Support Programme Client Contribution Policy Advocacy Support Policy Privacy and Confidentiality Policy
1.2.2 Q1	Develop and implement programs to ensure need is being met.	Community Care Coordinator	Progressing	Covid-19 has had a significant impact on services over the last 18 months. Groups (Bland Blokes, Wednesday Activity Day and Thursday Gentle Exercises) have commenced again in September 2021. It is planned to add Tech Talk back into the rotation to occur each week commencing toward the end of October 2021. In home services continue, with referrals steady, additionally talks have taken place at various community groups in order to ensure the ageing community know what support services are available to them. Currently we are actively supporting 108 clients in the shire, in the July-September quarter we provided 962 direct service hours.

Action Code	Action Name	Responsible Officer Position	Status	Comments
Q2			Progressing	<p>Covid-19 continues to have a significant impact on services with all groups restarting (Bland Blokes, Wednesday Activity Day and Thursday Gentle Exercises) in September 2021 then being placed on hold in January 2022 due to local cases and transmission.</p> <p>In home services continue, with referrals steady.</p> <p>Extension Agreements are being drafted to send to providers in the next couple of months to secure 2022-2023 funding. BCCS has requested for reallocation of funds between its funded activities to better reflect local needs.</p> <p>Currently we are actively supporting 121 clients in the shire and from July to December we provided 1774.5 direct service hours.</p>
Q3			No update received	
Q4			Progressing	<p>Group attendance has been impacted week to week due to Covid, colds and flu. All groups have capacity for new referrals and will continue to do so even if flexibility provisions are ceased. Wednesday Activity Day remains a favourite for those that enjoy a day out socialising, playing games, doing puzzles, bingo and having a laugh. A 'home cooked' lunch is provided along with morning tea and afternoon tea.</p> <p>The Bland Blokes are always keen to see new members join them on Tuesday mornings for a cuppa and a yarn.</p> <p>Our Thursday Exercise Group has a good number of attendees and is currently looking at adding a second session on a Tuesday once we reach a minimum number of attendees.</p>
1.2.3 Q1	Network with service providers to strengthen relationships within community.	Community Care Coordinator	Progressing	<p>Covid-19 has impacted our ability to network – it is planned this will recommence initially through the Interagency meetings hosted by Council.</p> <p>Networking at two (2) Community Groups has occurred with new referrals as a result.</p>

Action Code	Action Name	Responsible Officer Position	Status	Comments
Q2			Progressing	Liaison with other agencies and My Aged Care has increased in recent months through general daily networking, resulting in client referrals for services. Additionally interagency meetings have recommenced allowing further networking.
Q3			No update received	
Q4			Progressing	Attendance at Bland Shire Council interagency meetings continues as well as the sharing of information via established networks. Promotion of Services offered by Community Care to commence in the new financial year to inform the broader community of availability of services.
1.2.4 Q1	Provide services to towns and villages in the Shire.	Community Care Coordinator	Progressing	<p>Services are being provided in most towns and villages throughout the shire, with any new referrals being accepted and implemented. Currently:</p> <ul style="list-style-type: none"> <li>- Barmedman had four (4) active clients (another going through intake)</li> <li>- Girral has one (1) active client</li> <li>- Tallimba has one (1) active client</li> <li>- Ungarie has nine (9) active clients</li> <li>- Weethalle has one (1) active client (another going through intake)</li> <li>- West Wyalong (including surrounding properties) has 65 active clients</li> <li>- Wyalong has eight (8) active clients.</li> </ul> <p>Referrals will continue to be sought and accepted as the funding activity workplan allows.</p>

Action Code	Action Name	Responsible Officer Position	Status	Comments
Q2			Progressing	<p>Services are being provided in most towns and villages throughout the shire, with any new referrals being accepted and implemented.</p> <p>Currently:</p> <ul style="list-style-type: none"> <li>- Barmen has 5 active clients</li> <li>- Girral has 1 active client</li> <li>- Tallimba has 1 active client</li> <li>- Ungarie has 9 active clients</li> <li>- Weethalle has 2 active clients (another going through intake)</li> <li>- West Wyalong (including surrounding properties) has 86 active clients</li> <li>- Wyalong has 12 active clients</li> <li>- Yalgogrin has 1 active client.</li> </ul> <p>Referrals will continue to be sought and accepted as the funding activity workplan allows.</p>
Q3			No update received	
Q4			Progressing	<p>Services are being provided in most towns and villages throughout the shire, with any new referrals being accepted and implemented.</p> <p>Currently:</p> <ul style="list-style-type: none"> <li>- Barmen has 6 active clients</li> <li>- Girral has 1 active client</li> <li>- Tallimba has 1 active client</li> <li>- Ungarie has 7 active clients</li> <li>- Weethalle has 3 active clients (another going through intake)</li> <li>- West Wyalong (including surrounding properties) has 85 active clients</li> <li>- Wyalong has 15 active clients</li> <li>- Yalgogrin has 1 active client.</li> </ul> <p>Referrals will continue to be sought and accepted as the funding activity workplan allows.</p>
1.2.5 Q1	Undertake a service survey for Aged Care Services.	Community Care Coordinator	Progressing	<p>A client survey has been drafted and is ready to be sent – responses will be collated and provided in the next quarters' report.</p>

Action Code	Action Name	Responsible Officer Position	Status	Comments
Q2			Progressing	Client surveys have been delayed due to ongoing staff movement – awaiting the allocation of a Team Leader to manage client survey distribution and collation of results.
Q3			No update received	
Q4			Progressing	Due to staffing resource issues, the service survey for Aged Care clients was not completed this (2021/2022) financial year.
1.2.6 Q1	Expand services available at Community Care facility through increased building tenancies.	Community Care Coordinator	Progressing	Building tenancies include: four (4) regular tenants - one (1) fulltime tenancy, three (3) others on daily arrangements – one of those is to become fulltime in the next month. Building updates/improvements have made a more usable and inviting space to allow us to market the building.
Q2			Progressing	The Community Care Centre is at capacity with five (4) tenants – two (2) full time but on a time limited arrangement.
Q3			No update received	
Q4			Progressing	Tenancies within the Community Care facility have been maintained during Q4. At the end of the financial year there were 5 tenants – 2 full time and another full time but on a time limited arrangement.

## 2.

## Partner with organisations to strengthen community health and safety

### Strategy 2.1

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

Action Code	Action Name	Responsible Officer Position	Status	Comments
2.1.1 Q1	Provide education programs on road safety, in line with RMS funding.	Road Safety Officer	Progressing	First phase of Speeding on Local Roads project completed. Drink Drive – Plan B – win a Swag Campaign in the organisational phase. Four Shires Facebook pages continually updated with road safety information.
Q2			Progressing	Drink Driving Initiative: Plan B – Win A Swag campaign is on track and commenced 1 December 2021 all venues confirmed and all resources organised. Fatigue campaign: Free Cuppa For the Driver is progressing, venues confirmed.
Q3			Completed	Speeding on Local Roads project completed. Drink Driving – Plan B – Win A Swag Campaign completed. Fatigue project delayed until April, Free Cuppa for the Driver project progressing. 65+ projects completed. HLDSBSD project completed.
Q4			Completed	All projects completed.
2.1.2 Q1	Remove offensive graffiti from Council infrastructure as soon as practical dependent on location and degree of offensiveness and report to Police.	Coordinator - Urban	Progressing	Any offensive graffiti identified through routine inspections or reported by the public has been addressed and removed accordingly. Several problems have occurred during school holidays at Barnado Park.

Action Code	Action Name	Responsible Officer Position	Status	Comments
Q2			Progressing	Any offensive graffiti identified through routine inspections has been addressed and removed accordingly. The skate park has been one area of concern over school holidays.
Q3			Progressing	Any offensive graffiti identified through routine inspections or reported by the public has been addressed and removed accordingly. Barnado park has the highest amount compared to other areas.
Q4			Completed	Any offensive graffiti identified through routine inspections or reported by the public has been addressed and removed accordingly. Barnado park has the highest amount compared to other areas.
2.1.3 Q1	Engage with community members to volunteer within Bland Shire by providing opportunity, safety training and governance support.	Director Corporate and Community Services	Not Due To Start	Training for volunteers expected to be scheduled in early 2022 to coincide with induction processes for new Councillors.
Q2			Not Due To Start	A review of Council's Section 355 committees to be undertaken with newly elected Council prior to training volunteers.
Q3			Not Due To Start	Review of Section 355 Committee to be undertaken with Councillors during Quarter 4 (April-June) period.

Action Code	Action Name	Responsible Officer Position	Status	Comments
Q4			Progressing	<p>Work with the Section 355 Committees for Bland Shire continues. An information session for committees was held on 25 May and facilitated by Council's Regional Risk Manager for Statewide Mutual, who is himself a member of a Section 355 committee in his home town. He provided valuable information to Bland Shire's 355 committee executives in relation to managing risk and governance matters. The session was attended by representatives from six of the eight S355 committees.</p> <p>At it's meeting in June, Council considered a report on the operations of one S355 Committee and made the decision to disband the committee and assist it to establish as an incorporated organisation. The Barmedman Community Centre Committee had responsibility for a building which was constructed with community funds on land which was not owned by Council. As such it did not meet the parameters of being a S355 committee.</p>
2.1.4 Q1	Support and promote young driver educational programs.	Community Development Officer	Progressing	NRMA Safer Driving lessons held on 8,9 and 10 July 2021 with 12 young people participating in the program.
Q2			Progressing	NRMA Driving lessons scheduled for Thursday 20 and Friday 21 January 2022.
Q3			Progressing	NRMS Driving lessons held on 20 <sup>th</sup> and 21 <sup>st</sup> of January 2022. Safer Driving program or lessons will be held again in July 2022.
Q4			Completed	NRMA Driving Lessons held in July 2021, January 2022 and April 2022.
2.1.5 Q1	Inspect all high and medium risk food premises.	Manager Development & Regulatory Services	Progressing	Six (6) food premises inspections were undertaken during the reporting period.
Q2			Progressing	Two (2) food premises were inspected during the reporting period.

Action Code	Action Name	Responsible Officer Position	Status	Comments
Q3			Progressing	Eighteen (18) food premises inspections were undertaken during the reporting period.
Q4			Completed	Thirty-four (34) food premises were inspected during the reporting period.
2.1.6 Q1	Inspect all Skin Penetration Premises and Mortuaries	Manager Development & Regulatory Services	Not Due To Start	No inspections were undertaken during the reporting period due to Covid restrictions.
Q2			Not Due To Start	Inspections are due to recommence since easing of Covid restrictions.
Q3			Progressing	Inspection program to be completed by end of June 2022.
Q4			Completed	Council's inspection program was postponed as NSW Health have advised they will assist in undertaking inspections later in 2022.
2.1.7 Q1	Implement Council's on site waste management systems inspection program.	Manager Development & Regulatory Services	Progressing	One (1) onsite waste water management system has been undertaken during the reporting period.
Q2			Progressing	Four (4) onsite water waste management systems were undertaken during the reporting period.
Q3			Progressing	One (1) onsite waste water management system inspections was undertaken during the reporting period.
Q4			Completed	Four (4) onsite waste water management systems were undertaken during the reporting period.
2.1.8 Q1	Promote the continued use of online training program for Food Safety.	Manager Development & Regulatory Services	Progressing	There were 48 users of the online food safety training program.
Q2			Progressing	There were 241 users of the online food safety training program during the reporting period.

Action Code	Action Name	Responsible Officer Position	Status	Comments
Q3			Progressing	There were 608 users of the online food safety training program during the reporting period.
Q4			Progressing	There were 733 users of the online food safety training program during the reporting period.
2.1.9 Q1	Promote Mental Health month.	Community Development Officer	Progressing	Plans are in place to host a community movie night to celebrate Mental Health Month in October, in accordance with NSW health orders.  Council will also share information regarding to Mental Health Month across social media platforms.
Q2			Completed	A Mental Health Month video clip was developed featuring local High School students and the Mayor and General Manager to encourage our community to speak out when they need support and to support each other in tough times. The video was shared on Council's social media platforms.
Q3			Completed	Action completed, no further action required.
Q4			Completed	This action was completed in October 2021.
2.1.10 Q1	Implement and monitor Council's swimming pool inspection program policy.	Manager Development & Regulatory Services	Progressing	Fourteen inspections undertaken during the reporting period.
Q2			Progressing	Three (3) inspections were undertaken during the reporting period.
Q3			Progressing	One (1) inspection was undertaken during the reporting period.
Q4			Completed	There were no swimming pool inspections undertaken during the reporting period.

# 3.

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

### Strategy 3.1

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

Action Code	Action Name	Responsible Officer Position	Status	Comments
3.1.1 Q1	Actively work for the community to identify additional funding to achieve community goals by promoting and assisting with external grant applications.	Community Relations Officer	Progressing	Various community groups assisted with grant applications under the Stronger Country Communities Fund and Cowal Partnering Program. Announcements were due in September 2021 but delayed until Q2.
Q2			Progressing	Successful community projects announced in December 2021. Council also assisted community groups including the West Wyalong S&C Club, Weethalle Country Club, West Wyalong Bowling Club, Wyalong Public School P&C, West Wyalong public School and Waratah Village Association with successful external grant applications.
Q3			Progressing	Continuing to work closely with the community groups to identify and source funding opportunities for potential projects.
Q4			Completed	Council continued to actively promote grant opportunities to the community and assist local groups with the application and administration of grants programs.
3.1.2 Q1	Recognise and celebrate volunteers for National Volunteer Week.	Community Development Officer	Not Due To Start	National Volunteer Week celebrations are due to be held in May 2022.
Q2			Not Due To Start	National Volunteer Week celebrations are due to be held in May 2022.
Q3			Not Due To Start	Plans in place to celebrate National Volunteer Week in May 2022.

Action Code	Action Name	Responsible Officer Position	Status	Comments
Q4			Completed	Hugely successful volunteer week initiative held on Wednesday 25 May at the Tivoli Theatre with a screening of 'The Duke'. Around 35 people attended the event with great feedback.
3.1.3 Q1	Administer Council's Strengthening Communities Grant programs.	Community Relations Officer	Progressing	Grants awarded to Horse, Sports and Rodeo and Camp draft Committee. Both events delayed due to Covid-19.
Q2			Progressing	Grants awarded to Tivoli Theatre and Waratah Village Association.
Q3			Progressing	Grant awarded to Weethalle Country Music Muster.
Q4			Completed	Strengthening Communities grants provided for the West Wyalong Hors Sports and Rodeo Association and Bellarwi CWA.
3.1.4 Q1	Facilitate and support groups that build skills and social inclusion including workshops/presentations.	Community Development Officer	Progressing	<p>The promotion of a number of online presentations and webinars has occurred throughout Councils communication channels during the recent lock down period.</p> <p>Council is hosting an online trivia event on 29 September in order to promote and encourage social inclusion in the absence of face to face initiatives taking place.</p>
Q2			Progressing	<p>Council hosted an online trivia event on 29 September in order to promote and encourage social inclusion in the absence of face to face initiatives taking place.</p> <p>Council has assisted in the online promotion of a number of Business West Wyalong initiatives, the West Wyalong Show Society Markets, Lake Cowal Bird and Binos and the Lions Club Variety Concert.</p>

Action Code	Action Name	Responsible Officer Position	Status	Comments
Q3			Progressing	Council has provided ongoing assistance and support to Business West Wyalong to bring the West Wyalong Choc Fest to the community. Council has been working with Business West Wyalong to bring the event to life and has also sourced the grant funding to make the event possible. Assistance has also been provided to other groups who have required support with identifying potential grant opportunities.
Q4			Completed	Council has continued to support numerous groups across the shire, including the West Wyalong Community Church and the Tallimba Recreation Group with the submission of grants, whilst also providing a number of programs to local teaching staff and students to assist in resilience building and problem solving.
3.1.5 Q1	Identify external grant funding to implement Tourism and Business programs and projects.	Tourism & Administration Officer	Progressing	Received funding for developing a new Art Trail booklet and adding new signage. To be completed by December 2021. Completed the Yindymarra Outdoor Cultural Display and opening from funding received for this project.
Q2			Progressing	Completed the Art Trail booklet with funding received. Application for funding of Small Business Month is in progress.
Q3			Completed	Funding from Small Business Month unsuccessful. No further funding available.
Q4			Completed	Completed funding applications for this financial year. No further funding required until 2022/2023.
3.1.6 Q1	Report on progress of Bland Shire Council's externally funded programs and projects	General Manager	Progressing	Council has developed a 'grants register' which records all current grants, a description of the project and compliance with milestones set by the grant authority. This register is presented to Council on a monthly basis.

Action Code	Action Name	Responsible Officer Position	Status	Comments
Q2			Progressing	The monthly grants register will continue to be presented to council to ensure that councillors are kept up to date with the progress of Council's externally funded programs and projects.
Q3			Progressing	Council is presented with a monthly report on the progress of all of the externally funded projects.
Q4			Completed	Council is presented with a monthly report on the progress of all the externally funded projects.

## Strategy 3.2

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

Action Code	Action Name	Responsible Officer Position	Status	Comments
3.2.1 Q1	Continue membership and participation with Eastern Riverina Arts Inc.	Community Development Officer	Progressing	Membership with Eastern Riverina Arts in continuing.
Q2			Completed	Membership with Eastern Riverina Arts maintained and strong relationship with ERA staff ongoing.
Q3			Completed	Action completed no further comment required.
Q4			Completed	Membership with Eastern Riverina Arts maintained and strong relationship with ERA staff ongoing.
3.2.2 Q1	Facilitate visiting artist/exhibition/performance	Community Development Officer	Progressing	Recent discussions held with 'Music in the Regions' around the possibility of hosting touring classical music performances within the shire. There investigations and discussions are ongoing.

Action Code	Action Name	Responsible Officer Position	Status	Comments
Q2			Progressing	Facilitating travelling shows and exhibitions has not been possible due to Covid-19 restrictions. Plans in place to host and support such activities following the full easing of restrictions in December 2021.
Q3			Progressing	Investigations into hosting a touring performance or exhibition are continuing.
Q4			Progressing	Unfortunately, as a result of the recent Covid-19 situation, it has been challenging to lock in a travelling performance. Council has been in discussions with a number of providers, however no touring performance has been held to date.
3.2.3 Q1	Facilitate a Bland Flavour Festival.	Community Relations Officer	Not Due To Start	Unable to proceed in Q1 to dated due to Covid-19 restrictions.
Q2			Progressing	Working group established to meet in January 2022.
Q3			Not Progressing	Decision made in consultation with Councillors, General Manager and community representatives not to proceed with the Flavour Festival.
Q4			Not Progressing	As per Q3, decision has been made in consultation with Councillors, GM and community representatives not to proceed with the Flavour Festival.

### Strategy 3.3

Support and strengthen our indigenous culture and history

Action Code	Action Name	Responsible Officer Position	Status	Comments
3.3.1 Q1	Contribute to the positive working relationship with the Local Aboriginal Lands Council.	General Manager	Progressing	Council has partnered with the WWLALC to develop a display of indigenous artefacts in the West Wyalong Wetlands and the General Manager continues to liaise with the Executive Officer of the WWLALC on a range of local issues.
Q2			Progressing	The General Manager continues to liaise with the WWLALC on a range of issues the most recent being the status of lot 1327 Neeld Street and the impending purchase of the site by BSC from the WWLALC.
Q3			Progressing	There has been no formal contact with the WWLALC during this quarter.
Q4			Completed	Council continues to work closely with the Local Aboriginal Land Council on matters of mutual benefit.  The past 12 months has resulted in a number of matters being discussed and resolved between BSC and the WWLALC ensuring an ongoing professional relationship between both organisations.
3.3.2 Q1	Fly the Aboriginal Flag at Council's Administration Building.	Community Relations Officer	Progressing	Flag flown every day with the exception of extreme weather.
Q2			Progressing	As above.
Q3			Progressing	Flag continues to fly at Council offices every day.
Q4			Completed	Ongoing - flag continues to fly at council offices every day with the exception of extreme weather.

Action Code	Action Name	Responsible Officer Position	Status	Comments
3.3.3 Q1	A formal acknowledgement of Traditional owners is made at Council events.	Community Relations Officer	Progressing	A formal statement has been developed to deliver at Council events.
Q2			Progressing	No formal events held during this period.
Q3			Progressing	Formal acknowledgement of country provided at Australia Day Awards function.
Q4			Completed	Acknowledgement made at 'Sorry Day' Ceremony and other formal Council events.

### Strategy 3.4

Foster a community learning culture optimising our physical and virtual spaces

Action Code	Action Name	Responsible Officer Position	Status	Comments
3.4.1 Q1	Continue to promote the library as a community hub being utilised by all community members.	Library Services Coordinator	Progressing	Baby Bounce and Storytime were suspended in July due to the difficulties associated with running these programs under Covid-19 restrictions. All adult programs continued. However, the announcement of a state wide lockdown in August, the library closed its doors to the public, cancelled or postponed upcoming events and suspended all services and programs until further notice. The library implemented the following services – Book Drop to Your Door (delivery service) and Arts and Crafts to your Door (craft kits for children to do at home). Book Week – one of the library's most anticipated events – was again cancelled due to Covid-19. The library created a Book Week BINGO Challenge, which was circulated throughout the Bland Shire, with only 10 children returning their sheets. The monthly face to face LEGO Legends was held via Zoom with 12 participants.

Action Code	Action Name	Responsible Officer Position	Status	Comments
Q2			Progressing	Baby Bounce and Storytime resumed (October). Library continued to coordinate the following groups - Knit and Knatter (fortnightly), Pals of the Pen (fortnightly), Day Book Club (monthly), Lego Legends (online with a face-to-face session held monthly), Tech Savvy Seniors (weekly). EOI for Chess Club (targeting all ages) and a GOLD Club (targeting seniors). Monthly prize draws held for pre-school and school children. Managing Change in Challenging Times webinar held to highlight Mental Health Week (October). Summer Reading Club 40-Day Challenge launched (November). Various Bland Preschool visits 10x DIY Christmas craft kits for children taken for a small fee. Three free after school Christmas craft sessions held (December). Total of 45 programs held this quarter with a total of 444 people (adults and children) attending programs for children. 144 adults attended programs for adults. Book deposit stations maintained at Barmedman and Weethalle. Home deliveries (fortnightly).
Q3			Progressing	The library provides the following programs: Storytime (weekly), Tech Savvy Seniors (weekly), Home Library Service (fortnightly), Baby Bounce (fortnightly), Knit and Knatter (fortnightly), Pals of the Pen (fortnightly), Day Book Club (monthly), Lego Legends (online with a face-to-face session held monthly). GOLD Club for seniors inaugural meeting held February. Monthly prize draw for before school age children and school age children held. Summer Reading Club presentation held in February. Library Lovers Day celebrated February 14 with all new members receiving a free coffee / milkshake & cake gift card. Annual Author Visit held 21 - 25 March. Oliver Phommavanh visited all nine schools across the Bland Shire and spoke to some 600 students and teaching staff. A return of school classes to the library with the Year 1 / 2 students from West Wyalong Public School visiting in March. Changeover of books at Barmedman and Weethalle deposit stations.

Action Code	Action Name	Responsible Officer Position	Status	Comments
Q4			Completed	Fortnightly Home Library Service continues. Regular programs include Day Book Club (monthly), Tech Savvy Seniors (weekly), Knit and Knatter (fortnightly), Gold Club for Seniors (fortnightly), Lego Club (online with a face-to-face session once a month), Storytime (weekly), Baby Bounce (fortnightly) and Pals of the Pen (fortnightly). Bland Preschool visited with six groups in April / June while Little Wattle Day Care visited with three groups in May / June - the library provided a storytime session for each group. Biggest Morning Tea held to raise funds for NSW Cancer Council (May). Hosted an exhibition and meeting of the Bellarwi CWA Branch, celebrating 100 years (May). National Simultaneous Storytime (May). Special Children's Road Safety Storytime (May). State Library of NSW touring exhibition (June). Various school visits. Book launch event held (June). 71 program sessions held this quarter. 763 people attended children's programs. 192 people attended adult programs.
3.4.2 Q1	Foster lifelong learning through the provision of community programs.	Library Services Coordinator	Progressing	Despite Covid -19 restrictions and a state wide lockdown in August/September, compelling the library to close its doors to the public, non-library members were encouraged to register online via RRL's website and utilise its member services. Automatic renewals were enabled and members already banned given access to eResources. While RRL reported a significant increase in members accessing eBooks, eAudio and eMagazines, under the current system RRL could not provide a breakdown of usage per branch library.

Action Code	Action Name	Responsible Officer Position	Status	Comments
Q2			Progressing	A review of individual memberships is currently being undertaken by library staff to ensure future statistics eg. breakdown of member type is accurate due to inconsistencies on the LMS database (possibly due to incorrect data input). Membership at the end of November 2021 was 1506 (1169 adults including 8 reciprocal members and 12 home library clients, 320 junior, 2 deposit stations, 5 institutions, 9 class cards ie. school groups, 1 book club). This figure equates to approximately 25 percent of the Bland LGA population being active members of the library - a significant decline from 32 per cent in 2018-19, due in part to re-registration and a clean-up of the LMS database ie. removal of non-active members, the declining LGA population especially in outlying villages and the ongoing effects of Covid.
Q3			Progressing	47 new members registered this quarter - 36 adults and 11 juniors. It should be noted that an adult is defined as a person 18 years and above. A junior is defined as a person under the age of 18 years. Active membership remains consistent at 1538 (number slightly up on last quarter). This number consists of 1117 regular adult members and 352 regular junior members while the remainder is made up of various other categories. Good membership numbers in comparison to other RRL branch libraries with a similar or slightly higher LGA population eg. Temora's current membership is 1389, Junee 1563.
Q4			Completed	Due to a new library management system being installed in June 2022 and ongoing installation / training issues, the library is unable to provide new member data for June and current active member numbers. However, 28 new members (25 adults and 3 junior) registered in April / May.

Action Code	Action Name	Responsible Officer Position	Status	Comments
3.4.3 Q1	Ensure library content and services are available to the community in various platforms as per Riverina Regional Library service agreement	Library Services Coordinator	Progressing	The allocation of funds by RRL, for individual branch library collections, is based on a per capita basis. While Bland Shire Library's 2021-22 allocation of funds remains consistent with the past two financial years, there was no additional funding contributed by Bland Shire Council in 2021-22 due to the difficulties associated with administering the additional funds. This has led to a reduction in funds across all collection categories. For example, in 2020-21 \$9,500 was allocated to Adult Fiction. In 2021-22 the allocated amount has been reduced to \$5000 in order to supplement other collections such as large print, which is more expensive to purchase. Despite the library being closed to the public for most of August and September due to a state wide Covid-19 lockdown, the library continued to receive new books from Peter Pal (Library Suppliers) in a weekly delivery. RRL's internal delivery service was suspended during this period.
Q2			Progressing	Library continues to receive a weekly delivery of new books from supplier Peter Pal (as arranged by RRL). Library continues to receive a weekly internal delivery from RRL - this delivery includes new material eg. books purchased from sundries, reserved items ie. books from other branch libraries, Book Club kits, storytime kits, DIY kits, promotional material, etc. RRL continues to maintain and provide free access to a large consortium of online resources for members. Links to RRL's online resources are constantly updated on the Bland Shire Library website.

Action Code	Action Name	Responsible Officer Position	Status	Comments
Q3			Progressing	Library continues to receive a weekly delivery of new books from Peter Pal (outsourced by RRL) and a weekly internal delivery from RRL that includes reserved items, various kits, promotional material, etc. RRL continues to maintain and provide free access to a large consortium of online resources for members. Links to RRL's online resources are constantly updated on the Bland Shire Library website. Items available by category remain consistent with previous quarter excluding DVDs and audio compact discs, which have been significantly reduced as part of the library's collection management. The library currently holds 14,510 items. Adult fiction makes up approximately 25 per cent of the total collection. 37.76 per cent of the collection has been purchased in the past 0 - 5 years. 546 customer services requests. 220 information requests. 290 computer usage. 72 IT assists. 47 requests for wi-fi. 63 StorytimePOD usage. 353 Visitor Information requests handled by library staff.
Q4			Completed	Library continues to receive a weekly delivery of new books from Peter Pal (outsourced by RRL) and a weekly internal delivery from RRL that includes new acquisitions, reserved items, various kits, promotional material, etc. RRL continues to maintain and provide free access to a large consortium of online resources for members. Links to RRL's online resources constantly updated on the Bland Shire Library website. Items available by category remain consistent with previous quarter excluding biographies, junior fiction and picture books, which have been significantly reduced as part of the library's collection management program. New library management system (SPYDUS) installed by RRL. 632 customer service requests. 238 information requests. 502 computer usage. 81 IT assists. 93 requests for wi-fi. 476 visitor information requests handled by library staff. Due to staff's inability to capture accurate usage of the library's digital Storytime equipment, no stats have been provided.

# 4.

## Ensure services are accessible for all residents

### Strategy 4.1

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

Action Code	Action Name	Responsible Officer Position	Status	Comments
4.1.1 Q1	Coordinate annual Australia Day Celebrations and Awards.	Community Relations Officer	Progressing	Preparations commenced for Australia Day 2022. Report to October Council meeting.
Q2			Progressing	Plans in place for Australia Day celebrations in January 2022.
Q3			Completed	Successful awards and celebrations held with positive community feedback.
Q4			Completed	Completed – no further comment required.
4.1.2 Q1	Coordinate Youth Week Activities.	Community Development Officer	Not Due To Start	Youth Week activities will take place in April 2022.
Q2			Not Due To Start	Youth Week activities will be coordinated and held during Youth Week in April 2022.
Q3			Progressing	As part of Youth Week 2022 Council is hosting a three day Pop Up Arcade at the West Wyalong Stadium, a youth trip to Wagga for paintball and a movies till midnight event at the West Wyalong Cinema. All activities will be free and heavily subsidised to ensure they are accessible for everyone.

Action Code	Action Name	Responsible Officer Position	Status	Comments
Q4			Completed	To celebrate Youth Week 2022, Council hosted a 3 day Pop Up Arcade at the West Wyalong Stadium, a youth trip to Wagga for paintball and movies till midnight event at the West Wyalong Cinema. All activities were booked out, with over 250 participants attending, making this Council's most successful youth program to date.
4.1.3 Q1	Conduct library school holiday activities.	Library Services Coordinator	Progressing	A July school holiday program was conducted. Activities included Coil Clay Pots (with Marina Uys), Guitar Lessons (conducted by Tegan Sheedy, Riverina Music Therapy), Science Extravaganza, Pulled String Art, LEGO Minute-to-win-it and Drawbots (supplied by RRL). Despite numbers limited per session due to Covid-19 restrictions, a total of 70 children participated in the program. A September school holiday program was conducted. The program consisted of take-home craft kits - Decorative Bird House & Feeder kit, Science VR pack, Mug Decorating kit and Bath Bomb pack (supplied by RRL). Library staff conducted a virtual scavenger hunt and online bingo activity via zoom. Two face-to-face Cupcake Decorating sessions (conducted by Dagmar McIntyre) and a face-to-face Mosaic session were held in the library. Numbers were capped due to Covid-19 restrictions. 80 take home craft kits were taken. 10 children attended the online activities. 39 children attended the face-to-face activities.
Q2			Progressing	The library's annual Summer Reading Club program was launched in November. The program which officially runs from December 1 - January 31 aims to encourage children and young people to read over the long summer break with incentives provided to help them reach their goal. The annual Summer Reading Club program incorporates a variety of fun activities held throughout December and the January school holiday, which will be reported on next quarter.

Action Code	Action Name	Responsible Officer Position	Status	Comments
Q3			Progressing	A variety of activities had been planned for the January school holidays. Unfortunately, Minute-To-Win-It (comprising easy fun challenges and games) was cancelled due to increasing covid numbers in the Bland Shire (a decision made in the absence of the Library Services Coordinator who was on leave at the time). A Shadow Puppetry Workshop coordinated by Riverina Regional Library was also cancelled due to the presenter being a close contact of covid. Despite the cancellations, Bland Shire Library still held a Virtual Games Show via zoom and provided macramé keyring kits for children to take home with a tutorial held via zoom. Summer Reading Club participants had a Bingo Challenge sheet comprising 25 mini challenges to complete during the school holidays. 33 children completed the Bingo Challenge in January. 16 children participated in the library's other school holiday activities.
Q4			Complete	A school holiday program was held in April. The program consisted of cake decorating with Dagmar McIntyre (2 sessions), beading / jewellery making, CD wind spinners, and virtual reality gaming (VR equipment supplied by Riverina Regional Library). 90 children and 17 parents participated in the program (note: children aged 5 - 7 years are required to be accompanied by an adult).
4.1.4 Q1	Conduct school holiday activities.	Community Development Officer	Progressing	NRMA Safer Driving Program and lesson held in July with 12 people participating. Plans were in place to offer additional activities however, Covid-19 restrictions inhibited Councils capacity to offer additional activities.

Action Code	Action Name	Responsible Officer Position	Status	Comments
Q2			Progressing	A competition was held for young people who were encouraged to develop a story or collection of items that outline what a year in the life of a teenager has been like in 2021, with item/s to be included in the time capsule. Due to Covid-19 restrictions making face to face initiatives difficult, Council staff partnered with the West Wyalong High School and Ungarie Central School to provide free lunches to students on the last day of term 3.
Q3			Progressing	Bland Shire will host the West Wyalong Choc Fest on Friday 8 April in the Main Street. Council is also offering a heavily subsidised trip to Wagga for young people to play paintball, a pop up arcade at the West Wyalong Stadium and a Movies till Midnight event at the Tivoli Theatre during the Easter holidays.
Q4			Completed	Council conducted a Movies till Midnight event, a youth excursion to Wagga for Paintball and a 3 day Pop Up Arcade for youth during the April school holidays. All activities were extremely well attended, with Council having the strongest youth attendance ever in the April holidays.
4.1.5 Q1	Conduct Vacation Care program.	Children's Services Coordinator	Progressing	Vacation Care program operated from Children Services Unit.
Q2			Progressing	Vacation Care to be cancelled in January 2022 to construct playground renovations and to ensure the safety of Children.
Q3			Progressing	January 2022 Vacation Care was not carried out due to playground renovations and upgrades. A program for the April school holidays is currently underway. Bookings opened mid March 2022.

Action Code	Action Name	Responsible Officer Position	Status	Comments
Q4			Complete	Vacation Care session have now been completed for the 21/22 year. 22/23 is due to commence in July 2022.
4.1.6 Q1	Facilitate Bland Shire Interagency meetings.	Community Development Officer	Progressing	The most recent Bland Shire Interagency Meeting was postponed as a result of Covid-19 restrictions.  Plans are in place to host a meeting following the easing of restrictions.
Q2			Progressing	Interagency meeting held on Tuesday 7 December 2021.
Q3			Progressing	Bland Shire Interagency Meeting held on Tuesday 7 December with 11 service providers attending. Bland Shire Interagency meeting held on February 22 with 17 service providers attending.
Q4			Completed	Bland Shire Interagency meeting held on Tuesday 7 June with 22 service providers attending.
4.1.7 Q1	Coordinate Citizenship Ceremonies within Bland Shire	Executive Assistant	Progressing	Conferees awaiting ceremony identified, arrangements to be made following easing of Covid-19 restrictions and in consideration of Australia Day 2022 event.
Q2			Progressing	Ceremony held on November 3 for twelve conferees with countries of origin including the Philippines, South Africa, India and Shri Lanka. There is one conferee scheduled for an Australia Day 2022 citizenship ceremony.
Q3			Progressing	Ceremony held January 2022 for 1 conferee with British origin.
Q4			Completed	Ceremony held in June 2022 for 2 conferees.

## 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)

Action Code	Action Name	Responsible Officer Position	Status	Comments
4.2.1 Q1	Undertake a service survey for Bland Shire Council Children's Services.	Children's Services Coordinator	Not Progressing	Due to Covid-19 we have withheld the survey until 2022.
Q2			Not Due To Start	Survey to commence in 2022.
Q3			Not Due To Start	Will discuss in next Service Leader meeting points to include in Survey. Hopefully submit survey out to families in April 2022.
Q4			Progressing	Delayed due to staff shortages and illness. Will endeavour to have the survey out to families in June 2022
4.2.2 Q1	Implement and update annual Self Assessment Tools - All Children's Services areas.	Children's Services Coordinator	Progressing	Working through MRU Self assessment tool now as Assessment and Rating is due prior to June 2022.
Q2			Progressing	MRU Service Leader and CSU Coordinator are working through Self Assessment Tool. Aim to complete in January 2022.
Q3			Progressing	MRU Service Leader and Coordinator still working through this. Delayed due to staff shortages not allowing the opportunity to work on this. Aim to commence the transition of Preschool QIP and Self Assessment very soon.
Q4			Progressing	MRU self assessment now completed and ongoing as it is a working document. Discussion underway about the best person to maintain the working document. Preschool will commence transfer from QIP to SAT going forward.

Action Code	Action Name	Responsible Officer Position	Status	Comments
4.2.3 Q1	Review and update all service policy and procedures as required - All Children's Services areas.	Children's Services Coordinator	Progressing	Approval of nine (9) policies for CSU. Sent out for feedback with zero responses. Uploaded to Magiq. Transport policy to be submitted in October.
Q2			Progressing	Approval of Safe Sleep and Transport policy uploaded to Magiq.
Q3			Progressing	Approval of CSU Code of Conduct, Complaints and Supervision policies. Uploaded into Magiq. Submitted a further nine procedures for approval, currently updating a further five policies.
Q4			Progressing	Policies are up to date and any requiring review are acknowledged.
4.2.4 Q1	Undertake toy library stock take.	Children's Services Coordinator	Not Due To Start	Annual stock take scheduled for January 2022.
Q2			Not Due To Start	Scheduled to be conducted and completed in January 2022.
Q3			Completed	ITAV completed the stock take of Toy Library over the January school holidays.
Q4			Completed	Completed
4.2.5 Q1	Provide access to Toy Library resources to residents via Mobile Resource Unity Playgroups, Family Day Care and ITAV Sessions.	Children's Services Coordinator	Progressing	Toy library has been well utilised with Covid-19. Though access is stricter we have reached families through social networking.
Q2			Progressing	Access is not through CSO. Families are welcomed to borrow and follow the hygiene rules when returning toys.
Q3			Progressing	Toy Library services are still on offer through CSU building and via ITAV program. Playgroups are due to commence and hope to generate more interest in this. More discussions to be had with staff.
Q4			Progressing	Continue to offer this service

## Strategy 4.3

Actively engage with the community and promote open communication

Action Code	Action Name	Responsible Officer Position	Status	Comments
4.3.1 Q1	In liaison with relevant staff, establish, maintain and regularly update relevant online presence by ensuring that Council's website is engaging, up to date and rich in easily accessible content.	Community Relations Officer	Progressing	24,333 page views in Q1. Pages updated regularly in liaison with relevant staff.
Q2			Progressing	A number of sections/service information updated.
Q3			Progressing	Website updated regularly, 25434 page views in Q3.
Q4			Completed	Updates added to library section. Relevant policies updated as appropriate, job opportunities, road closure and service information added and updated as required.
4.3.2 Q1	Coordinate Council notices page in the West Wyalong Advocate.	Community Relations Officer	Progressing	Notices published each week containing a cross section of information from Council departments and services.
Q2			Progressing	Ongoing.
Q3			Progressing	Notices published every Friday.
Q4			Completed	Ongoing. Published each week containing a cross section of information from Council departments and services.
4.3.3 Q1	Produce media releases to inform the community about Council updates, programs, events and initiatives.	Community Relations Officer	Progressing	Media releases issued in relation to The Gratitude Project and project winners and the Reawakening Place Names Project.
Q2			Progressing	Media release issued in regards to election information, Australia Day nominations and the Disaster Dashboard.
Q3			Progressing	Media releases issued regarding Australia Day, Choc Fest and Community Strategic Plan.

Action Code	Action Name	Responsible Officer Position	Status	Comments
Q4			Completed	Various media releases issued about Council initiatives programs and key community information.

## Strategy 4.4

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

Action Code	Action Name	Responsible Officer Position	Status	Comments
4.4.1 Q1	Partner with youth and youth service providers (including schools) to deliver programs/initiatives that improve wellbeing and build the capacity of local youth.	Community Development Officer	Progressing	<p>School barbeque held at West Wyalong High School on Wednesday September 15.</p> <p>Pizza lunch supplied by Council for West Wyalong High School year 12 students on Thursday 16 September.</p> <p>Hot Dog lunch supplied by Council for all students at Ungarie Central School on Friday 17 September.</p> <p>Council will create and deliver care packages to all 31 students in year 12 at Ungarie and West Wyalong High School in response to the challenges they have faced as a result of the Covid-19 pandemic.</p>
Q2			Progressing	<p>Council created a number of 'care packages' for all HSC students at West Wyalong High School and Ungarie Central School. The packages contained vouchers for local hospitality outlets, locally hand made cookies, sweet treats and crazy socks and offered a huge morale boost for young people heading into their HSC.</p> <p>Council Community Services staff have continued to foster and strengthen relationships with the West Wyalong High School in regard to the youth space proposal.</p>

Action Code	Action Name	Responsible Officer Position	Status	Comments
Q3			Progressing	<p>Council has continued to work with local schools with ongoing communication happening with the West Wyalong High School regarding youth activities and the establishment of a youth space. Council was able to work directly with young people to determine what Youth Week activities young people would like to have available, with Council able to provide these activities as a direct response to youth lead ideas.</p> <p>A visit by the Batyr Foundation was scheduled to occur at the High School on 15 March, in addition to a council lead barbeque on Friday 18th March, however, both activities had to be postponed due to the prevalence of Covid-19 within the school community.</p>
Q4			Completed	Council assisted Wyalong Public School in the delivery of their student wellbeing initiative and deliver RAP Program facilitator training to teachers from Ungarie Central School and West Wyalong High School.
4.4.2	Attend regional youth focused meetings.	Community Development Officer	Progressing	Plans in place to attend the next REROC youth meeting which will be held on Wednesday 20 October.
Q1				
Q2			Progressing	REROC Youth Meeting attended on 20 December 2021.
Q3			Progressing	REROC Youth Meeting scheduled for 9 February was cancelled by REROC.
Q4			Completed	April meeting was not attended due to a clash with a youth excursion in Wagga on 11 April 2022. The next youth meeting will be attended as required.

Action Code	Action Name	Responsible Officer Position	Status	Comments
4.4.3 Q1	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.	Community Development Officer	Progressing	Young people at the West Wyalong High School have formed a youth group to liaise with Council on the potential development of a youth space and to provide ideas around youth focused grant opportunities. Young people have been meeting with Council via zoom during the current restrictions.
Q2			Progressing	Young people at the West Wyalong High School have formed a youth group to liaise with Council on the potential development of a youth space and to provide ideas around youth focused grant opportunities. Young people have been meeting with Council via zoom during the current restrictions. Young people attended the October Council meeting in support of a youth space proposal, with a number of young people speaking in support of the project. The relationship between Council Community Services Staff and local youth has been greatly strengthened by this initiative.
Q3			Progressing	Council continues to engage with young people at West Wyalong High School in the planning and development of youth related activities and initiatives and to assist with the establishment of the West Wyalong Youth Space
Q4			Completed	Council continues to engage with young people at West Wyalong High School in the planning and development of youth related activities and initiatives and to assist with the establishment of the West Wyalong youth Space. A group of 25 young people attended Council to view the proposed youth space and discuss plans for the fit out of the space.



# Our Places

**Maintain & improve the Shire's assets & 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

# 5.

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

## Strategy 5.1

Facilitate the delivery of accessible services and infrastructure

Action Code	Action Name	Responsible Officer Position	Status	Comments
5.1.1	Update and promote Access Mobility Map.	Community Development Officer	Not Due To Start	Mobility Access Map update due to be completed later in 2021.
Q1				
Q2			Progressing	Mobility Access Map is yet to be updated. This will happen in early 2022.
Q3			Progressing	Mobility Access Map is yet to be updated.
Q4			Progressing	Mobility Access Map is due to be updated within the next month.
5.1.2	Monitor and review the Disability Inclusion Action Plan.	Community Development Officer	Progressing	The Bland Shire DIAP was reviewed in August 2021 with 90% of scheduled actions completed.
Q1				Ongoing monitoring and review of the document and specified actions will continue as required.
Q2			Completed	The Bland Shire DIAP was reviewed in August 2021 with 90% of scheduled actions completed. Ongoing monitoring and review of the document and specified actions will continue as required.
Q3			Completed	The Bland Shire DIAP was reviewed in August 2021 with 90% of scheduled actions completed.

Action Code	Action Name	Responsible Officer Position	Status	Comments
Q4			Completed	Councils Community Development Officer is currently in the process of reviewing the DIAP, with plans to have the revised document ready for publication within the next month.
5.1.3 Q1	Provide and promote the Access Incentive Scheme for improved access across the Shire.	Community Development Officer	Progressing	Councils Access Incentive Scheme will be promoted later in the year through print and social media.  Discussions are underway with a local business and community group regarding potential grant projects.
Q2			Completed	Access Initiative Scheme promoted and exhausted for 2021 with Panache Lifestyle and Living and the Waratah Retirement Village Association each being recipients of a \$4000 grant.
Q3			Completed	Action complete, no further comment required.
Q4			Completed	This action was completed in Q2.

## Strategy 5.2

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

Action Code	Action Name	Responsible Officer Position	Status	Comments
5.2.1 Q1	Process heavy vehicle road usage applications.	Assets & Engineering Services Projects Officer	Completed	As at the end of the first quarter there were 81 heavy vehicle applications processed. Of these, 68 were granted with 13 rejected.

Action Code	Action Name	Responsible Officer Position	Status	Comments
Q2			Progressing	In the quarter ending 31 December 2021 Council received 101 applications for heavy vehicle access from NHVR (National Heavy Vehicle Regulator) for access onto our local road network. Of these, 85 applications were granted and 16 were rejected. The reason for rejection was due to the substantial configuration and weight of the proposed vehicles on certain roads that were considered structurally unsound to support the application.
Q3			Progressing	In the quarter ending 31 March 2022 there were 116 applications received for OSOM and heavy vehicle access on Council's local road network. Of these, 15 applications were refused due to the sheer size and mass of the proposed vehicle and the risk impact on the integrity of the road structure.
Q4			Complete	In the quarter ending 30 June 2022 there were 80 applications received for either OSOM or heavy vehicle access on Council's local road network. Of these, 4 applications were refused access due to the size and mass of the vehicle and the risk impact on the integrity of the road structure.
5.2.2 Q1	Maintain involvement with networks which impact road infrastructure and services within Bland Shire	General Manager	Progressing	The General Manager has had discussions with Telstra regarding improvements to mobile black spots, discussions with Goldenfields Water on Water Security Project for West Wyalong and negotiations with Evolution Mining on a VPA which includes an increased financial contribution to maintenance of Council's road network.
Q2			Progressing	The General Manager has recently liaised with Telstra and NBN regarding mobile black spots and has also liaised with Transport NSW regarding works on the Newell Highway within the Bland Shire.

Action Code	Action Name	Responsible Officer Position	Status	Comments
Q3			Progressing	There is ongoing communication with Telstra concerning a number of mobile blackspots within the Shire.  There has also been communication with Transport NSW concerning the reclassification of the Mid-Western Highway through West Wyalong to a local road with the Heavy Vehicle Route being reclassified to Highway status.
Q4			Completed	Council continues to be an active member of the Newell Highway task Force and has regular contact with Transport NSW. Both of these organisations are networks that have an impact on the Shire's road network.

## 6.

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

#### Strategy 6.1

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

Action Code	Action Name	Responsible Officer Position	Status	Comments
6.1.1 Q1	Investigate, review and monitor viable recycling options in liaison with recycle organisations and other appropriate organisations	Director Technical Services	Progressing	Having some difficulty with the REROC recycling contract and pick ups. Re-looking at tyre recycling.
Q2			Progressing	Still working with REROC and contractors. Reviewing how to recycle solar waste from the new solar farms.

Action Code	Action Name	Responsible Officer Position	Status	Comments
Q3			Progressing	Investigating plastic bailers so plastic wrap can be bundled and re-used rather than going to landfill.
Q4			Completed	Still in negotiation with REROC. Good works achieved at the landfills this year both by Council and in liaison with REROC.

## Strategy 6.2

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

Action Code	Action Name	Responsible Officer Position	Status	Comments
6.2.1 Q1	Ensure waste management operations are in line with the implementation of Council's waste strategy.	Director Technical Services	Progressing	All actions performed are currently in line with strategy. Still having difficulty with getting the community interested in looking after some of the village landfills.
Q2			Progressing	Still working with communities in the villages.
Q3			Progressing	Slightly more waste came in this quarter than was estimated.
Q4			Completed	All required actions completed during the year.
6.2.2 Q1	Works in partnership with neighboring Councils and REROC to implement waste programs.	Foreman - Facilities	Progressing	Attended all REROC waste meetings (zoom) for the quarter. Participated in RFQ for waste metal and battery recycling program. Discussed DrumMuster program with Junee Shire and waste issues with Lachlan Shire.
Q2			Progressing	Attendance at REROC meetings (3) and held discussions with member councils on recycling options. Have spoken with Junee Shire regarding pallet recycling options.

Action Code	Action Name	Responsible Officer Position	Status	Comments
Q3			Progressing	Attended all REROC meetings via zoom for the quarter. Initial waste from solar farm construction discussed and pathways proposed.
Q4			Completed	Attendance at REROC meetings (3) and held discussions with member councils on more recycling options. Have attended a REROC strategy meeting regarding the focus areas for waste and recycling as a region.
6.2.3 Q1	Work in partnership with community relations to increase awareness of recycling options offered.	Foreman - Facilities	Progressing	Discussed with Community Relations for promotion of small recycling station information. Discussed and promoted issues regarding access to landfills under NSW health restrictions and guidance from OLG.
Q2			Progressing	Discussions with Community Relations with regard to bin collection services. Community Relations has updated the website to reflect this.
Q3			Progressing	Worked with community relations to identify issues and educate residents of recycling options through social media platforms.
Q4			Completed	Worked with community relations to identify issues and educate residents of recycling options through social media platforms. Continual information being updated on bin collection services. Community Relations has updated the website to reflect this.
6.2.4 Q1	Provide waste collection and management services to the community.	Foreman - Facilities	Progressing	Kerbside Garbage collection undertaken every week for quarter one. Self haul services at landfills has been reduced due to NSW health restrictions for Covid-19.
Q2			Progressing	Kerbside collection progressing weekly. Recycling of tyres, mattresses and CRC available to households by self haul.
Q3			Progressing	Kerbside Garbage Collection undertaken weekly for the quarter. Self haul waste services at the landfill has increased and operating normal.
Q4			Completed	Kerbside Garbage Collection undertaken weekly for the quarter. Self haul waste services at the landfill has increased and operating as normal.

Action Code	Action Name	Responsible Officer Position	Status	Comments
6.2.5 Q1	Monitor littering and illegal dumping.	Manager Development & Regulatory Services	Progressing	One report of illegal dumping was reported. Rubbish was removed.
Q2			Progressing	No reports of illegal dumping were reported to Council during the reporting period.
Q3			Progressing	No incidents of illegal dumping were reported to Council during the reporting period.
Q4			Completed	No incidents of illegal dumping were reported to Council during the reporting period.

## 7.

### Manage water and sewerage resources

#### Strategy 7.1

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

Action Code	Action Name	Responsible Officer Position	Status	Comments
7.1.1 Q1	Maximise water storage within budgetary constraints.	Director Technical Services	Completed	There was no monies allocated in the 2021-2022 budget for water storage. This is compared with three constructed in the 2022-2023 budget.
Q2			Completed	As before.
Q3			Completed	Completed.

Action Code	Action Name	Responsible Officer Position	Status	Comments
Q4			Completed	Completed.

## Strategy 7.2

Effectively manage and maintain existing stormwater and sewerage infrastructure

Action Code	Action Name	Responsible Officer Position	Status	Comments
7.2.1 Q1	Undertake Sewerage System Inspections.	Junior Engineer	Progressing	A total of 400 meters of assets have been inspected in the three (3) months.
Q2			Progressing	Required inspections completed.
Q3			Progressing	Six inspections done this quarter with nil breaches.
Q4			Completed	All required inspections completed.

# 8.

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

### Strategy 8.1

Ensure users of Council's facilities comply with agreements

Action Code	Action Name	Responsible Officer Position	Status	Comments
8.1.1 Q1	Liaise with User Groups regarding Memorandum of Understandings if required.	Director Technical Services	Progressing	Liaising with the Perseverance group regarding the Ron Crowe upgrade. Liaising with netball group regarding the netball upgrade. Similar to previous years.
Q2			Progressing	Still liaising with netball group regarding re-asphalting the court and upgrade. Also liaising with cricket regarding the new nets. Still a bit of work left at Ron Crowe.
Q3			Progressing	Due to weather and available budget it has been hard to keep the maintenance up in this quarter to the communities satisfaction.
Q4			Completed	Liaising with netball group continues. All other liaisons have been completed.

## Strategy 8.2

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

Action Code	Action Name	Responsible Officer Position	Status	Comments
8.2.1	Undertake work health and safety audits including external sites and facilities.	Contracts, Compliance & WHS Officer	Progressing	An audit of all council work sites is conducted on an annual basis.
Q1				
Q2			Progressing	Site Audits have been completed for 2021 with recommendations sent through records to relevant managers and directors.
Q3			Progressing	When annual site audits are completed recommendations are sent to the relevant managers and directors. Inspections of outdoor plant and caravans have commenced for 2022.
Q4			Completed	Ongoing – Inspections of outdoor plan and caravans has commenced for 2022. When annual site audits are completed recommendations are sent to the relevant Managers and Directors for action.
8.2.2	Implement signs as remote supervision.	Assets Coordinator	Progressing	Completion of site inspections for remote supervision sign design. Sign installation to be completed by early 2022.
Q1				
Q2			Progressing	Remote supervision signs ordered for Cooinda Park, Grellman Park and Apex Park. Installation of signage to be completed early 2022.
Q3			Progressing	Sign replacement ongoing, remoter supervision signs installed on the two bridges located within Cooinda Park.
Q4			Progressing	Remote supervision signage installed at West Wyalong, Barmedman landfill sites.

## Strategy 8.3

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

Action Code	Action Name	Responsible Officer Position	Status	Comments
8.3.1 Q1	Lobby Government to improve transport options.	General Manager	Progressing	Council maintains active participation in the Newell Highway Task Force that is charged with improving the Newell Highway Transport Route. Council is also involved in lobbying for improvements to the West Wyalong to Condobolin Road to cater for increased heavy vehicle movements along this freight corridor.
Q2			Progressing	Bland Shire Council is currently participating in the NSW Government's transfer of local and regional roads back to the responsibility of the State Government. This process could take up to 2 years. Council has identified a number of roads that should revert to State Government responsibility.
Q3			Progressing	Council has made a submission to the NSW Taskforce on the Reclassification of Regional Roads, specifically the West Wyalong to Condobolin Road to be reclassified to a State Road. The outcome should be known later this year.
Q4			Completed	Council will continue to lobby both State and Federal Government Agencies to gain funding to improve the Shire's road network. With current good working relationships with our local State and Federal Members Council is confident of successful outcomes.

## Strategy 8.4

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

Action Code	Action Name	Responsible Officer Position	Status	Comments
8.4.1 Q1	Review Heritage items currently listed in the Bland Local Environmental Plan and to investigate the inclusion of new heritage items.	Manager Development & Regulatory Services	Not Due To Start	Review will continue once the heritage advisor program restarts.
Q2			Not Due To Start	Delayed until appointment of new heritage advisor.
Q3			Not Due To Start	Review will continue once the heritage advisor program starts.
Q4			Not Progressing	Review will recommence once the heritage advisor program restarts.
8.4.2 Q1	Promote and implement the Heritage Advisory Program.	Manager Development & Regulatory Services	Not Progressing	The heritage advisory services was put on hold during the reporting period due to Covid-19 restrictions.
Q2			Not Progressing	New heritage advisor yet to be appointed.
Q3			Not Progressing	New heritage advisor yet to be appointed.
Q4			Not Progressing	New Heritage advisor yet to be appointed.

# 9.

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

### Strategy 9.1

Responsibly manage asset renewal and maintenance for current and future generations

Action Code	Action Name	Responsible Officer Position	Status	Comments
9.1.1 Q1	Monitor and implement the Annual Capital Works Program.	Director Technical Services	Progressing	Progressing satisfactorily based on expenditure. Some works nearing completion.
Q2			Progressing	Some works completed and others progressing satisfactorily.
Q3			Progressing	Gathering information for the re-write of the Waste Management Plan.
Q4			Completed	Progressed well this quarter, all programs controlled satisfactorily.
9.1.2 Q1	Review and implement Roads to Recovery Program.	Director Technical Services	Progressing	Maintenance for the quarter completed.
Q2			Progressing	All maintenance completed as programmed.
Q3			Progressing	Working on Assetic Proscriptor
Q4			Completed	All works complete.
9.1.3 Q1	Review Technical Services Policies and Strategies eg Asset Manage Plans, plans of management for Crown Land etc.	Director Technical Services	Progressing	Currently Town and Village Management Plan being assessed by Manex. Crown Land Management Plans on-going with outside consultant.
Q2			Progressing	Crown Land management plan ongoing with consultant.

Action Code	Action Name	Responsible Officer Position	Status	Comments
Q3			Progressing	Working on Asset values
Q4			Completed	Draft Town and Village Services Management Plan being finalised. Crown Land Management Plans on-going with outside consultant.
9.1.4 Q1	Review and implement the annual and long term plant and equipment replacement program.	Workshop & Plant Coordinator	Progressing	Tender process is completed for purchase of new Road patching unit. Finalising specifications for two wide area lawn mowers, to go out to tender. All this years cars have now been ordered by expecting a fair delay before delivery. Beginning review of 10 year Plant Replacement Program, leading into producing next year's fleet capital and operational budget.
Q2			Progressing	All items listed for Capital purchase have been ordered and awaiting delivery. 10 year plant replacement program has been updated.
Q3			Progressing	Plant Capital purchase all complete. Waiting on arrival of two mowers and one jetpatcher.
Q4			Completed	The Plant Replacement Program is complete although still waiting on delivery of couple of items.

## Strategy 9.2

To manage and enhance the pool facilities within the Shire

Action Code	Action Name	Responsible Officer Position	Status	Comments
9.2.1 Q1	Undertake maintenance and repairs to pool facilities within approved budget in consultation with Contractor and in accordance with the contract.	Coordinator - Urban	Progressing	Maintenance and repairs to the pool facilities at West Wyalong and Ungarie have been undertake with consultation involving the pool manager and carried out with consideration of budget.

Action Code	Action Name	Responsible Officer Position	Status	Comments
Q2			Progressing	Maintenance and repairs to the pool facilities at West Wyalong and Ungarie have been undertaken with consultation involving the pool manager and carried out with consideration of budget.
Q3			Progressing	Maintenance and repairs to the pool facilities at West Wyalong and Ungarie have been undertaken with consultation involving the pool manager and carried out with consideration of budget.
Q4			Completed	Maintenance and repairs to the pool facilities at West Wyalong and Ungarie have been undertaken with consultation involving the pool manager and carried out with consideration of budget.

## Strategy 9.3

Maintain street trees

Action Code	Action Name	Responsible Officer Position	Status	Comments
9.3.1 Q1	Manage street tree planting in accordance with Preferred Street Tree Species List and within approved budget.	Coordinator - Urban	Progressing	16+ trees planted in various locations around the shire and all suitable and proven to grow in this area and within selected locations.
Q2			Progressing	Eight (8) new planting over the warmer months in various locations around the town of Wyalong and West Wyalong.
Q3			Progressing	Only a few tree plantings have taken place over the quarter more will be planted in the cooler months.
Q4			Completed	Only a few tree planting have taken place over the past quarter more will be planted in the cooler months

Action Code	Action Name	Responsible Officer Position	Status	Comments
9.3.2 Q1	Proactively monitor street trees and action requests to maintain and/or remove trees within the approved budget.	Coordinator - Urban	Progressing	Street trees are monitored but unfortunately maintenance is behind due to staffing shortages at the current time and increased work loads. Trees removed due to root damage to surrounding infrastructure, damaged dying or diseased, pest infection.
Q2			Progressing	Street trees are monitored and maintenance is slowly progressing as time becomes available. The main works has been done on intersections trees removed due to rood damage to surrounding infrastructure, damaged dying or diseased, pest infection.
Q3			Progressing	Street trees are monitored and maintenance is slowly progressing as time becomes available. The main works has been done on intersection trees removed due to root damage to surrounding infrastructure, damaged, dying, diseased and pest infestation.
Q4			Completed	Street trees are monitored and maintenance is slowly progressing as time becomes available the main works has been done on intersections trees removed due to root damage to surrounding infrastructure, damaged dying, diseased and pest infestation.

## Strategy 9.4

Maintain parks, ovals and recreational facilities to approved standards

Action Code	Action Name	Responsible Officer Position	Status	Comments
9.4.1 Q1	Inspect parks, ovals and recreational facilities.	Coordinator - Urban	Progressing	Routine inspections undertaken on all Parks, Ovals and Recreational facilities to ensure approved standards are met. Routine maintenance completed regularly within approved budgetary requirements.

Action Code	Action Name	Responsible Officer Position	Status	Comments
Q2			Progressing	Routine inspections undertaken on all Parks, Ovals and Recreational facilities to ensure approved standards are met. Routine maintenance completed regularly within approved budgetary requirements. All staffing shortages need to be taken into consideration.
Q3			Progressing	Routine inspections undertaken on all Parks, Ovals and Recreational facilities to ensure approved standards are met. Routine maintenance completed regularly within approved budgetary requirements. Also staffing shortages need to be taken into consideration.
Q4			Completed	Routine inspections undertaken on all Parks, Ovals and Recreational facilities to ensure approved standards are met. Routine maintenance completed regularly within approved budgetary requirements. also staffing shortages need to be taken into consideration.
9.4.2 Q1	Conduct playground inspections for all playgrounds within the Shire.	Coordinator - Urban	Progressing	All monthly playground inspections completed throughout the Shire. Maintenance inspections took place and all scheduled maintenance completed along with any required repairs to ensure safety.
Q2			Progressing	All monthly playground inspections completed and maintenance, repairs carried out.
Q3			Progressing	All monthly playground inspections completed throughout the Shire. Maintenance inspections took place with all scheduled maintenance completed along with any required repairs to ensure safety.
Q4			Completed	All monthly playground inspections completed throughout the Shire. Maintenance inspections took place with all scheduled maintenance completed along with any required repairs to ensure safety.
9.4.3 Q1	Coordinate seasonal and on/off use of sporting fields.	Coordinator - Urban	Progressing	Due to Covid-19 restrictions, sporting facilities usage was limited.

Action Code	Action Name	Responsible Officer Position	Status	Comments
Q2			Progressing	All sporting grounds returning to normal usage with some restrictions still in effect.
Q3			Progressing	All sporting grounds returning to normal usage of ovals and sporting fields.
Q4			Completed	<b>STADIUM MARCH TO JUNE</b> Basketball training sessions – 98 Junior Basketball – 12 Indoor Tennis – 17 Various Sporting Events (Schools etc) - 5 <b>MCALISTER OVAL</b> Netball State Titles Training – 34 Netball Competition – 17 AFL/Netball Training – 42 Over 35's Cricket – 3 Junior Cricket – McAlister Oval and Ron Crowe Pitch – 2 Senior Cricket – McAlister Oval and Ron Crowe Pitch – 3 AFL/Netball/Auskick Games – 5 Various Sporting Events (Schools etc) - 8 <b>RON CROWE PRECINCT</b> Senior Rugby League Training – 21 Junior Rugby League Training – 34 Touch Football – 4 Senior Rugby League Games – 4 Various Sporting Events (Schools etc) – 3 Junior Rugby Union Training – 14 Junior Rugby Union Games - 2
9.4.4 Q1	Carry out maintenance in Wyalong Cemetery.	Coordinator - Urban	Progressing	All requests completed including weed spraying, graves, water drainage and damage. All completed within council budget.
Q2			Progressing	All requests completed including weed spraying, watering, graves dug and checked, water drainage and damage. All completed within Council budget.

Action Code	Action Name	Responsible Officer Position	Status	Comments
Q3			Progressing	All requests completed including weed spraying, graves, water drainage and damage. All completed within council budget.
Q4			Completed	All requests completed including fitting of plaques, head stones, weed spraying, watering, graves dug and checked, water drainage and damage. All completed within council budget.
9.4.5 Q1	Inspect and maintain village cemeteries regularly.	Coordinator - Urban	Progressing	Village cemeteries have the same considerations given to works and maintenance as the Wyalong Cemetery.
Q2			Progressing	Village cemeteries have the same considerations given to works and maintenance as the Wyalong Cemetery.
Q3			Progressing	Village cemeteries have the same considerations given to works and maintenance as the Wyalong cemetery. Visually inspected by staff and mowed cleaned and trimmed as required.
Q4			Completed	Village cemeteries have the same considerations given to works and maintenance as the Wyalong cemetery visually inspected by staff and mowed cleaned and trimmed as required.

## Strategy 9.5

Identify and plan for new infrastructure

Action Code	Action Name	Responsible Officer Position	Status	Comments
9.5.1 Q1	Engage the community to plan and develop future infrastructure and service needs	General Manager	Progressing	Unfortunately, the current Covid-19 restrictions has prevented any direct community meetings. It is anticipated that the new Council will set dates for the usual community forums at their first full meeting in February 2022.
Q2			Progressing	Unfortunately, the current Covid-19 restrictions has prevented any direct community meetings. It is anticipated that the new Council will set dates for the usual community forums at their first full meeting in February 2022.
Q3			Progressing	Community Forums were held in Naradhan and Weethalle on 24 February 2022 with further forms to be determined at a later stage.
Q4			Progressing	It is anticipated that following commencement of the new General Manager, Council will identify future community forum dates prior to 31 December 2022.  The conduct of community forums provides both members of the public and the councillors and senior staff with the opportunity to discuss both immediate and future needs of the community.
9.5.2 Q1	Allocate funds to undertake investigation, designs, business plans and obtain costings for proposed projects.	General Manager	Completed	Funds have been allocated on an annual basis to ensure expedient preparation of business plans, costings and preliminary designs for possible major projects.
Q2			Completed	Funds have been allocated on an annual basis to ensure expedient preparation of business plans, costings and preliminary designs for possible major projects.

Action Code	Action Name	Responsible Officer Position	Status	Comments
Q3			Completed	Funds have been allocated on an annual basis to ensure expedient preparation of business plans, costings and preliminary designs for possible major projects.
Q4			Completed	Funds have been allocated on an annual basis to ensure expedient preparation of business plans, costings and preliminary designs for possible major projects.



# Our Leadership

A well run Council acting as the voice of the community

## Our Objectives

- 10. 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

### Strategy 10.1

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

Action Code	Action Name	Responsible Officer Position	Status	Comments
10.1.1 Q1	Provide Councillors with professional development opportunities.	Director Corporate and Community Services	Not Due To Start	While current Councillors have been provided with information relating to Professional Development and learning opportunities, due to Covid-19 restrictions and election timing there has been no progress on this matter during Q1.
Q2			Not Due To Start	Program of professional development opportunities to be developed in Quarter 3 of the financial year following finalisation of Council election results.
Q3			Not Due To Start	Program of professional development opportunities to commence in Quarter 4 of the financial year following finalization of Council induction program.
Q4			Progressing	Councillors have been provided with a list of learning options to identify those areas where they believe further exposure would be beneficial. Plans are in hand to provide planning and financial sessions on site for Bland Shire Councillors. This will likely be held in the first half of 2022/2023.
10.1.2 Q1	Prepare for the Mayoral and Deputy Mayoral elections in September bi-annually.	General Manager	Progressing	There was no requirement for a Mayoral or Deputy Mayoral election in this calendar year. There will however, be an election for these positions in January 2022 following the local government elections on 4 December 2021.

Action Code	Action Name	Responsible Officer Position	Status	Comments
Q2			Progressing	The general Manager is preparing for the election of Mayor and Deputy Mayor at the first Council meeting of 2022 which is scheduled for Tuesday 11 January.
Q3			Progressing	The next Mayoral Election will be held in September 2023.
Q4			Completed	There was no requirement for a Mayoral or Deputy Mayoral election in this calendar year.  The next requirement for the election of a Mayor and Deputy Mayor will be in September 2023.
10.1.3 Q1	Provide Councillors with information and resources to facilitate their roles as elected representatives.	Director Corporate and Community Services.	Not Due To Start	Decision yet to be taken on provision of devices to Councillors. Delay due to postponement of LG elections until December 2021.
Q2			Not Due To Start	Devices for Councillors ordered and ready for implementation following the confirmation of election results. Information sessions scheduled for early 2022.
Q3			Progressing	Councillors provided with devices, training support and resources. Formal Induction Program on target for completion in April 2022.
Q4			Completed	Ongoing guidance and support with IT provided as required. Formal induction program completed.

## Strategy 10.2

Ensure Councillors take ownership and a strong leadership role

Action Code	Action Name	Responsible Officer Position	Status	Comments
10.2.1	Prepare the Annual Report.	Executive Assistant	Progressing	Draft plan and appendices being finalised for presentation to Manex in October and adoption by Council in October/November.
Q1				
Q2			Completed	Report tabled at November 2021 Council meeting and publicly released following the Local Government election.
Q3			Completed	Completed in Q2 NFAR.
Q4	Present the End of Term Report to last Formal meeting of Bland Shire Council	Executive Assistant	Completed	NFAR completed in Q2.
10.2.2			Completed	Report completed and tabled at the August Council meeting. Will be included and released to the community together with the Annual Report in November/December 2021.
Q1				
Q2			Completed	Included and released with the Annual Report in December 2021.
Q3			Completed	Completed in Q2 NFAR.
Q4			Completed	NFAR completed in Q2.

## Strategy 10.3

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

Action Code	Action Name	Responsible Officer Position	Status	Comments
10.3.1 Q1	Develop timelines and action plan for the review of the Community Strategic Plan and associated documents.	Director Corporate and Community Services	Progressing	General Manager, Senior Staff and relevant managers and officer have been involved in discussions relating to the Integrated Planning and Reporting process. Timeline of tasks has been developed and will be reviewed in line with the recently released new IP&R Guidelines from the Office of Local Government.
Q2			Progressing	Review of Community Strategic Plan is underway with draft to be presented to the new Council in February 2022.
Q3			Progressing	DRAFT Your Vision, Our Future Community Strategic Plan 2017-2027 on exhibition for commentary and feed back up until 15 April 2022.
Q4			Completed	Revised and reworked Your Vision, Our Future Community Strategic Plan 2017-2027 was formally adopted by Council in May. The document maintained the themes of the original plan and was used as the basis of developing the Delivery Program and Operational Plans.
10.3.2 Q1	Report to the community and Council on Integrated Planning and Reporting Progress.	Director Corporate and Community Services	Progressing	Timeline of tasks has been developed and will be reviewed in line with the recently released new IP&R Guidelines from the Office of Local Government. Next report to the Community is scheduled to be via the Annual Report.
Q2			Progressing	The six monthly update on the 2021/2022 Operational Plan is due to be presented to the February meeting of Bland Shire Council.
Q3			Progressing	The six monthly update on the 2021/2022 Operational Plan is due to be presented to the August meeting of Bland Shire Council.
Q4			Progressing	Updates on actions within the 2021/2022 Operational Plan are being compiled for presentation to Council at its August meeting.

## Strategy 10.4

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

Action Code	Action Name	Responsible Officer Position	Status	Comments
10.4.1 Q1	Complete budget review statements for analysis by Directors within two weeks of end of quarter.	Manager Customer & Financial Services	Progressing	The first quarter review figures have been sent to responsible staff and the review is on track to be reported at the November Council meeting.
Q2			Progressing	The second quarter budget review will be sent to responsible staff next week. The budget review is on track to be reported at the February Council meeting.
Q3			Progressing	The Third quarter budget review is being prepared and sent to all responsible staff for their input and will be tabled at the May Council meeting.
Q4			Completed	The final quarterly budget review was presented to Council at the May meeting. All area's looked to be reasonably on target.
10.4.2 Q1	Ensure effective debt recovery is in place.	Manager Customer & Financial Services	Completed	Early intervention debt recovery has seen Council's outstanding debt amount reduce. The draft financial statements show that Council is well below the industry benchmark.
Q2			Progressing	Council continues to monitor our debt recovery process with the aim to remain below the industry benchmark.
Q3			Progressing	Council is continually monitoring our debt recovery process and listening to our ratepayers feedback. We have recently amended our first rates reminder letters on the basis of that feedback and are continuing with our successful early intervention approach.

Action Code	Action Name	Responsible Officer Position	Status	Comments
Q4			Completed	Council continues to work with ratepayers on reducing any overdue debts and assisting with regular payments for ongoing debts. This communication process is working well with the percentage of rates collected as at 30 June 2022 being 96.23%.
10.4.3 Q1	Complete financial statements and lodge in accordance with statutory requirements.	Manager Customer & Financial Services	Progressing	Council's annual financial statement audit is in the final stages of completion, with the audited statements due to be lodged with the OLG by the due date of 31 October 2021.
Q2			Completed	2020/21 Financial Statements were audited and lodged with the OLG by the due date of 31 October 2021. The audited statements were presented to the November 2021 Council meeting with Crowe Partner, Brad Bohun in attendance via zoom.  Preparation for the 2021/22 statements has commenced.
Q3			Progressing	Council is preparing for the interim audit which will be onsite in June. Financial Statement preparations underway and reconciliations and internal system audits completed monthly.
Q4			Progressing	Costings to the 2021/22 financial year will close 14/07/2022, so financial statement preparation can commence.  Asset revaluations for Council's building assets has been completed and asset capitalisation is in progress.
10.4.4 Q1	Manage investments in accordance with investment strategies and policies.	Manager Customer & Financial Services	Completed	Council have increased the amount of funds invested, however return on investment is not as good due to the decline in interest rates. Council's invested funds put Council in a strong financial position for the future.
Q2			Progressing	Council provide monthly investment reports in the Council Business Paper and remain in a sound financial position.

Action Code	Action Name	Responsible Officer Position	Status	Comments
Q3			Progressing	Predictions are that interest rates are on the rise, which will see and improvement on Council's return on investments. Council's investments are reported monthly in the Council Business Paper and we remain in a stable financial position.
Q4			Completed	Monthly investment reports are provided to Council in each business paper. Interest rates are beginning to rise which will soon improve Council's return on earnings percentages. At the end of the June quarter, Council's investment portfolio is excess of \$64million.
10.4.5 Q1	Review the long term financial plan aiming for financial sustainability to ensure fitness for the future.	Manager Customer & Financial Services	Progressing	Financial sustainability is always a priority at Bland Shire Council, and the September budget review will give insight to how Council is progressing for this financial year.
Q2			Progressing	Work has commenced on the long term financial plan. Data is being configured for the new Council to consider during the budget workshops.
Q3			Progressing	The draft budget is currently out for public exhibition. The long term financial plan is being drafted and will be included in the Operational Plan.
Q4			Completed	The long-term financial plan was adopted by Council at the June Council meeting. Council is looking to be in a stable financial position. Council is reliant upon grants and contributions and should work on increasing own source revenue for future sustainability.
10.4.6 Q1	Ensure timely and accurate processing of payments.	Manager Customer & Financial Services	Completed	Covid-19 implications has seen the amount of accounts paid reduce, however these numbers are slowly increasing. Payments are made weekly upon receipt and authorisation of invoice.
Q2			Progressing	Payment levels have returned and staff continue to make payment runs weekly.

Action Code	Action Name	Responsible Officer Position	Status	Comments
Q3			Progressing	Payments continue to be made weekly despite additional measures in place in an effort to reduce Council's exposure to cyber fraud.
Q4			Completed	Accounts payable by Council are being processed weekly. All audit requirements are being adhered to, with the purchaser and an authoriser signing each invoice. It is intended that EFTSURE (an additional step which will help reduce the possibility of fraud) will be activated by September 2022.
10.4.7 Q1	Conduct budget briefing sessions for Councillors.	Director Corporate and Community Services	Not Due To Start	Budget Session to be held in March 2022.
Q2			Not Due To Start	No action to date – Budget Information Session scheduled for March 2022.
Q3			Progressing	Budget workshop undertaken with Councillors in early March with draft budget presented to the 22 March Ordinary Meeting for endorsement ahead of advertising for community feedback and comment.
Q4			Progressing	Budget briefing session held in March. Budget approved by Council at the June 28 Council meeting and adopted.
10.4.8 Q1	Review outstanding rates and conduct sale for unpaid rates accordingly.	Director Corporate and Community Services	Progressing	Council undertakes a rolling review of its outstanding rates which is reported to the Council at its monthly meetings as part of the Finance Report. As at the end of Q1, 38.90% (or \$4,211,392) of Councils \$10,826,198 rates levied have been collected.
Q2				

Action Code	Action Name	Responsible Officer Position	Status	Comments
Q3			Progressing	<p>Council undertakes an ongoing rolling review of outstanding rates which is reported to the Council at its monthly meetings as part of the Finance Report. As at the end of Q3, ##.##% (or \$#####) of Council's \$10,826,198 rates levied have been collected. This compares with the Q2 figures which were 58.49% (or \$6,363,017.18) of Council's \$10,826,198 rates levied and Q1 figures which were 38.90% (or \$4,211,392) of Council's \$10,826,198 rates levied.</p> <p>The review of outstanding rates continues to be managed through the engagement of a third party collector who adopts an early intervention approach</p>
Q4			Progressing	<p>Council considered a report at its May 2022 meeting in relation to 18 properties for unpaid rates in accordance with Section 713 of the Local Government Act. The properties will be auctioned in September.</p>

## Strategy 10.5

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

Action Code	Action Name	Responsible Officer Position	Status	Comments
10.5.1 Q1	Maintain and renew network infrastructure hardware and software to ensure effective delivery of services.	Director Corporate and Community Services	Progressing	<p>Ongoing service assistance provided by a Third Party IT provider. Internal audit undertaken on IT Health with report due to be presented to November Audit, Risk and Improvement Committee. Support has also been received in relation to specific business software programs with updates with notifications from Cyber NSW forwarded to IT provider for review and action as required.</p>

Action Code	Action Name	Responsible Officer Position	Status	Comments
Q2			Progressing	<p>Support continues to be received in relation to specific business software programs with updates with notifications from Cyber NSW forwarded to IT provider for review and action as required. Following an audit of Council's IT processes recommendations were presented to the Audit Risk and Improvement Committee in November. ARIC was advised of the following actions being undertaken by Council:</p> <p>Annual recovery testing has been scheduled and regular communication of Cyber NSW bulletins and alerts between Council and its IP provider have been implemented to address emerging concerns. Staff have undertaken training and awareness on Cyber Security risks. Additional mechanisms are currently in the early stages of implementation including two-factor authentication for all Bland Shire Council system users and improving email security for elected representatives.</p>
Q3			Progressing	Update of telephones for Children's Services Unit has commenced. Transition to third party provider for internet access to improve speeds to support increased bandwidth.
Q4			Progressing	Support continues to be received in relation to specific business software programs with updates with notifications from Cyber NSW forwarded to IT provider for review and action as required. Ongoing service assistance provided by a Third Party IT provider.
10.5.2 Q1	Ensure progressive upgrade of computers, phones and other IT equipment.	Director Corporate and Community Services	Progressing	Ongoing monitoring of IT requirements with requests addressed as they arise. Current shortage of equipment due to global supply has impacted delivery times which presents an ongoing issue. However, this matter is outside the control of Council.
Q2			Progressing	Council is currently undertaking a review of computer equipment which was not included in the 2020 device upgrade with a view to providing replacement devices to those staff who require them. This equipment will be leased.

Action Code	Action Name	Responsible Officer Position	Status	Comments
Q3			Progressing	Ongoing monitoring of IT requirements with requests addressed as they arise.
Q4			Progressing	There has been an increase in activity within the information and technology space with Council continuing to ensure staff have appropriate equipment and programs to complete their tasks. An investigation into phone accounts identified a number of redundant connections and numbers which have been disconnected. There has also been a transfer to a new internet connection to increase connectivity within Council's administration building. Councillors have also transitioned to electronic platforms for meeting agendas.

## Strategy 10.6

Regular consultation with key industry, business and stakeholders

Action Code	Action Name	Responsible Officer Position	Status	Comments
10.6.1 Q1	Open communication established between Council and key local industry and employers.	General Manager	Progressing	The General Manager is in constant contact with local employers and industry representatives regarding a range of topics and issues affecting local business expansion, government programs and funding opportunities that would enhance the local economy.
Q2			Progressing	The General Manager, as a result of being responsible for economic development, is in constant touch with local businesses to ensure an ongoing professional relationship with Council.
Q3			Progressing	There has been no formal communication with key local industry and employers during this quarter.

Action Code	Action Name	Responsible Officer Position	Status	Comments
Q4			Completed	The General Manager is in constant contact with local employers and industry representatives regarding a range of topics and issues affecting local business expansion, government programs and funding opportunities that would enhance the local economy.

11

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

### Strategy 11.1

Encourage village residents to participate in community forums

Action Code	Action Name	Responsible Officer Position	Status	Comments
11.1.1 Q1	Seek community input into each forum agenda and report back to the community on forum outcomes.	Assets & Engineering Services Projects Officer	Progressing	There have been no community forums scheduled by Council up to the end of this quarter.
Q2			Progressing	There were no community forums scheduled by Council up to the end of the second quarter (31 December 2021). The newly elected Council will make a decision to schedule forums in early 2022.
Q3			Progressing	Community forums were held in Naradhan and Weethalle on Thursday 24 February 2022. There were twelve residents in attendance at Naradhan and thirteen in Weethalle. Both communities provided agendas for discussion at the forums.  There was also a forum held in the Bland RFS shed on Thursday 3 March 2022 for residents in the Quandialla district. There were two residents in attendance but no agenda items provided to Council.

Action Code	Action Name	Responsible Officer Position	Status	Comments
Q4			Completed	There were no community forums scheduled for the shire villages for the period 1 April 2022 to 30 June 2022.
11.1.2 Q1	Organise community forums in villages within the Shire, as requires.	Assets & Engineering Services Projects Officer	Progressing	There have been no community forums scheduled by Council up to the end of this quarter.
Q2			Progressing	There were no community forums scheduled by Council up to the end of the second quarter (31 December 2021). The newly elected Council will make a decision to schedule forums in early 2022.
Q3			Progressing	Community Forums, as scheduled by Council resolution, were advertised and held in the villages of Naradhan, Weethalle and Bland district.
Q4			Complete	There were no community forums scheduled by Council for the last quarter (April to June 2022).
11.1.3 Q1	Provide avenues for the community to be engaged in Council activities and give feedback, eg. Community Forums, pre-meeting Public Forums etc.	General Manager	Progressing	The Public Forums prior to Council meetings have been reintroduced following a relaxing of the Covid-19 restrictions, however, direct face to face community forums will not proceed until sometime in 2022.
Q2			Progressing	The revised Community Engagement Strategy is currently on public exhibition and will be presented to the first council meeting in 2022. It is also expected that the newly elected council will determine the dates for the community forums throughout 2022.
Q3			Progressing	The Public Forum prior to Council meetings has been reintroduced and there has been two (2) community forums held in this quarter at Naradhan and Weethalle.

Action Code	Action Name	Responsible Officer Position	Status	Comments
Q4			Completed	The Public Forum prior to Council Meetings has been reintroduced and there has been two (2) community forums held in this quarter at Naradhan and Weethalle. The next community forums will be determined following the commencement of the new General Manager.

## Strategy 11.2

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

Action Code	Action Name	Responsible Officer Position	Status	Comments
11.2.1 Q1	Monitor and update Council's official social media accounts (Facebook, Instagram, Youtube) and electronic communication.	Community Relations Officer	Progressing	Audience and engagement levels continue to grow.
Q2			Progressing	Social media growth continues with increased engagement and reach.
Q3			Progressing	Facebook and Instagram pages "Bland Shire Council: continue to be monitored daily with multiple posts each week. Page reach 337,900 for March 2022.
Q4			Completed	Bland Shire Council's official Facebook and Instagram accounts have a growing reach and impact.
11.2.2 Q1	Monitor Council social media accounts and advise on adherence to Council's Social Media policy and procedures	Community Relations Officer	Progressing	Exported data from BSC official Facebook page is attached. Identified breaches of social media policy reported to the General Manager.
Q2			Progressing	Ongoing.

Action Code	Action Name	Responsible Officer Position	Status	Comments
Q3			Progressing	Official "Bland Shire Council" accounts on Facebook and Instagram administered in accordance with social media policy and procedures.
Q4			Completed	Official accounts where CRO and/or CDO are listed as a moderator are maintained in accordance with Council's Social Media Policy and procedures.

### Strategy 11.3

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

Action Code	Action Name	Responsible Officer Position	Status	Comments
11.3.1 Q1	Provide Council branded signs and/or banners to funding recipients.	Community Relations Officer	Progressing	No events held during Q1 due to Covid-19.
Q2			Progressing	As required.
Q3			Progressing	Branded signs provided at Health Kids Bus Stop, Western League Basketball, West Wyalong Triathlon and West Wyalong Rodeo.
Q4			Completed	Ongoing. Signage and collateral provided where appropriate.
11.3.2 Q1	Display Council logo in all advertising and promotion of Council events/programs/workshops.	Community Relations Officer	Progressing	Council logo published with approval in Council notices. Council commissioned online forms and projects including The Gratitude Project. Logo used on new signage for the Reawakening Placenames project at Wyalong, Tallimba, Booberoi Hills and Ungarie.
Q2			Progressing	Ongoing.
Q3			Progressing	Logo displayed in all official promotions and advertising.

Action Code	Action Name	Responsible Officer Position	Status	Comments
Q4			Completed	Logo used in accordance with Corporate Style Guide in all official Council publications issued through CRO.

## 12

## Lead the community

### 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

Action Code	Action Name	Responsible Officer Position	Status	Comments
12.1.1 Q1	Review and monitor frontline customer service practices and performance.	Manager Customer & Financial Services	Progressing	Customer service practices have seen several changes put in place due to Covid-19 restrictions. Council's customer service staff have been integral in providing support to the community during these challenging times, and have been flexible and adaptable with the ever changing situation.
Q2			Progressing	Frontline customer service practices continue to be monitored and fine tuned. Council staff try to adapt themselves to the changing needs of our ratepayers.
Q3			Progressing	Council staff continue to review our customer service practices and welcome feedback from our customers.

Action Code	Action Name	Responsible Officer Position	Status	Comments
Q4			Progressing	Customer Service staff take pride in their friendly, efficient manner and willingly receive feedback on any areas requiring review.  This quarter has been challenging with staff shortages, however with assistance from other areas, Customer Service remained a priority.
12.1.2 Q1	Provide information and services and monitor complaints in regards to companion animals and responsible pet ownership.	Manager Development & Regulatory Services	Progressing	No complaints in relation to the companion animals were received during the reporting period.
Q2			Progressing	One (1) complaint was received in relation to barking dogs during the reporting period.
Q3			Progressing	One (1) complaint in relation to barking dogs was received during the reporting period.
Q4			Completed	Council's Ranger has investigated barking dog complaints in Barmedman and Weethalle during the reporting period.  Council continues to provide responsible pet ownership information on Council's website and social media.
12.1.3 Q1	Monitor and report on response times to major customer requests.	Manager Customer & Financial Services	Progressing	Council have been making internal changes to the way customer requests are handled in an effort to increase the communication between Council and their valued customers. These processes will see customers be more frequently updated with the progress of their request.
Q2			Progressing	Council continue to review procedures and processes to ensure a high level of Customer Service is being adhered to.
Q3			Progressing	Council's front counter staff continue to provide efficient customer service by adhering to our Customer Service Charter.

Action Code	Action Name	Responsible Officer Position	Status	Comments
Q4			Progressing	Customer Service have been assisting other departments with their customer requests, this is currently being reviewed with changes anticipated soon.

## Strategy 12.2

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

Action Code	Action Name	Responsible Officer Position	Status	Comments
12.2.1 Q1	Assist in the management of workforce relations and provision of timely advice on workplace relations matters.	Human Resources Coordinator	Progressing	Regular advice is provided on management of workforce relations.
Q2			Progressing	Regular advice is provided.
Q3			Progressing	Regular advice is provided
Q4			Completed	This is ongoing
12.2.2 Q1	Review and monitor the implementation of the Workforce Assessment Plan.	Human Resources Coordinator	Progressing	Workforce plan has been reviewed. Alternative training methods are being sources. The impact of Covid-19 restrictions are being investigated and plans are in place.
Q2			Progressing	Implementation of GO1 assisted in meeting training needs.
Q3			Progressing	Vacancies are being filled. Training has resumed.
Q4			Completed	Implemented

Action Code	Action Name	Responsible Officer Position	Status	Comments
12.2.3 Q1	Maintain register of delegations and issue authorities to relevant employees.	Executive Assistant	Progressing	Delegations update completed in August 2021, system notification provided to employees. Training and instruction for staff to be progressed through the coming months.
Q2			Progressing	Registered updated and maintained with relevant staff notified as required.
Q3			Progressing	Delegations legislation update received for uploading into system. Staff notified and system instruction provided as required.
Q4			Completed	Legislation updates monitored and system updated as required. Staff instruction provided as required.
12.2.4 Q1	Develop, implement and monitor Learning and Development Plan.	Human Resources Coordinator	Progressing	Learning and Development plan created and need to be put forward to the Consultative Committee.
Q2			Progressing	New Learning Management System (GO1) introduced to assist in achieving learning goals.
Q3			Progressing	In progress of developing training plan. Await outstanding Performance and Development Reviews.
Q4			Completed	Training arranged.
12.2.5 Q1	Maintain and promote the Employee Assistance Program (EAP).	Human Resources Coordinator	Progressing	EAP is promoted by sharing information in Thursday Thoughts, notice boards, on-boarding and Human Resources. Quarterly reports from Converge indicate that employees make use of the service.
Q2			Progressing	EAP is promoted by sharing wellbeing information in Thursday Thoughts.
Q3			Progressing	Regular wellness ideas in Thursday Thoughts.
Q4			Completed	Monthly

Action Code	Action Name	Responsible Officer Position	Status	Comments
12.2.6 Q1	Promote and encourage professional development to all staff.	Human Resources Coordinator	Progressing	Professional development opportunities are communicated to staff. Educational assistance is available to all staff.
Q2			Progressing	Staff can enrol in professional development when it is convenient for them through the new LMS-GO1.
Q3			Progressing	Professional development training opportunities communicated to staff.
Q4			Completed	On-going
12.2.7 Q1	Identify and organise training needs and mandatory training to ensure staff are highly skilled.	Human Resources Coordinator	Progressing	Training needs are identified in the annual Performance and Development review, competency assessments and supervisor recommendations. Training is organised according to these processes. HR arranges mandatory training and ensure staff are reminded of mandatory training.
Q2			Progressing	Training needs identified and staff enrolled in training.
Q3			Progressing	Mandatory training identified and completed.
Q4			Completed	Training needs have been identified.
12.2.8 Q1	Maintain and promote the staff service and achievement awards program.	Executive Assistant	Progressing	On target with monthly advise provided to supervisors and presentations made to relevant employees at monthly staff meetings.
Q2			Progressing	Monthly reports provided and presentations made at staff meetings as required.
Q3			Progressing	On target with monthly notices and presentations made.
Q4			Completed	Monthly reports provided and presentations made at staff meetings as required.

## Strategy 12.3

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

Action Code	Action Name	Responsible Officer Position	Status	Comments
12.3.1 Q1	Support the implementation and monitoring of the EEO Management Plan.	Human Resources Coordinator	Progressing	EEO Management Plan was revised during the EEO Committee meetings. The committee assists in the implementation of the plan.
Q2			Progressing	The EEO Management Plan will be revised during the next meeting to reflect the issues identified in the survey.
Q3			Progressing	EEO Management Plan to be updated during meeting 8 March.
Q4			Complete	EEO Management Plan being revised.
12.3.2 Q1	Implement workforce programs ensuring Council remains an employer of choice.	Human Resources Coordinator	Progressing	A monthly report is compiled and communicated to the General Manager.
Q2			Progressing	Monthly report compiled and sent to the General Manager.
Q3			Progressing	Reports submitted
Q4			Completed	Processes implemented
12.3.3 Q1	Implement and monitor the effectiveness of LGNSW Capability Framework in the Performance and Development Review process.	Human Resources Coordinator	Completed	The LGNSW Capability Framework is implemented in the Annual Performance and Development Reviews.
Q2			Completed	
Q3			Completed	Completed
Q4			Completed	Completed
12.3.4 Q1	Conduct Employee Engagement & EEO Survey.	Human Resources Coordinator	Completed	The survey has been distributed, completed and the results will be communicated to Manex, EEO Committee and Staff.

Action Code	Action Name	Responsible Officer Position	Status	Comments
Q2			Completed	
Q3			Completed	Completed
Q4			Completed	Survey conducted.

## Strategy 12.4

Review and implement Council policies and comply with WH&S and Risk Management requirements

Action Code	Action Name	Responsible Officer Position	Status	Comments
12.4.1 Q1	Ensure WHS Committee meet in accordance with approved schedule.	Contracts, Compliance & WHS Officer	Progressing	The August WHS Committee was not held due to Covid-19 lockdown. The meeting will be held 30 September 2021.
Q2			Progressing	Final meeting for 2021 held on November 25 <sup>th</sup> .
Q3			Progressing	WHS Committee Meetings are held on a quarterly basis. The last meeting was held on February 17 <sup>th</sup> .
Q4			Completed	WHS Committee Meetings are held on a quarterly basis. The last meeting was held on May 19 <sup>th</sup> .
12.4.2 Q1	Review and update Council's Insurance Policies	Risk & Insurance Officer	Completed	2021-2022 Insurance has been completed. Steve Childe, Account Manager – NSW JLT Public Sector / JLT Risk Solutions Pty Ltd will visit Council to update on changes from previous year.
Q2			Completed	Insurance on track RAMS no longer required. CIP workbooks now required, has been updated.
Q3			Progressing	2022 insurances and progress reports to be completed.

Action Code	Action Name	Responsible Officer Position	Status	Comments
Q4			Progressing	Awaiting renewal updates all works completed for insurer as requested.
12.4.3 Q1	Establish and monitor Council's Risk Register.	Risk & Insurance Officer	Progressing	Risk registers have been embraced by risk owners and have been checked and updated on a regular basis. Pulse reminders are sent to all risk owners reminding them to check and provide comments on progress.
Q2			Progressing	Risk register on track risk owners making regular updates.
Q3			Progressing	Will continue to work with risk owners and will have a face to face visit this quarter to update.
Q4			Progressing	Face to face meetings planned for this month progressing well.
12.4.4 Q1	Maintain the Contractor Database eg. Insurances, inductions, registrations	Contracts, Compliance & WHS Officer	Progressing	The management of the Contractor Database is ongoing and updated as required.

Action Code	Action Name	Responsible Officer Position	Status	Comments
Q2			Progressing	<p>EOI have been called for all contractors including existing contractors must reapply and update , applications close on 31 Jan 2022.</p> <p>Compliant Contractor - To be a compliant contractor the following requirements must be met, all documents must be provided and must remain current -</p> <ul style="list-style-type: none"> <li>a. Certificate of Business Registration;</li> <li>b. Current Public Liability Insurance (min \$20,000,000)</li> <li>c. Current Professional Indemnity Insurance (if applicable);</li> <li>d. Current Workers Compensation Insurance / Personal Injury Insurance (if self-employed with no additional employees);</li> <li>e. Govt Licence or Permits where required (e.g. White cards, licences, electrical work, plumbing work, etc.);</li> <li>f. WHS Management Plan (or an outline of safe work practices and WHS Policies and Procedures relevant to the work to be performed); and</li> <li>g. Warranty terms and conditions</li> <li>h. Other documents as requested</li> <li>i. All workers must have completed the BSC WHS Induction</li> <li>j. Follow BSC PPE requirements</li> <li>k. COVID Safety Plan</li> </ul>
Q3		Risk & Insurance Officer	Progressing	Ongoing. Needs regular checks to ensure compliance. Explore options of revising process.
Q4			Progressing	Progressing well.

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

### Strategy 13.1

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

Action Code	Action Name	Responsible Officer Position	Status	Comments
13.1.1 Q1	Ensure information required under the GIPA legislation is displayed appropriately on Council's website.	Director Corporate and Community Services	Completed	A revised Access to Information policy was endorsed in July 2021 and adopted by Council at its September Ordinary Meeting. This policy and associated documentation as well as improved provision of information was updated on Council's website and includes statutory information under the GIPA legislation. Council has received no formal requests for information during Q1 and three informal requests.
Q2			Completed	Following an internal audit on Government Information (Public Access) Act compliance in June 2021, Council addressed and updated information contained on its website in accordance with the recommendations made. Council has received no formal requests for information during Q2.
Q3			Completed	No further comment as action has been completed. Incoming requests for information processed within statutory timeframes.
Q4			Completed	No further comment as action has been completed. Incoming requests for information processed within statutory timeframes.

## Strategy 13.2

Develop, implement and promote best practice governance policies and procedures

Action Code	Action Name	Responsible Officer Position	Status	Comments
13.2.1 Q1	Progress the establishment of and Audit, Risk and Improvement Committee and function within the organisation as per the legislation.	Director Corporate and Community Services	Progressing	There has been one internal audit undertaken during Q1 being the Information Technology health check. Final report to be presented to the Audit, Risk and Improvement Committee in November.
Q2			Progressing	<p>Due to the December Local Government election, there were no internal audits schedule for Q2. Report and recommendations from the Information Technology health check were presented to the November Audit, Risk and Improvement Committee. The following are the two areas noted:</p> <ol style="list-style-type: none"> <li>1. Segregation of duties with manual journal adjustments</li> <li>2. Business continuity and disaster recovery</li> </ol> <p>Remedial action has commenced to address each area of concern including a review of the manual journal process and the development of a Draft IT strategy to complement Council's overall Business Continuity Plan.</p>
Q3			Progressing	Due to the December Local Government election, there were no internal audits scheduled for Q3. The Audit, Risk and Improvement Committee met during the first week of March and received updates on recommendations from previous Internal Audits as well as Council's Risk Management Report, CIP Self Assessment and the External Audit planning meeting, which was held in February.
Q4			Progressing	Audit of Bland Shire Council's Developer Contributions undertaken during Q4. Final report to be presented to July Audit, Risk and Improvement Committee.

Action Code	Action Name	Responsible Officer Position	Status	Comments
13.2.2 Q1	Review Council's policies and procedures.	Director Corporate and Community Services	Progressing	During Q1 the following policies were adopted by Council: Enterprise Risk management Framework - Risk Management Policy - Privacy Management Plan - Information Guide - Access to Information Policy - Internal Reporting Policy - Volunteer Policy - Records Management Policy.

Action Code	Action Name	Responsible Officer Position	Status	Comments
Q2			Progressing	<p>The review of Council's policies is ongoing. During the six-month period from July to December, the following policies were reviewed and adopted:</p> <ul style="list-style-type: none"> <li>• Access to Information</li> <li>• Privacy Management Plan</li> <li>• Internal Reporting</li> <li>• Information Guide</li> <li>• Records Management</li> <li>• Volunteer Policy</li> <li>• Complaints Handling</li> <li>• Confidentiality Policy</li> <li>• Community Engagement Strategy</li> <li>• Social media policy</li> <li>• Debt recovery and financial hardship</li> </ul> <p>The following policies from Bland Shire's Children's Services Unit were also reviewed and adopted:</p> <ul style="list-style-type: none"> <li>• Collaborative Partnerships with Families</li> <li>• Educational Program and Practice</li> <li>• Transition to Kindergarten</li> <li>• Dental Health</li> <li>• Storage of Dangerous Chemicals, Substances and Equipment</li> <li>• Bathing and Showering</li> <li>• Environmental Sustainability</li> <li>• Role of Educator's families and Other Household Members</li> <li>• Emergency and Alternate Care</li> <li>• Transport Policy</li> <li>• Safe Sleep Policy</li> <li>• Code of Conduct</li> <li>• Supervision Policy</li> <li>• Complaints Policy</li> </ul>

Action Code	Action Name	Responsible Officer Position	Status	Comments
Q3			Progressing	<p>During Q3 the following policies were adopted by Council:</p> <ul style="list-style-type: none"> <li>Debt Recovery and Financial Hardship Policy</li> <li>Community Engagement Strategy</li> <li>Social Media Policy</li> <li>Cyber Policy</li> <li>CSU Code of Conduct</li> <li>CSU Complaints Management</li> <li>CSU Supervision</li> </ul> <p>The following Children's Services Procedures were also adopted:</p> <ul style="list-style-type: none"> <li>Incident, Injury, Illness &amp; Trauma</li> <li>Administration of First Aid</li> <li>Medication Administration</li> <li>Dealing with Infectious Diseases</li> <li>Medical Conditions</li> </ul>

Action Code	Action Name	Responsible Officer Position	Status	Comments
Q4			Progressing	<p><b>During Q4 the following policies were adopted or endorsed:</b></p> <ul style="list-style-type: none"> <li>Code of Meeting Practice</li> <li>Payment of Expenses and Provision of Facilities to Councillors</li> <li>Social Media Policy</li> <li>Confidentiality Policy &amp; Agreement</li> <li>Building Over Sewers Policy</li> <li>Enforcement Policy</li> <li>Refund of Application Fees Policy</li> </ul> <p><b>The following Childrens Services Unit Policies:</b></p> <ul style="list-style-type: none"> <li>Child Protection</li> <li>Arrival and Departure of Children</li> <li>Emergency Evacuation and Lockdown</li> <li>Health and Safety - Sun Protection</li> <li>Medical Administration Policy</li> <li>Incident, Injury, Trauma &amp; Illness Policy</li> <li>Dealing with Infectious Diseases Policy</li> <li>Administration of First Aid Policy</li> <li>Medical Conditions Policy</li> </ul> <p><b>The following Community Care Policies:</b></p> <ul style="list-style-type: none"> <li>Commonwealth Home Support Programme Client Contribution</li> <li>Advocacy Support</li> <li>Privacy and Confidentiality</li> </ul>



# 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

## Strategy 14.1

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

Action Code	Action Name	Responsible Officer Position	Status	Comments
14.1.1 Q1	Maintain relationships with tourism and community groups to progress tourism initiatives within the Bland Shire.	Tourism & Administration Officer	Completed	Work with Destination Riverina Murray on tourism initiatives.
Q2			Completed	Continuously meet with The Riverina to promote our Shire's tourism initiative. Meet with business West Wyalong and the Local Aboriginal Land Council discussing possible tourism initiatives. Promoted the Bland Shire Art Trail with Travel Oz on Channel 7Two. Included locals and groups to present and were interviewed by Travel Oz.
Q3			Completed	Continuously meet with The Riverina to promote our Shire's tourism initiative. Meet with groups in West Wyalong to discuss possible tourism initiatives.
Q4			Completed	Continuously meet with The Riverina to promote our Shire's tourism initiative. Meet with Business West Wyalong and the Local Aboriginal Land Council discussing possible tourism initiatives. New The Riverina map now available at all Riverina visitor centres.
14.1.2 Q1	Maintain an active participation and representation in relevant regional tourism meetings and events.	Tourism & Administration Officer	Progressing	Attended bi-monthly The Riverina regional meetings.
Q2			Progressing	Attended bi-monthly The Riverina regional meetings.

Action Code	Action Name	Responsible Officer Position	Status	Comments
Q3	Promote Bland Shire using online and print mediums.	Tourism & Administration Officer	Progressing	Attending by-monthly The Riverina regional meetings.
Q4			Completed	Regional meetings are ongoing and all meetings were attended for 2022. Tasks from meetings were finalised including a new The Riverina map.
14.1.3 Q1			Progressing	Due to Covid-19 restrictions and not encouraging tourism to Bland Shire, the Bland Bulletin were not distributed to the accommodation providers during this quarter. No events took place. Promoted tourism experiences through The Riverina as a plan now visit later initiatives for when tourists can travel again.
Q2			Progressing	Bland Bulletin were distributed from December after Covid-19 restrictions lifted. Promoted tourism experiences through The Riverina, Visit West Wyalong Facebook page and at neighbouring Visitor Centres.
Q3	Monitor, update and apply tourism signage as requested by tourism attractions and tourism businesses.	Tourism & Administration Officer	Progressing	Bland Bulletin was distributed for January to March. Promoted tourism experiences through The Riverina, Visit West Wyalong Facebook and neighboring Visitor Centre's. New Bland Shire Art and Sculpture trail booklet available in Visitor Centre.
Q4			Completed	Promoted tourism experiences through The Riverina Facebook, Visit West Wyalong Facebook and at neighboring Visitor Centers. Bland Bulletin March and April were distributed to all accommodations.
14.1.4 Q1			Progressing	Installed new signage at Coinda Reserve at the Eucalyptus and Mining Bucket display. Installation of Re-Awakening signage received from NSW Local Land Services.
Q2			Completed	Application made to the Road Reserve Manager to install Re-Awakening signs at Wyalong, Ungarie and Tallimba. Approved and signs installed.

Action Code	Action Name	Responsible Officer Position	Status	Comments
Q3			Progressing	Installed Re-Awakening signs at Wyalong, Ungarie and Tallimba. Booberoi Hills sign still to be installed.
Q4			Completed	No signage requests received from tourism attractions and tourism businesses.
14.1.5 Q1	Work with neighbouring Shires to promote tourism experiences and Tourism Art Trail.	Tourism & Administration Officer	Progressing	This is an ongoing process. Working with neighbouring Shires on the Art Trail to encourage tourism to travel The Riverina region.
Q2			Progressing	This is an ongoing process. Working with neighbouring Shires on the Art trail to encourage tourism to travel The Riverina region.
Q3			Progressing	This is an ongoing process. Working with neighboring Shires on the Art trail to encourage tourism to travel The Riverina Region.
Q4			Completed	Negotiations started with Carathool Shire and Condobolin to create a art trail through the 3 shires to drive tourism from Sydney, Canberra and Melbourn to The Riverina and to our shires through the art trail.
14.1.6 Q1	Provide and maintain a quality Visitors Information Centre which engages and supports tourism in the Bland Shire.	Tourism & Administration Officer	Progressing	This is an ongoing process. Brochures are continually updated. Information available of any events. And the tourism screen are continuously updated with fresh images and events within the Visitors Centre.
Q2			Progressing	This is an ongoing process. Brochures are continually updated. Information in Visitor Centre available for any events happening during this quarter. The tourism screens are continuously updated with fresh images and events within the Visitors Centre.
Q3			Progressing	This is an ongoing process. Brochures are continually updated. Information in Visitor Centre is available of any events happening during this quarter. And the tourism screen are continuously updated with fresh images and events within the Visitors Centre. New souvenirs added to Visitor Centre.

Action Code	Action Name	Responsible Officer Position	Status	Comments
Q4			Completed	Brochures are continually updated. Information of any events happening during this quarter were displayed and promoted in the Visitor Centre. New souvenirs added to Visitor Centre. Visitor Information staff also will be making enquiries regarding accommodation availability on request of visitor due to lack of accommodation in the Bland Shire.

## Strategy 14.2

Attract a diverse range of Visitors to the Shire

Action Code	Action Name	Responsible Officer Position	Status	Comments
14.2.1 Q1	Seek major and minor event opportunities for the Bland Shire to potential Visitors to the region.	Tourism & Administration Officer	Not Progressing	Due to Covid-19 restrictions no events took place and tourism was not encouraged at this time.
Q2			Progressing	Due to Covid-19 restrictions no events took place and tourism was not encouraged up until the end of November. Small events are starting back up, Business West Wyalong Christmas shopping and Weethalle Christmas Markets. Events are supported by Councils Tourism Officer.
Q3			Progressing	No event opportunities identified by Visitor Centre staff. Smaller events organised through groups and supported by Visitor Centre.
Q4			Progressing	No event opportunities identified by Visitor Centre staff. Smaller events organised through groups and supported by Visitor Centre staff through phone calls, printed material and advertising.

Action Code	Action Name	Responsible Officer Position	Status	Comments
14.2.2 Q1	Investigate technology to improve the visitor experience within Bland Shire.	Tourism & Administration Officer	Progressing	Investigated and planned for augmented reality experiences. But due to Visitor Information Centre space retractions this is on hold. Increased the izi app – Bland Shire Art Trail and History Walk information.
Q2			Progressing	Signed another three year contract with Tourism Touchscreen. Updated information on the Tourism Touchscreen including offering of advertisement for local businesses and schools. 23 businesses opted to advertise on the app.
Q3			Progressing	No new technology added for this round.
Q4			Completed	Task for this period has been completed. Augmented reality experience to be implemented in next 6 months. Bland Shire Art Trail and history walk has been updated. New booklet for Art Trail available at visitor centre.

**Strategy 15.1**

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

Action Code	Action Name	Responsible Officer Position	Status	Comments
15.1.1 Q1	Support business and/or industry operators to establish within Bland Shire through programs such as the Business Development Assistance Fund.	General Manager	Progressing	The General Manager provides assistance and support to new and expanding businesses within the Shire and all completed Business Support Applications are formally presented to Council for consideration.
Q2			Progressing	The General Manager regularly approaches new businesses to ensure that they are aware of the level of support from Council and provides assistance with the preparation of the Business Assistance applications.
Q3			Progressing	A further two (2) successful Business Assistance applications were processed by Council during this quarter.
Q4			Completed	The General Manager's 'open door' policy has allowed for many prospective business and industry operators to seek first hand information on how Bland Shire Council can assist with the establishment of new and expanding businesses.

## 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

Action Code	Action Name	Responsible Officer Position	Status	Comments
15.2.1 Q1	Work cooperatively with the local business groups to promote programs, initiatives, services and products wherever possible and to support requests to assist business activities with long-term benefits for the Bland Shire.	General Manager	Progressing	The General Manager provides assistance and support to new and expanding businesses within the Shire and all completed Business Support Applications are formally presented to Council for consideration.
Q2			Progressing	The General Manager is currently negotiating with a business consultant to provide a focus group forum in early 2022 with the objective of encouraging an increase in membership of Business West Wyalong. The General Manager also continues to support local businesses with any council related matters.
Q3			Progressing	The General Manager provides assistance and support to new and expanding businesses within the Shire and all completed Business Support applications are formally presented to Council for consideration.
Q4			Completed	The General Manager provides assistance and support to new and expanding businesses within the Shire and all completed Business Support Applications are formally presented to Council for consideration.

### 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.

Action Code	Action Name	Responsible Officer Position	Status	Comments
15.3.1 Q1	Monitor grant opportunities for communications infrastructure to address shire blackspots.	Director Corporate and Community Services	Progressing	Ongoing monitoring of grant opportunities through Grant Connect. To date, no specific funding available other than the Mobile Blackspot program.
Q2			Progressing	Federal grant notifications received regularly through subscription with GrantConnect. Assistance has been provided to Telstra for a funding application to improve communications services within the region under the Regional Connectivity Program – Round 2 – Newell Hwy – Mirrool.
Q3			Progressing	Federal grant notifications received regularly through subscription with GrantConnect. Awaiting outcome of assistance provided to Telstra for a funding application to improve communications services within the region under the Regional Connectivity Program – Round 2 – Newell Hwy – Mirrool.
Q4			Progressing	Ongoing monitoring of grant opportunities through Grant Connect. To date, no specific funding available other than the Mobile Blackspot program.
15.3.2 Q1	Advocate for improved telecommunications access in regional areas of Bland Shire.	Director Corporate and Community Services	Progressing	Submission made to Regional Telecommunications Independent Review Committee highlighting lack of access to suitable network, number of identified blackspots within Bland Shire local government area and impending phase out of 3G network, which is still relied upon in many remote regions of the shire. Proposed solution to connectivity issues including pursuit of service sharing arrangements with network providers and implementation of fibre to the curb for new development areas.

Action Code	Action Name	Responsible Officer Position	Status	Comments
Q2			Progressing	Council collaboration with Telstra's Regional Australia Team providing letters of support for its Regional Connectivity Program (Round 2) to deploy 4GX and NB-IoT mobile network coverage on the Newell Hwy, Mirrool NSW.
Q3			Progressing	Awaiting outcome of Telstra's Regional Australia Team providing letters of support for its Regional Connectivity Program (Round 2) to deploy 4GX and NB-IoT mobile network coverage on the Newell Hwy, Mirrool NSW. Ongoing identification and notification of Mobile blackspots to support future funding applications.
Q4			Progressing	No specific activity this month. Notification received of unsuccessful Regional Connectivity Program (Round 2) application for Mirrool area.
15.3.3 Q1	Investigate suitable locations for improved telecommunications access.	Director Technical Services	Progressing	Blackspots put together for REROC who are liaising with the Federal Government.
Q2			Progressing	No further advise from REROC.
Q3			Progressing	Discussions with Telstra.
Q4			Completed	Liaison with REROC continuing.

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

### 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 growth.

Action Code	Action Name	Responsible Officer Position	Status	Comments
16.1.1 Q1	Update Development Control Plan to include flood planning development controls for Ungarie.	Manager Development & Regulatory Services	Not Due To Start	NSW Planning is due to release standard template for DCPs. A review of current DCP controls have commenced.
Q2			Not Due To Start	NSW Planning is due to release standard template for DCPs. A review of current DCP controls is ongoing.
Q3			Not Due To Start	NSW Planning is due to release standard template for DCPs. A review of current DCP controls have commenced. Waiting for response from NSW Planning.
Q4			Completed	NSW Planning is due to release standard template for DCPs. A review of the current DCP controls have commenced. Waiting for response from NSW Planning.
16.1.2 Q1	Review Local Environmental Plan.	Manager Development & Regulatory Services	Progressing	Housing strategy is nearing completion.
Q2			Progressing	Housing strategy due to be completed during next quarter.
Q3			Progressing	Housing strategy is nearing completion by consultants.
Q4			Completed	The Housing Strategy is currently on exhibition.

## Strategy 16.2

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

Action Code	Action Name	Responsible Officer Position	Status	Comments
16.2.1 Q1	Maintain Council's traineeship and apprenticeship program.	Human Resources Coordinator	Progressing	Council has employed four (4) new trainees and recruited two (2) cadets. Two Early Childhood teachers completed their work experience at Council.
Q2			Progressing	Council employed one (1) trainee for the Sewerage Treatment Works.
Q3			Progressing	Trainee – Civil Construction recruited.
Q4			Completed	Program is still ongoing.
16.2.2 Q1	Foster partnerships with education sector.	Human Resources Coordinator	Progressing	Regular contact with WWHS, TAFE and Ungarie High School.
Q2			Progressing	Regular contact with WWHS, TAFE and Ungarie High School.
Q3			Progressing	Regular contact with education institutions made contact with Wollongong University for Engineering work experience students and CSU for Early Childhood teacher work experience students.
Q4			Completed	This is ongoing.
16.2.3 Q1	Identify education needs for local businesses and work with training providers to deliver appropriate training.	General Manager	Progressing	Council staff have been working closely with Business West Wyalong to identify suitable training for business operators and all information that is disseminated through Small Business NSW is relayed to Business West Wyalong for distribution amongst its members.
Q2			Progressing	The General manager has been in negotiations with an external provider to undertake a series of focus groups with the objective of increasing membership of BWW. These focus groups will be conducted in late January 2022.

Action Code	Action Name	Responsible Officer Position	Status	Comments
Q3			Progressing	The General Manager, with the support of the Tourism and Administration Officer, continues to provide the local business network with information on training initiatives as well as funding opportunities through the NSW Government.
Q4			Completed	<p>Council, through its staff, continues to identify arrange of training opportunities for our local businesses which in turn provides for upskilling for existing employee and therefore improvements to business performance.</p> <p>Council continues its good working relationship with Business West Wyalong and will continue to promote education and training opportunities for all local businesses with the objective of increasing employment opportunities within the Shire.</p>
16.2.4 Q1	Liaise with retail and industry to assist in creating employment opportunities.	General Manager	Progressing	The General Manager has been liaising with a number of local businesses who are considering expansion and has been providing those businesses with relevant information on government programs and subsidies.
Q2			Progressing	The General Manager is continuing to liaise with West Wyalong Machinery and Mid West Fabrication on the expansion of both businesses.
Q3			Progressing	There has been no formal communication or meetings with local retail and industry operators during this quarter.

Action Code	Action Name	Responsible Officer Position	Status	Comments
Q4			Completed	<p>Council, through its staff, continues to identify arrange of training opportunities for our local businesses which in turn provides for upskilling for existing employee and therefore improvements to business performance.</p> <p>Council continues its good working relationship with Business West Wyalong and will continue to promote education and training opportunities for all local businesses with the objective of increasing employment opportunities within the Shire.</p>

### Strategy 16.3

Promote agricultural practices which are leading edge and efficient.

Action Code	Action Name	Responsible Officer Position	Status	Comments
16.3.1 Q1	Provide a workshop/program targeting the agricultural industry.	Foreman - Environmental Services	Progressing	Update of Council website – Biosecurity Act and Riverina Regional Strategic Management Plan
Q2			Progressing	Bland Shire Local Weeds Plan developed and placed on Council website.
Q3			Progressing	Website information updated regularly illegal clearing, burning and dumping. Sale of worm farms and compost bins.
Q4			Completed	No further actions this quarter.
16.3.2 Q1	Provide a workshop/program targeting energy efficiency.	Foreman - Environmental Services	Not Progressing	Covid-19 restrictions have impacted on commencement.

Action Code	Action Name	Responsible Officer Position	Status	Comments
Q2			Not Progressing	Covid-19 restrictions impacting on community events.
Q3			Not Progressing	Covid-19 status impacting on community events.
Q4			Progressing	A program is being researched for the up-coming quarter.
16.3.3 Q1	Educate the community on benefits of protecting our environment.	Foreman - Environmental Services	Progressing	Update of Council website in Environment section regarding changes to weeds legislation – Biosecurity Act and associated terminology. Addition to site of the Riverina Regional Strategic Management Plan.
Q2			Progressing	Bland Shire Local Weeds Management Plan developed and placed on Council website.
Q3			Progressing	Further educational information developed and placed on Council website – including explanation of the Biosecurity Act 2015, Riverina Strategic Weed Management Plan and Illegal clearing, burning and dumping.
Q4			Completed	Enrolled Bland Shire in the Bioblitz project and Inaturalist program, the events to be held this coming spring 2022. This program will involve our local community actively logging native flora and fauna recordings, which in turn will be placed on a world-wide data base. This research will help identify declines or increases in recorded species and assist with allocating resources to address associated concerns.

## Strategy 16.4

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

Action Code	Action Name	Responsible Officer Position	Status	Comments
16.4.1 Q1	Maintain active representation and involvement with the regional organisations impacting Bland Shire Council	General Manager	Progressing	The General Manager is currently a member of the RIVJO Governance Working Party as well as a member of the REROC Executive. In this first quarter the General Manager has attended eight (8) meetings with these organisations. In addition, the General Manager has participated in Zoom meetings with RDA Riverina (1) and Central West RDA (1). There are a number of projects arising from these organisations that have had a direct benefit to the Bland Shire: Southern Lights/Housing Strategy/Retail Energy Procurement/Capacity Building Projects.
Q2			Progressing	Council remains a member of REROC and RivJO and the General Manager is an active member of the REROC Executive as well as the RivJO Governance Working Party.
Q3			Progressing	The General Manager and Mayor continue to attend and participate in regional meetings with organisations such as REROC and RIVJO.
Q4			Completed	The General Manager continues to represent Council on REROC and RIVJO and also has regular contact with Riverina Development Association and the Riverina Murray Destination NSW.

## Strategy 16.5

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

Action Code	Action Name	Responsible Officer Position	Status	Comments
16.5.1 Q1	Identify and act on avenues for improving and promoting the Shire's (commercial) industrial land.	General Manager	Progressing	The General Manager has been in negotiations with at least four (4) prospective purchasers of land within the new Business Park. The fact that Council has reduced the purchase price has now made setting up business within this complex much more affordable.
Q2			Progressing	The General Manager has been liaising with the Director of Technical Services on the preparation of a draft subdivision based on the interest currently being shown by at least eight (8) prospective purchasers. When this step has been completed security deposits will be sought and liaison with the various utility providers will continue.
Q3			Progressing	Council's Director of Technical Services has assumed responsibility for this project and he is in constant communication with Miller & James Real Estate in respect to the negotiations for the sale of lots within the new Business Park. The DTS is also preparing the subdivision plan and the identification of what services will be required.
Q4			Completed	The subdivision plan for the new business park has been finalised with all but one parcel of land now identified for purchase. This will mean sufficient income to allow the servicing of the individual blocks and will allow the new owners to commence the process of establishing their new businesses.



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## Combined Delivery Program & Operational Plan 2021/22 Progress Report 2

