

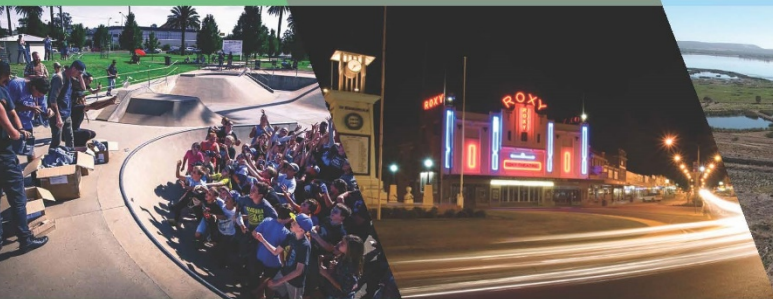


LEETON
SHIRE COUNCIL

DELIVERY PROGRAM & *Operational Plan*

2017/18

REPORT FOR THIRD QUARTER
- JANUARY TO MARCH



A HEALTHY AND
CARING COMMUNITY



AN ACTIVE AND
ENRICHED COMMUNITY



A HEALTHY NATURAL
ENVIRONMENT



A THRIVING ECONOMY
WITH GOOD JOBS



A QUALITY BUILT
ENVIRONMENT

STRONG
LEADERSHIP

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Message From The General Manager

Introduction

This is the third quarterly report for the 'new look' Delivery Program and Operational Plan 2017-2021.

As in the first two quarters, Council staff continue to strive to keep the Community and Councillors up to date with how Council activity is tracking in relation to what the organisation committed to undertake back in June 2017.

In reporting to Councillors and Community, Responsible Officers have been asked to consider 3 things:

- *How much have we done (effort)*
- *Where possible, how well have we done (efficiency and effectiveness)*
- *Where possible, how is the Council or the Community better off (outcomes, sometimes involving other parties information)*

Each of the 6 sections in this quarterly report are colour coordinated to reflect the aspirational themes identified in the Community Strategic Plan – Leeton on the Go.

Responsible officers are also required to identify the status of each action via a 'traffic light' system – see key on top of each action page.

This quarterly report should be read in conjunction with the Budget Review for January to March 2018.

As always, Council and its Senior Management Team welcomes feedback and questions from the Community as to how it is doing and whether there is more information required by the residents and ratepayers of Leeton Shire on progress being made. Please email any feedback or suggestions to alisonb@leeton.nsw.gov.au

January to March 2018

It was an immediately busy start to the New Year with an important visit from key NSW Government staff in early January. Making and nurturing these influential connections is useful for a local Council like ours and I am pleased to advise that Leeton has definitely made a positive impression. We look forward to their ongoing interest and support.

Strong working relationships with our neighbouring Councils, Regional Organisation of Councils, Country Mayors and LGNSW also helps to strengthen Leeton Shire Council's case and that of local government as a sector. We've put a lot of effort into new partnerships over the quarter as we continue to advocate for local business growth, a more efficient freight task and the sensible/responsible roll out of federal water policy.

Good progress has been made over the quarter with developing a Western Riverina Regional Economic Development Strategy.

Water compliance has been very topical during the quarter and Council has, in collaboration with the Murray Darling Association, urged for calm and an ongoing commitment to the sensible implementation of the Basin Plan.

Australia Day 2018 proved to be a well received community event and this year's SunRice Festival was an absolute delight for residents and visitors alike. The collaboration between staff and volunteers in the community is indeed a winning combination when it comes to delivering successful events in Leeton Shire. Council appreciates the significant input from volunteers in the Shire's sports, cultural and social endeavours.

Building community capacity and developing ideas for Town Improvement Plans has been a definite focus this quarter, starting with facilitated forums in Whitton and Yanco. Council looks forward to working with communities in our towns and villages to bring some of these ideas to fruition.

This quarter we introduce summary reports from the Director of Corporate and Community and Director of Environment and Engineering. Please read their overviews of what their staff have focussed on from January to March 2018.



Yours faithfully

A handwritten signature in cursive script that reads "Jackie Kruger".

Jackie Kruger

Operational Updates From The Directors

Craig Bennett, Director – Corporate and Community

Introduction

The Corporate and Community Directorate has been very busy during the January to March 2018 period. The major highlights for the quarter are detailed below:

Human Resources

The two major focuses for the Human Resource Department has been on recruitment and training and development. During the March 2018 quarter ten (10) staff were recruited and thirty one (31) courses were organised for seventy three (73) staff members to attend courses.

“Febwell” was a successful health program with 38 staff members giving up alcohol, sugar or inactivity for the whole of February. Council raised \$1,500 and donated this to a worthy cause close to everyone’s hearts.

Financial Management

Procured and commenced implementation of new financial reporting and budgeting software into Council (Magiq).

New templates were introduced for the 2018/2019 Budget Process.

Information Technology

Finalised the Draft Information and Communications Technology Strategic Plan. Reviewed information technology security at Council and updated processes around all security. Infocouncil (Electronic Business Paper Preparation Software) was fully implemented during the quarter.

Governance and Corporate Planning

Polices were reviewed during the quarter and a rolling program to review and update Council policies was implemented. Delegations were reviewed and updated during the quarter.

Community Services

Harmony Day 2018 - The Community Development Team partnered with the Leeton Multicultural Support Group Inc to run a community luncheon on 25 March 2018 to celebrate Harmony Day. The event was held at the Leeton Multipurpose Centre with more than 60 community members of all ages and nationalities in attendance.

Place Creation Workshops with Peter Kenyon – With thanks to the Building Better Regions Fund, the Community Development Team coordinated Place Creation Workshops from Monday 5 February to Thursday 7 February 2018 with Mr Peter Kenyon, founder and director of the ‘Bank of Ideas’ in the communities of Whitton and Yanco. Within each community there were two (2) days of individual engagement sessions with community members from each town as well as a ‘Café Conversation’ evening event which allowed the whole community to come together and develop visions for their respective communities. The community development staff were heavily involved in these sessions as were staff from other Divisions at Council.

All outcomes from the conversations were then documented into feedback reports which were distributed to each community in order to encourage further conversations and actions.

Brian Ashcroft, Director – Environment and Engineering

Progress on Programme

Delivery has largely remained on track during Q3 and I am confident that the majority of the works programme for 2018/9 will be completed to schedule.

Key projects include:

Young Road: Work has been delayed pending agreement on outstanding DA issues and funding. Both matters are effectively resolved and work will start as soon as written confirmation of landowner funding contribution is received.

Palm Avenue: Reconstruction works were significantly delayed due to geotechnical issues caused by historic “repairs”. Works will be completed in May.

Almond Road: This project will be deferred to 2018/9 due to delays on Palm Avenue reconstruction.

Irrigation Way: A significant heavy patching programme has been completed and RMS resealing works are also largely completed. The result is a wider, safer pavement.

Graham Park: Works on the carpark, road and park improvements will be completed in May.

Resealing Programme: The programme is largely completed.

Planning and Compliance

Young Road: The resolution of various DA for various developments is effectively resolved and agreement has been reached on developer contribution to the road improvements.

Miscellaneous

Funding Applications: Applications were prepared for the Swimming Pool, CBD Phase 2 and Show Ground Grandstand.

LLL Projects: LLL has taken considerable time to support the delivery of the LLL projects. This is likely to continue into early 2018/9.

Town Centre Enhancement: The tender for the consultancy to oversee this work has been prepared with appointment expected in early June.

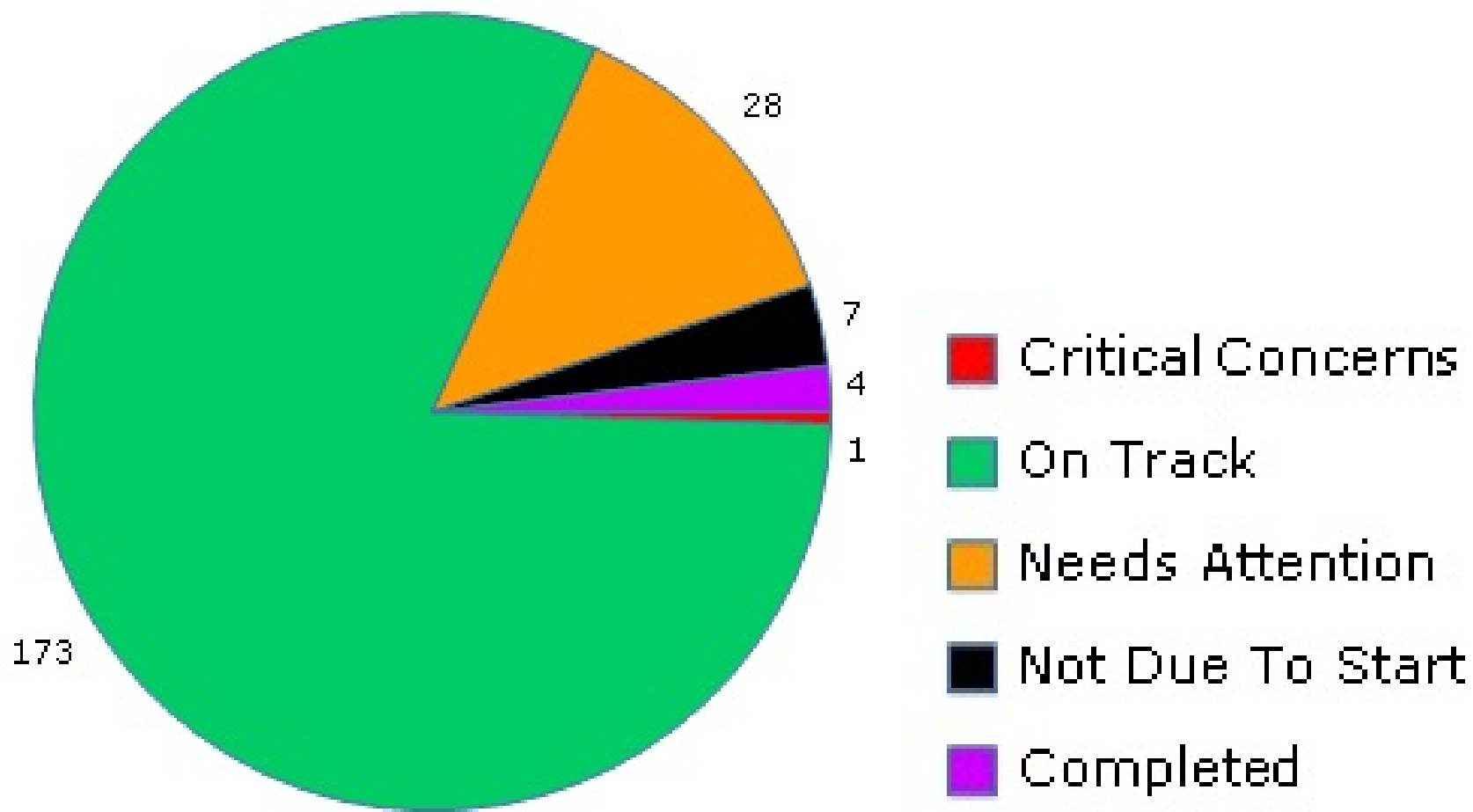
Issues

Staffing and Capability: Three key staff have resigned during Q3 and this has impacted delivery of asset management and Council’s capacity to maintain levels of service, particularly in building and planning approvals. Each of the staff were effective, established and promising young professionals who left to seek career development. We are advertising but I expect difficulty replacing them. Council may need to rethink our approach to resourcing these areas. Minor restructuring is being undertaken to reallocate duties and provide additional training to other staff as part of the response. Some of these actions will take time to be realized.

Asset Management System: Progress has been impacted by the resignation of Tom Steele and the early retirement of the consultant assisting Tom. A revised position focussing solely on AMS has been created and is being advertised. This task is a high priority.

Overall Performance Snapshot

TOTAL ACTIONS - 213



At a Glance

Completed Items - as at March 31, 2018			
Delivery Program and Operation Plan (DPOP) Action	Action Code	DPOP Measure	Further Detail
Support the hosting of exciting destination events across Leeton Shire	13.002a	Report on Bidgee Classic Fishing Competition planning and outcomes, including participation numbers – goal is to run an event that prompts Destination NSW promotion and that will draw visitors from outside the region	Page 74
Undertake Mosquito Monitoring Programs	4.005f	Report on findings and remedial actions undertaken – goal is to reduce risk of mosquito borne diseases in Leeton Shire	Page 42
Support the hosting of exciting destination events across Leeton Shire	13.001a	Report on Sunrice Festival planning and outcomes, including participation numbers – goal is to run an event that prompts Destination NSW promotion and that will draw visitors from outside the region	Page 73
Provide Visitor Tourist Signage	13.006b	Report progress on refurbishment of Leeton Tourist and Event Promotional Signage in neighbouring shires – goal is to redirect traffic off the highways to Leeton and to promote dates for destination events / festivals	Page 80

LEGEND: ● Critical Concerns ● On Track ● Needs Attention ● Not Due to Start ● Completed
 Quarter Three – 1 January – 31 March 2018

Critical Concern Items - as at March 31, 2018			
Delivery Program and Operation Plan (DPOP) Action	Action Code	DPOP Measure	Further Detail
Develop a Water Services Asset Management Plan starting with an Integrated Water Cycle Management Plan	15.006a	Report on activity and progress – the goal is to manage Council assets professionally using methods that inform long term financial planning	Page 85

Needs Attention Items - as at March 31, 2018			
Delivery Program and Operation Plan (DPOP) Action	Action Code	DPOP Measure	Further Detail
Promote and run a volunteer program at Leeton Shire Council	19.002a	Report on Volunteer Recognition (including annual awards) – goal is to show that volunteers are valued and appreciated	Page 109
Promote and run a volunteer program at Leeton Shire Council	19.001a	Report on trends in volunteering in each area of Council – goal is to enhance the delivery of service through involving volunteers for mutual benefit	Page 109
Refurbish the Roxy Theatre both internally and externally	7.001a	Report on the progress of refurbishment planning and fund raising – goal is to provide an effective multi-purpose cultural space that honours and celebrates the Art Deco heritage of the Roxy	Page 54
Coordinate an active Council Committee program	19.002c	Report on Section 355 Committee meetings held, key decisions made and outcomes achieved – goal is to support the delivery of outcomes via committees of Council that include volunteers.	Page 111
Promote volunteering opportunities and their benefits	19.003a	Report on promotions, campaigns and outcomes – goal is to support community organisations to boost their volunteer numbers	Page 109
Develop and maintain a new residents' kit	3.004d	Report on progress and number of kits issued or downloaded – goal is to ensure that new residents can quickly settle and develop a sense of belonging	Page 29
Operate sewer treatment services at Leeton, Yanco and Whitton.	15.004b	Report on progress against Leeton Shire Council's Trade Waste program – goal is to ensure trade waste is appropriately managed so as not to compromise the effectiveness of the sewerage treatment plant and associated environmental outcomes	Page 87
Provide reticulated services in Leeton, Yanco, Wamoon, Whitton and Murrumbidgee	15.005a	Report on performance against response times for customer requests – goal is to ensure the network reliably protects public health	Page 85
Provide reticulated services in Leeton, Yanco and Whitton	15.006b	Report on performance against response times for customer requests – goal is to ensure the network reliably protects public health	Page 87

Needs Attention Items - as at March 31, 2018			
Delivery Program and Operation Plan (DPOP) Action	Action Code	DPOP Measure	Further Detail
Operate an efficient and effective Local Government Administration	20.005a	Report on Leeton Shire Council's Internal Audit Program and progress against corrective actions – goal is to see continuous improvement / achieve best practice across the organisation and ensure zero fraud	Page 115
Facilitate a Youth Committee and Youth Services	3.002b	Report on investigation into the set up of a Youth Council – goal is to introduce young leaders to local government and support them to become active and engaged citizens that can serve as the voice of youth to Council.	Page 24
Reduce, prevent and mitigate graffiti and vandalism across Leeton Shire	4.004a	Report on graffiti rewards administered	Page 34
Undertake On-Site Sewer Management Inspection Programs	4.003f	Report on education activity, number of inspections undertaken and significant findings – goal is to minimise health risks to people and the environment	Page 42
Undertake Food Inspection Programs	4.001f	Report on education activity, number of inspections undertaken and significant findings – goal is to ensure patrons can confidently consume food prepared by local businesses	Page 41
Promote the Shire's potential as a film venue	12.006a	Report on development of filming policy and related promotional activity – goal is to explore opportunities for the filmmaking industry in Leeton	Page 71
Levy and apply development contributions	17.013d	Report on development and implementation of the "Leeton Shire Council Section 64 Plan" – goal is to provide certainty to Council and developers about fees payable to burden or extend existing water and sewer infrastructure.	Page 101
Apply robust policy to guide quality development across Leeton	17.011d	Report on development and implementation of the "Leeton Shire Council Development Control Plan" - goal is to clarify development standards and provide greater certainty for both developers and community	Page 102
Maintain and promote Community Directory	3.001a	Report on currency of Community Groups/Services Directory on Council's website – goal is to support community to easily access community services in Leeton Shire	Page 23
Implement energy saving programs at Leeton Shire Council	9.002c	Report on any new activity and progress – goal is to reduce operational costs and Council's CO2 footprint	Page 62

Needs Attention Items - as at March 31, 2018			
Delivery Program and Operation Plan (DPOP) Action	Action Code	DPOP Measure	Further Detail
Support Whitton and Yanco Museums	8.003a	Report on activity and progress within available resourcing – goal is to support local committees to manage their collections, tell their stories and grow visitation	Page 57
Support Leeton Family and Local History Society	8.001a	Report on activity and progress within available resourcing – goal is to conserve and make accessible Leeton Shire’s history	Page 56
Develop a Roxy Theatre Asset Management Plan, commencing with a Roxy Theatre Conservation Management Plan	7.003a	Report on activity and progress –goal is to manage Council assets professionally using methods that inform long term financial planning	Page 54
Prepare a Waste Management Strategy for Leeton Shire	9.008a	Report on activity and progress – goal is to set a clear vision / direction that will drive future delivery programs	Page 61
Implement Leeton Shire Council's Flood Mitigation Measure identified in Leeton Shire Flood Study	4.001d	Report on activity and progress – goal is to reduce the risk to people and property in Leeton Shire	Page 39
Develop a Sewer Services Asset Management Plan	15.008b	Report on activity and progress - goal is to manage Council assets professionally using methods that inform long term financial planning	Page 88
Set-up inter-agency group to deliver on the Leeton Shire Community Strategic Plan "Leeton On The Go"	20.001a	Report on activity and progress – goal is to ensure that government agencies also contribute to Leeton Shire CSP (Community Strategic Plan) outcomes and progress reports	Page 113
Ensure the safe and efficient archiving of local historic artefacts	8.004a	Report on activity and progress – goal is to ensure collections in Council's control or under Council's influence are appropriately managed whether in storage or on display	Page 57
Operate an efficient and effective Local Government Administration	20.010a	Develop and implement a Building Asset Management Plan – the goal is to manage Council assets professionally using methods that inform long term financial planning	Page 119

Not Due to Start Items – as at March 31, 2018

Delivery Program and Operation Plan (DPOP) Action	Action Code	DPOP Measure
Implement energy saving programs at Leeton Shire Council	9.003c	Report on the establishment of a renewable energy reserve fund for Leeton Shire – goal is to have funds ready to apply to innovative ideas that are investigated and approved
Undertake a Customer Satisfaction Survey for Leeton Shire Council	20.016a	Report on results and recommendations – goal is to set a benchmark against which future performance can be improved or sustained (as relevant)
Develop a Parks and Playgrounds Asset Management Plan	17.004a	Report on activity and progress - goal is to manage Council assets professionally using methods that inform long term financial planning
Develop a Swimming Pool Asset Management Plan	6.007a	Report on activity and progress – goal is to manage Council assets professionally using methods that inform long term financial planning
Attract a strong pool of candidates for Local Government Elections in 2020	18.002b	Report on activity and progress - goal is to ensure voters can choose Councillors who they feel have the skills and values to best represent them.
Develop and implement a Leeton Shire "Traffic Management Plan"	16.006c	Report on activity and progress – goal is to ensure safe and efficient movement and parking of vehicles in Leeton, Whitton and Yanco.
Operate Resource Recovery Facility (includes Landfill) and Transfer Stations	9.005a	Develop an Asset Management Plan for the Resource Recovery Facility / Landfill – goal is to ensure the facility is managed professionally and appropriately informs the Long Term Financial Plan.

How to read this document

This update on progress against the 2017-2021 Delivery Program and 2017-2018 Operational Plan (DPOP) is broken into six strategic areas. These areas reflect the key themes of Leeton on the Go – Our Community Strategic Plan – Towards 2030. Each of the Theme or Priority Areas have been represented by a main heading, as demonstrated by the reverse heading below. Throughout the document, these theme areas are also separated by colour as shown in the header of each table. Each of Strategies is indicated by the headings with grey backgrounds while specific DPOP actions are identified by the blue text headings. Performance measures for each of the DPOP actions, some of which have several, are prefaced by a number, eg. 1.01a. The document tables also provides detail on the responsible Council officer as well as their comments and an indication of how the measure is performing in a status column on the right hand sign.

1-A HEALTHY AND CARING COMMUNITY						
01 A community that focuses on being healthy						
1a Provide exercise opportunities to increase fitness and wellbeing						
	Delivery Program and Operational Plan Action	Timeframe	Performance Measures	Responsibility	Update as at 31 March 2018 - Quarter 3	Status
	Provide an outdoor gym in Leeton at Rotary Park	2017/18 2020/21	report progress against Maintenance and Renewal programs – goal is to provide equipment that is in good working order with minimum disruption to service	Open Space and Recreation	Monthly inspections of equipment at Rotary Park have been completed and recorded as per the Parks, Playgrounds & Recreational Facilities Maintenance Management Policy. No issues or defects have been identified.	●

1-A HEALTHY AND CARING COMMUNITY

01 A community that focuses on being healthy

1a Provide exercise opportunities to increase fitness and wellbeing

	Delivery Program and Operational Plan Actions	Timeframe	Performance Measures	Responsibility Of:	Update as at 31 March 2018 - Quarter 3	Status
1.02a	Provide a Skate Park in Leeton at Rotary Park	2017/18 - 2020/21	Report on activity and progress against the Maintenance and Renewal programs - goal is to provide a skatepark that is in good working order with minimum disruption to service	Manager Open Space and Recreation	Monthly inspections of equipment at both the Whitton & Leeton Skate Parks have been completed and recorded as per the Parks, Playgrounds & Recreational Facilities Maintenance Management Policy. No issues or defects have been identified at the Whitton Skate Park. The Leeton Skate Park will undergo specialist concrete resurfacing in 2018/2019 which will repair minor defects and extend the life of the facility.	●
1a.01	Provide an outdoor gym in Leeton at Rotary Park	2017/18 - 2020/21	Report progress against the Maintenance and Renewal programs – goal is to provide equipment that is in good working order with minimum disruption to service	Manager Open Space and Recreation	Monthly inspections of equipment at Rotary Park have been completed and recorded as per the Parks, Playgrounds & Recreational Facilities Maintenance Management Policy. No issues or defects have been identified.	●

LEGEND: ● Critical Concerns ● On Track ● Needs Attention ● Not Due to Start ● Completed
 Quarter Three – 1 January – 31 March 2018

1b Ensure the availability of appropriate health and social services

	Delivery Program and Operational Plan Actions	Timeframe	Performance Measures	Responsibility Of:	Update as at 31 March 2018 - Quarter 3	Status
1.01b	Participate in the Local Health Advisory Committee (to advocate for quality services including the full re-Instatement of maternity services at Leeton Base Hospital)	2017/18 - 2020/21	Report on activity and progress, most especially in relation to the full re-instatement of maternity services at Leeton Base Hospital – goal is to have a fully functioning hospital with a full suite of services	Community Development Coordinator	Murrumbidgee Local Health District facilitated a public workshop in February 2018 aimed at identifying strategic priorities for the new Local Health Advisory Committee. Priorities identified include childhood obesity; mental health services (access, availability and advocacy); health expo; Closing the Gap, Services Directory, recruitment of an obstetrician, accommodation in metropolitan areas for medical visits.	●
1.02b	Advocate for accessible and quality mental health and drug and alcohol rehabilitation services	2017/18 - 2020/21	Report on activity and progress – goal is to support the community to have ready access to quality and timely service	Community Development Coordinator	Leeton Shire Council staff were not involved in any Community Drug Action Team (CDAT) meetings in Griffith within this quarter, however, there is a meeting planned for 4 April 2018 which staff are invited to attend to explore partnership opportunities further. Headspace Griffith announced that they would be providing an outreach service to the Leeton community. The organisation started the initiative in February and it involves having a clinician travelling to town to provide services such as one-on-one counselling and school wellbeing support to young people aged from 12 to 25.	●
1.03b	Monitor provision of Home and Community Care Services (HACC) delivered by Pinnacle Community Services (under novation)	2017/18 - 2020/21	Report on services offered, client numbers and client satisfaction - goal is to ensure services are sustained at a high quality in Leeton Shire	Community Development Coordinator	Pinnacle Community Services - Temora are funded to provide four Commonwealth Home Support Programs to the Leeton community. When services were novated to Pinnacle, no provisions were made for the new provider to report to Council. It is understood that services are continuing unchanged.	●

LEGEND: ● Critical Concerns ● On Track ● Needs Attention ● Not Due to Start ● Completed
 Quarter Three – 1 January – 31 March 2018

	Delivery Program and Operational Plan Actions	Timeframe	Performance Measures	Responsibility Of:	Update as at 31 March 2018 - Quarter 3	Status
1.04b	Support programs that enhance opportunities to increase doctor numbers in Leeton Shire	2017/18 - 2020/21	Report on the number of student doctors placed in Leeton Shire through the Student Doctor and Bush Bursary programs - goal is to encourage registrars to join GP services in regional towns like Leeton	Community Development Coordinator	Two Student Doctors from the University of Wollongong are completing their placement in Leeton which commenced in July 2017 and will be completed in May 2018. The two students undertake two days of General Practice per week plus an Emergency Department shift & training on Wednesdays. They also travel to Griffith to undertake access training in surgery/theatres at Griffith Base & St Vincent's Private Community Hospital. Leeton Shire Council has once again agreed to sponsor and host a Bush Bursary (first year medical) student for a period of two weeks in 2018/2019.	●

02 A community that embraces life-long learning

2a Provide a range of quality and affordable education opportunities from early childhood to adult learning

	Delivery Program and Operational Plan Actions	Timeframe	Performance Measures	Responsibility Of:	Update as at 31 March 2018 - Quarter 3	Status																												
2.01a	Operate Leeton Early Learning Centre (LELC)	2017/18 - 2020/21	Report on number of students utilising facility relative to available places – goal is to run service with a strong reputation that is financially sustainable	Director Leeton Early Learning Centre	<p>As of 31/03/2017 the number of places by room</p> <table border="1"> <thead> <tr> <th>ROOM</th> <th>Mon</th> <th>Tues</th> <th>Wed</th> <th>Thur</th> <th>Fri</th> <th>Wait list*</th> </tr> </thead> <tbody> <tr> <td>Rainbow (16/day)</td> <td>16</td> <td>16</td> <td>16</td> <td>16</td> <td>16</td> <td>38</td> </tr> <tr> <td>Sunshine (24/day)</td> <td>22</td> <td>24</td> <td>24</td> <td>24</td> <td>24</td> <td>5</td> </tr> <tr> <td>Pre-School (20/day)</td> <td>20</td> <td>20</td> <td>20</td> <td>20</td> <td>18</td> <td>6</td> </tr> </tbody> </table> <p>* Wait list numbers are across a week.</p> <p>Waiting list are for those seeking places over the week but don't want Friday. There has been a reduction in wait lists for the Sunshine and Pre-school rooms since the last quarter (Down from 10 and 20 respectively). However there has been an increase in the number of children on the wait list for the Rainbow Room.</p>	ROOM	Mon	Tues	Wed	Thur	Fri	Wait list*	Rainbow (16/day)	16	16	16	16	16	38	Sunshine (24/day)	22	24	24	24	24	5	Pre-School (20/day)	20	20	20	20	18	6	●
ROOM	Mon	Tues	Wed	Thur	Fri	Wait list*																												
Rainbow (16/day)	16	16	16	16	16	38																												
Sunshine (24/day)	22	24	24	24	24	5																												
Pre-School (20/day)	20	20	20	20	18	6																												

LEGEND: ● Critical Concerns ● On Track ● Needs Attention ● Not Due to Start ● Completed
 Quarter Three – 1 January – 31 March 2018

	Delivery Program and Operational Plan Actions	Timeframe	Performance Measures	Responsibility Of:	Update as at 31 March 2018 - Quarter 3	Status
			Report findings of compliance audits - goal is to run a fully accredited service	Community Development Coordinator	<p>NSW Education and Communities conducted a site visit on Tuesday 16 January which is a normal procedure. While it was determined that the service is meeting the National Quality Standards they identified a number of compliance issues which have since then been resolved including Regulation 50. Updated records for responsible person, Regulation 97 Ensure all Emergency and Evacuation Procedures are displayed at all exits, Regulation 151 Develop a sign in/out sheet for educators to sign each time they start/finish supervising children eg for morning tea and lunch.</p> <p>As part of Council procedures first aid kits were checked and audited.</p> <p>Railing outside the Preschool Room is still an identified issue which the Community Development Team are endeavouring to resolve early within the next quarter. Leeton Early Learning Centre staff and Community Development Team will also be updating and amending policies and procedures to ensure they are compliant with the new National Quality Framework introduced in January 2018.</p>	●

LEGEND: ● Critical Concerns ● On Track ● Needs Attention ● Not Due to Start ● Completed
 Quarter Three – 1 January – 31 March 2018

	Delivery Program and Operational Plan Actions	Timeframe	Performance Measures	Responsibility Of:	Update as at 31 March 2018 - Quarter 3	Status
2.02a	Operate Leeton Out of School Hours Care (OOSH) and Vacation Care Program	2017/18 - 2020/21	Report on number of children utilising service relative to available places – goal is to run a fully accredited service with a strong reputation that is financially sustainable	Community Development Coordinator	<p>There are 40 spaces available per day in Out of School Care and 50 spaces available per day on Vacation Care.</p> <p>Within this quarter there were nine weeks of Out of School Care, therefore there were 1800 spaces available. Of this 1800 there were 945 spaces filled.</p> <p>There were also three weeks of Vacation Care (one day of closure due to the public holiday), therefore there were 1000 spaces available. Of this number there were 425 spaces filled. The reporting mechanism provided to Out of School Care staff did not account for cancellations or no shows - many of which are already paid for and can not be refunded. It is also important to acknowledge that vacation care is impacted on the type of program which is delivered. Excursions are more favoured upon by clients but it can not be catered for regularly due to budget restrictions. In saying that, according to the period to date actual income in comparison to period to date budget for Out of School Care the service is tracking 6.03% ahead and Vacation Care 7.38% ahead.</p> <p>While the service was promoted in Council News and School Newsletters, Community Development staff and Leeton Out of School Care staff will endeavour to explore further opportunities for marketing next quarter. The team will work with the Acting Manager Communications and Marketing to write a Media Release promoting the service through print as well as through social media.</p>	●

LEGEND: ● Critical Concerns ● On Track ● Needs Attention ● Not Due to Start ● Completed
 Quarter Three – 1 January – 31 March 2018

	Delivery Program and Operational Plan Actions	Timeframe	Performance Measures	Responsibility Of:	Update as at 31 March 2018 - Quarter 3	Status
			Report findings of compliance audits - goal is to run a fully accredited service	Community Development Coordinator	Within this quarter the Community Development Team has worked to ensure the service is compliant with the National Quality Agenda. The service's IT System has now been updated to be compliant according to the regulations. Community Development Staff submitted an application for a replacement person with control and/or management of the service to meet the requirements. Staff have contacted the Australian Children's Education & Care Quality Authority who have advised that the application is being processed. The Quality Improvement Plan (QIP) and Policies and Procedures Manual have been updated for 2018 in accordance with regulations.	●
2.03a	Support local apprenticeship, traineeship and work experience opportunities	2017/18 - 2020/21	Report on number of apprenticeships/traineeships/work experience students within Leeton Shire Council – goal is to support 'Grow Our Own' workforce opportunities in and for the Shire	Manager Human Resources	During the quarter Leeton Shire Council had one new apprenticeship commence in Open Space & Recreation Dept for Greenkeeping. LSC continues to have one other Apprentice at the Golf Course, two traineeships (Early Childhood Education - LELC). Nil work experience students in the 3rd quarter.	●
2.04a	Provide a library service with high level programming and events	2017/18 - 2020/21	Report on activities/programs run and attendance numbers – goal is to create a library that is responsive to community needs and aspirations	Library Assistant	Library Programs for January-March inclusive. Brain Games 192 participants, 13 sessions; Preschool programs 642 participants, 34 sessions including a Harmony Day Storytime with 51 participants; 241 Knitters, 25 sessions; Book Group 8 participants, 2 sessions; Friends of Leeton Library (FOLL) 11 people, 2 sessions with FOLL setting up book sale and running Trivia; Lego Club 27 participants, 4 sessions; Book Launch 70 participants, 1 session. Participation in Brain Games, pre-school and knitters group continued to trend upwards.	●

LEGEND: ● Critical Concerns ● On Track ● Needs Attention ● Not Due to Start ● Completed
 Quarter Three – 1 January – 31 March 2018

	Delivery Program and Operational Plan Actions	Timeframe	Performance Measures	Responsibility Of:	Update as at 31 March 2018 - Quarter 3	Status
			Report on number of items borrowed (books, ebooks, cds, etc) – goal is to have a contemporary collection that is well utilised	Library Assistant	9,124 items were borrowed. 738 DVDs, 4,729 Adult fiction, 825 Non-fiction, 51 Adult Literacy, 296 magazines, 10 Inter-library loans, 256 Young adult fiction, 19 Music CDs, 2 pieces of equipment, 1,879 Junior fiction, 156 e-audio, 121 e-books and 42 e-magazines. Acquisitions. 911 acquisitions were made including 80 donations, 12 interlibrary loans and 378 ebooks/eaudio (consortium purchases). Deletions. 1,477 discards including 51 interlibrary loans and 149 ebooks/audio (consortium deletions)	●
			Report on registered and active library membership trends – goal is to maintain or grow numbers of active members	Library Assistant	76 new members were added in Q3. The library has 5,380 members of which 1,996 have not used their card in the last 5 years leaving 3,384 active members. Due to staff changes the promotion program was not run. This will be re-visited upon manager recruitment.	●

LEGEND: ● Critical Concerns ● On Track ● Needs Attention ● Not Due to Start ● Completed
 Quarter Three – 1 January – 31 March 2018

2b Provide access to Information Technology Networks

	Delivery Program and Operational Plan Actions	Timeframe	Performance Measures	Responsibility Of:	Update as at 31 March 2018 - Quarter 3	Status
2.01b	Advocate for NBN rollout to be optimised across Leeton Shire	2017/18 - 2020/21	Report on take-up rate of NBN – goal is to ensure that NBN is fit for purpose and being fully utilised by industry, business and residents across Leeton Shire	Economic Development Coordinator	NBN report an average take up rate for fixed wireless to the Leeton area of around 45% which is on trend with the 41 rural and regional towns that went live at the same time. NBN report an average take up rate for fixed line to the Leeton area of around 43.6%.	●
2.02b	Provide free Wifi services in Leeton CBD and key Council facilities	2017/18 - 2020/21	Report on number of people accessing free Wifi services – goal is for all community to be digitally active and able to access Council’s website and engagement platforms	ICT Manager	The community Wi-Fi statistics for Q3 are: - 250 New Users, 298 repeat users, and 405 unique users - Average data downloaded was 556.7MB, with an average of 45 minutes spent online - Top 10 locations users originated from where: Leeton (77), Griffith (14), Narrandera (13), Sydney (6), Wagga Wagga (6), Yanco (5), Parkes (4), Whitton (4), Melbourne (3), West Wyalong (3) - There were failures reported during the SunRice festival which remain to be investigated.	●
2.03b	Connect Council Main Administration Building in Chelmsford Place to NBN Network	2017/18	Report on progress and implementation – goal is to ensure internet capability is optimised for all Council services (speed and reliability)	ICT Manager	NBN Fibre installation is due in April, with an exact installation date yet to be confirmed.	●

LEGEND: ● Critical Concerns ● On Track ● Needs Attention ● Not Due to Start ● Completed
 Quarter Three – 1 January – 31 March 2018

03 A community that is friendly and inclusive

3a Help community to access community services

	Delivery Program and Operational Plan Actions	Timeframe	Performance Measures	Responsibility Of:	Update as at 31 March 2018 - Quarter 3	Status
3.01a	Maintain and promote Community Directory	2017/18 - 2020/21	Report on currency of Community Groups/Services Directory on Council's website – goal is to support community to easily access community services in Leeton Shire	Community Development Coordinator	Community Development staff have progressed with developing a database of services within Leeton Shire as well as outreach services. Staff have consulted with the local media who currently produce a services guide within their print media. The aim is to identify a path forward by the end of the financial year.	●

LEGEND: ● Critical Concerns ● On Track ● Needs Attention ● Not Due to Start ● Completed
 Quarter Three – 1 January – 31 March 2018

3b Provide opportunities and support for the youth of Leeton Shire

	Delivery Program and Operational Plan Actions	Timeframe	Performance Measures	Responsibility Of:	Update as at 31 March 2018 - Quarter 3	Status
3.01b	Facilitate a Youth Committee and Youth Services	2017/18 - 2020/21	Report on meetings held and any major decisions/actions - goal is to engage with youth and support	Community Development Coordinator	<p>Within this quarter the Leeton Youth Committee has been a focus due to the upcoming Skate Champs and Youth Week in April 2018. A full calendar of events is being planned for Youth Week in Leeton in conjunction with other stakeholders and services such as the Leeton Roxy Community Theatre, Leeton Shire Library, GetSet Inc., Totem Skateboarding and Leeton Community Op Shop.</p> <p>Community Development staff continued to develop strategies to promote the Leeton Youth Committee with the aim of attracting new committee members. Four new members have joined since the previous quarter.</p> <p>At short notice the Office of the Advocate for Children and Young People invited Leeton Shire Council to nominate a young person to attend the Youth Week Leadership Forum in Sydney during April 2018 as they were providing travel assistance. All schools were invited to nominate two students. The only nominations were received from Leeton High School.</p>	●
			Report on investigation into the set-up of a Youth Council – goal is to introduce young leaders to local government and support them to become active and engaged citizens that can serve as the voice of youth to Council.	Community Development Coordinator	No progress has been made within this quarter due to the focus of coordinating the Riverina Skate Champs and Youth Week 2018 and the resignation of the Manager of Library, Culture and Community Services.	●

LEGEND: ● Critical Concerns ● On Track ● Needs Attention ● Not Due to Start ● Completed
 Quarter Three – 1 January – 31 March 2018

3c Advance the wellbeing of Leeton Shire's elderly residents or residents living with a disability

	Delivery Program and Operational Plan Actions	Timeframe	Performance Measures	Responsibility Of:	Update as at 31 March 2018 - Quarter 3	Status
3.01c	Develop and implement an Ageing Strategy for Leeton Shire	2017/18 - 2020/21	Report progress against the Leeton Shire Ageing Strategy – goal is the ensure older residents can live fulfilled and inclusive lives of a good quality in Leeton Shire	Community Development Coordinator	<p>Community Development staff were unsuccessful in receiving funding for Seniors Festival 2018. With the absence of funding, staff have developed a program of events for Seniors Festival 2018 (April) in Leeton in partnership with the Leeton Shire Library, Leeton Roxy Community Theatre, Western Riverina Community College, Leeton Shire Men's Shed and community members.</p> <p>The Leeton Shire Library continues to offer the 'Brain Games' program designed to engage with the over 50s to promote mental exercise and social connectedness. This program is well attended with around 17 regular attendees.</p> <p>In consultation with the funding provider of the 'Staying Active' program it was determined that they would reallocate the funding. The program was to be completed by December 2017 and there were a number of challenges involved in confirming trainers.</p> <p>No progress has been made with regards to developing an Ageing Strategy this quarter. The Community Development Team will endeavour to commence initial research within the next quarter.</p>	●
3.02c	Implement the Disability Inclusion Action Plan (DIAP) for Leeton Shire	2017/18 - 2020/21	Report progress against the Disability Inclusion Action Plan (DIAP) – goal is to ensure people with a disability can live fulfilled and inclusive lives of a good quality in Leeton Shire	Community Development Coordinator	<p>Open Space and Recreation have undertaken preliminary planning and discussions surrounding improving amenities at Number Two Oval and Graham Park to support people with a disability. Staff have also been finalising detailed pool design incorporating disability access.</p>	●

LEGEND: ● Critical Concerns ● On Track ● Needs Attention ● Not Due to Start ● Completed
 Quarter Three – 1 January – 31 March 2018

	Delivery Program and Operational Plan Actions	Timeframe	Performance Measures	Responsibility Of:	Update as at 31 March 2018 - Quarter 3	Status
3.03c	Enforce Disability Car Park restrictions	2017/18 - 2020/21	Report on enforcement action undertaken – goal is to ensure that people with a disability can readily access shops and services	Senior Ranger	One penalty notice issued this quarter for disabled car park offence. Cautions were issued for cars on footpaths for sale. The area generally used for private car sales has been defined by barriers to restrict damage to trees and grass. Enforcement action will be increased to enforce restrictions to the defined area.	●

LEGEND: ● Critical Concerns ● On Track ● Needs Attention ● Not Due to Start ● Completed
 Quarter Three – 1 January – 31 March 2018

3d Foster a cohesive community that welcomes new residents and values cultural diversity

	Delivery Program and Operational Plan Actions	Timeframe	Performance Measures	Responsibility Of:	Update as at 31 March 2018 - Quarter 3	Status
3.01d	Maintain and build Leeton's reputation as a "refugee friendly" Shire	2017/18 - 2020/21	Report on events held and participation rates – goal is to attract refugees to settle in Leeton, quickly assimilate and feel a strong sense of belonging	Community Development Coordinator	<p>On 25 March 2018, Community Development staff supported the Leeton Multicultural Support Group Inc. in hosting a free Harmony Day event for community. More than sixty community members were in attendance with the event promoting inclusiveness, respect and a sense of belonging for everyone.</p> <p>The Leeton Multicultural Support Group in partnership with Leeton Shire Council and Western Riverina Community College are still waiting on a response for a joint Unity Grant application completed to the value of \$30,000.</p> <p>The NSW State Government has made an initial inquiry as to what jobs and services are available for refugees in Leeton as they are looking to pilot schemes to better support Safe Haven Enterprise Visa holders. Discussions will be progressed next quarter.</p>	●

LEGEND: ● Critical Concerns ● On Track ● Needs Attention ● Not Due to Start ● Completed
 Quarter Three – 1 January – 31 March 2018

	Delivery Program and Operational Plan Actions	Timeframe	Performance Measures	Responsibility Of:	Update as at 31 March 2018 - Quarter 3	Status
3.02d	Support Multicultural Forums at the local and regional level	2017/18 - 2020/21	Report on meetings attended and any major decisions/actions at both local and regional levels – goal is to strengthen efforts to develop a cohesive and thriving community	Community Development Coordinator	<p>Community Development Staff attended a Multicultural Interagency Meeting on 6 February 2018.</p> <p>The following was discussed:</p> <ul style="list-style-type: none"> - Presentation by Sheridan McGregor, Social Worker, Griffith Base Hospital with regards to the current trends at the facility for multicultural residents - CVGT and Sureway Employment services presented on current trends and key challenges they are facing on a regional level with Culturally and Linguistically Diverse (CALD) participants. - Red Cross Wagga who outreach to our region provided an update on the new Humanitarian Settlement Program - Introduction of Lori Sudholtz, new outreach STARTTS Counsellor who provides a wide range of therapeutic interventions for survivors of refugee trauma and/or torture settling in Southern NSW - Marlene Nehme, Multicultural Officer, DHS (Centrelink), presented on myGov - a simple and secure way to access government online services - The group discussed a Community Connections Hotdesk (proposed by Leeton Shire Council staff) - A member of the Leeton Multicultural Support Group Inc provided an update to the group 	●
3.03d	Host Citizenship Ceremonies	2017/18 - 2020/21	Report on number of Citizenship Ceremonies held and numbers naturalised – goal is to welcome and celebrate new Australian citizens living in Leeton Shire	Governance and Corporate Planning Coordinator	There was one official citizenship ceremony held for the quarter with two naturalisations, male and female from India. The ceremony was conducted by the Mayor as part of Australia Day celebrations held at Mountford Park on 26 January.	●

LEGEND: ● Critical Concerns ● On Track ● Needs Attention ● Not Due to Start ● Completed
 Quarter Three – 1 January – 31 March 2018

	Delivery Program and Operational Plan Actions	Timeframe	Performance Measures	Responsibility Of:	Update as at 31 March 2018 - Quarter 3	Status
3.04d	Develop and maintain a new residents' kit	2017/18 - 2020/21	Report on progress and number of kits issued or downloaded – goal is to ensure that new residents can quickly settle and develop a sense of belonging	Communications and Marketing Coordinator	No further progress has been made this quarter. A draft will be prepared during the next quarterly reporting period.	●

LEGEND: ● Critical Concerns ● On Track ● Needs Attention ● Not Due to Start ● Completed
 Quarter Three – 1 January – 31 March 2018

3e Acknowledge the Wiradjuri people and strengthen relationships with the Indigenous Community of Leeton Shire

	Delivery Program and Operational Plan Actions	Timeframe	Performance Measures	Responsibility Of:	Update as at 31 March 2018 - Quarter 3	Status
3.01e	Regular liaison with the Leeton Aboriginal community	2017/18 - 2020/21	Report on meetings held and any major decisions/actions - Leeton and Districts Aboriginal Lands Council (L&D LALC) – goal is to consult the Wiradjuri people of Leeton in key land use decisions, both strategic and development assessment	Manager Planning, Building and Health	There were no meetings held with the Leeton & Districts Aboriginal Lands Council during this quarter. BCA has attended 2 meetings with Mayor and representatives to progress installations in Wattle Hill Park.	●
			Report on meeting held and any major decisions/actions - Aboriginal Interagency Meeting – goal is to support Leeton and Districts Aboriginal Lands Council to achieve improved social, economic, environmental and cultural outcomes for the Wiradjuri people of Leeton, including Wattle Hill which has a high proportion of aboriginal residents	Community Development Coordinator	There were no inter-agency meetings this quarter. Intereach and Leeton Lands Council were successful in a funding application to complete a sculpture in Drummond Park which commemorates the past. Remember Wattle Hill project is about recognising the historical significance and the far reaching inter-generational trauma of the removal of people from the area. The proposed area will be an area of reflection and healing. A sculpture will be erected to commemorate the removal. Seating with shelter and BBQ is proposed for residents and visitors to reflect on the past, present and future of the area. The area chosen includes a significant tree planted by an Elder who lived on the Hill at the time.	●

3f Provide cemetery services at Leeton and Whitton

	Delivery Program and Operational Plan Actions	Timeframe	Performance Measures	Responsibility Of:	Update as at 31 March 2018 - Quarter 3	Status
3.01f	Maintain and develop cemetery grounds in Leeton and Whitton	2017/18 - 2020/21	Report progress of maintenance and upgrades including the addition of plinths and footpaths in Leeton and drainage and gravel paths in Whitton – goal is to provide cemeteries that function effectively and are respectful to grieving families	Manager Open Space and Recreation	A new row of plinths in the Leeton Lawn Cemetery has been completed. Quotations to reconstruct the portable shelter at the Lawn Cemetery have been obtained. Planning for early planting of shade trees in extension area has started. Plantings will be carried out during suitable weather.	●
			Report on the development of the Cemeteries Asset Management Plan – the goal is to manage Council assets professionally using methods that inform long term financial planning	Manager Planning, Building and Health	Discussions have been held with Crown Lands as the first stage of the asset planning for the Leeton Cemetery. A desk top study has been completed of Cemetery Asset Management Plans prepared by a number of other NSW rural Councils for comparison.	●
			Report progress on planning for cemetery expansion – goal is to ensure provision is made for future burial needs	Manager Planning, Building and Health	On advice of Crown Lands Council has made application for Crown Lands to complete the required study prior to permit a further acquisition application. Until such time as this study has been undertaken and completed, Council can take no further action.	●

LEGEND: ● Critical Concerns ● On Track ● Needs Attention ● Not Due to Start ● Completed
 Quarter Three – 1 January – 31 March 2018

3g Provide a Multipurpose Community Hub to support local Community Groups and the residents they serve

	Delivery Program and Operational Plan Actions	Timeframe	Performance Measures	Responsibility Of:	Update as at 31 March 2018 - Quarter 3	Status
3.01g	Maintain and operate a Multipurpose Community Centre (MCC)	2017/18 - 2020/21	Report on progress against Maintenance program – goal is to ensure facility remains in good working order, is fit for purpose and that any issues are dealt with promptly	Manager Engineering Technical Services	Three faults were reported and addressed this quarter: - Two relating to cleaning of the building - One being an odour related issue All issues have been addressed.	●
			Report on current tenancies in place relative to availability – goal is to ensure the facility is being fully utilised	Community Development Coordinator	One office space became available at the end of March 2018 with advertising commencing within March promoting the opportunity to rent the space. Community Development will continue to seek a new tenant for this office space.	●

LEGEND: ● Critical Concerns ● On Track ● Needs Attention ● Not Due to Start ● Completed
 Quarter Three – 1 January – 31 March 2018

	Delivery Program and Operational Plan Actions	Timeframe	Performance Measures	Responsibility Of:	Update as at 31 March 2018 - Quarter 3	Status
			Report hire figures and income for the Training Room – goal is to ensure that the education room is being utilised and to track the types of user groups	Community Development Coordinator	<p>There are currently four spaces for hire (CWA Hall, Gordon Hall and small meeting room as well as the Training Room). The total income of these hires for the January to March 2018 quarter was \$3,460 compared to \$5,868 from the previous quarter. The total income for bookings for the Training Room was \$1,208 in comparison to \$2,433 in the previous quarter. This is external to membership users.</p> <p>Hirer breakdown inclusive of casual and membership:</p> <p>Training room full day: 7 days Training room half day: 16 days Meeting room full day: 1 day Meeting room half day: 1 day Gordon Hall booking full day: 35 days Gordon Hall booking half day: 13 days CWA Hall booking full day: 18 days CWA Hall booking half day: 19 days</p> <p>Including membership users, there were a total of 110 individual bookings with 19 user groups of which 9 were private users and 9 were community groups. IN the January to march 2018 quarter, the Training Room was used predominantly by the Western Riverina Community College. Community groups have tended to use the hall space.</p>	●

LEGEND: ● Critical Concerns ● On Track ● Needs Attention ● Not Due to Start ● Completed
 Quarter Three – 1 January – 31 March 2018

04 A community that is safe to live in and move about

4a Advocate and support initiatives to reduce crime

	Delivery Program and Operational Plan Actions	Timeframe	Performance Measures	Responsibility Of:	Update as at 31 March 2018 - Quarter 3	Status
4.01a	Support initiatives to stop domestic violence	2017/18 - 2020/21	Report on activity and progress – goal is to support projects aimed at reducing / ending domestic violence and projects aimed at supporting the victims of domestic violence.	Community Development Coordinator	Leeton Shire Council supported a DV (domestic violence) one day training session presented by Lifeline. The workshop was held on Friday 16 March in the Leeton Council Chambers with ten concerned community members present.	●
4.02a	Participate in local "Neighbourhood Watch" program	2017/18 - 2020/21	Report on meetings held and any major decisions/actions – goal is to support projects aimed at reducing crime in Leeton Shire	Community Development Coordinator	The Leeton Neighbourhood Watch group continue to be active on social media but did not run any programs within this quarter.	●
4.03a	Reduce, prevent and mitigate graffiti and vandalism across Leeton Shire	2017/18 - 2020/21	Report on activity and progress – goal is to stamp out graffiti activity in Leeton Shire and address is quickly when it does occur.	Senior Ranger	Nil Graffiti incidents reported, same as last quarter.	●
			Report on graffiti rewards administered	Senior Ranger	No rewards issued. Graffiti Management Policy is now overdue and is awaiting endorsement by the Senior Management Team.	●

LEGEND: ● Critical Concerns ● On Track ● Needs Attention ● Not Due to Start ● Completed
 Quarter Three – 1 January – 31 March 2018

	Delivery Program and Operational Plan Actions	Timeframe	Performance Measures	Responsibility Of:	Update as at 31 March 2018 - Quarter 3	Status
4.04a	Convene a Leeton Shire Crime Prevention Working Group	2017/18 - 2020/21	Report on meetings held and any major decisions/actions – goal is to ensure regular dialogue and collaboration between Council and Police to increase safety and reduce crime in Leeton Shire	General Manager	The Commander of the new Murrumbidgee Police District presented to a Council workshop in February 2018. Leeton Police Station will be led by an Officer-In-Charge who is at the level of Inspector.	●

4b Advocate and support road safety initiatives

	Delivery Program and Operational Plan Actions	Timeframe	Performance Measures	Responsibility Of:	Update as at 31 March 2018 - Quarter 3	Status
4.01b	Implement programs that foster responsible driving	2017/18 - 2020/21	Report on road safety campaigns and trends in crash data in Leeton Shire – goal is to see a decline in crashes and an improvement in responsible driving	Road Safety Officer	<p>During the Jan-March Quarter the following road safety programs have been implemented:</p> <p>Approval by Council to install warning lights at 2 intersections - procurement progressing.</p> <p>Free Cuppa for the Driver-Commenced in Leeton with one participating business Leeton Soldiers Club</p> <p>Slow Down Around Town-Speed Campaigns use of Speed Boards, advertising during Double demerit periods at New Years, Australia Day and Easter and return to school in January.</p> <p>Plan-B Campaign -Social Media Campaign around Easter reminding people to have a plan.</p> <p>Graduated Licensing Scheme-Workshop was held with nil participants (was advertised through Facebook, school newsletters and local newspaper and media release)</p> <p>Child Restraint Checking- A child restraint checking day was held at the Leeton Market Plaza. 17 restraints were checked, 30 height charts distributed and an additional 5 conversations were had with people stopping by to ask about restraints.</p> <p>RYDA-Held at Murrumbidgee Institute that sees 11 schools participate over the 3 days and 450 children attend. Program was run with the support of Rotary.</p> <p>The 3 year Action Plan for Road Safety in Leeton is also currently being updated to identify projects for the next 3 years.</p> <p>Council's crash stats are obtained from the Transport for NSW Crashlink Database, which is run by the Centre for Road Safety. The Centre for Road Safety collate and provide road crash statistics using data from NSW Health, the State Insurance Regulatory Authority (SIRA), icare (Insurance & Care NSW) and the NSW Police Force. Each day they process and edit road crash data to obtain information on deaths and serious injuries for every crash.</p> <p>The crash database, CrashLink, is used for road safety analysis and</p>	●

LEGEND: ● Critical Concerns ● On Track ● Needs Attention ● Not Due to Start ● Completed
 Quarter Three – 1 January – 31 March 2018

					<p>research work, strategic planning and policy development. Our road crash data is used by the public and organisations such as the Federal Bureau of Infrastructure; Transport and Regional Economics; NSW Police Force; NRMA Motoring & Services; Australian Bureau of Statistics; local governments; road safety researchers and community groups.</p> <p>The statistics are only release bi-annually due to the time it can often take after a crash for all details to be correct or taken into account. The available statistics were reported last quarter.</p>	
4.02b	Promote road safety through design and appropriate regulation	2017/18 - 2020/21	Report on Traffic Committee meetings held and any major decisions/actions - goal is to ensure safety through good design and sensible regulation	Manager Engineering Technical Services	Council approval has been gained for installation of 2 warning signs on roads crossing Irrigation Way. Representations made at Forum on Road Safety held in Wagga Wagga in May 2018 as input to Federal Government Inquiry. Two traffic Committee meetings have been held and agreed actions progressed.	●

LEGEND: ● Critical Concerns ● On Track ● Needs Attention ● Not Due to Start ● Completed
 Quarter Three – 1 January – 31 March 2018

4c Monitor and maintain Leeton Shire's Street Lighting and CCTV networks

	Delivery Program and Operational Plan Actions	Timeframe	Performance Measures	Responsibility Of:	Update as at 31 March 2018 - Quarter 3	Status
4.01c	Maintain and monitor Leeton Shire Council's CCTV network	2017/18 - 2020/21	Report on any changes/ additions to CCTV network (including Mountford Park and Rotary Park) – goal is to attain comprehensive coverage of CCTV network in busy public spaces	ICT Manager	There has been no further expansion of the CCTV network this quarter or calls for repair.	●
			Report on number of occasions Police access Council's CCTV footage to investigate crime - goal is to reduce crime in public places	ICT Manager	Police made six (6) separate requests for footage during this quarter. This covered footage from internal library, main street, bus terminal and an experimental licence plate camera operating on the roundabout in the main street.	●
4.02c	Maintain and monitor Leeton Shire's Street Lighting network	2017/18 - 2020/21	Report on any changes / additions to Leeton Shire's Street Lighting network - goal is to provide safe pedestrian and traffic movements through good lighting that is cost effective.	Manager Roads and Drainage	Additional single streetlight installed at Gossamer Street Park. LED upgrade finalised. Public Reported: Faulty lights reported by the public and logged through Supply Interruptions, the average days to repair as at 31 March, 2018 was 4.72 days. Found & Fixed: Faulty lights found by Essential Energy staff and fixed on the same day, the average days to repair as at 31 March, 2018 was 1.01 days. The overall average days to repair was 1.98 based on a repair count of 122 repairs and total days to repair of 242. (Baseline is 8 days - as supplied by Essential Energy's Council Streetlight Maintenance Performance)	●

LEGEND: ● Critical Concerns ● On Track ● Needs Attention ● Not Due to Start ● Completed
 Quarter Three – 1 January – 31 March 2018

4d Reduce Leeton Shire's risk from natural disasters

	Delivery Program and Operational Plan Actions	Timeframe	Performance Measures	Responsibility Of:	Update as at 31 March 2018 - Quarter 3	Status
4.01d	Implement Leeton Shire Council's Flood Mitigation Measure identified in Leeton Shire Flood Study	2017/18 - 2020/21	Report on activity and progress – goal is to reduce the risk to people and property in Leeton Shire	Manager Engineering Technical Services	Drainage Plan has been prepared and is being reviewed. Drainage issues on Palm Avenue have been addressed as part of road reconstruction.	●
4.02d	Participate in Local Emergency Management Committee (LEMC)	2017/18 - 2020/21	Report on meetings held and any major decisions/actions – goal is to ensure Leeton is prepared for managing emergency situations appropriately	Manager Roads and Drainage	Nil mobilisations for incidents. Meeting held this quarter on 15th February. No major actions or decisions made at this meeting.	●

LEGEND: ● Critical Concerns ● On Track ● Needs Attention ● Not Due to Start ● Completed
 Quarter Three – 1 January – 31 March 2018

4e Provide animal control services across Leeton Shire

	Delivery Program and Operational Plan Actions	Timeframe	Performance Measures	Responsibility Of:	Update as at 31 March 2018 - Quarter 3	Status
4.01e	Provide a response to call outs for wandering/ loose animals and dog attacks in accordance with Leeton Shire Council's "Companion Animals Policy"	2017/18 - 2020/21	Report on number of animals impounded, surrendered and re-homed – goal is to have as many impounded animals as possible rehomed while ensuring that the community remains safe.	Senior Ranger	January to March 2018 Quarter: Dogs Impounded in this quarter: 89 (previous quarter 79) Euthanized this quarter: 9 (previous quarter 7) Returned to owner or rehomed this quarter: 80 (previous quarter 72) Cats Impounded this quarter: 55 (previous quarter 52) Euthanized this quarter: 53 (previous quarter 46) Returned to owner or rehomed this quarter: 2 (previous quarter 3)	●
4.02e	Promote and foster responsible pet ownership	2017/18 - 2020/21	Report on education/ microchipping programs undertaken – goal is for 100% of dogs and cats in the Shire to be micro-chipped	Senior Ranger	Total number of animals microchipped this quarter 40 Responsible pet ownership articles in Council Notice Board All rehomed animals are microchipped for free	●
			Provide ranger services	Senior Ranger	Seven semi-trailers removed from Council land at Vance Estate (voluntary compliance by owner of vehicles after consultation by staff.) Dumped rubbish cleaned up by offender on Range Road after clean up notice issued	●

LEGEND: ● Critical Concerns ● On Track ● Needs Attention ● Not Due to Start ● Completed
 Quarter Three – 1 January – 31 March 2018

4f Ensure public health is maintained across Leeton Shire

	Delivery Program and Operational Plan Actions	Timeframe	Performance Measures	Responsibility Of:	Update as at 31 March 2018 - Quarter 3	Status
4.01f	Undertake Food Inspection Programs	2017/18 - 2020/21	Report on education activity, number of inspections undertaken and significant findings – goal is to ensure patrons can confidently consume food prepared by local businesses	Building, Planning and Health Officer	1st round of routine food shop inspections undertaken by council contractor in January 2018. Total of 52 premises inspected. Overall compliance was down slightly on previous rounds with 31 premises receiving score of 5 stars, nine with 4 stars, six with 3 stars and six premises failing (two of which were serious breaches). (Note: council does not currently issue scores on doors certificates or stickers). Six written warnings were issued to failing premises at time of inspection. Two re-inspections were undertaken for serious breaches that resulted in one shop achieving 5 star compliance and one shop choosing to close (note: closure was voluntary and not at direction of council). The 2nd round of inspections is due to be undertaken in June 2018. All inspections must be completed by 30th June in accordance with Food Authority reporting requirements. Currently on track to achieve this.	●
4.02f	Undertake Skin Penetration Establishment Inspection Programs	2017/18 - 2020/21	Report on education activity, number of inspections undertaken and significant findings – goal is to ensure that health risks to patrons using the service are minimised	Building, Planning and Health Officer	No skin penetration premise inspections were scheduled to be completed in quarter. Routine inspection are booked to be undertaken by contractor in June 2018. There were no new premises approved in quarter or complaints received requiring an out of schedule inspection. Skin penetration inspection program currently on track. All premises to be inspected before June 30th	●

LEGEND: ● Critical Concerns ● On Track ● Needs Attention ● Not Due to Start ● Completed
 Quarter Three – 1 January – 31 March 2018

	Delivery Program and Operational Plan Actions	Timeframe	Performance Measures	Responsibility Of:	Update as at 31 March 2018 - Quarter 3	Status
4.03f	Undertake On-Site Sewer Management Inspection Programs	2017/18 - 2020/21	Report on education activity, number of inspections undertaken and significant findings – goal is to minimise health risks to people and the environment	Building, Planning and Health Officer	There were 3 new OSSM's approved for installation in reporting quarter. There was 1 installation inspection undertaken. No inspections were carried out on commissioning of new systems or routine inspection of existing systems. No complaints were received relating to OSSM's in period. Council does not currently have an adopted inspection program for OSSMs or a current OSSM plan.	●
4.04f	Undertake Backyard Swimming Pool Inspection Programs	2017/18 - 2020/21	Report on education activity, number of inspections undertaken and significant findings – goal is to prevent children from drowning	Building, Planning and Health Officer	Six swimming pool compliance inspections undertake in period with 3 compliance certificates issues. Inspections have been undertaken at owners request as result of property sale. Additional inspections are to be undertaken in Q4 to achieve total of 50 inspections in 2017/2018 year. Three inspections were undertaken of complaints relating to unfenced swimming pools. All pools were immediately emptied and removed. No additional enforcement action taken. Consideration being given on how to increase inspections during summer periods as consequence of restructuring of ranger staff.	●
4.05f	Undertake Mosquito Monitoring Programs	2017/18 - 2020/21	Report on findings and remedial actions undertaken – goal is to reduce risk of mosquito borne diseases in Leeton Shire	Building, Planning and Health Officer	Arbovirus monitoring program finalized for season end of March. Total of 26 traps and 15 chicken bleedings taken over program. Mosquito numbers were typically down on last year and no positive results of arbovirus were returned. Current numbers on mosquitos are low and no more monitoring of numbers will be undertaken until approximately November 2018.	●

LEGEND: ● Critical Concerns ● On Track ● Needs Attention ● Not Due to Start ● Completed
 Quarter Three – 1 January – 31 March 2018

4g Ensure pedestrians and cyclists can get around safely

	Delivery Program and Operational Plan Actions	Timeframe	Performance Measures	Responsibility Of:	Update as at 31 March 2018 - Quarter 3	Status
4.01g	Implement the Active Transport (Walking and Cycling) program	2017/18 - 2020/21	Report progress against Active Transport Program Works for 2017/18 will be dependent upon approval of grant funding – goal is to improve accessibility and safety of walkways and cycleways	Manager Roads and Drainage	No approved Active Transport Projects are included in Financial Year 2017/18. Submissions for 2018/19 have closed and Council submitted applications for 2 Projects. These are Parkview Shared Path - Lilac Avenue and Park Avenue, Leeton, and Wattle Hill Shared Path - Pendula Street to Wirilda Street to Mimosa Street, Leeton. Funds have been recommended for inclusion in the 2018/9 budget which will allow priority footpaths to be addressed. Specific proposals will be presented to Council based on final budget.	●
4.02g	Maintain and improve Council's footpath and bicycle path network	2017/18 - 2020/21	Report on progress against Maintenance, Renewal and Capital Works programs Works for 2017/18 will be dependent upon approval of grant funding -goal is to improve health and safety by providing a quality network that supports active leisure and keeps bicycles off busy roads	Manager Roads and Drainage	Defects identified this quarter - 0 Defects addressed this quarter - 1 Defects outstanding with works required - 12 Programmed capital footpath works have been completed on Jarrah Street and Palm Avenue, and the project in Pine Avenue has been awarded and has a commencement date early next Quarter. The project to be completed in Grevillia Street is still under investigation with design, as requirements cannot be met with current changes in grades and driveway crossings. Town Centre Enhancement Project will address broad issues in Wade Avenue and Pine Avenue.	●

LEGEND: ● Critical Concerns ● On Track ● Needs Attention ● Not Due to Start ● Completed
 Quarter Three – 1 January – 31 March 2018

05 A community that enjoys good housing

5a Support the community to access a range of quality housing options

	Delivery Program and Operational Plan Actions	Timeframe	Performance Measures	Responsibility Of:	Update as at 31 March 2018 - Quarter 3	Status
5.01a	Monitor provision of affordable housing service, Eventide Homes, Yanco (delivered by Argyle Homes)	2017/18 - 2020/21	Report on services offered, client numbers and client satisfaction – goal is to provide supported, affordable housing for people who are elderly or disabled and can live independently	Community Development Coordinator	All fourteen units of Eventide Homes are currently occupied and there have been no vacancies during this quarter. The Argyle maintenance & management team have completed some works for Unit 11- New hot water system, Unit 8- New vanity, Reverse cycle A/C fitted, Unit 4- Reverse cycle A/C fitted, Unit 3- Reverse cycle A/C fitted, and Unit 10- Reverse cycle A/C fitted. Argyle Housing has provided Council with a list of works required in the next financial year which will be considered as part of the 2018/2019 Budget process.	●
5.02a	Monitor provision of Social Housing and advocate for improvements where required	2017/18 - 2020/21	Report on activity and progress – goal is to ensure quality social housing services in Leeton Shire, and specifically in Wattle Hill	Community Development Coordinator	Information is still being gathered on social housing services in Leeton. Meetings have been held with Housing NSW and, separately, with Argyle Housing. A synopsis on social housing availability will be prepared when time and resourcing permits.	●

LEGEND: ● Critical Concerns ● On Track ● Needs Attention ● Not Due to Start ● Completed
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5b Expand the range of residential opportunities across the Shire

	Delivery Program and Operational Plan Actions	Timeframe	Performance Measures	Responsibility Of:	Update as at 31 March 2018 - Quarter 3	Status
5.01b	Consider introduction of mixed zone (commercial and residential) in Leeton CBD	2017/18 - 2020/21	Report on progress – goal is to activate the CBD by opening up contemporary housing options using existing infrastructure for essential services	Manager Planning, Building and Health	At the end of this quarter Council has received approval to advertise the proposal to amend the Leeton LEP to permit further types of residential accommodation. The proposal will be placed on public exhibition during the start of the 4th quarter. Council has been delegated the authority to assess and approve the proposal once the exhibition period has closed (10 April 2018).	●
5.02b	Facilitate new residential development across Leeton, Shire (Whitton, Yanco and Leeton), including housing for retirees	2017/18 - 2020/21	Report on advocacy and progress – goal is to increase access to affordable housing to attract and retain workforce in Leeton Shire	Economic Development Coordinator	NSW Government's Social and Affordable Housing Fund Round Two - Council was notified by the housing provider that they were no longer proceeding with an application under a consortium for the Leeton area. However, discussions will continue with housing provider/s on potential projects to increase affordable housing in the Shire including at Brobenah Road. An update on subdivision in Whitton will be provided next quarter. Proposed application to NSW Government's Social and Affordable Housing Fund Round 2 have stalled for Brobenah Road following a decision by the developer's board not to proceed. Alternatives will be explored next quarter. The Whitton subdivision has been costed and preparations are being made to call for Expressions of Interest.	●

LEGEND: ● Critical Concerns ● On Track ● Needs Attention ● Not Due to Start ● Completed
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5c Ensure housing standards promote healthy living and a healthy environment

	Delivery Program and Operational Plan Actions	Timeframe	Performance Measures	Responsibility Of:	Update as at 31 March 2018 - Quarter 3	Status
5.01c	Promote residential dwellings that are energy and water efficient	2017/18 - 2020/21	Report on activity and progress – goal is to live environmentally responsible lives while maintaining good health	Manager Planning, Building and Health	During this quarter a total of 13 new dwellings were approved. All dwellings were assessed in accordance with the NSW government Building Sustainability Index (BASIX). On March 15 Council hosted a public meeting with Photon Energy to promote the availability of green solar power to be generated from the Photon solar farm in Fivebough Road.	●

2-AN ACTIVE AND ENRICHED COMMUNITY

06 A community that participates in sports and active leisure

6a Offer access to a range of quality sporting facilities

	Delivery Program and Operational Plan Actions	Timeframe	Performance Measures	Responsibility Of:	Update as at 31 March 2018 - Quarter 3	Status
6.01a	Provide and support sporting ovals in Leeton and Yanco	2017/18 - 2020/21	Report on the progress against Maintenance, Renewal and Capital Works programs including renewal of Yanco Sportsground change rooms – goal is to have facilities that are fit for purpose	Manager Open Space and Recreation	Dressing Room upgrade project completed at the Yanco Sports Ground. Works were completed within budget. Cricket grounds have been maintained for weekly cricket matches. No.1 Oval has had over sowing program completed and additional topdressing undertaken. All fields have been broad leaf sprayed and fertilised as part of routine maintenance. Fields are ready for upcoming football season.	●
			Report on sporting code activity on sports fields and registration numbers for the season – goal is to optimise multi use of the facilities	Manager Open Space and Recreation	Sporting clubs using the Leeton Ovals Complex during Q3 include: Leeton Greenies Rugby League Leeton United Soccer Group 20 Representative teams Leeton Phantoms Rugby Union Events held at the facility during Q3 include: Country Rugby League U16's & U18's Championships Hogs for homeless 23.2.18 FFA Cup soccer match	●

LEGEND: ● Critical Concerns ● On Track ● Needs Attention ● Not Due to Start ● Completed
 Quarter Three – 1 January – 31 March 2018

	Delivery Program and Operational Plan Actions	Timeframe	Performance Measures	Responsibility Of:	Update as at 31 March 2018 - Quarter 3	Status
			Report on staff support and lobbying for fundraising efforts to achieve facility improvement at the Leeton Showground – goal is to see the sports facilities at the Showground brought up to a reasonable standard	Manager Open Space and Recreation	Council assistance provided to the Showground Trust to enable a grant application under the PRMFP (Crown Lands) for a new grand stand and amenities building to be submitted. Council to provide additional support to have more detailed plans for the development completed in readiness for further applications to be made.	●
6.02a	Provide public swimming pools in Leeton and Whitton	2017/18 - 2020/21	Report on progress against Maintenance and Renewal programs Leeton and Whitton – goal is to offer swimming facilities that are healthy and fit for purpose	Manager Open Space and Recreation	Leeton Pool - No major maintenance issues have occurred during Q3. Water slide has had annual certification approved. Daily pre operational checks have been carried out and recorded as per Council's Parks, Playgrounds & Recreational Facilities Maintenance Management Policy. Two NSW health water tests have been completed and passed. Whitton Pool - No major maintenance issues have occurred during Q3. Chemical dosing system was repaired during January after leak was detected. No other maintenance issues were identified. Daily pre operational checks have been carried out and recorded as per Council's Parks, Playgrounds & Recreational Facilities Maintenance Management Policy.	●

LEGEND: ● Critical Concerns ● On Track ● Needs Attention ● Not Due to Start ● Completed
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	Delivery Program and Operational Plan Actions	Timeframe	Performance Measures	Responsibility Of:	Update as at 31 March 2018 - Quarter 3	Status
			Report on activity at Pools and participation numbers – goal is to see use of the facility optimised	Manager Open Space and Recreation	Patronage at the Leeton Pool has continued to be strong this season. Attendance figures through the kiosk at the Leeton Pool: General Admission - 10,684 Season Ticket Admissions - 12,844 Total attendance figures via kiosk entry - 23,528 Total Attendance figures at the Whitton Pool for the season 3455 Both the Leeton & Yanco Swimming Clubs have strong participation numbers. Learn to Swim classes both school and Sport & Recreation were well attended and have now been completed. Private swimming instructor lessons were well attended and have now been completed for the season.	●
			Redevelop Leeton swimming pool (subject to funding) – goal is to offer a regional swimming centre fit for hosting regional competitions	Manager Open Space and Recreation	Funding EOI for the Leeton Pool and wider sporting precinct project was submitted in Q1 under the NSW Regional Sports Infrastructure Program. Staff are now preparing a detailed full application to be submitted following approval of the EOI stage. The application is due 5 May 2018.	●
6.03a	Develop a Swimming Pool Asset Management Plan	2018/19	Report on activity and progress – goal is to manage Council assets professionally using methods that inform long term financial planning	Manager Open Space and Recreation	To be completed following the Pool Upgrade	●

LEGEND: ● Critical Concerns ● On Track ● Needs Attention ● Not Due to Start ● Completed
 Quarter Three – 1 January – 31 March 2018

	Delivery Program and Operational Plan Actions	Timeframe	Performance Measures	Responsibility Of:	Update as at 31 March 2018 - Quarter 3	Status
6.04a	Provide a golf course in Leeton	2017/18 - 2020/21	Report on activity at the Leeton Golf Course and participation numbers - goal is to operate a successful golf course with increasing membership	Manager Open Space and Recreation	Major events held during Q3 included: January - Australia Day Ambrose March - Pro Am Twilight Golf Rounds of golf played for the quarter: Competition Rounds – 1492 (Q1-1551, Q2-1711) Social Rounds – 3654 (Q1-1105, Q2-3774) Total Rounds – 5146 (Q1-2656, Q2-5485) Memberships for the year to date stand at: Full 155 (Q1-147, Q2-152) 18-29 yrs 16 (Q1-14, Q2-15) Sports 40 (Q1-36, Q2-40) Junior 33 (Q1-26 Q2-31)	●
			Report on Leeton Golf Course Business Plan implementation -goal is to achieve long term sustainability with reduced Council financial support	Manager Open Space and Recreation	Leeton Golf Course Business Plan activities - Fundraising via the Beer & BBQ days have been successful to date - Promotional advertising via radio & social media - Apprentice Golf Professional has commenced work and is actively involved in promoting and growing the sport with a focus on recruiting junior members. - Successful fundraising "Dinner on 11th Green" held as part of the Sunrice Festival program. KPIs to better assess tracking against the Business Plan will be developed for future quarters.	●

LEGEND: ● Critical Concerns ● On Track ● Needs Attention ● Not Due to Start ● Completed
 Quarter Three – 1 January – 31 March 2018

	Delivery Program and Operational Plan Actions	Timeframe	Performance Measures	Responsibility Of:	Update as at 31 March 2018 - Quarter 3	Status
			Report on progress against Maintenance, Renewal and Capital Works programs including installation of new irrigation system (subject to funding) -goal is to offer facilities that are fit for purpose	Manager Open Space and Recreation	Scheduled routine maintenance of the golf course completed as per works programs. No major issues identified. Grant application under the PRMFP (Crown Lands) for a new irrigation system submitted.	●
6.05a	Provide an Indoor Stadium and Tennis Facility in Leeton	2017/18 - 2020/21	Report on activity at the Stadium and Tennis Facility and participation numbers goal is to operate a successful facility that is well utilised	Manager Open Space and Recreation	There was a total of 3609 participants at the indoor stadium during Q3. These numbers were across a range of different sports including school groups, basketball, netball and volleyball competitions and training. This is down from the 5,111 recorded for Q2 mainly due to 6 weeks of school holidays where there is little stadium activity. The total number for the year to date is 11,823.	●
			Report on progress against Maintenance, Renewal and Capital Works programs – goal is to offer facilities that are fit for purpose	Manager Open Space and Recreation	Daily inspections of the Indoor Stadium and Tennis Courts are undertaken and recorded prior to use in accordance with the Parks, Playgrounds & Recreational Facilities Maintenance Management Policy. Stadium floors were resealed as part of annual maintenance program. Tennis nets have all been repaired and mould growing in shaded areas of the courts has been removed.	●

LEGEND: ● Critical Concerns ● On Track ● Needs Attention ● Not Due to Start ● Completed
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	Delivery Program and Operational Plan Actions	Timeframe	Performance Measures	Responsibility Of:	Update as at 31 March 2018 - Quarter 3	Status
6.06a	Provide Hydration Stations in key areas of activity		Report on progress against Maintenance, Renewal and Capital Works programs including new installations at Mountford Park, Leeton Ovals and Graham Park– goal is to offer safe drinking water to residents who are active or exercising	Manager Open Space and Recreation	Works to install the hydration stations has commenced but will not be completed until the end of May. Location of existing services has been completed and preparations for the concrete footings has commenced. Existing hydration station in Rotary Park is inspected regularly and is in good working order.	●

LEGEND: ● Critical Concerns ● On Track ● Needs Attention ● Not Due to Start ● Completed
 Quarter Three – 1 January – 31 March 2018

6b Support local sport and recreation clubs to remain viable

	Delivery Program and Operational Plan Actions	Timeframe	Performance Measures	Responsibility Of:	Update as at 31 March 2018 - Quarter 3	Status
6.01b	Respond to local sports and recreation clubs seeking advice and assistance from council	2017/18 - 2020/21	Report on activity and progress - goal is to support clubs from varying sporting codes to be well governed and sustainable	Manager Open Space and Recreation	Assistance provided to YWRLFC with PRMFP (Crown Lands) grant application for an awning to the front of the amenities building at Yanco Sports ground. No announcement of Club Grants application for LGRLFC kiosk project for No.1 Oval as yet. Assistance given to Showground Trust in preparation of Funding Submission.	●

LEGEND: ● Critical Concerns ● On Track ● Needs Attention ● Not Due to Start ● Completed
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07 A community that enjoys arts and culture

7a Provide a local theatre for performing and cinematic arts and events

	Delivery Program and Operational Plan Actions	Timeframe	Performance Measures	Responsibility Of:	Update as at 31 March 2018 - Quarter 3	Status
7.01a	Refurbish the Roxy Theatre both internally and externally	2017/18 - 2020/21	Report on the progress of refurbishment planning and fund raising – goal is to provide an effective multi-purpose cultural space that honours and celebrates the Art Deco heritage of the Roxy	Community Development Coordinator	Community Development staff have made no progress within this quarter. This function will shift in the next quarter to the Marketing and Cultural Services Coordinator.	●
7.02a	Run an entertaining program of events that optimises the use of the Roxy Theatre	2017/18 - 2020/21	Report on activity and attendance figures for Film, Events, Shows and Private Functions and financial performance – goal is to ensure that the Roxy is well utilised and well patronised through the provision of an exciting range of theatre, shows, events and movies	Leeton Roxy Community Theatre Manager	January-March Attendances to Movies 1422 generating \$19,247 in income. Out of school care children over the January school holidays was 81 children Theatre Party Light up Leeton committee 04/02/18, 112 attendance Special Screening for Pages on Pine, Dinner and Movie 30 attendances 03/03/18,(Roxy Hire) Private Indian movie Screening 08/03/18,10 attendances(Roxy Hire) Bus Tours, Port Stephens Coaches, 15/03/18, 26@\$5ea for Easter Saturday. Rock and Roll Cocktail SunRice Festival committee party on the 29/03/18 for 88 Guests (Roxy Hire \$1000 grant towards hire costs).	●
7.03a	Develop a Roxy Theatre Asset Management Plan, commencing with a Roxy Theatre Conservation Management Plan	2018/19	Report on activity and progress –goal is to manage Council assets professionally using methods that inform long term financial planning	Community Development Coordinator	Community Development staff have made no progress within this quarter. This function will shift in the next quarter to the Marketing and Cultural Services Coordinator.	●

LEGEND: ● Critical Concerns ● On Track ● Needs Attention ● Not Due to Start ● Completed
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7b Enhance artistic and cultural activity across Leeton Shire

	Delivery Program and Operational Plan Actions	Timeframe	Performance Measures	Responsibility Of:	Update as at 31 March 2018 - Quarter 3	Status
7.01b	Collaborate with Western Riverina Regional Arts Board to deliver events and programs in Leeton Shire	2017/18 - 2020/21	Report on investment, Board meetings held and activities undertaken – goal is to support appreciation for and participation in the arts in Leeton Shire	Community Development Coordinator	Leeton Shire Council's representative on the Western Riverina Arts (WRA) Board is no longer employed by Council. It will be recommended to Council that the new representative is the Marketing and Cultural Services Coordinator.	●
7.02b	Investigate opportunities for local public and street art	2017/18 - 2020/21	Report on activity and progress – goal is to bring art in to the public domain to add interest, tell stories and generate community conversation	Community Development Coordinator	Work continued on the Lyrics, Landscapes and Lintels project. Artists have commenced the works and Council has allocated funds for the site preparation at Yanco and Leeton.	●
7.03b	Support the annual Penny Paniz Memorial Art Competition	2017/18 - 2020/21	Report on investment, meetings held and activities undertaken – goal is to support visual arts and add to Council's art collection	Community Development Coordinator	Community Development staff have been supporting the Leeton Art Society Inc with coordination of the Penny Paniz Acquisitive Art Show which is to be held within the next quarter. Staff also assisted the Leeton Art Society in labelling artworks of all previous Penny Paniz Acquisitive Art competitions throughout the Council building so that they are easily identified and the winners are recognised.	●

LEGEND: ● Critical Concerns ● On Track ● Needs Attention ● Not Due to Start ● Completed
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08 A community that values its heritage

8a Support and showcase the history of our Shire

	Delivery Program and Operational Plan Actions	Timeframe	Performance Measures	Responsibility Of:	Update as at 31 March 2018 - Quarter 3	Status
8.01a	Support Leeton Family and Local History Society	2017/18 - 2020/21	Report on activity and progress within available resourcing – goal is to conserve and make accessible Leeton Shire’s history	Community Development Coordinator	Research was undertaken on a selection of service men and women who lived in the Leeton Shire in preparation for the Leeton Library ANZAC display “From Farmers to Soldiers: They served with pride.” A pro-forma for the display was developed and the stories behind the individuals explored and documented. The research techniques developed will form the basis of training modules and information leaflets for the community. The information will be held at the Leeton Library for all to access. The display was funded by the NSW Government in association with Leeton Shire Council. It was made possible by the support and contributions of the Aboriginal Lands Council, Leeton Family and Local History Society and members of the Leeton community. It was scheduled to be launched in time for ANZAC Day, 2018.	●
8.02a	Maintain and enhance "Heritage Trails" for the Leeton Shire	2017/18 - 2020/21	Report on activity and progress including Lyrics, Landscapes and Lintels project– goal is to package key stories into interesting attractions for both visitors and locals	Communications and Marketing Coordinator	An arts heritage trail - Lyrics, Landscapes and Lintels - is in development. Council submitted a funding application to the NSW State Government via the Tourism Demand Driver Infrastructure Programme for \$31,240 to assist with the installation of interpretation signage and site preparation. Work has commenced on interpretive signage.	●

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	Delivery Program and Operational Plan Actions	Timeframe	Performance Measures	Responsibility Of:	Update as at 31 March 2018 - Quarter 3	Status
8.03a	Support Whitton and Yanco Museums	2017/18 - 2020/21	Report on activity and progress within available resourcing – goal is to support local committees to manage their collections, tell their stories and grow visitation	Community Development Coordinator	In January, the Manager Library, Culture and Community participated in a working bee and museum assessment in collaboration with the Whitton Museum Committee. The Museum held a committee meeting in January.	●
8.04a	Ensure the safe and efficient archiving of local historic artefacts	2017/18 - 2020/21	Report on activity and progress – goal is to ensure collections in Council’s control or under Council’s influence are appropriately managed whether in storage or on display	Community Development Coordinator	Community Development staff have made no progress within this quarter. This function will shift in the next quarter to the Manager Library.	●
8.05a	Offer an annual Heritage Grants program	2017/18 - 2020/21	Report on applications received and grants awarded (purpose and amount) – goal is to conserve key heritage buildings in the Shire, most especially the Leeton art deco streetscape	Manager Planning, Building and Health	During this quarter 4 of the five heritage assistance projects were completed. Washington's Furniture Façade upgrade, Kendalls Building External façade upgrade & painting, St Peter's Hall Roof replacement & Leeton Sports Power Façade painting.	●

LEGEND: ● Critical Concerns ● On Track ● Needs Attention ● Not Due to Start ● Completed
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	Delivery Program and Operational Plan Actions	Timeframe	Performance Measures	Responsibility Of:	Update as at 31 March 2018 - Quarter 3	Status
8.06a	Operate Henry Lawson Cottage and develop a Henry Lawson Cottage Asset Management Plan		Report on rental use, income and special events. Progress a review of the governance, management and operation of the cottage - goal is the conserve the cottage and tell the story of Henry Lawson's time in Leeton while generating rental income.	Rates and Property Officer	2 Medical Students occupied the premises for the quarter: - Lease Rentals Income was \$1,299.99 - Electricity & Gas reimbursed income was \$207.12 EXPENSES: - Electricity and Gas \$136.11 - Rates and Charges \$0 - Water Consumption \$360.78 - Maintenance \$651.52 Year to Date Surplus/(Deficit) \$234.00 Maintenance over the quarter included: Routine Servicing of: - Fire Equipment and Air Conditioning - Lawn Mowing - Pest Control An Asset Management Plan will be developed in 2018.	●

3- A HEALTHY NATURAL ENVIRONMENT

09 A community that respects the natural environment

9a Provide waste management services

	Delivery Program and Operational Plan Actions	Timeframe	Performance Measures	Responsibility Of:	Update as at 31 March 2018 - Quarter 3	Status
9.01a	Operate Resource Recovery Facility (includes Landfill) and Transfer Stations	2017/18 - 2020/21	Report on tonnes of waste disposed in landfill – goal is to extend the life of the landfill	Manager Water and Waste	Disposed to landfill 2504.98 tonnes from within Leeton Shire.	●
			Report on tonnes diverted from landfill per waste category – goal is to optimise diversion from landfill at the Resource Recovery Facility	Manager Water and Waste	Waste Recycling out of the facility in period Scrap Metal 0.0 T Paper/Cardboard 4.54t t Concrete/Bricks 0.0 t Reuse shop 2.5 t Collection recyclables 10.96t	●
			Report on compliance with EPA (Environmental Protection Agency) licence for Landfill operations – goal is to operate an environmentally compliant landfill	Manager Water and Waste	No known non-compliance. Request for licence variation to EPA has been approved.	●

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	Delivery Program and Operational Plan Actions	Timeframe	Performance Measures	Responsibility Of:	Update as at 31 March 2018 - Quarter 3	Status
			Report progress against Maintenance, Renewal and Capital Works program including completion of the next required waste cell at the landfill and new transfer station for Whitton (subject to funding) – goal is to ensure facilities are fit for purpose	Manager Water and Waste	Earthworks on the new waste cell are 70% completed and an additional Asbestos Pit has been constructed to facilitate the disposal additional asbestos generated from Councils moratorium program.	●
			Develop an Asset Management Plan for the Resource Recovery Facility / Landfill – goal is to ensure the facility is managed professionally and appropriately informs the Long Term Financial Plan.	Manager Water and Waste	Due to commence in 2018.	●
9.02a	Offer kerbside collection service including recycling (under contract)	2017/18 - 2020/21	Report on education and promotion activities undertaken – goal is to increase participation in kerbside recycling	Manager Water and Waste	Recycling Information Stickers have been placed on all bins. Meeting with J.R Richards in April to discuss education initiatives to be delivered as part of the collection contract.	●
			Report on number of bins collected and tonnage collected per category – goal is to effectively divert waste from landfill	Manager Water and Waste	Recycling Yellow Bins January : 51.112 t From 4066 bins February : 48.774 t From 4066 bins March : Unavailable	●

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	Delivery Program and Operational Plan Actions	Timeframe	Performance Measures	Responsibility Of:	Update as at 31 March 2018 - Quarter 3	Status
9.03a	Prepare a Waste Management Strategy for Leeton Shire	2018/19	Report on activity and progress – goal is to set a clear vision / direction that will drive future delivery programs	Manager Water and Waste	Still looking at the issues that have arisen from the RAMROC strategy and the future implications on recycling from China's National Sword Policy. Will commence when these issues become clearer.	●

LEGEND: ● Critical Concerns ● On Track ● Needs Attention ● Not Due to Start ● Completed
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9b Minimise the economic, environmental and social impact of weeds across Leeton Shire

	Delivery Program and Operational Plan Actions	Timeframe	Performance Measures	Responsibility Of:	Update as at 31 March 2018 - Quarter 3	Status
9.01b	Identify and manage high risk weeds in accordance with Leeton Shire Council's "Weed Action Plan"	2017/18 - 2020/21	Report on progress including percentage of Weeds Action Plan (WAP) delivered – goal is to prevent incursions of weeds into Leeton Shire	Senior Ranger	Weeds contractor has completed 150 inspections 30 over and above of the 120 required inspections in the Weed Action Program All high risk sites and pathways inspected and treated as per contract requirements Grant funds applied for Whitton Common to treat Boxthorn from Lands Dept. Moth vine management plan in place for Wamoon property	●
9.02b	Minimise nuisance weeds on Council land and roads	2017/18 - 2020/21	Report on incursions and management activity undertaken for non-urban roads – goal is to manage weeds to improve road safety, improve aesthetics and reduce weed infestations	Manager Roads and Drainage	Slashing works have been undertaken in conjunction with weeds sprayer operator. Slashing has been targeted by programme and in response to general complaints and roads inspections. Nuisance Weeds 113.1 hectares of slashing has been completed over the quarter. Work has also been carried out on Main Road 80 (Leeton to Griffith road) and Main Road 539 (Whitton to Darlington Point road). These activities have been sufficient to manage weeds and, as a result, there have been no spraying activities in relation to non-urban roads.	●
			Report on incursions and management activity undertaken for urban areas – goal is to manage weeds to improve road safety, improve aesthetics and reduce weed infestations	Manager Open Space and Recreation	Extremely dry conditions has resulted in minimal weed incursions during Q3. The main areas of focus has been weeds on footpaths, nature strips, roadways, parks, gardens and cemeteries. The town circle has been inspected and sprayed twice. Both Whitton and Yanco villages have been sprayed for Khaki Weed & Cat Heads twice during Q3. The Whitton & Leeton cemeteries have been regularly inspected and sprayed also.	●

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9c Advance environmental sustainability by leading at the local level

	Delivery Program and Operational Plan Actions	Timeframe	Performance Measures	Responsibility Of:	Update as at 31 March 2018 - Quarter 3	Status
9.01c	Implement energy saving programs at Leeton Shire Council	2017/18 - 2020/21	Report on energy produced by Solar System at Fivebough Sewer Treatment Plant – goal is to reduce operational costs and Council's CO2 footprint	Manager Water and Waste	Power generation for this quarter January - 14,917 kWh February - 12,985 kWh March - 15,405 kWh Total - 43,307 kWh	●
			Report on any new activity and progress – goal is to reduce operational costs and Council's CO2 footprint	Manager Water and Waste	No new energy saving projects were progressed for the quarter.	●
			Report on the establishment of a renewable energy reserve fund for Leeton Shire – goal is to have funds ready to apply to innovative ideas that are investigated and approved	Manager Finance	This reserve has not been established yet. A report will be tabled in Council by the fourth quarter and the fund will be established by the 30th June 2018.	●
9.02c	Promote energy saving programs community wide	2017/18 - 2020/21	Report on activity and progress – goal is to introduce and facilitate alternative energy options to Leeton Shire communities and business	Economic Development Coordinator	Council assisted Photon Energy to coordinate a community information session held at Leeton Council to discuss 29kw Leeton Solar Farm development at Fivebough Rd. Around 20 participants from various local businesses attended the information session.	●

LEGEND: ● Critical Concerns ● On Track ● Needs Attention ● Not Due to Start ● Completed
 Quarter Three – 1 January – 31 March 2018

	Delivery Program and Operational Plan Actions	Timeframe	Performance Measures	Responsibility Of:	Update as at 31 March 2018 - Quarter 3	Status
9.03c	Support external agencies to maintain key natural assets including Fivebough Wetlands and Murrumbidgee River	2017/18 - 2020/21	Report on activity and progress - Fivebough Wetlands – goal is to collaborate with Crown Lands and Water to improve environmental outcomes at the wetlands (non-budgeted) and increase visitation to Fivebough Wetlands while ensuring a healthy natural environment and improved public facilities	Communications and Marketing Coordinator	The NSW National Parks and Wildlife Service (overseeing body of Murrumbidgee Valley National Parks) were unable to report on visitation numbers during this quarter. Crown Lands and Water installed traffic counters at Fivebough Wetlands in May last year (no comparative data currently exists for previous year for this quarterly reporting period). During this reporting period the traffic counter installed on the footbridge in the Petersham Road carpark (Site A) recorded 1087 visitors and the counter at Red Necked Avocet Shelter (Site B) recorded 767 visitors. (Note that Site A will most likely produce a two directional count, recording visitors entry and exit from Petersham Road Carpark in single file and Site B will most likely produce a one directional count, recording visitors walking past once on the loop track, who may be walking two abreast). Staff will commence preparation of a project brief to be sent to potential videographers for the production of a Fivebough Wetlands promotional video for which Council has received approval for a \$3,000 contribution from the Murrumbidgee Field Naturalists.	●
			Report on activity and progress - Murrumbidgee River (National Park) – goal is to collaborate with NSW National Parks to improve environmental outcomes for the river and increase visitation to the River while ensuring a healthy natural environment and improved public facilities	Communications and Marketing Coordinator	Due to a heavy workload and other competing priorities during this quarter, the traffic counters have not been read by the NSW National Parks and Wildlife Ranger for the Riverina Area. Works that have been undertaken during this quarter in the Leeton Shire reserves include: <ul style="list-style-type: none"> • Rabbit baiting – Banandra precinct. 8km baited. • Roads/ trails maintenance • Facilities maintenance, rubbish collection, brush cut around signs and facilities • Weed control: Khaki weed along trails • Installed rubbish signs • Remove old fence wire: Banandra. 	●

LEGEND: ● Critical Concerns ● On Track ● Needs Attention ● Not Due to Start ● Completed
 Quarter Three – 1 January – 31 March 2018

9d Promote Town Water conservation

	Delivery Program and Operational Plan Actions	Timeframe	Performance Measures	Responsibility Of:	Update as at 31 March 2018 - Quarter 3	Status
9.01d	Promote water saving measures across Leeton Shire	2017/18 - 2020/21	Report on activity and progress including water use trends – goal is to ensure treated town supply is not wasted	Manager Water and Waste	Water is billed 3 times a year so the figures below are per billing period not quarterly (Note these numbers are the same as last quarter as they are in the same billing period. New Water bill accounts will be sent in early May and results included in Quarter 4 update) Last year's Billing Period (4 Months) Average Usage per household – 124.5kL State-wide Billing Period (4 Months) Average Usage per household - 54kL (162kL Annually) Current Billing Period (4 Months) Average Usage per household - 182kL Leeton's water usage is generally high when compared to the rest of NSW.	●

LEGEND: ● Critical Concerns ● On Track ● Needs Attention ● Not Due to Start ● Completed
 Quarter Three – 1 January – 31 March 2018

10 A community that enjoys our natural environment

10a Provide recreational facilities along the Murrumbidgee River

	Delivery Program and Operational Plan Actions	Timeframe	Performance Measures	Responsibility Of:	Update as at 31 March 2018 - Quarter 3	Status
10.01a	Monitor the provision of Camping and Recreational Facilities at Gogeldrie Weir (delivered under lease)	2017/18 - 2020/21	Report on use of Gogeldrie Weir Caravan Park – goal is to promote public enjoyment of the Murrumbidgee River	Communications and Marketing Coordinator	A new lease has been progressed and will be finalised early next quarter. Preparations to drill a bore for potable water are advancing. The development of Gogeldrie Weir has been included in two strategic tourism documents - THRIVE and Destination Riverina Murray.	●

10b Attract more people to enjoy key natural areas such as Fivebough Wetlands and Murrumbidgee River

	Delivery Program and Operational Plan Actions	Timeframe	Performance Measures	Responsibility Of:	Update as at 31 March 2018 - Quarter 3	Status
10.01b	Promote nature-based recreational/ tourism opportunities	2017/18 - 2020/21	Report on activity and progress including participation rates where available – goals are to collaborate with Crown Lands and Water to increase visitation to Fivebough Wetlands and improve public facilities and to collaborate with NSW National Parks to increase visitation to the River and improve public facilities	Communications and Marketing Coordinator	<p>During this quarter Leeton Shire Council staff have been in close dialogue with Crown Lands and Water staff re the installation of an appropriate toilet facility at Fivebough Wetlands. Crown Lands will finance the facility and Council will assist with plumbing, water connection as well as ongoing cleaning and maintenance.</p> <p>Other activities undertaken by Crown Lands during this quarter include:</p> <ul style="list-style-type: none"> * Work for the Dole II Project organised through GetSet Leeton was finalised end March 2018 with works including: - Installation of sheltered seating around Wetlands Walk; Maintenance of Turf around Picnic Area; Weed control along tracks; Installation of Budyaa Baamiraa sign * Restoration of Fivebough & Tuckerbil Project funded through National Landcare Grants and Riverina LLS continuing and has included: - earthworks and fencing at Tuckerbil with direct planting of tube-stock anticipated for April 2018 (subject to suitable conditions); 8km of direct seeding completed at Fivebough; Professional fliers printed and distributed to Leeton Shire Council, GetSet, Leeton and Griffith Tourism Offices, Sign in Box at Fivebough Picnic Area; Murrumbidgee Field Naturalists etc.; Pull-up Banners printed for promotional opportunities; Contract in place for ongoing noxious and woody weed control at both sites; One-pass completed for ~1km Cumbungi channel spraying (x 3 events) * Ongoing weed control through Riverina LLS funding for both Fivebough & Tuckerbil; Continuing Riverina LLS budget (funding by the Department's PRMF Program) for pest management, i.e. set and monitor cameras and traps and baiting for foxes; Internally funded maintenance program for spray of tracks, clean culverts/pipes and bird shelters, re-oil decks and slashing of vegetation at Fivebough. 	●

4-A THRIVING ECONOMY WITH GOOD JOBS

11 A community that thrives on irrigated agriculture

11a Ensure continued access to irrigation supply for our agricultural industries

	Delivery Program and Operational Plan Actions	Timeframe	Performance Measures	Responsibility Of:	Update as at 31 March 2018 - Quarter 3	Status
11.01a	Participate in Murray Darling Association (Region 9 + MDA Board)	2017/18 - 2020/21	Report on meetings held and any major decisions/actions – goal is to be informed about Basin issues and opportunities and to advocate as required	General Manager	<p>In January the Mayor attended a MDA Regional Strategic Planning Workshop in Albury.</p> <p>Through the Murray Darling Association (MDA), advocacy in the 3rd quarter included speaking against the signatories of the Murray Declaration who were calling for a halt to funded water recovery through irrigation efficiency programs, against the Northern Basin “Disallowance Motion” and in support of the NSW Water Reform Action Plan. A meeting was also held with Minister Sussan Ley to ensure a united position ‘to stay on course with the Basin Plan’. The MDA also responded to the release of Southern Basin Community profiles by the MDBA, noting that there has been profound social and economic impacts of water recovery in Southern Basin communities. A MDA Region 9 Meeting was held in Leeton in February. Topics included advocacy as listed above and member feedback for the newly formed NRAR (Natural Resources Access Regulator). This was fed through to the MDA President and CEO who presented to NRAR during the quarter.</p> <p>Planning for the MDA Annual Conference, which is to be held in Leeton in August 2018, commenced in earnest. The theme is Trust.Equity.Growth.</p>	●

LEGEND: ● Critical Concerns ● On Track ● Needs Attention ● Not Due to Start ● Completed
 Quarter Three – 1 January – 31 March 2018

	Delivery Program and Operational Plan Actions	Timeframe	Performance Measures	Responsibility Of:	Update as at 31 March 2018 - Quarter 3	Status
11.02a	Participate in EWAG (Environmental Water Advisory Group)	2017/18 - 2020/21	Report on meetings held and any major decisions/actions – goal is to observe the outcomes of environmental watering and to ensure it complements and does not compromise agricultural productivity	General Manager	The Mayor attends meetings of the Murrumbidgee Environment Water Advisory Group. Topics at the March meeting held in Wagga Wagga included updates on the Long Term Intervention Monitoring program, frog monitoring and the Yanco Creek project. Water usage and outcomes were discussed as well as priorities and proposals for the 2018/19 period and planning for future blackwater mitigation.	●
11.03a	Host the MDBA Regional Engagement Officer	2017/18 - 2020/21	Report on activity and progress – goal is to optimise communication between Council and the MDBA	MDBA REO	Arranged briefings for key stakeholders in the region about the release of the MDBA's social and economic data. Phil Townsend (MDBA) visited the region a number of times to go through community profiles in detail and answer questions. Worked with NSW Farmers Association for a high level representative from MDBA to attend and speak at a members' only water forum in Griffith in February. Liaised with LSC and MDBA regarding the ongoing REO role and how the role and program would continue over next 3 years. Attended the Rice Industry Field day to network with industry. Attended workshop with Carrathool Shire Council to discuss Basin Plan implementation.	●
11.04a	Collaborate with Murrumbidgee Irrigation to strengthen irrigated agriculture in the MIA	2017/18 - 2020/21	Report on meetings held and any major decisions/actions – goal is to collaborate effectively with Murrumbidgee Irrigation Ltd for the benefit of farmers, industry and local residents	Director Environment and Engineering	Three meetings and "drive arounds" completed with MI Operations Manager. Works agreed have been implanted accordingly with clean up of western entrance to Leeton. Works on the Yanco Channel System is to commence shortly. Agreement regarding construction of bridge delayed by Barry Klein's absence. A formal Council - MI meeting will be scheduled for June.	●

LEGEND: ● Critical Concerns ● On Track ● Needs Attention ● Not Due to Start ● Completed
 Quarter Three – 1 January – 31 March 2018

12 A community that is strong in business and employment

12a Seek, promote and facilitate business opportunities

	Delivery Program and Operational Plan Actions	Timeframe	Performance Measures	Responsibility Of:	Update as at 31 March 2018 - Quarter 3	Status
12.01a	Support and facilitate the retention and expansion of local business and industry in Leeton Shire	2017/18 - 2020/21	Report on activity and outcomes in relation to specific interventions with existing businesses – goal is to support growth and sustainability in existing businesses	Economic Development Coordinator	In February Council coordinated and conducted an extensive industry tour for key infrastructure representatives from the NSW Government. Infrastructure challenges being faced by industries in the region were discussed. Leeton Shire Council continues to work together with NSW Government and industry to help address key challenges that, if overcome, will assist to strengthen the local economy. These include workforce, housing, freight costs and electricity costs. Council continued to advocate for masterplanning of the intermodal site at Wumbulgal.	●
			Report on engagement with the Leeton Chamber of Commerce and Industry- activity and progress – goal is to support the development of a strong Business Chamber	Economic Development Coordinator	Leeton Shire Council continues to be a financial member of the Leeton Business Chamber. Council and the Leeton Business Chamber coordinated a business breakfast with co-founder and Director of Bank of I.D.E.A.S, Peter Kenyon in February. Peter shared practical ideas about the four key relationships businesses need to focus on - the customer, staff, community and local business community to around 20 business representatives. A business chamber meeting was also held to discuss potential reintroduction of the business awards.	●

LEGEND: ● Critical Concerns ● On Track ● Needs Attention ● Not Due to Start ● Completed
 Quarter Three – 1 January – 31 March 2018

	Delivery Program and Operational Plan Actions	Timeframe	Performance Measures	Responsibility Of:	Update as at 31 March 2018 - Quarter 3	Status
			Report on engagement with the Yanco Agricultural Institute (YAI) – goal is to advocate for the facility to be fully maintained and used optimally	Economic Development Coordinator	Senior staff from Yanco Agricultural Institute presented an update at Council's February meeting. 21 research and development projects are currently being undertaken at the Institute. Underutilised facilities are being used for police training. Council's Mayor and Economic Development Coordinator attended the Annual Rice Field Day at Yanco Ag Institute on 15 March. This was an opportunity to observe the latest technological advancements in rice growing, as well as meet growers, industry personnel, researchers and plant breeders.	●
12.02a	Support and facilitate the attraction of new business, industry or government services to Leeton Shire	2017/18 - 2020/21	Finalise Business Prospectus and report on promotional activity and progress – goal is to support growth in new business in Leeton Shire	Economic Development Coordinator	The business prospectus has been completed and will be launched on Council's website next quarter. There was one new enquiry from a prospective business in the quarter. Council's Economic Development Coordinator presented to the RDA Riverina Board on the Leeton economy, key industries, challenges and opportunities in March.	●
12.03a	Promote the Shire's potential as a film venue		Report on development of filming policy and related promotional activity – goal is to explore opportunities for the filmmaking industry in Leeton	Economic Development Coordinator	At its meeting in February, Leeton Shire Council resolved to approve a sponsorship request from Leeton raised actor, producer and writer Jake Speer to fund a short film 'Inside Water.' Work on the project is scheduled to commence in April 2018. Further work on the development of a film policy will be undertaken by the Marketing and Cultural Services Coordinator as part of their role.	●

LEGEND: ● Critical Concerns ● On Track ● Needs Attention ● Not Due to Start ● Completed
 Quarter Three – 1 January – 31 March 2018

12b Grow a skilled workforce for Leeton Shire's future

	Delivery Program and Operational Plan Actions	Timeframe	Performance Measures	Responsibility Of:	Update as at 31 March 2018 - Quarter 3	Status
12.01b	Support local industry to identify and meet their current and future workforce needs	2017/18 - 2020/21	Report on activity and progress, including "Grow Our Own" in collaboration with Deacon University and TAFE Riverina – goal is to nurture Leeton’s talent so that workforce gaps can be met locally	Economic Development Coordinator	Council's General Manager and Economic Development Coordinator attended a Grow our Own Steering Committee meeting held in March. Discussions centred on strategies to address skills shortages and promote local pathways for education, training and development. A proposal for paid industry membership to support Grow Our Own activity into the future was also a key discussion point at the meeting.	●

13 A community that has great attractions and events

13a Encourage a range of exciting and interesting events for the residents and visitors of Leeton Shire

	Delivery Program and Operational Plan Actions	Timeframe	Performance Measures	Responsibility Of:	Update as at 31 March 2018 - Quarter 3	Status
13.01a	Support the hosting of exciting destination events across Leeton Shire	2017/18 - 2020/21	Report on Sunrice Festival planning and outcomes, including participation numbers – goal is to run an event that prompts Destination NSW promotion and that will draw visitors from outside the region	Events and Performing Arts Coordinator	<p>8 committee meetings with an average attendance of 8 committee members have taken place from January – March. The biennial event took place from 29 March – 2 April and was deemed a highly successful event.</p> <p>Some of the events that took place over the Festival weekend include:</p> <ul style="list-style-type: none"> - Rock'n the Roxy Cocktail Party; 88 people in attendance - Penny Paniz Memorial Arts Competition and Exhibition - Hot Air Balloons; 26 balloonists participated - Freedom Foods Leeton Street Parade; 80 floats participated in the parade. Good crowds lined the main street from the Soldiers Club to Belah Street to watch the procession - Festival on Mountford; an estimated 5,000 people were present in Mountford Park for the Festival on Mountford. 15 local not-for-profit community groups set up as stallholders raising funds for their respective organisations. - Leeton SunRice Festival Ambassador Competition; together, the four ambassadors raised over \$67,000 for the community. Some of these funds will be distributed to community groups who can apply for funding for local projects - A Night Under the Stars; This was a popular event run by the Leeton Golf Club Committee, 105 people attended. The funds raised for this event are going towards a new sprinkler system for the Golf Course. - Easter Burnouts at Brobenah; At Brobenah Speedway, the Leeton Motor Sports Club hosted the Burnouts at Brobenah which was highly supported - Leeton's Longest Lunch; just under 200 people attended the longest lunch in Mountford Park - Microtech DPS Balloon Glow; an estimated 6,000-7,000 people attended the balloon glow at Leeton's No. 1 Ovals. 26 stallholders set up for the twilight markers and 10 balloons participated in the glow 	●

LEGEND: ● Critical Concerns ● On Track ● Needs Attention ● Not Due to Start ● Completed
 Quarter Three – 1 January – 31 March 2018

	Delivery Program and Operational Plan Actions	Timeframe	Performance Measures	Responsibility Of:	Update as at 31 March 2018 - Quarter 3	Status
					<p>- Riverina Skate Championships; approximately 200 people were in attendance</p> <p>- Leeton's Open Gardens</p> <p>SunRice has updated the 5 highway signs surrounding Leeton which were replaced prior to the festival.</p> <p>The application that was submitted to Destination NSW for the Event Flagship Funding was unsuccessful. The committee will be following up to receive feedback for future applications.</p> <p>A debrief meeting with the SunRice Festival Committee will be held in early April.</p>	
			<p>Report on Bidgee Classic Fishing Competition planning and outcomes, including participation numbers – goal is to run an event that prompts Destination NSW promotion and that will draw visitors from outside the region</p>	<p>Events and Performing Arts Coordinator</p>	<p>The 2018 Leeton Bidgee Classic Event took place from 9 – 11 March at Gogeldrie Weir. 469 registrations were taken over the weekend, three more than the 2017 event.</p> <p>This year, the competition rules and regulations were changed from having on-the-water marshals to having competitors photograph their fish on a brag mat and registering their catches via SMS. This was well received by competitors and other key stakeholders like the DPI and NSW Fisheries.</p> <p>Leeton Shire Council's \$2,500 cash sponsorship assisted the committee to purchase fingerlings from the Dollar for Dollar Native Fish Stocking Program run by the Department of Primary Industries. The committee also contributed \$2,500, giving a total of \$10,000 worth of fingerlings for release into the Murrumbidgee River. This year, 28,000 Golden Perch were released on the Saturday of the event, which was once again a highlight for the weekend.</p> <p>The Super Saturday Night Raffles were highly supported with approximately 400 people in attendance.</p> <p>A debrief meeting with the Bidgee Classic Committee will be held.</p>	<p style="text-align: center;">●</p>

LEGEND: ● Critical Concerns ● On Track ● Needs Attention ● Not Due to Start ● Completed
 Quarter Three – 1 January – 31 March 2018

	Delivery Program and Operational Plan Actions	Timeframe	Performance Measures	Responsibility Of:	Update as at 31 March 2018 - Quarter 3	Status
			Report on ArtDeco Festival planning and outcomes, including participation numbers (intended launch 2019, subject to funding) – goal is to run an event that prompts Destination NSW promotion and that will draw visitors from outside the region	Events and Performing Arts Coordinator	Council has now commenced the process of relaunching the Leeton Art Deco Festival in 2019. In mid-February, Council contacted Art Deco and Modernism Society of Australia President Robin Grow to ask if he would assist Council to identify and plan the restoration of art deco features within the Leeton CBD and Chelmsford Place precincts. Robin has agreed to come to Leeton (date to be confirmed in May/June) with some of the other executive committee members from the Art Deco and Modernism Society. Staff have also met with two interested volunteers with a sound skills base in the arts and cultural space who are keen to be involved on the Event Organising Committee. Recently, Council secured the services of a cultural tourism specialist who will commence in mid-April with Council on a contract basis in a role titled Marketing and Cultural Services Coordinator. This role will be responsible for driving all aspects of the relaunch of the Leeton Art Deco Festival (obtaining grant funding, private sponsorship, marketing/promotion etc).	●
13.02a	Support the hosting of a range of exciting community events across Leeton Shire	2017/18 - 2020/21	Report on local events planned and held, and participation numbers – goal is to attract residents to a range of quality local events in Leeton, Whitton and Yanco that bring life and vitality.	Events and Performing Arts Coordinator	Event activity this Quarter: January 9 events; February 11 events; March 15 events (as registered with the Leeton Shire Events Team). There are currently no procedures in place to capture participation numbers at events. However, the Events team is currently investigating ways to capture this data. The local events council staff supported during the Quarter included the Australia Day Awards. The Australia Day Awards in Mountford Park had an estimated 250 in attendance. Fourteen award nominations were received in recognition of valuable work residents do for Leeton Shire. The Australia Day Pool Party was also well attended. The Leeton Bidgee Classic Fishing Competition and SunRice Festival have been reported on in their respective KIP's.	●

LEGEND: ● Critical Concerns ● On Track ● Needs Attention ● Not Due to Start ● Completed
 Quarter Three – 1 January – 31 March 2018

	Delivery Program and Operational Plan Actions	Timeframe	Performance Measures	Responsibility Of:	Update as at 31 March 2018 - Quarter 3	Status
13.03a	Support the hosting of a range of exciting sporting events across Leeton Shire	2017/18 - 2020/21	Report on sporting events planned and held, and participation numbers – goal is to hold sporting events that will draw visitors from outside the region	Events and Performing Arts Coordinator	7 sporting events were registered with the Leeton Shire Council Events team over the three month period: - Leeton Harness Racing Summer Carnival of Racing; Monday 1 January, Friday 12 January and Friday 26 January. - Australia Day 6 Aside Cricket; held Friday 26 January as a fundraiser for the Leeton SunRice Festival Ambassador Competition - 3-Man Ambrose Charity Golf Day; held Sunday 11 March as a fundraiser for the Leeton SunRice Festival Ambassador Competition - Ladies Bowls Tournament; 13 – 14 March - SunRice Pro Am; Saturday 17 & Sunday 18 March - Bogan Barefoot Bowls Night; held Friday 16 March as a fundraiser for the Leeton SunRice Festival Ambassador Competition - Easter Burnouts at Brobenah; Saturday 31 March, hosted by Leeton Motor Sports Club in conjunction with the Leeton SunRice Festival As these are not council supported events, attendance figures have not been collected this quarter. The events team is aiming to put measures in place to capture this data at future sporting events.	●

LEGEND: ● Critical Concerns ● On Track ● Needs Attention ● Not Due to Start ● Completed
 Quarter Three – 1 January – 31 March 2018

13b Attract visitors to Leeton Shire region

	Delivery Program and Operational Plan Actions	Timeframe	Performance Measures	Responsibility Of:	Update as at 31 March 2018 - Quarter 3	Status
13.01b	Operate a Visitors Information Service	2017/18 - 2020/21	Report on number of visitors to the Leeton Visitor Information Centre and Leeton Shire (where stats are available) - the goal is to offer advice to visitors and to showcase local produce	Communications and Marketing Coordinator	<p>During this reporting period, Leeton Visitors Information Centre recorded 1742 walk-in visitors. During the same period the previous year, Leeton VIC recorded 942 walk-in visitors. This represent a significant increase in visitation.</p> <p>During this quarter 38% of visitors to the VIC were looking for Event Information (namely the Leeton SunRice Festival), 26% for Maps/Directions, 19% for Local/Regional Brochures and 17% for Tastes of Leeton/Group Tour group visits. The average length of stay for visitors was 2 nights.</p> <p>Local accommodation operators recorded on average that 63% of their visitors were business travellers and 26% were visiting friends and relatives during this reporting period, staying an average of 3 nights and were predominantly visiting from the Sydney and Canberra regions. The remaining 11% of visitors during this period were travellers just passing through Leeton. No comparative data is available for the previous year as this information wasn't previously captured.</p>	●
			Report on Leeton Visitor Information Centre sales – the goal is to generate income to offset the costs of running the service while also showcasing local produce	Communications and Marketing Coordinator	<p>During this reporting period Leeton Visitors Information Centre recorded \$2427.10 in souvenir sales. During the same period last year Leeton Visitors Information Centre recorded \$1320.15. This represents a strong increase as we continue to reduce the number of consignment suppliers that we have on our books.</p>	●

LEGEND: ● Critical Concerns ● On Track ● Needs Attention ● Not Due to Start ● Completed
 Quarter Three – 1 January – 31 March 2018

	Delivery Program and Operational Plan Actions	Timeframe	Performance Measures	Responsibility Of:	Update as at 31 March 2018 - Quarter 3	Status
			Report on number of visitor guides distributed, number of hits on tourism website and social media activity – the goal is to attract visitors to Leeton and provide useful information on where to stay and what to see and do.	Communications and Marketing Coordinator	During this reporting period 1306 visitors' guides were distributed through the Leeton Visitors Information Centre. Last year 769 visitor guides were distributed over the same period. This substantial increase is largely due to the large number of visitor enquiries and requests for local information received during the lead up to the 2018 Leeton SunRice Festival. The Leeton Tourism website has had 6193 visitors during this reporting period as compared to 5754 people for the same period last year. The Leeton Tourism Facebook page had 2069 page likes as at the end of this reporting period. For the same period last year the Leeton Tourism Facebook page had 1568 page likes representing a steady increase.	●
13.02b	Participate in regional tourism activities	2017/18 - 2020/21	Report on investment, meetings held and any major decisions/actions – goal is to leverage better tourism outcomes by working collaboratively with neighbouring councils, the region and the State.	Communications and Marketing Coordinator	The Riverina Murray Destination Management Plan (DMP) was launched on Wednesday 21 March. The Riverina Murray DMP will guide and assist Destination Riverina Murray (DRM) to stimulate growth in the region's visitor economy in partnership with Destination NSW (DNSW), Murray Regional Tourism (MRT), Thrive Riverina, NSW National Parks and Wildlife Service (NPWS), Local Governments and the tourism industry. A strategic planning workshop will be facilitated by DRM in the next quarter in order to develop an action plan for the top priority projects identified for future development and funding applications. The Thrive Riverina Marketing Plan and Membership Prospectus was distributed to all Riverina based Councils on Thursday 29 March 2018 for their consideration. A formal commitment to the two year membership proposal and optional Riverina Cooperative Marketing Campaign (collaboration between Thrive Riverina and DRM) is required by Monday 30th April 2018.	●

LEGEND: ● Critical Concerns ● On Track ● Needs Attention ● Not Due to Start ● Completed
 Quarter Three – 1 January – 31 March 2018

	Delivery Program and Operational Plan Actions	Timeframe	Performance Measures	Responsibility Of:	Update as at 31 March 2018 - Quarter 3	Status
13.03b	Convene a tourism leadership group for Leeton Shire	2017/18 - 2020/21	Report on meetings held and any major decisions/actions - goal is to drive an increase in visitation and bed nights in Leeton	Communications and Marketing Coordinator	<p>The Leeton Tourism Network Group met on Monday 5 March. Presentations were provided by Crown Lands and NSW National Parks outlining potential opportunities to collaborate with Leeton Shire Council/Leeton Tourism Network Group:</p> <p>Actions include:</p> <ol style="list-style-type: none"> 1. Advocate for appropriate resourcing of NSW Parks in the Riverina/Murrumbidgee area. 2. Advocate for prioritising of walking tracks at Turkey's Flake and Markey's Lagoon. 3. Advocate for upgrades to Middle Beach. 4. Support Crown Lands to install and maintain public toilet facilities at Fivebough Wetlands. 5. Advocate for an "events carpark" at Fivebough Wetlands. 6. Advocate for improved accessibility for wheelchairs and prams at Fivebough Wetlands. <p>The Riverina Murray Destination Management Plan (DMP) was also presented to the network group with Council's Acting Manager Communications and Marketing providing a detailed overview of the key projects outlined for Leeton which forms part of the Western Riverina region.</p> <p>The next meeting of the Leeton Tourism Network Group will take place on Monday 7th May where an Action Plan for the network group will be formulated using the recently completed Thrive Riverina Strategic Plan and Riverina Murray DMP as a guide.</p>	●

LEGEND: ● Critical Concerns ● On Track ● Needs Attention ● Not Due to Start ● Completed
 Quarter Three – 1 January – 31 March 2018

	Delivery Program and Operational Plan Actions	Timeframe	Performance Measures	Responsibility Of:	Update as at 31 March 2018 - Quarter 3	Status
13.04b	Provide Visitor Tourist Signage		Report progress on refurbishment of Leeton Tourist and Event Promotional Signage in neighbouring shires – goal is to redirect traffic off the highways to Leeton and to promote dates for destinational events / festivals	Communications and Marketing Coordinator	This project was completed during this quarter with the new highway signs installed in early March. Council will continue to pay the annual signage lease fees with the five property owners as per our signed sponsorship agreement with SunRice. Updating information on events and dates on the signs is the responsibility of the event organisers in consultation with Council.	●

LEGEND: ● Critical Concerns ● On Track ● Needs Attention ● Not Due to Start ● Completed
 Quarter Three – 1 January – 31 March 2018

14 A community that enjoys a vibrant town centre

14a Maintain and improve the overall appearance of the main streets

	Delivery Program and Operational Plan Actions	Timeframe	Performance Measures	Responsibility Of:	Update as at 31 March 2018 - Quarter 3	Status
14.01a	Operate main street cleaning and maintenance in Leeton, Yanco and Whitton	2017/18 - 2020/21	Report on activity and progress – goal is for town centres to present well to shoppers, business people and visitors	Manager Open Space and Recreation	Autumn flower displays were planted in mid-March for the Easter Festival. Issues with Magpies pulling out the flowers were encountered and several beds had to be replanted. Fishing line stretched across the beds has minimised the damage. The street sweeper has continued to provide cleaning programs and a wash down of the footpaths and street furniture was undertaken prior to the Festival. The street litter bin service has been completed as per the program. All CBD areas have been regularly inspected for weeds and sprayed accordingly including traffic islands, roundabouts, footpaths and medians. Painting of the faded bollards in the CBD has been planned and will be undertaken in Q4.	●
14.02a	Implement key recommendations of the Leeton CBD masterplan	2017/18 - 2020/21	Finalise stages and report on activity and progress (implementation will be subject to prioritizing of projects and funding) – goal is for Leeton’s CBD to make a positive impression on shoppers, business people and visitors	Manager Planning, Building and Health	Funding for the Wade Avenue upgrade has been secured under the Stronger Country Communities Fund. Preliminary planning for stages 1 and 2 has commenced. Preparations are underway to apply for a 2nd round of Stronger Country Communities funding for a section of Pine Avenue.	●

LEGEND: ● Critical Concerns ● On Track ● Needs Attention ● Not Due to Start ● Completed
 Quarter Three – 1 January – 31 March 2018

	Delivery Program and Operational Plan Actions	Timeframe	Performance Measures	Responsibility Of:	Update as at 31 March 2018 - Quarter 3	Status
14.03a	Develop and implement main street plans for Yanco and Whitton	2017/18 - 2020/21	Engage with community and report on activity and progress (implementation will be subject to prioritizing of projects and funding) - goal is for Yanco and Whitton to present well to shoppers, business people and visitors.	Manager Planning, Building and Health	Community engagement on main streets of Yanco and Whitton was progressed when Peter Kenyon held conversations on Town Improvement initiatives. Ideas will be further advanced in Community Conversations Sessions scheduled to be held early April.	●
14.04a	Develop and implement a car parking strategy for the Leeton CBD	2017/18 - 2020/21	Engage with community and business and report on activity and progress – goal is to ensure sufficient suitable and accessible parking is provided in the CBD	Manager Engineering Technical Services	Car parking strategy for the CBD will be addressed as part of the CBD Enhancement Detailed Design. The Red Belly scheme provides the framework for this. Car parking outside of the CBD precinct is not a significant concern.	●

LEGEND: ● Critical Concerns ● On Track ● Needs Attention ● Not Due to Start ● Completed
 Quarter Three – 1 January – 31 March 2018

14b Promote activity and vibrancy in Leeton CBD

	Delivery Program and Operational Plan Actions	Timeframe	Performance Measures	Responsibility Of:	Update as at 31 March 2018 - Quarter 3	Status
14.01b	Encourage activity in the Leeton CBD and Yanco and Whitton main streets such as markets and busking	2017/18 - 2020/21	Report on activity and participation, including farmers market trends – goal is to activate the main streets and make it exciting for people to shop and visit	Events and Performing Arts Coordinator	The Leeton Farmers Market events have been steady during the January - March 2018 period. There was no market in January due to two taking place in December. February had a total of 21 stallholders with an attendance of approximately 500 throughout the day. March's stallholder attendance was slightly down to 16, but the crowd numbers were up to approximately 700 attendees.	●
14.02b	Develop and implement public art program for Leeton CBD	2017/18 - 2020/21	Report on activity and progress including the art works commissioned for the Lyrics, Landscapes and Lintels project – goal is to create interest and conversation that complements the CBD enhancement project	Community Development Coordinator	The focus for the quarter was finalising contracts for the Lyrics, Landscapes and Lintels works that will be located in the CBD. Consideration has also been given to how the lantern work by Carla Gottgens may be expanded as part of the CBD upgrade. This will be discussed with the CBD Enhancement Committee next quarter.	●

5-A QUALITY BUILT ENVIRONMENT

15 A community that has reliable water and sewerage services in towns

15a Supply treated water to urban centres

	Delivery Program and Operational Plan Actions	Timeframe	Performance Measures	Responsibility Of:	Update as at 31 March 2018 - Quarter 3	Status
15.01a	Operate water treatment services at Leeton, Whitton and Murrami	2017/18 - 2020/21	Report on volume of treated water produced per site – goal is to have sufficient supply to cater for community and business needs	Manager Water and Waste	Leeton Water Filtration Plant Q3 17/18 925.99 ML as compared to Q3 16/17 852.32 ML (a 9% increase). Murrami Water Filtration Plant Q3 17/18 6.77 ML as compared to Q3 16/17 7.28 ML (a 7% reduction). Whitton Water Filtration Plant Q3 17/18 34.97 ML as compared to Q3 16/17 33.85 ML (a 3% increase).	●
			Report on number of non-compliances in relation to drinking water standards – goal is to provide town supply that protects public health.	Manager Water and Waste	There were no non-compliances at any of the water treatment plants during the January - March quarter.	●
			Report on progress against maintenance, renewal and capital works programs including the upgrade of Murrami Filtration Plant – goal is to ensure that facilities are reliable and fit for purpose	Manager Water and Waste	Construction of the new roof over the chemical dosing area at the Leeton Water Treatment Plant is about to commence and some restorative works on the older part of the facility has also been scheduled. These works will remove asbestos from the eaves of the old building and bird-proof the facility.	●

LEGEND: ● Critical Concerns ● On Track ● Needs Attention ● Not Due to Start ● Completed
 Quarter Three – 1 January – 31 March 2018

	Delivery Program and Operational Plan Actions	Timeframe	Performance Measures	Responsibility Of:	Update as at 31 March 2018 - Quarter 3	Status
15.02a	Provide reticulated services in Leeton, Yanco, Wamoon, Whitton and Murrami	2017/18 - 2020/21	Report on progress against Maintenance, Renewal and Capital Works programs including water main replacements in Willow, Mallee Streets, Beech Streets and water meter replacements – goal is to ensure that the network is reliable and fit for purpose	Manager Water and Waste	Yanco Ag College mains extension has now been completed with water quality and pressure being assessed as adequate for the college's needs. Corbie Hill Road procurement has been completed and service locations are underway. Unscheduled mains work which will provide a solution to address identified issues on Wamoon Ave is currently in the planning stage.	●
			Report on performance against response times for customer requests – goal is to ensure the network reliably protects public health	Manager Water and Waste	Reliable information on call outs and response times is currently not available. Confirm Asset Management training for field staff on hold until mobile devices can be purchased.	●
15.03a	Develop a Water Services Asset Management Plan starting with an Integrated Water Cycle Management Plan	2017/18	Report on activity and progress – the goal is to manage Council assets professionally using methods that inform long term financial planning	Manager Water and Waste	Contract issues have stalled progress on the IWCM. Council is currently reviewing this matter in an effort for the work to be completed. Asset Management Plan generally has been impacted due to resignation of staff. Recognized as a priority need going forward.	●

LEGEND: ● Critical Concerns ● On Track ● Needs Attention ● Not Due to Start ● Completed
 Quarter Three – 1 January – 31 March 2018

15b Supply sewer treatment services to urban centres

	Delivery Program and Operational Plan Actions	Timeframe	Performance Measures	Responsibility Of:	Update as at 31 March 2018 - Quarter 3	Status
15.01b	Operate sewer treatment services at Leeton, Yanco and Whitton	2017/18 - 2020/21	Report on volume of sewerage treated per plant – goal is to have sufficient capacity to provide for community, business and industry needs	Manager Water and Waste	Leeton STP Q3 17/18 107.2 ML as compared to Leeton STP Q2 16/17 115.0 ML Lower this year due to a continuing lack of meaningful rainfall.	●
			Report on number of non-compliances in relation to effluent discharge – goal is to ensure water is polished to required standards before being released into Fivebough Wetlands	Manager Water and Waste	There were no non-compliances this quarter.	●
			Report on progress against Maintenance, Renewal and Capital Works programs– the goal is to manage Council assets professionally using methods that inform long term financial planning	Manager Water and Waste	Programs are progressing as scheduled, telemetry project is starting to get traction with all Whitton pump stations next to be upgraded.	●

LEGEND: ● Critical Concerns ● On Track ● Needs Attention ● Not Due to Start ● Completed
 Quarter Three – 1 January – 31 March 2018

	Delivery Program and Operational Plan Actions	Timeframe	Performance Measures	Responsibility Of:	Update as at 31 March 2018 - Quarter 3	Status
			Report on progress against Leeton Shire Council's Trade Waste program – goal is to ensure trade waste is appropriately managed so as not to compromise the effectiveness of the sewerage treatment plant and associated environmental outcomes	Manager Water and Waste	Still waiting on a response from DPI Water regarding specific issues relating to companies concurrence for Trade Waste approval. Companies with trade waste issues are awaiting re-inspection to achieve compliance. There have been no new non-compliances discovered during this quarter.	●
15.02b	Provide reticulated services in Leeton, Yanco and Whitton	2017/18 - 2020/21	Report on progress against Maintenance, Renewal and Capital Works programs including pump station upgrades – goal is to ensure that the network is reliable and fit for purpose	Manager Water and Waste	Upgrade of the Sewer Pump Stations is progressing well with SPS03 Commissioned and all three Whitton Pump Stations to be installed shortly. Have also, as part of this project, started installing a microwave link and Wi-Fi to Whitton township.	●
			Report on performance against response times for customer requests – goal is to ensure the network reliably protects public health	Manager Water and Waste	Reliable information on call outs and response times is currently not available. Field staff are being trained in the use of Reflect to capture call-out information. Additional tablets are required and are currently being sourced.	●
15.03b	Develop reticulated sewer system for Wamoon	2017/18 - 2020/21	Report on investment, activity and progress – goal is to improve public and environmental health outcomes in Wamoon and reduce smell nuisance	Manager Water and Waste	Final survey for reticulation layout and possible treatment plant site has been collected and detailed design of sewer pump station commenced.	●

LEGEND: ● Critical Concerns ● On Track ● Needs Attention ● Not Due to Start ● Completed
 Quarter Three – 1 January – 31 March 2018

	Delivery Program and Operational Plan Actions	Timeframe	Performance Measures	Responsibility Of:	Update as at 31 March 2018 - Quarter 3	Status
15.04b	Develop a Sewer Services Asset Management Plan	2017/18	Report on activity and progress - goal is to manage Council assets professionally using methods that inform long term financial planning	Manager Water and Waste	Asset Management System is up and running, configuration for maintenance management will be made difficult with the loss of key personnel.	●

LEGEND: ● Critical Concerns ● On Track ● Needs Attention ● Not Due to Start ● Completed
 Quarter Three – 1 January – 31 March 2018

16 A community that has good road, rail and air transport

16a Provide access to Regional Passenger Air Services

	Delivery Program and Operational Plan Actions	Timeframe	Performance Measures	Responsibility Of:	Update as at 31 March 2018 - Quarter 3	Status
16.01a	Support Narrandera Shire Council to operate the Narrandera / Leeton Airport	2017/18 - 2020/21	Report on number of passengers using service – goal is to sustain or grow numbers so that service remains viable	Economic Development Coordinator	Comments: Total passenger numbers for this quarter - 3035, a decrease as compared to total passenger numbers for previous quarter. (Source: Regional Express Airlines)	●
Report on Capital Works program progress and costs – goal is to operate an airport that is fit for purpose, with Leeton Shire sharing half the costs of capital works with Narrandera Shire			Economic Development Coordinator	Works on the Runway Lighting Upgrade Project were completed this quarter. CASA formally approved the commissioning of the new runway lighting system in February. Both Narrandera and Leeton Shire Councils jointly funded the project which was completed on time and on budget.	●	

LEGEND: ● Critical Concerns ● On Track ● Needs Attention ● Not Due to Start ● Completed
 Quarter Three – 1 January – 31 March 2018

16b Facilitate improved Freight Transport productivity

	Delivery Program and Operational Plan Actions	Timeframe	Performance Measures	Responsibility Of:	Update as at 31 March 2018 - Quarter 3	Status
16.01b	Support and promote the development of an Intermodal Freight Terminal Service for the Western Riverina area	2017/18 - 2020/21	Report on activity and progress – goal is to have high functioning freight intermodals servicing Leeton and the Western Riverina	Economic Development Coordinator	In January Council facilitated a site visit by the NSW Office of Premier and Cabinet Secretary and Deputy Secretary to Wumbulgal to discuss development of a masterplan for the site. A letter has been sent to the Deputy Premier seeking funding assistance for development of the master plan that will bring significant economic benefits to the Western Riverina. Council also facilitated a visit to SunRice to discuss plans for freight hub. Council also submitted feedback on the NSW Draft Freight and Ports Plan to the NSW Government to highlight and request inclusion of significant freight links and intermodals being planned in the Western Riverina region.	●
16.02b	Develop and implement Freight Strategies at the local and regional levels	2017/18 - 2020/21	Report on activity and progress including advocacy for inland rail and overcoming road freight "pinch points" for Leeton Shire – goal is to identify key enabling infrastructure for improving freight efficiencies and develop 'shovel ready' projects in anticipation of grant funding opportunities.	Economic Development Coordinator	Council participated in a Transport for NSW community engagement session in March to discuss the NSW Draft Freight and Ports Plan. Council also submitted feedback on the Draft Plan to the NSW Government to highlight and request inclusion of significant freight links and intermodals being planned in the Western Riverina region.	●

16c Provide an efficient road network for the movement of people and freight

	Delivery Program and Operational Plan Actions	Timeframe	Performance Measures	Responsibility Of:	Update as at 31 March 2018 - Quarter 3	Status
16.01c	Maintain and improve the Shire's road network in accordance with Leeton Shire Council's "Road Asset Management Plan"	2017/18 - 2020/21	Report on progress of scheduled Maintenance Program See schedule of road works 2017/18 pages 81 and 82 – goal is to maintain in satisfactory condition a safe and reliable road network and extend the useful life of the Shire's roads	Manager Roads and Drainage	General Unsealed Roads budget expenditure - 62%, General Rural Sealed Roads budget expenditure - 84%, General Urban Roads budget expenditure - 75%. General urban maintenance was still weighted towards Leeton township due to the finalisation of the town clean up activities. Maintenance budgets are generally on track, with rural sealed roads currently significantly over expended % due to rural roads heavy patching activities that are significantly higher cost. This budget also takes most of the costs for the entrance clean ups. The Unsealed budget is underspent this quarter, however with Q4 being generally a wet quarter we will see a significant rise in costs in this budget area.	●
			Report on progress of Renewal and Capital Works Program See schedule of road works 2017/18 pages 81 and 82 – goal is to enhance the Shire's road network to address any backlog, address safety concerns and improve freight efficiency.	Manager Roads and Drainage	2 projects were started this quarter that were late additions to the capital works program. These projects being 2 sections of Palm Avenue Kerb & Gutter installation and associated road tie ins. one of these sections was completed, with the other section still underway. The two remaining still are Young Road, Whitton and Almond Road, Leeton. Young Road is awaiting further information from Developers to ensure a coordinated approach. Almond Road is awaiting the replacement of a water main that impacts on half of the road rehabilitation length. Both projects are expected to progress once these issues are completed. Overall 78% of the Capital Road Budget has been spent to date.	●
			Report on progress of Sign Replacement program – goal is to replace signs on an as needs basis when defects are recorded.	Manager Roads and Drainage	238 Signs were replaced this quarter, all due to various issues of non-reflectivity, vandalism, and being stolen.	●

LEGEND: ● Critical Concerns ● On Track ● Needs Attention ● Not Due to Start ● Completed
 Quarter Three – 1 January – 31 March 2018

	Delivery Program and Operational Plan Actions	Timeframe	Performance Measures	Responsibility Of:	Update as at 31 March 2018 - Quarter 3	Status
			Report on unplanned maintenance works reported through inspection regimes and public reporting – goal is to manage risks appropriately in accordance with service levels in the adopted Roads Asset Management Plan.	Manager Roads and Drainage	Defects raised in last quarter – 4 scheduled inspections not undertaken Defects and on the job maintenance addressed and resolved in last quarter – 682 Defects outstanding at end of Last Quarter - 121, mainly heavy patching of local roads for which there is insufficient funding. Significant construction works have been undertaken by the maintenance crew teams this quarter, and as such there has been a reduction in maintenance completed.	●
16.02c	Develop and implement a Leeton Shire "Traffic Management Plan"	2017/18 - 2020/21	Report on activity and progress – goal is to ensure safe and efficient movement and parking of vehicles in Leeton, Whitton and Yanco.	Manager Engineering Technical Services	Action on the Leeton Shire Traffic Management Plan has been delayed due to unavailability of staff.	●
16.03c	Construct and repair state roads under contract to Roads and Maritime Services	2017/18 - 2020/21	Report on activity and progress – goal is to be a supplier of choice for the RMS	Manager Roads and Drainage	Continuation of two approved works orders were undertaken this quarter. One was completed - Wamoon shoulder widening, with the Heavy Patching works still underway as RMS has extended the scope twice. The Heavy Patching works undertaken is now in excess of \$400K. RMS has approached council with a project involving over \$300k of asphalt heavy patching, around the Traffic light area, and the McQuillan Road intersection. This work is to be undertaken in the 4th quarter.	●

LEGEND: ● Critical Concerns ● On Track ● Needs Attention ● Not Due to Start ● Completed
 Quarter Three – 1 January – 31 March 2018

16d Support the aged and people with disability to attend appointments and shop

	Delivery Program and Operational Plan Actions	Timeframe	Performance Measures	Responsibility Of:	Update as at 31 March 2018 - Quarter 3	Status
16.01d	Provide community transport services to the residents of Leeton Shire (delivered by Narrandera Shire Council from Leeton Multi-Purpose Community Centre)	2017/18 - 2020/21	Report on number of clients utilizing Community Transport services and total number of trips – goal is to ensure an efficient and effective community transport service that meets the needs of residents and values / supports volunteer drivers.	Community Development Coordinator	There were a total of 1584 trips for Leeton Community Transport clients this quarter which is an increase of 16.5% in comparison to the previous quarter (Q2: 1359 trips). The total number of clients within Leeton Shire is 219 which is an increase of 10.6% in comparison to the previous quarter (Q2: 198 clients). There are currently 14 volunteer drivers in Leeton Shire.	●

17 A community that enjoys attractive towns and parks

17a Provide open spaces for active and passive leisure

	Delivery Program and Operational Plan Actions	Timeframe	Performance Measures	Responsibility Of:	Update as at 31 March 2018 - Quarter 3	Status
17.01a	Maintain and improve Council's park network in accordance with Leeton Shire Council's "Parks and Playgrounds Inspection Plan" and "Playground Strategy"	2017/18 - 2020/21	Report on progress against Maintenance, Renewal and Capital Works programs - Parks (including installation of power outlets at Mountford Park) – goal is to have suitably presented and equipped parks that are safe, attractive and fit for purpose	Manager Open Space and Recreation	There have been no routine inspections outside of the normal playground inspections during Q3. The next scheduled inspections of Council's Parks & Recreation facilities will be in June 2018. As specified in the Parks, Playgrounds & Recreational Facilities Maintenance Management Policy. Mountford Park, Leeton Ovals Complex and the Skate Park received one off inspections prior to the Easter Festival activities at those locations.	●
Report on progress against Maintenance, Renewal and Capital Works programs - Playgrounds (including car parking at Graham Park) – goal is to have suitably equipped playgrounds that are fun, safe, fit for purpose and cater for diverse needs.			Manager Open Space and Recreation	Three (3) monthly inspections of all of Council's playgrounds have been completed and recorded as per the Parks, Playgrounds & Recreational Facilities Maintenance Management Policy. There were minimal repairs required and incidents of vandalism have been very low. The playground equipment for the Wamoon playground upgrade has been ordered after close consultation with the Wamoon Community. A new BBQ, shelter and seating has also been ordered. The project is expected to be completed by June 2018. The shade sail project for Graham Park has commenced with the poles installed recently. The sails are being funded by Rotary with the project coordinated by Council. A fence will also be installed around the playground area. Graham Park carpark construction has commenced with the kerb installed and gravel base completed. It expected the project will be completed by late April.	●	

LEGEND: ● Critical Concerns ● On Track ● Needs Attention ● Not Due to Start ● Completed
 Quarter Three – 1 January – 31 March 2018

	Delivery Program and Operational Plan Actions	Timeframe	Performance Measures	Responsibility Of:	Update as at 31 March 2018 - Quarter 3	Status
			Report on options, costs and feasibility of a water feature at McCaughey Park and associated grant funding activity – goal is to investigate and respond to a community request	Manager Open Space and Recreation	Water park components have arrived. Construction of water park will now be scheduled into works programs with the project to be completed prior to the warm weather in 2018.	●
17.02a	Develop a Parks and Playgrounds Asset Management Plan	2017/18 - 2018/19	Report on activity and progress - goal is to manage Council assets professionally using methods that inform long term financial planning	Manager Open Space and Recreation	Plan to be developed in 2018/2019. The Playground Strategy 2017-2032 was on public display during the first quarter and this document will inform many components of the Parks and Playgrounds Asset Management Plan.	●

LEGEND: ● Critical Concerns ● On Track ● Needs Attention ● Not Due to Start ● Completed
 Quarter Three – 1 January – 31 March 2018

17b Provide attractive streetscapes and town entrances

	Delivery Program and Operational Plan Actions	Timeframe	Performance Measures	Responsibility Of:	Update as at 31 March 2018 - Quarter 3	Status
17.01b	Maintain and improve Leeton Shire's urban streetscapes	2017/18 - 2020/21	Report on activity and progress of Leeton Shire Council's Streetscapes Maintenance, Renewal and Capital Programs – goal is to enjoy aesthetically pleasing streets in residential, commercial and industrial areas of Leeton Shire	Manager Open Space and Recreation	The final stage of the Court House precinct has been completed. Artificial turf was installed from the Court House to the corner of Oak Street. Eight additional trees will also be planted in selected locations along the area when the trees arrive. An additional area extending to the Police Station will be excavated, planted and mulched to further enhance the area in the coming months. Planning to enhance some of the perimeter garden beds and islands around Mountford Park has commenced.	●
			Report on activity and progress of Leeton Shire Council's Tree Replacement Maintenance, Renewal and Capital Programs (including Golf Course Estate) – goal is to provide safe and picturesque ornamental and shade trees throughout Leeton Shire	Manager Open Space and Recreation	There have been no new street trees planted during Q3. 120 new street trees have been ordered. These trees will be planted in the following locations during Autumn/Winter. Golf View Estate Isabella Place Court House Precinct Blackwood Street Whitton Main Street Yanco Ave Replacement trees where previous trees have failed will also be planted. Excessively dry conditions have made establishing the previous 200 street trees challenging. Staff have had to water the trees at least weekly and sometimes twice weekly. Some trees have struggled but losses have remained below 5% which is considered acceptable.	●

LEGEND: ● Critical Concerns ● On Track ● Needs Attention ● Not Due to Start ● Completed
 Quarter Three – 1 January – 31 March 2018

	Delivery Program and Operational Plan Actions	Timeframe	Performance Measures	Responsibility Of:	Update as at 31 March 2018 - Quarter 3	Status
17.02b	Maintain and improve Council's town and boundary entrances	2017/18 - 2020/21	Report on activity and progress of Leeton Shire Council's Town Entrance Maintenance, Renewal and Capital Programs – goal is to create attractive and welcoming entrances to Leeton towns and villages	Manager Open Space and Recreation	Town entrance works for Q3 have included further clean up works from Boyer's Crossing half way to Wamoon on the western and eastern sides. Stacks will be burnt during winter. All town entrance signs have been inspected and routinely sprayed around and tidied. Slashing works between Yanco & Leeton have been undertaken in line with works programs and as resources permit. Yanco community art work is installed and landscaping will follow shortly.	●

LEGEND: ● Critical Concerns ● On Track ● Needs Attention ● Not Due to Start ● Completed
 Quarter Three – 1 January – 31 March 2018

17c Provide public conveniences across Leeton Shire

	Delivery Program and Operational Plan Actions	Timeframe	Performance Measures	Responsibility Of:	Update as at 31 March 2018 - Quarter 3	Status
17.01c	Provide a network of public toilets to service busy public places	2017/18 - 2020/21	Report on activity and progress against Maintenance, Renewal and Capital Works programs. Works for 2017/18 include new public toilets at Wamoon Park – goal is to provide clean facilities in good working order and to have any complaints quickly resolved	Manager Engineering Technical Services	Toilet facilities are generally satisfactory and well maintained. Improvement programme is on-going and will continue into next financial year. All urgent repairs have been responded to quickly.	●

LEGEND: ● Critical Concerns ● On Track ● Needs Attention ● Not Due to Start ● Completed
 Quarter Three – 1 January – 31 March 2018

17d Deliver Development Planning services that signal Leeton as "open for business"

	Delivery Program and Operational Plan Actions	Timeframe	Performance Measures	Responsibility Of:	Update as at 31 March 2018 - Quarter 3	Status
17.01d	Provide a Development Application and Assessment service	2017/18 - 2020/21	Report on number of Building Certificate Applications received and numbers issued for Leeton Shire and other Councils – goal is to deliver an efficient and effective assessment and approvals service	Manager Planning, Building and Health	During this period Council issued one building certificate. A building certificate can be applied for post construction where the required approvals process has been missed. A certificate lapses after 7 years.	●
			Report on number of Complying Development Certificate Applications received and numbers issued for Leeton Shire and other Councils, including total value and average turnaround times – goal is to deliver an efficient and effective assessment and approvals service	Manager Planning, Building and Health	During this period 1 CDC application was received and it was issued within 4 days. This CDC had a value of \$71,371	●

LEGEND: ● Critical Concerns ● On Track ● Needs Attention ● Not Due to Start ● Completed
 Quarter Three – 1 January – 31 March 2018

	Delivery Program and Operational Plan Actions	Timeframe	Performance Measures	Responsibility Of:	Update as at 31 March 2018 - Quarter 3	Status
			Report on number of Development Applications received and numbers issued for Leeton Shire and other Councils, including total value and average turnaround times– goal is to deliver an efficient and effective assessment and approvals service	Manager Planning, Building and Health	During this period there were a total of 35 Development Applications lodged and 30 have been approved (Q2 figures: 29 lodgements, 28 approvals). The DAs received have a combined value of \$4,026,073, and had an average approval time of 34 days. (Q2 figures: Value \$15,947,450, approval days 43) The number of applications on "stop the clock" at the end of Quarter 3 was 15 (Q2 figures: 8) For Narrandera Shire Council 3 DAs were received and 9 DAs were approved (residue from quarter 2). (Q2 figures: 13 received, 10 approved) A total of \$8,437.64 in assessment and inspection fees have been charged to NSC in this quarter. (Q2 figures: \$3,540)	●
			Report on number of Occupation Certificates received and numbers issued for Leeton Shire and other Councils, including total value and average turnaround times– goal is to deliver an efficient and effective assessment and approvals service	Manager Planning, Building and Health	During this period there were a total of 16 Occupation Certificates issued which took on average a total of 2 days each to process. Fees charged were valued at \$714.	●
			Report on number of Section 149 Applications received and numbers issued for Leeton Shire – goal is to deliver an efficient and effective assessment and approvals service	Manager Planning, Building and Health	During this period a total of 124 s.149 (2) Certificates and 22 s.149(5) Certificates were issued for properties in Leeton Shire. Average turnaround on 149's was two days.	●

LEGEND: ● Critical Concerns ● On Track ● Needs Attention ● Not Due to Start ● Completed
 Quarter Three – 1 January – 31 March 2018

	Delivery Program and Operational Plan Actions	Timeframe	Performance Measures	Responsibility Of:	Update as at 31 March 2018 - Quarter 3	Status
17.02d	Levy and apply development contributions	2017/18 - 2020/21	Report on Section 64 fees levied, received and expended per project – goal is to ensure water and sewer infrastructure can be expanded without burdening existing ratepayers	Drainage and Development Engineer	Section 64 Developer Contributions: \$0 levied, \$0 received, \$0 expended from this income as the contributions were for previously constructed infrastructure as per the plan.	●
			Report on Section 94 fees levied, received and expended per project – goal is to ensure projects to support growth can be delivered without unduly burdening existing ratepayers	Manager Planning, Building and Health	Council no longer levies new development contributions under section 94 of the Environmental Planning and Assessment Act. No s.94 levies were received or expended during this quarter.	●
			Report on Section 94A fees levied, received and expended per project– goal is to ensure projects to support growth can be delivered without unduly burdening existing ratepayers	Manager Planning, Building and Health	The following details Section 94A fees levied by Council during the Third Quarter Levied \$31,896 Received \$7,300 Expended Nil	●

LEGEND: ● Critical Concerns ● On Track ● Needs Attention ● Not Due to Start ● Completed
 Quarter Three – 1 January – 31 March 2018

	Delivery Program and Operational Plan Actions	Timeframe	Performance Measures	Responsibility Of:	Update as at 31 March 2018 - Quarter 3	Status
17.03d	Apply robust policy to guide quality development across Leeton Shire	2017/18 - 2020/21	Report on progress of "Leeton Shire Local Environmental Plan" review – goal is to ensure plan is current, reflective of community priorities and fit for purpose	Manager Planning, Building and Health	During this quarter the Department of Planning & Environment introduced new requirements for Councils following a major review of the Environmental Planning & Assessment Act. Councils will now be required to undertake the following; <ol style="list-style-type: none"> 1. Prepare and introduce Local Strategic Planning Statements by mid to late 2019. 2. Undertake a Local Environmental Plan check by late 2019. 3. Prepare and introduce Community Participation Plans by late 2019. 4. Develop standard development control plans by mid-2020. The review of the Leeton LEP will be tied to the preparation of the development of Local Strategic Planning Statements. An amendment to the LEP to permit residential accommodation in the business core is in progress and planning for a further amendment in relation to flood level height is on hold waiting for further planning advice.	●
			Report on development and implementation of the "Leeton Shire Council Development Control Plan" - goal is to clarify development standards and provide greater certainty for both developers and community	Manager Planning, Building and Health	During this quarter the Department of Planning & Environment introduced new requirements for Councils following a major review of the Environmental Planning & Assessment Act. Councils have been advised that they will be required to prepare and introduce a standard development control plan by mid-2020. The preparation of a DCP will be tied to the preparation of the development of Local Strategic Planning Statements as this document will establish a 20 year planning strategy for Leeton and will establish planning matters of importance to the Leeton community. In the meantime staff are working on elements of the DCP that are planned to be discussed with Council within the 4th quarter of the 2018/19 period.	●

LEGEND: ● Critical Concerns ● On Track ● Needs Attention ● Not Due to Start ● Completed
 Quarter Three – 1 January – 31 March 2018

	Delivery Program and Operational Plan Actions	Timeframe	Performance Measures	Responsibility Of:	Update as at 31 March 2018 - Quarter 3	Status
			Report on development and implementation of the "Leeton Shire Council Subdivision Engineering Guidelines" – goal is to clarify development standards and provide greater certainty for both developers and community"	Drainage and Development Engineer	A meeting with consultant has been had to review the development of the guidelines in alignment with neighbouring councils. Draft documents were reviewed and changes noted for inclusion in first draft for LSC to be internally reviewed once completed by the consultant. Guidelines are on track to be finalised before the end of Quarter 4 for Council public exhibition.	●
			Report on development and implementation of the "Leeton Shire Council Section 64 Plan" – goal is to provide certainty to Council and developers about fees payable to burden or extend existing water and sewer infrastructure.	Drainage and Development Engineer	Work on the development of the Development Servicing Plan (DSP) has commenced and will be completed as part of the consultancy for the Integrated Water Cycle Management Plan (IWCM)	●

LEGEND: ● Critical Concerns ● On Track ● Needs Attention ● Not Due to Start ● Completed
 Quarter Three – 1 January – 31 March 2018

17e Provide drainage networks in urban areas

	Delivery Program and Operational Plan Actions	Timeframe	Performance Measures	Responsibility Of:	Update as at 31 March 2018 - Quarter 3	Status
17.01e	Maintain and improve Council's drainage network	2017/18 - 2020/21	Report on progress against Maintenance, Renewal and Capital Works programs – goal is to deliver the programs in full, on time and to budget	Manager Roads and Drainage	Kerb and Gutter installations have been completed along Palm Avenue, this will aid in drainage around these areas. Significant works have also commenced this quarter along Quandong Street, these include the installation of designed V-drain that will allow for effective drainage in this area also. There has been no renewal completed this quarter.	●
17.02e	Develop a Stormwater Drainage Asset Management Plan	2017/18 - 2020/21	Report on activity and progress commencing with development of a Drainage Plan and Drainage Strategy – the goal is to manage Council assets professionally using methods that inform long term financial planning	Drainage and Development Engineer	Draft Stormwater Management Plan has been submitted to Director Environment and Engineering for review.	●

6- STRONG LEADERSHIP

18 A community that has politicians who act and listen

18a Forge and maintain strong regional relationships

	Delivery Program and Operational Plan Actions	Timeframe	Performance Measures	Responsibility Of:	Update as at 31 March 2018 - Quarter 3	Status
18.01a	Participate in Joint Organisation / RAMROC	2017/18 - 2020/21	Report on meetings held and any major decisions/actions – goal is to network, plan, advocate and share resources to enhance the wider region’s social, economic and environmental wellbeing	General Manager	Deliberating on forming a Joint Organisation (JO) was a key focus for the quarter. Leeton Shire Council collaborated with Narrandera Shire Council and hosted a forum for all RAMROC and REROC member Councils facilitated by the Director of Policy from the Office of Local Government. The purpose was to understand the revised LG Act and JO regulation so that Councils could make informed decisions about joining a JO. Leeton Shire Council initially resolved to form a JO with Snowy Valleys Council, Wagga Wagga City Council and Narrandera Shire Council however, after Snowy Valleys resolved otherwise, the resolution was rescinded in favour of joining the Riverina and Murray Joint Organisation (essentially the RAMROC group of councils). The RAMROC GM’s group met late January and the Board in February. Topics covered included Joint Organisations, councils’ procurement of goods and services and LED street lighting (and energy savings certificates). A Committee Report was also tabled from the Riverina Waste Group. Presentations to the Board included an activity report from the Regional Coordinator Dept. Premier and Cabinet and an update by THRIVE on its strategic plan for tourism in the Riverina. The GM represents RAMROC on the Riverina Murray Regional Plan Monitoring Committee and attended a meeting in Wagga in February.	●

LEGEND: ● Critical Concerns ● On Track ● Needs Attention ● Not Due to Start ● Completed
 Quarter Three – 1 January – 31 March 2018

	Delivery Program and Operational Plan Actions	Timeframe	Performance Measures	Responsibility Of:	Update as at 31 March 2018 - Quarter 3	Status
18.02a	Participate in State and National Local Government Associations (LGNSW and ALGA)	2017/18 - 2020/21	Report on activity and progress – goal is to network and ensure local government has a strong voice when dealing with state and federal governments	General Manager	In February the Premier and Minister for Roads released the NSW Roads Safety Plan. Amidst the strategies was a commitment to roll out 1600 km of rumble strips. This is as a result of Leeton Shire Council’s submission to the LGNSW Annual Conference which received unanimous support from all attendees and was duly championed by the LGNSW Board.	●
18.03a	Participate in Country Mayors		Report on activity and progress – goal is to network and ensure local government in rural and regional centres has a strong voice when dealing with state and federal governments	General Manager	The March meeting of Country Mayors was attended by the Mayor and GM. Presentations were made by the Deputy Police Commissioner Regional NSW Field Operations, the Shadow Minister for Local Government, the Acting US Consul General and the CEO of Royal Far West Children’s Services. The Executive Committee also invited input into developing strategic priorities for Country Mayors.	●

LEGEND: ● Critical Concerns ● On Track ● Needs Attention ● Not Due to Start ● Completed
 Quarter Three – 1 January – 31 March 2018

18b Strengthen Leeton Shire Council's Governance capabilities

	Delivery Program and Operational Plan Actions	Timeframe	Performance Measures	Responsibility Of:	Update as at 31 March 2018 - Quarter 3	Status
18.01b	Implement individual Training Programs for each Councillor	2017/18 - 2020/21	Report on training undertaken – goal is to equip Councillors to be able to govern well by having a tailored training plan for each	Director Corporate and Community	Staff education on the Local Government Capability Framework was undertaken during early March. A session with Councillors on the Framework and the self-assessment tool it contains will be scheduled for Quarter 4. The self-assessment tool will allow for the development of individual training plans before the end of this financial year. In the interim, Councillors have the capacity to nominate for training they wish to undertake. No training has occurred this quarter.	●
18.02b	Attract a strong pool of candidates for Local Government Elections in 2020	2020/21	Report on activity and progress - goal is to ensure voters can choose Councillors who they feel have the skills and values to best represent them.	Director Corporate and Community	Action is not due to commence until the 2019/2020 Financial Year.	●

LEGEND: ● Critical Concerns ● On Track ● Needs Attention ● Not Due to Start ● Completed
 Quarter Three – 1 January – 31 March 2018

18c Ensure strong working relationships at a Federal and State level

	Delivery Program and Operational Plan Actions	Timeframe	Performance Measures	Responsibility Of:	Update as at 31 March 2018 - Quarter 3	Status
18.01c	Continue advocacy with Federal and Local MP's on Key Issues for the region	2017/18 - 2020/21	Report on advocacy undertaken and outcomes – goal is to ensure that interests and needs of Leeton Shire and the Western Riverina are front of mind and progressed with support from persons of influence	General Manager	<p>In January Council, including the Mayor, hosted a 1.5 day visit by the Department of Premier and Cabinet, including the Secretary and Deputy Secretary Regional NSW. Health, sport and freight were the key topics covered and a site visit was conducted to Wumbulgal (Western Riverina Freight Intermodal). A formal request was made of the Deputy Premier to fund the development of a master plan for WRIFT.</p> <p>During the quarter the GM agreed to serve on an Armistice Centenary Grants Committee at the request of Federal Minister Sussan Ley.</p> <p>In February the GM and Economic Development Coordinator organised and accompanied Don Murray and Nick White (of the NSW Regional Infrastructure Coordinator's office) on a tour of growth industries in Leeton Shire. They have since facilitated business relationships to help address issues with chemical regulations in NSW (more onerous than Vic), importing of frozen fish to China and incentives to relocate industry to regional areas. These are still in work in progress.</p>	●

LEGEND: ● Critical Concerns ● On Track ● Needs Attention ● Not Due to Start ● Completed
 Quarter Three – 1 January – 31 March 2018

19 A community that speaks up and gets involved

19a Encourage volunteering throughout the Shire

	Delivery Program and Operational Plan Actions	Timeframe	Performance Measures	Responsibility Of:	Update as at 31 March 2018 - Quarter 3	Status
19.01a	Promote and run a volunteer program at Leeton Shire Council	2017/18 - 2020/21	Report on trends in volunteering in each area of Council – goal is to enhance the delivery of service through involving volunteers for mutual benefit	Community Development Coordinator	One new volunteer application has been received during this quarter. The aim is to overhaul the volunteer process by the end of the year to make it more user friendly for volunteers and easier for staff to coordinate, monitor and report on.	●
			Report on Volunteer Recognition (including annual awards) – goal is to show that volunteers are valued and appreciated	Community Development Coordinator	Volunteer recognition will be attended to later in 2018.	●
19.02a	Promote volunteering opportunities and their benefits	2017/18 - 2020/21	Report on promotions, campaigns and outcomes – goal is to support community organisations to boost their volunteer numbers	Community Development Coordinator	University of Technology Sydney contacted Leeton Shire Council with regards to their volunteer organisation called The Big Lift. The Big Lift is a volunteer program which takes university students to regional towns across NSW where they offer their volunteering services through helping out local communities. One of the towns they are interested in offering their services is Whitton. They are planning to come to the region in July 2018 and Community Development staff are currently acting as the conduit between the volunteer organisation and the Whitton community.	●

LEGEND: ● Critical Concerns ● On Track ● Needs Attention ● Not Due to Start ● Completed
 Quarter Three – 1 January – 31 March 2018

19b Seek input from the Leeton community on Council projects/programs

	Delivery Program and Operational Plan Actions	Timeframe	Performance Measures	Responsibility Of:	Update as at 31 March 2018 - Quarter 3	Status
19.01b	Run an active Community Engagement Program	2017/18 - 2020/21	Report on engagement activity undertaken – goal is to have active and engaged citizens of Leeton Shire	Communications and Marketing Coordinator	<p>There was one community engagement activity undertaken during this quarter relating to the Place Creation Workshops held in Yanco and Whitton facilitated by social capitalist and community enthusiast Peter Kenyon.</p> <p>An A5 information flyer promoting both community meetings was mailed out to all Yanco and Whitton residents as well as promoted heavily via our social media platforms and Council website. 9 one-on-one conversations were had with the residents of Whitton and 34 people attended the Whitton community meeting. 7 one-on-one conversations were had with the residents of Yanco and 30 people attended the Yanco community meeting.</p> <p>As at the end of this reporting period, Council has 640 registered users on its Have Your Say Leeton community engagement website. For the same period last year there was 592 registered users which shows a steady increase.</p> <p>The Leeton Shire Council website had 17,227 visitors during this reporting period. As the new Council website only went live in March 2017 there are no comparative figures available for the full quarter. 3,315 people visited our Council website from 17th March 2017 (launch date) until the end of the same reporting period last year.</p> <p>The Leeton Shire Facebook page had 2,867 page likes at the end of this reporting period. At the conclusion of the same period last year the Facebook page had 2,299 page likes.</p> <p>35 media releases were distributed to local and regional media outlets during this reporting period. For the same period last year Council distributed 18 media releases.</p>	●

LEGEND: ● Critical Concerns ● On Track ● Needs Attention ● Not Due to Start ● Completed
 Quarter Three – 1 January – 31 March 2018

19c Provide a framework for inclusive decision making

	Delivery Program and Operational Plan Actions	Timeframe	Performance Measures	Responsibility Of:	Update as at 31 March 2018 - Quarter 3	Status
19.01c	Coordinate an active Council Committee program	2017/18 - 2020/21	Report on Advisory Committee meetings held, key decisions made and outcomes achieved – goal is for Council to receive informed advice in a timely manner prior to passing resolutions	Governance and Corporate Planning Coordinator	The Leeton Local Area Traffic Committee met on 8 February 2018 and road closures were unanimously endorsed and adopted by Leeton Shire Council at its 28 February meeting for Anzac Day 25 April 2018 and the Leeton SunRice Festival Street Parade 31 March 2018.	●
			Report on Section 355 Committee meetings held, key decisions made and outcomes achieved – goal is to support the delivery of outcomes via committees of Council that include volunteers.	Governance and Corporate Planning Coordinator	Reports and Minutes from the following Council Section 355 Committees from January to March 2018 were included in the Council Agenda for the meeting scheduled on 8 February 2018: Yanco Hall Management Committee of 8 January 2018 Future reporting on Section 355 Committees, including information on key decisions made and outcomes achieved will be reviewed during the preparation of Council 2018/2019 Delivery Program and Operational Plan.	●
			Report on Action Group meetings held, key decisions made and outcomes achieved – goal is to support the delivery of outcomes via external committees with Council support.	Governance and Corporate Planning Coordinator	The following Action Group Meetings were held during the January to March 2018 period: Leeton Australia Day Committee held its wrap-up meeting on 7 February 2018 with the outcome being decisions around planning for the 2019 event. The Committee will commence planning for the event in September 2018 and seek expressions of interest from communities across the Local Government Area to increase involvement in Australia Day activities. Leeton's Youth Committee held meetings on 22 February, 12 March and 26 March 2018. Discussions at the meetings centre around arrangements for Youth Week 2018, the Riverina Skate Championships and an out-door movie night event.	●

LEGEND: ● Critical Concerns ● On Track ● Needs Attention ● Not Due to Start ● Completed
 Quarter Three – 1 January – 31 March 2018

	Delivery Program and Operational Plan Actions	Timeframe	Performance Measures	Responsibility Of:	Update as at 31 March 2018 - Quarter 3	Status
19.02c	Facilitate community development in local towns	2017/18 - 2020/21	Report Town Improvement Plan activity and progress for Yanco, Whitton and Wattle Hill (implementation will be subject to prioritising of projects and funding) – goal is to support towns and villages to identify and achieve their community aspirations	Community Development Coordinator	Under the Federal Government's Building Better Regions program, Peter Kenyon, a respected worker in the field of community development spent five days in Leeton Shire facilitating conversations in Whitton and Yanco, both group and individual, to assist each community to identify and articulate their priorities forming the basis of the place plans. The outcomes of these community meetings were formulated into feedback reports which will be presented to each community at follow up conversations in April 2018.	●

LEGEND: ● Critical Concerns ● On Track ● Needs Attention ● Not Due to Start ● Completed
 Quarter Three – 1 January – 31 March 2018

20 A community that is always on the front foot

20a Ensure the aspirations of the community are delivered

	Delivery Program and Operational Plan Actions	Timeframe	Performance Measures	Responsibility Of:	Update as at 31 March 2018 - Quarter 3	Status
20.01a	Set-up inter-agency group to deliver on the Leeton Shire Community Strategic Plan "Leeton On The Go"	2017/18 - 2020/21	Report on activity and progress – goal is to ensure that government agencies also contribute to Leeton Shire CSP (Community Strategic Plan) outcomes and progress reports	Governance and Corporate Planning Coordinator	Work on establishing a means of information flow between Government agencies and Council has not been given prominence this quarter due to other priorities. The discussions and meetings in relation to the establishment of Joint Organisations in regional areas of New South Wales have been a primary focus with the view from a State Government perspective being that "Joint Organisations would transform the way the NSW Government and local councils collaborate, plan, set priorities and deliver important projects in regional NSW, to help them deliver on the ambitions and priorities of their regional communities". It is intended that JOs will bring together local and state governments to focus on the issues that matter most in regional communities such as building strong businesses, creating jobs, securing water supplies, improving regional transport, and developing community infrastructure, services and facilities. The method of reporting back to communities will be determined by the JOs once they come into existence from July 1, 2018.	●

LEGEND: ● Critical Concerns ● On Track ● Needs Attention ● Not Due to Start ● Completed
 Quarter Three – 1 January – 31 March 2018

	Delivery Program and Operational Plan Actions	Timeframe	Performance Measures	Responsibility Of:	Update as at 31 March 2018 - Quarter 3	Status
20.02a	Support the community by offering a Community Grants Program	2017/18 - 2020/21	Report on grants provided per category – goal is to enable community organisations to deliver outcomes that benefit Leeton Shire residents	Community Development Coordinator	Round two of the 2017/2018 Community Strengthening Grant Scheme opened and will close in the next quarter. Quick Response applications were received and approved from REA Dressage Cub (\$1000 towards purchasing sand for the improvement of their facility), Leeton Family and Local History Inc (\$400 towards covering the costs of hiring the Leeton Roxy Supper Room for a WW1 display over Easter), Leeton Sunrice Festival (\$1000 towards covering the costs of hiring the Leeton Roxy Community Theatre for the SunRice Festival Launch event) and Leeton and District Water Wheel Club (\$405 towards covering the costs of hiring the Visitors Information Centre over the Easter weekend for the Garden Festival). There is currently \$1045 remaining until the end of the Financial Year with three applications received to be determined in the next quarter.	●
20.03a	Operate an efficient and effective Local Government Administration	2017/18 - 2020/21	Report on non-compliance with relevant legislation, regulation and funding body requirements and remedial action – goal is to be 100% compliant	Director Corporate and Community	There was no non-compliance to report at 31 March 2018.	●
			Report on progress against Leeton Shire Council's Annual Plant / Fleet Capital Program – goal is to deliver the program in full, on time and to budget	Manager Engineering Technical Services	Three items of heavy plant were purchased and scheduled to be delivered next quarter - backhoe, loader and truck mounted sucker unit. One item of heavy plant (truck) went out to tender for purchase and tenders still being assessed. Five light items of plant were purchased this quarter, four utilities and one SUV.	●

LEGEND: ● Critical Concerns ● On Track ● Needs Attention ● Not Due to Start ● Completed
 Quarter Three – 1 January – 31 March 2018

	Delivery Program and Operational Plan Actions	Timeframe	Performance Measures	Responsibility Of:	Update as at 31 March 2018 - Quarter 3	Status
			Report on Leeton Shire Council's Internal Audit Program and progress against corrective actions – goal is to see continuous improvement / achieve best practice across the organisation and ensure zero fraud	Director Corporate and Community	There was no Internal Audit Meetings for the Quarter. The Expressions of Interests for the Enterprise Risk Management Framework were received by the end of March 2018. The project will commence next quarter. A draft Audit, Risk and Improvement Charter was completed during the quarter and is with SMT for review. It is planned that the Audit, Risk and Improvement Committee will be up and running in the first quarter of 2018/2019.	●
			Report on currency of and updates to Leeton Shire Council's Strategies/ Policies and Plans – goal is to ensure all documents are current and are routinely reviewed.	Governance and Corporate Planning Coordinator	Policy register has been reviewed including identification of date of authorship and review due timeframes. Information was presented to SMT which determined a priority list for review. Policies which have been reviewed and placed on public exhibition include: Leeton Shire Council Information Guide 2018. Internal Reporting Policy. Policies currently in draft form include: CCTV Draft Policy FINAL DRAFT Audit Risk and Improvement Charter DRAFT Recording of Council Meetings Policy March 2018 DRAFT-Councillors-Expenses-and-Facilities-Policy	●

LEGEND: ● Critical Concerns ● On Track ● Needs Attention ● Not Due to Start ● Completed
 Quarter Three – 1 January – 31 March 2018

	Delivery Program and Operational Plan Actions	Timeframe	Performance Measures	Responsibility Of:	Update as at 31 March 2018 - Quarter 3	Status
			Report on annual Work Health and Safety self and External Audits, any major non-conformances and remedial measures undertaken – goal is to offer a safe workplace, zero injuries suffered and zero lost time	WHS, Risk, Environment and Quality Coordinator	Leeton Shire Council improvement in Work Health & Safety compliance continued over the Q3 reporting period. This has been recognised with Leeton Shire Council obtaining the following incentive payments from its WHS insurer (StateCover) - WHS incentive payment of \$32,849.69 (Paid 3rd January 2018). - StateCover Mutual performance rebate distribution of \$44,034.88. (This payment will be paid in two instalments - 1st Payment of \$22,017.44 received 5 April, 2018) Leeton Shire Council has commenced implementation of its online WHS System (Vault) to assist in its goal to achieve increase WHS compliance. For the Q3 quarter there was one (1) lost time injury, zero (0) medical treatment injuries, five (5) first aid injuries and three (3) near miss incidents.	●
			Report on activity and progress as Reserve Trustee of Crown Land parcels within the Leeton Shire – goal is to ensure that changes in Crown Land legislation does not unduly burden Council / ratepayers	Director Corporate and Community	Reserve Trusts managed by Council identified. Identified tenures on Reserve Trusts, anomalies with tenures noted for action. Prepared information for Council staff in relation to new Crown Land Management Act and categorisation of land under the Local Government Act in readiness for Council staff workshop in April.	●

LEGEND: ● Critical Concerns ● On Track ● Needs Attention ● Not Due to Start ● Completed
 Quarter Three – 1 January – 31 March 2018

			<p>Report on Grant Applications Submitted and Funding received – goal is to optimise external funding to progress the Delivery Program</p>	<p>Executive Assistant to the GM & Mayor</p>	<p>Grants Applied for:</p> <ul style="list-style-type: none"> • Name: Stronger Country Communities - CBD Enhancement Project Stage 1 Project Value: \$1.2M Grant request: \$1.02K Fund: NSW Government - Dept of Industry Status: Approved • Name: ANZAC Community Grants Program Project Value: \$2.5K Grant request: \$1.9K Fund: NSW Office for Veterans Affairs Status: Approved • Name: 2018 Flagship Event Fund – Leeton SunRice Festival Project Value: \$20K Grant request: \$20K Fund: NSW – Destinations NSW Status: Unsuccessful • Name: Safer Communities Fund – CCTV for Main Street Project Value: \$252K Grant request: \$252K Fund: Australia Government - Business Status: Unsuccessful • Name: Footpath connecting bus stop to existing path in front of VIC Project Value: \$3K Grant request: \$2K Fund: NSW Country Passenger Transport Infrastructure Grants Scheme Status: Pending • Name: The Active Transport (Walking and Cycling) program – Parkview shared park and Wattle Hill shared path Project Value: \$120K Grant request: \$60K Fund: NSW Roads and Maritime Status: Pending 	●
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LEGEND: ● Critical Concerns ● On Track ● Needs Attention ● Not Due to Start ● Completed
 Quarter Three – 1 January – 31 March 2018

	Delivery Program and Operational Plan Actions	Timeframe	Performance Measures	Responsibility Of:	Update as at 31 March 2018 - Quarter 3	Status
					<ul style="list-style-type: none"> • Name: Youth Week Funding – Activities and Events Project Value: \$2,850 Grant request: \$1,425 Fund: NSW Family and Community Services Status: Pending • Name: Liveable Community Grant Round 3 – Creating Liveable Community for Older People Project Value: \$53K Grant request: \$53K Fund: NSW Dept of Family and Community Services Status: Pending • Name: Unity Grants – Multicultural Support Worker Project Value: \$30K Grant request: \$30K Fund: Multicultural NSW Status: Pending • Name: Leeton Intermodal Freight Terminal at Wumbulgal Project Value: \$28.6M Grant request: \$7.5M Fund: Australian Government- Infrastructure and Regional Development Status: Pending • Name: 2018 – 2019 Public Reserves Management Program (PRMFP) – Leeton Show Ground Project Value: \$900K Grant request: \$486K Fund: Australian NSW Department of Industry Lands and Water Status: Pending 	

LEGEND: ● Critical Concerns ● On Track ● Needs Attention ● Not Due to Start ● Completed
 Quarter Three – 1 January – 31 March 2018

	Delivery Program and Operational Plan Actions	Timeframe	Performance Measures	Responsibility Of:	Update as at 31 March 2018 - Quarter 3	Status
			Develop and implement a Building Asset Management Plan – the goal is to manage Council assets professionally using methods that inform long term financial planning	Manager Engineering Technical Services	Delays have resulted from resignation of key staff. Advertisement will be being issued in May for separate ASM Coordinator to provide focus on this need.	●
20.04a	Maintain Council's "Stand Alone" and "Fit for the Future" Status	2017/18 - 2020/21	Report on benchmarking activities and findings and progress (FFF and Sector Led Comparisons)	Director Corporate and Community	Progress against the Fit for the Future benchmarks will be reported with next year's draft budget. Work begins next quarter on collating Leeton Shire Council data for the Local Government Performance Excellence Program which will benchmark LSC against Councils in New South Wales, Australia and New Zealand.	●

LEGEND: ● Critical Concerns ● On Track ● Needs Attention ● Not Due to Start ● Completed
 Quarter Three – 1 January – 31 March 2018

	Delivery Program and Operational Plan Actions	Timeframe	Performance Measures	Responsibility Of:	Update as at 31 March 2018 - Quarter 3	Status
			Report on operational improvements – workforce – goal is to deliver on the workforce action plan (grow our talent, nurture our leaders, strengthen our culture)	Manager Human Resources	Movements for the quarter include: Resignations from: <ul style="list-style-type: none"> • Manager Library, Culture & Community • Manager Information Technology • Building Planning & Health Officer • 2 X Early Childhood Educators Commencements include: <ul style="list-style-type: none"> • Apprentice Gardener • 2 X Labourer • Manager Finance • Planning Officer Training for the quarter includes: 31 courses consisting of 12 x Work, Health & Safety Courses, 13 x technical training, 5 x professional training, 1 x higher education commenced, 1 x apprenticeship training commenced. The new Work Health & Safety system (Vault) continues to be implemented as data is being collected and transferred to the new program. Succession planning and critical jobs analysis continues to be researched. In the month of February a quarter of staff participated in a health program designed and run by the HR Dept. Staff volunteered to abstain from alcohol, sugar and inactivity for the month, whilst raising money to donate to a shared cause. The majority of participants reported that they lost weight and felt better. \$1500 was raised through the process.	●

LEGEND: ● Critical Concerns ● On Track ● Needs Attention ● Not Due to Start ● Completed
 Quarter Three – 1 January – 31 March 2018

	Delivery Program and Operational Plan Actions	Timeframe	Performance Measures	Responsibility Of:	Update as at 31 March 2018 - Quarter 3	Status
			Report on operational improvements - information technology hardware - goal is to be sensibly progressive and leverage IT to increase efficiency, effectiveness and security	ICT Manager	Work has continued on the finalising the ICT Strategy, with the plan to present it to the IT Working Group during Q4. A new email security platform has been approved to deal with high levels of SPAM and malicious emails being received by council staff. This platform will be deployed early in Q4 to both protect and educate council staff regarding email security. A new online tool (LG Hub) has been adopted for delivery of papers to councillors, replacing the previous system which had reliability issues. This new tool also improves the security of delivering council papers as well as providing councillors tools for reviewing and collaborating on papers.	●
			Report on operational improvements - system improvements – goal is to revise internal processes to achieve improved efficiency and effectiveness	Business Improvement Coordinator	Civica training is being arranged for next month on the cemetery system and development approvals. A contract property officer is developing a register of all leases and licences related to Council.	●
			Report on operational improvements - shared services – goal is to investigate opportunities for improved efficiency and effectiveness through working collaboratively with neighbouring councils	Director Corporate and Community	Cordelta was selected as the preferred tenderer for stage 1 of the Western Riverina Information Technology Project. Stage 1 should be finalised by the end of the calendar year.	●

LEGEND: ● Critical Concerns ● On Track ● Needs Attention ● Not Due to Start ● Completed
 Quarter Three – 1 January – 31 March 2018

	Delivery Program and Operational Plan Actions	Timeframe	Performance Measures	Responsibility Of:	Update as at 31 March 2018 - Quarter 3	Status
			Report on investment earning – goal is for the average yield on investment to be equal or greater than 0.5% above the Bank Bill Swap Return	Manager Finance	The Bank Bill Swap Rate (BBSW) 90 day rate for 31 March 2018 was 2.03% (1.8% at 31 March 2017). Council's Average Yield for the quarter ending 31 March 2018 was 2.84% (2.97% at 31 March 2017). This is 0.81% above the BBSW 90 day rate. Council's average yield at 31 March 2017 (2.9%) was 1.1% above the BBSW 90 day rate (1.8%). As at 31 March 2018 Council had \$39M invested. Interest earnings for the quarter totalled \$263K. This was \$13K above the projected budget of \$250K for the period.	●
20.05a	Undertake a Customer Satisfaction Survey for Leeton Shire Council	2017/18 - 2018/19	Report on results and recommendations – goal is to set a benchmark against which future performance can be improved or sustained (as relevant)	Communications and Marketing Coordinator	Not due to start until the 2018/19 financial year.	●