

**+Delivery Program Activities and Operational Plan****GOAL 1** A healthy and cohesive community receiving recognition and supported by coordinated, appropriate and affordable services**GOAL OUTCOME** 1.1 Closer cooperation and cohesion between community groups

<b>Delivery Plan (2013-2017)</b>				
<b>Strategy</b>	<b>Action</b>	<b>Performance Target</b>	<b>By When</b>	<b>Comment</b>
<b>1.1.1 Relevant and quality health and family support services for all members of our community</b>	Assist the implementation of the Far West Local Health Service to address health care issues within the Shire	Implement annual Community Satisfaction Survey	Annually	Discussions held with Far West LHD as appropriate; survey not conducted
	Support services that address alcohol and substance misuse in the community		Annually	Discussions held with Far West LHD as appropriate
	Seek continual funding of services and programs for:  HACC services  Community and transport	Continuous improvement program (as part of the operational plan- service level agreements)	Annually	Ongoing funding received for home care services at Ivanhoe: transport services now devolved from Council

**GOAL OUTCOME** 1.2 Improved community services and facilities

<b>Delivery Plan (2013-2017)</b>				
<b>Strategy</b>	<b>Action</b>	<b>Performance Target</b>	<b>By When</b>	<b>Comment</b>
<b>1.2.1 Health, improved aged care and disability services in collaboration with service providers</b>	Facilitate the sourcing of funding to assist in the provision of home care services at Ivanhoe	Continuous improvement program (as part of the operational plan-service level agreements)	Annually	Service ongoing; improvement funding restricted at present
	Investigate appropriate partners to deliver aged care facilities		Annually	Survey not conducted; enquiries to be made with FACS
	Liaise with appropriate local health services on public health related matters		Ongoing	Discussions held with Far West LHD as appropriate

**GOAL OUTCOME 1.3 Enhanced community spirit, cultural and arts awareness and pride**

<b>Delivery Plan (2013-2017)</b>				
<b>Strategy</b>	<b>Action</b>	<b>Performance Target</b>	<b>By When</b>	<b>Comment</b>
<b>1.3.1 Culture and Art: Development of creative industries, culture and art</b>	Support the development and hosting of community events	Maintain active membership with Regional and State Arts organisations	Annually	Membership not maintained due to current financial status; discussions held with WDA and Arts NSW regarding opportunities for partnership involvement and potential grant funding

**GOAL OUTCOME 1.3 Enhanced community spirit, cultural and arts awareness and pride**

<b>Delivery Plan (2013-2017)</b>				
<b>Strategy</b>	<b>Action</b>	<b>Performance Target</b>	<b>By When</b>	<b>Comment</b>
<b>1.3.1 Culture and Art: Development of creative industries, culture and art</b>	Encourage the establishment of community based arts and cultural groups	Maintain active membership with Regional and State Arts organisations	Annually	Membership not maintained due to current financial status
	Liaise with heritage, tourism and community bodies to establish Art and Cultural Centres		Annually	

**GOAL OUTCOME 1.4 Improved opportunities for our communities**

<b>Delivery Plan (2013-2017)</b>				
<b>Strategy</b>	<b>Action</b>	<b>Performance Target</b>	<b>By When</b>	<b>Comment</b>
<b>1.4.1 Youth, Sport and Recreation Options for the whole community</b>	Investigate the provision of youth recreational facilities (including Skate Park and/or BMX Track) funding, possible partnerships and locations in each town	Complete Sport and Recreation options investigation and communicate to the community	2015	BMX track built at Menindee; opportunities for grant funding explored and some external funding has been received
	Support existing swimming pool committees		Ongoing	Support provided as required

**GOAL OUTCOME 1.4 Improved opportunities for our communities**

<b>Delivery Plan (2013-2017)</b>				
<b>Strategy</b>	<b>Action</b>	<b>Performance Target</b>	<b>By When</b>	<b>Comment</b>
<b>1.4.1 Youth, Sport and Recreation Options for the whole community</b>	Construct disabled ramp at Ivanhoe Pool	Implement annual community satisfaction survey	2014/15	Survey not conducted
	Investigate possible options for funding longer opening hours for swimming pools. Lobby local communities for volunteers to undertake Pool Lifeguard Training		Ongoing	Opening hours dependant on available funding.

**GOAL OUTCOME 1.4 Improved opportunities for our communities**

<b>Delivery Plan (2013-2017)</b>				
<b>Strategy</b>	<b>Action</b>	<b>Performance Target</b>	<b>By When</b>	<b>Comment</b>
<b>1.4.2 Community Housing</b>	Continue provision of existing Community Housing at Menindee	Maintain communication with community housing providers, Aboriginal Land Councils and Aboriginal Housing Office	Ongoing	Accommodation units provided by Council

**GOAL OUTCOME 1.5 Enhanced public order and safety**

<b>Delivery Plan (2013-2017)</b>				
<b>Strategy</b>	<b>Action</b>	<b>Performance Target</b>	<b>By When</b>	

<b>1.5.1 Public safety</b>	Liaise with the NSW Police through attendance and participation in the Community Safety Precinct Committee	Alcohol Free Zones meet legislative requirements as per LGA	Ongoing	Alcohol Free Zones renewed
	Support and assist emergency services by participating in scheduled meetings and reporting to council	Attendance at Community Safety Precinct Committee meetings	Annually	Attendance at CSPC meetings by General Manager when available
	Update Council's Emergency Management Plan	Updated Emergency Management Plan presented to Council	Annually	Matter being addressed by management
	Maintain consistent animal control practices	Increased level of registration and microchipping of dogs	Ongoing	Ongoing program funded externally; microchipping no longer funded
	Encourage and maintain micro chipping register		Ongoing	

**GOAL OUTCOME**      **1.5 Enhanced public order and safety**

<b>Delivery Plan (2013-2017)</b>				
<b>Strategy</b>	<b>Action</b>	<b>Performance Target</b>	<b>By When</b>	<b>Comment</b>
<b>1.5.1 Public safety</b>	Maintain companion animal register	Implement annual community satisfaction survey	Ongoing	Survey not implemented
	Assist with de-sexing clinics and education programs for animal control		Annually	Ongoing de-sexing program no longer funded – emphasis on education campaign in conjunction with other councils

	issue penalty infringement notices			Issued as appropriate
	Conduct lighting audit and upgrades	Audit report presented to Council and upgrades presented	2014/15 2023/24	Under review

**GOAL 2 A strong regional economy supported by developing industries, strong businesses and increased employment**

**GOAL OUTCOME 2.1 Expansion of industries and growth in businesses**

<b>Delivery Plan (2013-2017)</b>				
<b>Strategy</b>	<b>Action</b>	<b>Performance Target</b>	<b>By When</b>	<b>Comment</b>
<b>2.1.1 Sustainable economic development of Shire towns</b>	Maintain active membership of the relevant regional/state tourism board	Board memberships maintained	Ongoing	Membership not maintained due to current financial status
	All policies, plans and procedures are appropriate to maintain economic development in the Shire	100% of policies are reviewed and updated	Ongoing	Policy review to commence when resources available; State Government reviewing tourism boards across the State; Inland Tourism no longer functioning

**GOAL OUTCOME 2.1 Expansion of industries and growth in businesses**

<b>Delivery Plan (2013-2017)</b>				
<b>Strategy</b>	<b>Action</b>	<b>Performance Target</b>	<b>By When</b>	<b>Comment</b>
<b>2.1.2 Improved industry and business attraction, retention and growth</b>	Review the Shire's Economic Development Strategy	Strategies prepared and presented to Council	Every 2 Years	Policy review to commence when resources available

## GOAL OUTCOME      2.1 Expansion of industries and growth in businesses

Delivery Plan (2013-2017)				
Strategy	Action	Performance Target	By When	Comment
<b>2.1.2 Improved industry and business attraction, retention and growth</b>	Improve tourism marketing, infrastructure and business development through the review, updating and implementation of the Shire's Tourism Strategy	Strategies prepared and presented to Council	Every 2 years	Policy review to commence when resources available
	Encourage the establishment of new and expansion of existing industries and businesses	Community Strategy Survey	Ongoing	Survey not implemented
	Support the Far West Action Plan to drive Business Development and implement programs		Ongoing	General Manager is involved with the Far West RDA Committee as a Committee member
	Investigate incentives to encourage industry and business development in the Shire		Annually	Enquiries made as relevant

## GOAL OUTCOME 2.2 Employment growth

Delivery Plan (2013-2017)				
Strategy	Action	Performance Target	By When	Comment
2.2.1 Succession Planning – employment strategy	Develop partnership with job network agencies to identify employment opportunities	Maintain relationships with job networks Develop traineeship opportunities	Annually	Enquiries made as relevant
2.2.2 Opportunities for the highest level of education and training for members of the community	Seek government bodies for support and financial assistance for educational programs	Increased number of locally offered traineeships and educational programs	Annually	Traineeships offered in Menindee and Wilcannia as funding available; School Based trainee arrangements with Menindee Central School not continued at this stage
	Promote traineeships and career paths post traineeship		Annually	

## GOAL OUTCOME 2.3 Improved infrastructure across the Shire

Delivery Plan (2013-2017)				
Strategy	Action	Performance Target	By When	Comment
2.3.1 Enhance Tourism Assets	Investigate the options for dissemination of tourist information in each community	Increased dissemination streams of tourist information	2014/15	Information provided as requested; grants provided to all tourism bodies in the Shire to assist with this project

## GOAL OUTCOME 2.3 Improved infrastructure across the Shire

Delivery Plan (2013-2017)				
Strategy	Action	Performance Target	By When	Comment
2.3.1 Enhance Tourism Assets	Investigate tourism business opportunities identified in the Council's Economic and Tourism Strategy with appropriate partners	100% of interpretive panels and relevant signage inspected and repaired/updated	2014/15	Signage repaired and replaced as funding available
	Inspect and maintain Heritage Trail Interpretive panels (tourism signage)		2014/15	Signage repaired and replaced as funding available

**GOAL 3 A protected and supported natural environment and a sustainable and well maintained built environment**

**GOAL OUTCOME 3.1 Collaborative approach to environmental management and protection**

<b>Delivery Plan (2013-2017)</b>				
<b>Strategy</b>	<b>Action</b>	<b>Performance Target</b>	<b>By When</b>	<b>Comment</b>
<b>3.1.1 Environmental compliance</b>	To review and update State of Environment Report	State of Environment Report prepared	2014/15	
	Register food businesses	Activity Report to NSW Food Authority completed	Ongoing	Premises inspected as appropriate and activity report submitted as required
	Undertake annual food premises inspections to Category B level		Annually	Inspections undertaken as required
	Investigate food complaints to Category B level		Ongoing	Inspections undertaken as required
<b>3.1.2 Tree planting</b>	Actively support and contribute to National Tree Day	Free trees distributed as part of National Tree Day to local residents	Annually	Provision made in 2016/17 Draft Operational Plan

**GOAL OUTCOME 3.1 Collaborative approach to environmental management and protection**

<b>Delivery Plan (2013-2017)</b>	<b>Operational Plan (2014-2015)</b>			
<b>Strategy</b>	<b>Action</b>	<b>Performance Target</b>	<b>By When</b>	<b>Comment</b>
<b>3.1.3 Waste management</b>	Provide street cleaning and bin maintenance in townships	Community satisfaction survey	Ongoing	Service provided; survey not implemented
	Provide waste collection services for Wilcannia, Menindee and Ivanhoe	Community satisfaction survey	Ongoing	Service provided; survey not implemented
	Review waste depots at White Cliffs and Sunset Strip and investigate appropriate ways to cover the waste on a weekly basis to limit burning episodes	Prepare a report and present to Council  Minimal number of issues raised by EPA; increased level of recycling	2016/17	Report provided to May 2015 Council meeting; SSPAI undertake tip maintenance at Sunset Strip under contract to Council



	Pursue contracts through Netwaste for sale of recyclables	Maintain partnership with NetWaste	Annually	Partnership maintained
	Report on landfill capacities	Complete and present to EPA	Annually	Report provided

**GOAL OUTCOME 3.1 Collaborative approach to environmental management and protection**

<b>Delivery Plan (2013-2017)</b>				
<b>Strategy</b>	<b>Action</b>	<b>Performance Target</b>	<b>By When</b>	<b>Comment</b>
<b>3.1.3 Waste management</b>	Lobby government for re-introduction of container deposit levy	Support interested groups	Ongoing	State Government approved introduction of CDL
<b>3.1.4 Weed management</b>	Undertake noxious weed control and seek appropriate opportunities for funding	Weed infestations and target areas mapped  Inspect treated plants and document	Annually	External funding received

**GOAL OUTCOME 3.2 Improved town entrances and streetscapes**

<b>Delivery Plan (2013-2017)</b>				
<b>Strategy</b>	<b>Action</b>	<b>Performance Target</b>	<b>By When</b>	<b>Comment</b>
<b>3.2.1 Visually attractive and functional town entrances and streetscapes</b>	Seek funding from the NSW Heritage office to continue local heritage strategy	Review Central Darling Shire Council's Local Heritage Strategy	Annually	Funding received: strategy review being undertaken by Council's heritage advisor

**GOAL OUTCOME 3.2 Improved town entrances and streetscapes**

<b>Delivery Plan (2013-2017)</b>				
<b>Strategy</b>	<b>Action</b>	<b>Performance Target</b>	<b>By When</b>	<b>Comment</b>
<b>3.2.1 Visually attractive and functional town entrances and streetscapes</b>	Continue to seek funding (State and Federal) for heritage projects	Heritage advisor engaged and report developed annually	Ongoing	Ongoing program in 2016/17; funding submission made for 2017/18 and 2018/19
	Provide street tree maintenance in townships Support tree plantings per Councils street tree policy	Report of Council number of trees planted	Ongoing	Minor work undertaken due to funding limitations
<b>3.2.2 Initiate streetscape projects in collaboration with business and the community to upgrade shopfronts linked to our built heritage</b>	Develop a plan to restore Post Office including investigation costings to complete heritage restoration of the site	Stages of restoration reported to Council	2013/17	Under review; funding investigations being undertaken by Heritage Advisor; application for funding for verandah restoration not successful
	Progress Knox and Downs site in Wilcannia	Site clean-up and redevelopment	2014-16	Authorisation given to consortium led by Bob Constantine to investigate opportunities to redevelop site
	Encourage clean up unsafe premises and land		Ongoing	Discussions as appropriate

**GOAL OUTCOME 3.3 Safe and reliable water supplies and road networks for Shire communities**

<b>Delivery Plan (2013-2017)</b>				
<b>Strategy</b>	<b>Action</b>	<b>Performance Target</b>	<b>By When</b>	<b>Comment</b>
<b>3.3.1 Stormwater is managed throughout each community</b>	Develop a plan to identify, investigate and design suitable solutions for storm water issues in communities	Stormwater Management Plan to be reviewed tri-annually	2014/15	Under review
	Maintain a network of kerb, gutter and stormwater drainage to an appropriate standard		Ongoing	Minor work undertaken due to funding limitations
<b>3.3.2 Safe and reliable water supply for Shire communities</b>	Ensure that potable water meets the guidelines set by NSW Health	Develop integrated water management plan for each community	Ongoing	Council now member of LMWUA who will assist in the development of the Plans
	Ensure that potable and raw water supplies are provided within		Ongoing	Grant funding provided to assist in this capital work

	designated water districts of Wilcannia and Ivanhoe		
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**GOAL OUTCOME 3.3 Safe and reliable water supplies and road networks for Shire communities**

<b>Delivery Plan (2013-2017)</b>				
<b>Strategy</b>	<b>Action</b>	<b>Performance Target</b>	<b>By When</b>	<b>Comment</b>
<b>3.3.2 Safe and reliable water supply for Shire communities</b>	Maintain the consistency of water supply to the White Cliffs community and investigate potable water supply		Annually	Funding received to undertake investigation and identify source of water; funding received to replace infrastructure and reticulation systems and augment storage
<b>3.3.3 Water testing and treatment</b>	Undertake routine chlorine residual readings	Quality Water Testing meets the NSW Health standards	Ongoing	Undertaken
	Maintain representation on the Regional Algae Committee		Ongoing	
	Sample swimming pools in accordance with NSW Health requirements with regard to Council owned swimming pools		Ongoing	Required sampling undertaken and forwarded for testing
<b>3.3.4 Water supply management</b>	Review and improve water management strategies	All relevant water plans are reviewed	2020/22	Council now member of LMWUA who will assist in the development of the strategies

**GOAL OUTCOME 3.3 Safe and reliable water supplies and road networks for Shire communities**

<b>Delivery Plan (2013-2017)</b>				
<b>Strategy</b>	<b>Action</b>	<b>Performance Target</b>	<b>By When</b>	<b>Comment</b>
<b>3.3.4 Water supply management</b>	Lobby the Minister for funding for potable water supply for White Cliffs		2016/18	Funding received to undertake investigation and identify source of water
	Investigate the options for the replacement of the Wilcannia Weir		2014/15	Undertaken by Office of Water; business case being developed; awaiting advice from State Government
	Upgrade the White Cliffs water supply reticulation network		2016/18	Funding received to undertake replacement of infrastructure and reticulation systems and augment storage

<b>3.3.5 Safe and reliable network of roads throughout the Shire</b>	Reconstruction, sealing and civil works on Ivanhoe Cobar Road (MR416)	All roads throughout the Shire meet RMS requirements	Annually	Work undertaken as funding permits
	Routine maintenance grading on 10 Main Roads		Ongoing	Work undertaken as funding permits
	State Highways maintenance work through Routine Maintenance Contract with RMS		Ongoing	Ongoing funding arrangements with RMS
	Maintenance grading of local roads to an appropriate standard		Ongoing	Work undertaken as funding permits

**GOAL OUTCOME 3.3 Safe and reliable water supplies and road networks for Shire communities**

<b>Delivery Plan (2013-2017)</b>				
<b>Strategy</b>	<b>Action</b>	<b>Performance Target</b>	<b>By When</b>	<b>Comment</b>
<b>3.3.5 Safe and reliable network of roads throughout the Shire</b>	Maintain good relationship with RMS to meet requirements under RMS contract		Annually	Ongoing funding arrangements with RMS
	Conduct a study to identify roads in the Shire that need to be maintained or upgraded to all weather condition roads. Study to include why particular roads should be identified as all-weather roads		2014/15	Under review
	Prepare a report including costs to maintain and upgrade identified roads to all weather condition roads		Annually	Under review
	Continue to lobby for road funding for all roads in the Shire and specifically the Cobb Highway		Ongoing	Ongoing

**GOAL OUTCOME 3.3 Safe and reliable water supplies and road networks for Shire communities**

<b>Delivery Plan (2013-2017)</b>				
<b>Strategy</b>	<b>Action</b>	<b>Performance Target</b>	<b>By When</b>	<b>Comment</b>

<b>3.3.6 Traffic management</b>	Investigate and review the usage of signage on all Council owned and controlled land	Four traffic management meeting conducted per annum to review traffic issues	Annually	Meetings attended by DSS as required and GM when available
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**GOAL OUTCOME 3.4 Improved infrastructure across the Shire**

<b>Delivery Plan (2013-2017)</b>				
<b>Strategy</b>	<b>Action</b>	<b>Performance Target</b>	<b>By When</b>	<b>Comment</b>
<b>3.4.1 Maintain airports</b>	Conduct weekly inspection and maintenance program to Airports	Maintenance programs completed in accordance with CASA standards	Weekly	Ongoing
	Continue to liaise with RFDS and RFS		Ongoing	Ongoing
	Seek funding to upgrade airports		Ongoing	Opportunities restricted due to internal funding; external fences at Menindee, Ivanhoe and Tilpa replaced following receipt of part funding and matched by Council funds
<b>3.4.2 Council and community assets are maintained and managed responsibly</b>	Review and maintain an Asset Register	Asset maintenance program developed and operational (see Asset Maintenance Program)	2014/15	

**GOAL OUTCOME 3.4 Improved infrastructure across the Shire**

<b>Delivery Plan (2013-2017)</b>				
<b>Strategy</b>	<b>Action</b>	<b>Performance Target</b>	<b>By When</b>	<b>Comment</b>
<b>3.4.2 Council and community assets are maintained and managed responsibly</b>	Develop Asset Maintenance Plans	Asset maintenance program developed and operational (see Asset Maintenance Program)	2014/15	Under review
	Manage and maintain Council depot facilities		Ongoing	Work undertaken as funding permits
	Provide and maintain Council's fleet within budgetary allowances	Community survey	Ongoing	Work undertaken as funding permits

	Provide maintenance to all Shire buildings	Ongoing	Work undertaken as funding permits
	Maintain Ivanhoe Saleyards in working order	Ongoing	Work undertaken as funding permits; S355 Committee appointed to manage facility
	Manage all Council owned and operated halls and support hall committees	Ongoing	Work undertaken as funding permits
	Maintenance of footpaths on a priority basis within a budget	Annually	Work undertaken as funding permits
	Maintain parks, gardens and sporting grounds to an acceptable standard	Ongoing	Work undertaken as funding permits

**GOAL OUTCOME 3.4 Improved infrastructure across the Shire**

Delivery Plan (2013-2017)				
Strategy	Action	Performance Target	By When	Comment
<b>3.4.2 Council and community assets are maintained and managed responsibly</b>	Issue temporary licences for Crown Land as required	Community survey	Annually	Survey not implemented
	Issue leases for Crown Land as required		Annually	Ongoing as required
	Maintenance of Wilcannia sewage system	Community survey	Ongoing	Survey not implemented
	Maintenance of sewage system for Aboriginal estates		Ongoing	Ongoing as required
	Upgrade to Wilcannia sewerage infrastructure		Ongoing	
	Routine inspections of septic tanks		Ongoing	Ongoing as required
	Investigate sewer/septic complaints		Ongoing	Ongoing as required

**GOAL OUTCOME 3.4 Improved infrastructure across the Shire**

Delivery Plan (2013-2017)				
Strategy	Action	Performance Target	By When	Comment

<b>3.4.3 Ensure that public ablution facilities are maintained to a standard acceptable to the wider community and visitors</b>	Cleaning of public toilet facilities	Prompt response to complaints about cleanliness	Ongoing	Ongoing
<b>3.4.4 Maintain cemeteries</b>	Implement expansion of the Wilcannia Cemetery	Support current committee structure	2014/15	Work undertaken as funding permits
	Maintain and update cemetery records as information becomes available		Ongoing	Ongoing
<b>3.4.5 Playgrounds are provided and maintained to meet community needs</b>	Plan for new playgrounds and the upgrade of existing playgrounds in consultation with the community	Secure funding for upgrades to playgrounds	Ongoing	Work undertaken as funding permits; funding received to upgrade Bill Murray park at Menindee
	Develop a maintenance schedule for all playgrounds within the Shire		Ongoing	Ongoing
	Research and apply for funding for playground renewal		Annually	Work undertaken as funding permits

**GOAL OUTCOME 3.5 Well planned towns in accordance with LEP an sound planning principles**

<b>Delivery Plan (2013-2017)</b>				
<b>Strategy</b>	<b>Action</b>	<b>Performance Target</b>	<b>By When</b>	<b>Comment</b>
<b>3.5.1 Provide appropriate town planning policies and services</b>	Management of all planning, development and building regulatory functions in accordance with legislative and LEP requirements	Develop applications, inspections and certifications undertaken within legislative timeframes	Ongoing	Ongoing

**GOAL 4 A strong regional economy supported by developing industries, strong businesses and increased employment**

**GOAL OUTCOME 4.1 Effective communication and consultation with Shire communities**

<b>Delivery Plan (2013-2017)</b>				
<b>Strategy</b>	<b>Action</b>	<b>Performance Target</b>	<b>By When</b>	<b>Comment</b>

<b>4.1.1 Effective communication and consultation with our community</b>	Liaise with Indigenous representatives to identify service needs and assist in planning for improved service delivery	Attend meetings as required	Ongoing	Meetings attended as availability permits; some discussion held with some groups and individuals
	Provide support services to Council	Councillors attend Civic Leadership bi-annually  Produce quarterly newsletter	Ongoing	Not required
	Foster and co-ordinate an extensive network of partnerships in delivering services to the community.		Ongoing	Ongoing
	Encourage community members to take an interest in community leadership		Ongoing	Ongoing

**GOAL OUTCOME 4.2 Efficient and effective services**

<b>Delivery Plan (2013-2017)</b>				
<b>Strategy</b>	<b>Action</b>	<b>Performance Target</b>	<b>By When</b>	
<b>4.2.1 Effective community service provision in the Shire through a strategic and collaborative approach</b>	Manage corporate finance functions	Information uploaded to CDSC website and is regularly updated	Ongoing	Arrangements developed with Wentworth Shire; information uploaded as appropriate
	Implement new financial reporting format for Council that is clear, accurate and concise		2014/15	Implemented



	Reduction in outstanding rates and charges through proactive approach to collection and management of overdue debtors	Attend 100% of meetings and report to council	2015/16	Outstanding rates being addressed
	Manage IT systems and service requirements		Ongoing	Work undertaken as funding permits

**GOAL OUTCOME**      **4.2 Efficient and effective services**

<b>Delivery Plan (2013-2017)</b>				
<b>Strategy</b>	<b>Action</b>	<b>Performance Target</b>	<b>By When</b>	<b>Comment</b>
<b>4.2.1 Effective community service provision in the Shire through a strategic and collaborative approach</b>	Investigate a new electronic document management system		2015/16	Electronic Records Management System ordered and awaiting implementation
	Implementation of new asset management system		2016/17	Review commenced
	Investigation of managed services environment		2014/15	Review not commenced
	Provide customer services in accordance with Council policies and procedures	Customer survey	Ongoing	Survey not implemented
	Investigation of customer request management system		2015/16	Review not commenced
	Relocation of archived records to appropriately secured facilities		2020/21	Review not commenced

## GOAL OUTCOME      4.2 Efficient and effective services

Delivery Plan (2013-2017)				
Strategy	Action	Performance Target	By When	Comment
4.2.1 Effective community service provision in the Shire through a strategic and collaborative approach	Update and implement a Risk Management plan		2014/15	Review to commence when resources available
	Review and implement Work Health and Safety policies and procedures		2014/15	Policies to be reviewed when resources available
	Management of Council's finances in accordance with accepted local government financial sustainability principles and adopted Council strategies		Ongoing	Ongoing Compliance issues being addressed

**GOAL OUTCOME 4.2 Efficient and effective services**

<b>Delivery Plan (2013-2017)</b>				
<b>Strategy</b>	<b>Action</b>	<b>Performance Target</b>	<b>By When</b>	<b>Comment</b>
<b>4.2.2 A professional and cohesive organisational climate</b>	Identify and conduct appropriate levels of training for Councillors on their roles and responsibilities	Two training sessions per annum be provided	Annually	Not required
	Review and update training and education policies and procedures for Council staff		2015/16	Policies to be reviewed when resources available; review commenced
	Develop and implement a Human Resources Strategy		2015/16	Policies to be reviewed when resources available

**GOAL OUTCOME 4.3 Skilled and informed Councillors and staff**

<b>Delivery Plan (2013-2017)</b>				
<b>Strategy</b>	<b>Action</b>	<b>Performance Target</b>	<b>By When</b>	<b>Comment</b>
<b>4.3.1 Leadership and community involvement</b>	Review integrated plans in compliance with NSW Local Government Legislation	Customer surveys	Annually	Survey not implemented

	Continue to engage the community through representation at Community Working Party meetings	Attend meetings	Ongoing	Meetings attended as availability permits
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**GOAL OUTCOME 4.4 Engaged leaders and volunteers in each community**

<b>Delivery Plan (2013-2017)</b>				
<b>Strategy</b>	<b>Action</b>	<b>Performance Target</b>	<b>By When</b>	<b>Comment</b>
<b>4.4.1 Education</b>	Liaise with school communities on Education and Community Issues	Attend a minimum of 4 meetings per annum	Annually	Meetings attended as availability permits