

Hunter's Hill Council

Annual Report



2013/14



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Council's VISION

The Council vision of Hunters Hill is:

- A sense of history
- A sense of community
- A place to belong
- A sustainable future

Council's MISSION

To protect and enhance the integrity, character and residential amenity of Hunters Hill as Australia's oldest garden suburb – through leadership, community involvement and the pursuit of excellence.

Council's ORGANISATION VALUES

- We will provide a range of services and programs that meet the needs of the community, as effectively and economically as possible.
- We will manage the resources of the organisation efficiently and with proper care to achieve the objectives of the Council, in a fair and equitable manner.
- We are committed to providing quality customer service, accurate and consistent advice and timely responses to all requests.
- We will develop and empower staff to achieve excellence and professional satisfaction in the delivery of services.
- We will promote the principles of ecologically sustainable development (ESD).

Council's CHARTER

- The Council Charter is:
- To exercise community leadership.
- To exercise Council functions with due regard for the cultural and linguistic diversity of the Hunters Hill community.
- To properly manage, develop, protect, restore, enhance and conserve the environment of the area.
- To have regard to the long term and cumulative effects of Council decisions.
- To bear in mind that Council is the custodian and trustee of public assets and to effectively account for and manage those assets.
- To facilitate the involvement of Councillors, members of the public, users of facilities and services and Council staff in the development, improvement and co ordination of Hunters Hill.
- To raise funds for local purposes by the fair imposition of rates, charges and fees, by income earned from investments and, when appropriate, by borrowings and grants.

- To ensure that, in the exercise of its regulatory functions, Council acts consistently and without bias, particularly where an activity of the Council is affected.
- To be a responsible employer.
- To keep the Hunters Hill community and the State Government (and through it, the wider community) informed about Council's activities.
- To provide directly or on behalf of other spheres of government, after due consultation, adequate, equitable and appropriate services and facilities for the community and to ensure that those services and facilities are managed efficiently and effectively.
- The set of principles in Council's charter is in accordance with the requirements of the Local Government Act, 1993.

The COMMUNITY STRATEGIC PLAN, DELIVERY PROGRAM AND OPERATIONAL PLAN

A complete review of all of Council's IP & R documents was undertaken during the 2012/13 financial year to adhere to the Local Government Act 1993, section 402 which outlines that from 2012, each newly elected council must complete a review of its Community Strategic Plan, Delivery Program and Operational Plan by 30 June in the year following the local government elections, and roll the Community Strategic Plan forward so that it maintains a minimum ten-year horizon.

The Hunters Hill Community Strategic Plan gives Council and the community a vision for the main priorities and aspirations for the future of the Hunters Hill local government area. The Plan establishes strategic objectives together with strategies to achieve those objectives.

The Draft Delivery Program (4 year plan) is a statement of commitment to the community from each newly elected council. In reviewing the Draft Delivery Program Council accounted for its stewardship of the community's long term goals, outlining what it intends to do towards achieving these goals during its term of office and what its priorities will be.

The Delivery Program has been designed as a single point of reference for all principal activities undertaken by the Council during its term of office.

Supporting the Delivery Program is the Operational Plan (one year plan). The Operational Plan includes all plans, projects, activities and funding allocations. The Operational Plan spells out the individual projects and activities that will be undertaken each year to achieve the commitments made in the other supporting documents.

In summary, the inclusions to the Community Strategic Plan during 2012/13 have included:

- timeframes
- performance indicators
- partners
- addressing the quadruple bottom line
- how the State Plan, Metro Plan and Regional Plans were given due regard
- issues identified by the community during the engagement process
- a statement on how the plan is based on social justice principles, and
- editorial changes to goals, strategies and outcomes.



These changes were made to adhere to legislative guidelines and to ensure consistency with community expectations.

Council has consistency been working to meet the objectives of the CSP and Delivery Program through regular reports addressing key performance indicators.

Many CSP and Delivery Program achievements are outlined within this report, such as Council's roads and asset programs, environmental projects and legal proceedings. For a full description of Council's IP & R documentation visit: www.huntershill.nsw.gov.au

About this Report **AND YOUR COUNCIL**

This Report covers the year to June 2014.

Legislative Framework

The Annual Report under Section 428 of the Local Government Act, 1993 reviews how Hunter's Hill Council complied with its statutory obligations in 2013/2014.

What is the Annual Report about?

The Report is prepared to provide you with a clear indication of what Hunter's Hill Council has achieved for the community over the last financial year, as compared to the Management Plan.

This document contains a 'Report Card' on Council's achievements via the Delivery Program and Operational Plan Report. Council reviews the Delivery Program and Operational Plan each year to adjust the goals and objectives according to community needs, the economic climate and changes in State or federal Government legislation.

Your Council

Seven councillors, who are elected every four years by residents, govern Hunter's Hill Council. The Councillors role is to direct and control the affairs of Council according to the Local Government Act and other relevant legislation.

Councillors are required to represent the interests of residents and ratepayers, provide leadership and guidance to the community, and encourage communication, between Council and the community.

A popularly elected Mayor (for a four year term) carries out civic and ceremonial duties, to represent Council in business and community forums or meetings, and to preside at Council meetings, and to preside at Council meetings.

Although they spend many hours on Council business, Councillors are not paid a salary, however they do receive a yearly allowance to cover out of pocket expenses. Most Councillors have full time employment or businesses in addition to their Council activities/responsibilities.

The General Manager is the Chief Executive Officer of the Council and is responsible for implementing the decisions of Council. The General Manager is also responsible for the day-to-day management of the Council, exercising any functions delegated by Council, appointing, directing and dismissing staff and ensuring that Council meets its statutory obligations.

Council Meetings

Ordinary Council Meetings are held on the second and fourth Monday of each month, commencing at 7.30pm in the Hunter's Hill Council Chamber.

Council's Business Paper is available on Councils web site and from the Council Chambers and Gladesville Library on the Friday preceding the meeting.



Meetings are open to the public and if a request is received prior to the meeting to address Council on issues listed in the business paper, this will be arranged.

Elected REPRESENTATIVES

Councillors meet on the second and fourth Monday of each month (or Tuesdays where public holidays are concerned) to discuss issues affecting residents and to make decisions on behalf of the local community.

Councillors stand for election because they are interested in the progress and well-being of the Municipality and feel strongly about its continuing viability. Our Councillors work tirelessly for residents by attending meetings, public forums and information sessions to ensure that they remain informed about issues important to the electorate.

The following Councillors were elected at the September 2012 elections.

Mayor

Clr Richard Quinn

North Ward

Clr Peter Astridge
Clr Mark Bennett
Clr Gary Bird

South Ward

Clr Meredith Sheil (Deputy Mayor)
Clr Justine McLaughlin
Clr Zac Miles

Report BY THE MAYOR

The framework of the Community Strategic Plan provides Council with a vision for the main priorities and aspirations for the future of the Hunters Hill Local Government Area. It establishes strategic objectives and strategies to achieve those strategies over the next twenty five years. Sitting below the Community Strategic Plan are the shorter term Delivery Plan (4 year plan) and Annual Operational Plan which guide Councils day to day work and priorities.

This annual report provides information about Councils performance as measured against the Operational Plan which is a one year plan that includes all plans, projects, activities and funding allocations. Almost 95% of projects identified for completion in 2013/2014 have been completed or are on schedule for completion. Only a small percentage require further review and only 1.2% are overdue. This represents an excellent result for Hunters Hill.



As we look to the future and continue to address those issues that are priorities identified in our Community Strategic Plan, there are matters of real concern facing this Council.

In September this year the State Government released its response to the Independent Local Government Review Panel Report 'Revitalising Local Government' (October 2013).

The Government expects all councils to reform to meet the needs of their community – to become financially sustainable, efficient, effectively manage infrastructure and deliver services and have the scale, resources and 'strategic capacity' to govern effectively. It calls on all councils to submit a proposal by 30 June 2015, outlining how they will achieve this.

The Governments presumption that better service delivery and ability to meet community needs and expectations can only occur through the merging of existing Councils into much larger local government authorities is not supported by Hunter's Hill Council nor by a large majority of the local community.

Council has also expressed its profound disappointment in the restrictive nature of the Fit for the Future models and options presented by the State Government.

The Governments stated objective for local government reform is to create strategic and 'Fit for the Future' Councils, that meet the following criteria:

1. Scale and capacity
2. Financial sustainability
3. Effective infrastructure and service management
4. Efficiency

By identifying 'Scale and Capacity' as the major threshold issue that must be addressed in the first instance before progressing to the other three criteria for building a sustainable system of local government appears to limit the options available to individual Councils.

Hunters Hill is probably the most vulnerable Council in Metropolitan Sydney to change if scale and capacity is the only test for 'Fit for the Future'.

Council has reaffirmed its position as being opposed to forced amalgamations and agreed to pursue a strategy in preparing a "Fit for the Future" application based on continuing as an independent, vibrant and viable Council. Council will however also be discussing all options for reform with surrounding Councils. In particular Council will be pursuing a regional collaboration model (joint organisation) based on NSROC member Councils that will allow the options for change to be argued on a different basis to that currently being promoted by the State Government.



COUNCILLOR RICHARD QUINN
MAYOR OF HUNTERS HILL

Report BY THE GENERAL MANAGER



The Community Strategic Plan gives both Council and the community a vision for the main aspirations for the future of the Hunters Hill local government area. The Plan establishes strategic objectives together with strategies to achieve those objectives.

Council first adopted a Community Strategic Plan in 2010 under the new Integrated Planning and Reporting framework applicable to all Councils in New South Wales.

In 2012 the newly elected council completed a review of the Community Strategic Plan, Delivery Program and Operational Plan as required under section 402 the Local Government Act 1993.

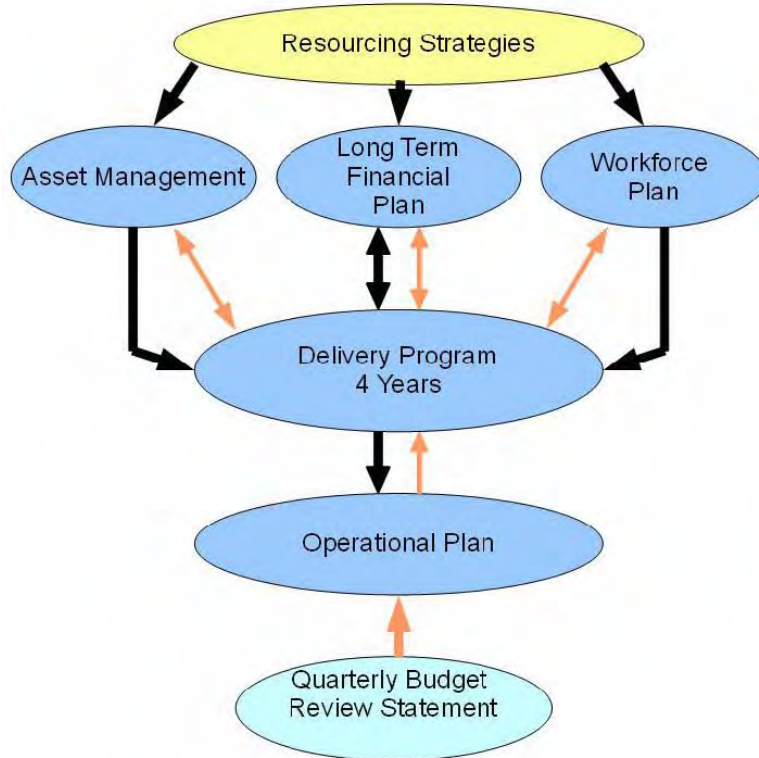
The Delivery Program (4 year plan) is a statement of commitment to the community from newly elected council. In reviewing the Delivery Program the Council is accounting for its stewardship of the community's long-term goals, outlining what it intends to do towards achieving these goals during its term of office and what its priorities will be.

The Delivery Program is designed as the single point of reference for all principal activities undertaken by the Council during its term of office.

Supporting the Delivery Program is the Operational Plan (one year plan). The Operational Plan includes all plans, projects, activities and funding allocations. The Operational Plan spells out the individual projects and activities that will be undertaken each year to achieve the commitments made in the other supporting documents.

The Office of Local Government has previously complimented Council's commitment to the development of the Delivery Program and Operational Plan by stating that Council has made a clear link to the objectives, strategies and outcomes of the Community Strategic Plan, and has made the document information clear and easy to read by following the themes identified.

Reporting and measuring the implementation and outcomes of these plans has been developed over the past year and the following is the start of a comprehensive suite of information that continue to mature and will be further developed over the next year to realise a best practice suite of reports that demonstrate the performance of the organisation in delivering on not only its own plans but in comparison to others where comparative information is available.

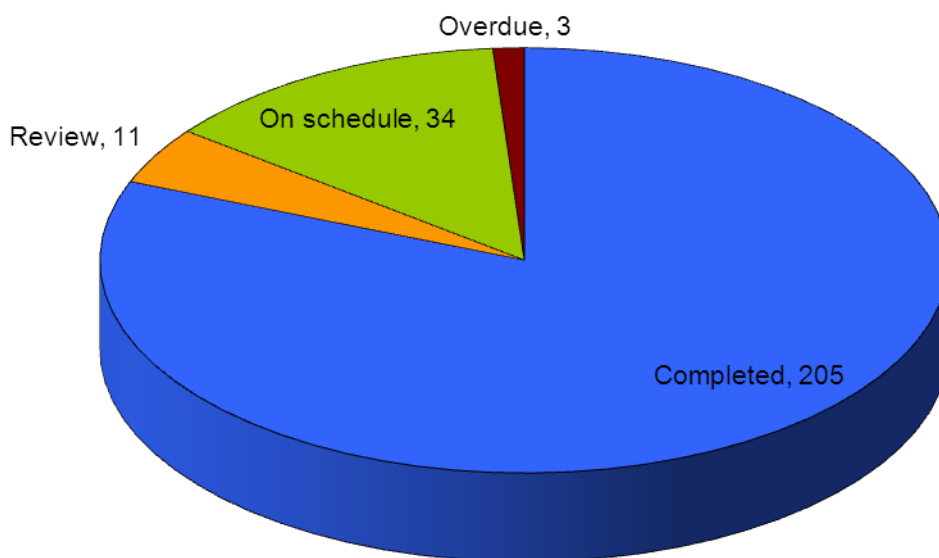


Status Indicators of Operational Plan:

		First Quarter 30.09.14	%	Third Quarter 31.03.14	%	Fourth Quarter 30.06.14	%
Overdue	■	0	0	1	0.4	3	1.18
Completed	■	19	7.5	36	14.2	205	81.03
On schedule	■	232	91.7	179	70.8	34	13.44
Review	■	2	0.8	37	14.6	11	4.35
Total		253	100	253	100	253	100

Of the 253 outcomes identified in the plan more than 94% have been completed or are on schedule.

Business Plan - STATUS



- Customer Service Requests 01.01.14 to 30.06.14**

Analysis of Service Requests

	No.	%
Total Received	375	
Completed Late	173	46.13
Completed on Time	189	50.40
Still O/S as at 30.06.14	13	3.47

Types of Requests (>10)

	No.	%
1 Drainage (pits culverts etc.)	17	4.50
2 Footpaths	35	9.30
3 Road Maintenance	14	3.73
4 Rubbish and illegal dumping	25	6.66
5 Trees in Public Spaces	60	16.00
6 Abandoned Vehicles	14	3.73
7 Parking	11	2.93

Implementation of this system is still somewhat in its infancy having only commenced on 01 January 2014. Council has an adopted standard of requiring that an initial response to all customer service requests is made within 10 working days.

Given that it may not be possible to provide a complete response to service requests, or a response could be dependent upon either or budget and time constraints there needs to be some additional analysis of the 'completed late data' to ensure that people continue to be kept informed of progress of their request.

Future reports will enable trends to be tracked in types of requests.

Initially it is suggested that a target to have in total 90% of CSR's completed on time and less than 10% still outstanding is reasonable.

- Staff Turnover Report 2010 to 2014 Summary**

No. of FTE Staff Complement	Turnover	%
2010 60	7	11.6
2011 60	6	10.0
2012 60	7	11.6
2013 60	0	0
2014 60	4	6.0

- 24 staff in total left Council over the 5-year period
- 7 with more than 5 years' service
- 15 with less than 2 years' service

Australian business average turnover is 13.0%, which is down from 18.0% five years ago. (Source: Australia Human Resources Institute www.ahri.com.au).

- Employee Engagement**

The National employee engagement index is 5.8 (Source www.employee-engagement-index.com)

Based on our recent internal survey the Hunters Hill Council employee engagement index is 6.5%

“**Employee engagement** is a [property](#) of the relationship between an organization and its employees. When employees find the physical work place and especially the psychological work environment ([organizational culture](#)) to their liking, they form a positive *emotional connection* which makes them much more likely to "go the extra mile" and commit enthusiastically to their own job and their role at the organization. The *choices and action* which this heightened positive emotional state can bring about are called "engagement".

An organization with 'high' employee engagement might therefore be expected to outperform those with 'low' employee engagement, all else being equal". (From Wikipedia, the free encyclopedia)

Comparative Information on NSW Local Government 2012/2013

New measure introduced in 2012/2013

Population per EFT Staff (No.)

Hunters Hill 244

Group Average.183

- HHC has one staff member for every 244 residents. The group average is one for every 183 residents.
- There is no agreed benchmark figure this is a comparison measure only.
- Suffice to say that to reach the Group Average. Council would need to employ an additional 19 staff.

Source: 'Comparative Information on NSW Local Government 2012/2013' (Available on www.dlg.nsw.gov.au)

• **Correspondence 01.01.14 to 30.06.14**

	Documents	%	Late	%	On Time	%	Overdue	%	%
Community Services	258	2.7	45	17.4	207	80.2	6	2.3	0.4
Corporate Governance	3968	41.8	173	4.4	3603	90.8	192	4.8	14.3
Corporate Services	305	3.2	118	38.7	95	31.1	92	30.2	6.9
Customer Service	798	8.4	196	24.6	564	70.7	38	4.8	2.8
Development	2725	28.7	482	17.7	1395	51.2	848	31.1	63.1
Works & Services	1428	15.1	373	26.1	888	62.2	167	11.7	12.4
Totals	9482	100.0	1387		6752		1343		100.0
%			14.6		71.2		14.2		

71.2% items were answered on time.
14.2% were overdue as at 30.06.14

The target is to have in total 90% of correspondence answered on time and less than 10% in total overdue. To achieve this may require a change in procedure for development application correspondence as the current process does not require a final response until the DA consent has been issued. This will be further discussed at the next review.

• **Development Assessment Statistics From 2007-2012**

Determination time by days

	2007/08	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14
DA's	165	152	125	146	118	93	179
Mean	149	130	99	95	98	98	79
Median	128	116	89	93	85	85	76
Mean all Councils	74	74	67	68	71	68	Not Available
Section 96	75	74	72	76	61	49	51
Mean	83	75	66	75	76	79	77
Staff	3	3	3	3	3	3	3
Mean all Councils	58	53	52	52	54	65	Not Available

The total number of DA's has decreased slightly which is symptomatic of the economy.

Applications for alterations and additions have increased slightly as a proportion of total applications.

Assessment staff numbers have remained static.

In 2009/10 Council was noted as having the most improved performance.

- Comparative Information on NSW Local Government 2012/13**

Councils provide a wide range of services and manage many assets that people in local communities rely upon.

Communities need to be able to get a clear, concise and meaningful picture of their council's performance across key areas to understand how effectively their council is working to look after public assets and deliver local services.

The Office of Local Government provides information in one place about local councils across NSW to help local communities, the local government sector and government regulators understand how well local government in NSW is performing as a whole, and how well individual councils are performing over time and in comparison to similar councils.

The report is produced from the statutory data supplied by all Councils. The following table is a summary of Council results compared to its peer Group.

	2012-13	2012-13	2011-12	2011-12
	Council	Group	Council	Group
FINANCIAL INDICATORS*				
Avg Residential Rate (\$)	1,379.15	1,002.72	1,305.01	956.76
Avg Business Rate (\$)	863.51	4,049.60	845.33	3,698.40
<i>Our rates are competitive and others can subsidise their residential rate with business rates.</i>				
Total land value/Total rate revenue (\$)	600.29	467.43	n/a	n/a
Avg Domestic waste charge (\$)	416.01	409.63	368.58	380.29
<i>Our charge is competitive.</i>				
Own Source Revenue (%)	77.00	73.00	76.78	70.40
<i>(TCorp Benchmark 60%)</i>				
Grants & Contributions Revenue (%)	12.00	15.00	11.72	14.45
Operating Performance Ratio (%)	-8.90	-1.70	-13.17	-1.38
<i>(TCorp Benchmark >4.0%)</i>				
Unrestricted Current Ratio	3.40	3.10	3.15	2.78
Outstanding Rates & Charges (%)	2.90	3.80	n/a	n/a
Debt Service Cover ration	2.50	155.20	n/a	n/a
<i>(TCorp Benchmark >2.0)</i>				
Cash Expenses Cover Ratio (Mths)	10.60	3.60	n/a	n/a
<i>(TCorp Benchmark >3.0 mths)</i>				
Per Capita Revenue	\$950	Na	\$949	\$1232
Per Capita Expenditure	\$972	Na	\$1030	\$1143
<i>We raise and spend less than average. We spend slightly more than we earn. We are closing the gap</i>				
SERVICES INDICATORS				
Governance & Admin. Expenditure per capita (\$)	312.04	273.85	308.79	292.67
Environmental Expenditure (inc waste) per cap (\$)	173.00	231.13	179.39	221.57

	2012-13	2012-13	2011-12	2011-12
	Council	Group	Council	Group
Community Services Expenditure per capita (\$)	130.00	144.59	135.23	135.86
Recreation & Culture Expenditure per capita (\$)	174.13	203.70	153.31	206.79
Public Order, Safety & Health Exp per cap (\$)	53.61	69.56	56.77	69.55
Other Services Expenditure per capita (\$)	11.25	103.67	11.10	90.98
Library Services Expenditure per capita (\$)	39.54	53.91	38.90	52.77
Library Circulation per capita (items)	7.00	9.00	6.84	9.10
Domestic waste not going to landfill (%)	70.00	52.00	65.90	48.01
Development Applications (mean gross days)	98.00	87.00	106.00	93.00
Development Applications determined (No.)	93.00	309.00	118.00	321.00
Companion Animals microchipped	3,393	9,080	3,212	8,459
Companion Animals microchipped & registered (%)	53.00	60.00	53.00	64.03
ASSETS				
Road, bridges & footpaths expenditure per cap (\$)	117.76	117.29	n/a	n/a
Building & infrastructure renewal ratio (%)	35.00	81.80	19.64	66.82
Infrastructure backlog ratio (%)	9.40	8.70	6.87	12.08
<i>(TCorp Benchmark <20%)</i>				
Road length per '000 capita (metre)	4.60	2.80	n/a	n/a
Asset maintenance ratio	1.10	1.40	n/a	n/a
<i>(TCorp Benchmark >1.0)</i>				
COMMUNITY LEADERSHIP				
DA's determined by Councillors (%)	15.00	11.00	n/a	n/a
Audited financial reports submitted on time	Y	n/a	n/a	n/a
Code of conduct complaints (No.)	2.00	4.00	n/a	n/a
Complaints investigated requiring action (No.)	0.00	1.00	n/a	n/a
Cost of code of conduct complaints (\$)	5,225.00	11,269.00	n/a	n/a
Population per EFT Staff (No.)	244.00	183.00	n/a	n/a
Number of Councillors	7	10	7	10
Equivalent Full Time Staff (EFT)	58	282	59	283
<i>We have less Councillors and less staff than average</i>				
DEMOGRAPHICS				
Population Density (residents per sq. km)	2480.53	3954.36	2435.09	3909.74
Population <19	27.9%	21.8%	26.9%	21.5%
Population >20 <59	47.3%	58.7%	47.8%	59.0%
Population > 60	24.8%	19.5%	25.2%	19.5%
<i>We have a higher than average youth population and aged population compared to the average.</i>				

(Source www.olg.nsw.gov.au)

Note: * Updated 2013/14 Financial Indicators were published in previous reports to Council in OM 4368 & 4369. The next full comparative report will not be released until 2015.



The group consists of the following Councils:

Council	Council
Ashfield	Manly
Botany Bay	Mosman
Burwood	North Sydney
Hunters Hill	Pittwater
Kogarah	Strathfield
Lane Cove	Waverley
Leichhardt	Woollahra

Long Term Financial Plan

In order to fulfil the outcomes of the Community Strategic Plan (CSP) a Resourcing Strategy is required. The Long Term Financial Plan (LTFP) along with the Workforce Plan and Asset Management Plans form this resourcing strategy.

The Long Term Financial Plan is a decision-making tool. It is a guide for future actions and it informs the CSP and Delivery Plan by testing the long term community aspirations and goals against financial realities. The LTFP also indicates Council's ability to fund services and Capital works as identified in the CSP and Delivery Plan and to demonstrate its financial sustainability.

The Long Term Financial Plan includes:

1. Planning assumptions used to develop the plan
2. Projected income and expenditure, balance sheet and cash flow statement
3. Sensitivity analysis – factors/assumptions most likely to affect the plan
4. Financial modelling for different scenarios
5. Methods of monitoring financial performance

A financially sustainable Council is one that has the ability to fund ongoing service delivery and the renewal and replacement of assets without imposing excessive debt or rate increases on future generations. This definition has been translated into four key financial sustainability principles:

- Council should achieve a fully funded operating position reflecting that Council collects enough revenue to fund operational expenditure, repayment of debt and depreciation
- Council should maintain sufficient cash reserves to ensure that it can meet its short- term working capital requirements
- Council should have a fully funded capital works program, where the source of funding is identified and secured for both capital renewal and new capital works.
- Council should maintain its asset base, by renewing ageing infrastructure which is identified, and by ensuring cash reserves are set aside for those works that are yet to be identified.

It is important to note that while these principles represent financial sustainability most Council's will find it difficult to obtain this level of sustainability.

Council formally adopted its Long Term Financial Plan and resourcing strategy in July 2013 and is currently revising the plan for 2015/16, in line with Councils need to meet the Fit for the Future criteria.



External Inquiries and Proposed Legislative Changes ('Fit for the Future')

In last year's Annual Report we advised there was an independent inquiry into local government (by the Independent Local Government Inquiry Panel) and proposed changes to the planning system being undertaken.

In responding to the Independent Local Government Review Panel Report '*Revitalising Local Government*' (October 2013), Council considered alternatives such as collaboration and joint organisations, consistent with Council's previous position. (OM 4345 24.03.14) were an appropriate response.

While forced amalgamations are still off the table, it is clear that the government is keen to pursue voluntary mergers in line with the recommendations of the Review Panel.

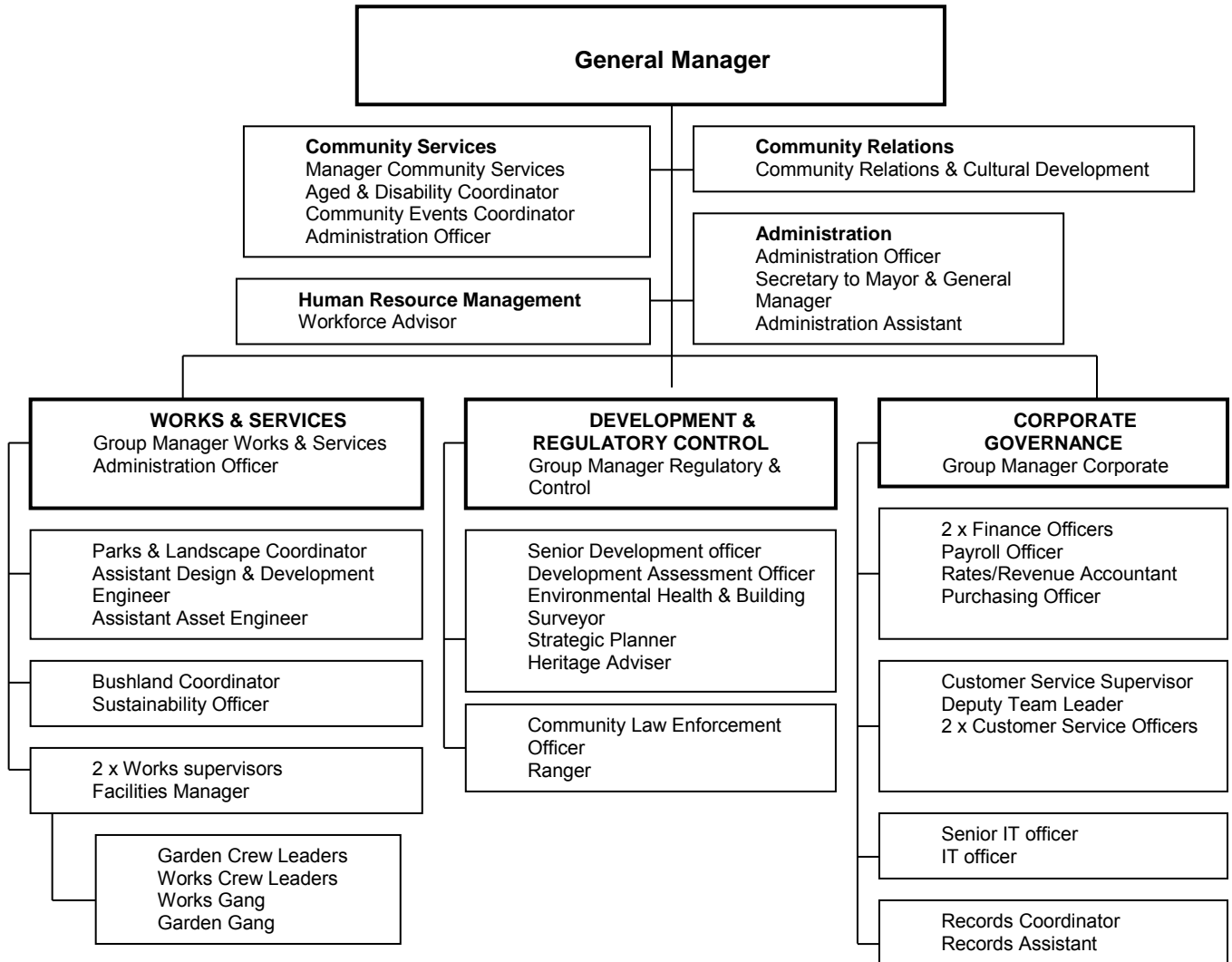
A solid community engagement/information strategy needs to support any options pursued by Council and must include a balanced view of the pro's and con's of all options, to enable the community to provide informed feedback and to demonstrate to government that the feedback was captured in an unbiased way.

While Council has a resolved opposition to forced amalgamations, supported by the community, there is no known view or analysis of the panel proposals and as the smallest Council (and usual target) in Sydney, it is in our interests to fully examine and prove, or disprove, the recommendations of the Independent Review Panel.

This is also another opportunity for Council, small as it is, to take a leadership role on this matter and demonstrate that 'bigger may not always be better'.

BARRY SMITH
GENERAL MANAGER

Management STRUCTURE



Council has adopted an Organisational Structure to reflect Council's desire to be more customer focused and to respond to the external pressures of competition policy and competitive tendering.

The purpose of this structure is to:

- Remove barriers to improvement.
- Create a structure that facilitates change.
- Focus on the customer (internal and external).
- Promote an environment that supports continuous improvement.
- Empower employees to act in accordance with their responsibilities.

The Local Government Act (1993) requires that a Council review the organisation structure within the first twelve months after a quadrennial election.



Other REPORTING REQUIREMENTS

- (a) A copy of the Council's audited financial reports prepared in accordance with the Local Government Code of Accounting Practice and Financial Reporting

Council recorded a net operating surplus of \$0.380 million for 2013/2014, a decrease from the deficit of \$0.304 million in 2012/2013.

Revenue from rates and annual charges was \$10.127 million, grants and contributions \$1.563 million, user charges & fees \$1.023 million, interest \$0.363 million and other revenues of \$1.115 million.

The total expenses from ordinary activities of \$13.834 million included \$1.974 million depreciation, amortization and impairment of assets.

Overall Council's total cash and investment has decreased from \$10.162 million in 2012/2013 to \$9.969 million in 2013/2014. Council's Net Current Assets have increased from \$5.647 million in 2012/2013 to \$5.866 million in 2013/2014.

The performance indicators included in this report support this maintained position.

Further information concerning Council's financial performance is shown in the following financial statements and detailed information is contained in Council's audited financial reports, which are available for public inspection.

Statement OF FINANCIAL PERFORMANCE

Income Statement

	Actual 2014 \$'000	Actual 2013 \$'000
Expenses from Continuing Operations		
Employee Benefits & on-cost	5,024	4,919
Borrowing Costs	18	35
Materials & Contracts	4,751	4,469
Depreciation, Amortisation & Impairment	1,974	2,196
Other Expenses	2,067	2,121
Net Losses from the Disposal of Assets	-	-
Total Expenses from Continuing Operations	13,834	13,740
Income from Continuing Operations		
<i>Revenue</i>		
Rates & Annual Charges	10,127	9,545
User Charges & Fees	1,023	819
Interest & Investment Revenue	363	445
Other Revenues	1,115	992
Grants & Contributions provided for Operating Purposes	660	807
Grants & Contributions provided for Capital Purposes	903	823
Other Income		
Net gains from the disposal of assets	23	5
Total Income from Continuing Operations	14,214	13,436
Net Operating Result for the Year	380	(304)
Net Operating Result for the year before capital Grants and contributions provided for capital purposes	(523)	(1,127)

Statement OF FINANCIAL POSITION

	Actual 2014 \$'000	Actual 2013 \$'000	Actual 2012 \$'000
ASSETS			
Current Assets			
Cash and Cash Equivalents	9,969	10,162	9,242
Receivables	1,101	756	1,161
Inventories	17	12	51
Other	96	93	154
Total Current Assets	11,183	11,023	10,608
Non-Current Assets			
Receivables	32	29	27
Infrastructure, Property, Plant & Equipment	542,546	483,223	477,658
Other	417	407	340
Total Non-Current Assets	542,995	483,659	478,025
TOTAL ASSETS	554,178	494,682	488,633
LIABILITIES			
Current Liabilities			
Payables	3,537	3,720	3,369
Borrowings	57	53	399
Provisions	1,723	1,603	1,539
Total Current Liabilities	5,317	5,376	5,307
Non-Current Liabilities			
Interest Bearing Liabilities	161	217	270
Provisions	21	39	32
Total Non-Current Liabilities	182	256	302
TOTAL LIABILITIES	5,499	5,632	5,609
Net Assets	548,679	489,050	483,024
EQUITY			
Retained Earnings	269,659	269,279	269,583
Revaluation Reserves	279,020	219,771	213,441
Total Equity	548,679	489,050	483,024

Statement OF PERFORMANCE MEASUREMENT

1. Operating Performance Ratio 2013/2014

Factors	Amounts	2014	2013	2012
Total continuing operating revenue (excl. Capital Grant & Contributions) – Operating Expenses	<u>(546)</u>			
Total continuing Operating revenue (excl. Capital Grants & Contributions)	13,288	-4.11%	-8.98%	-13.55%

2. Own Source Operating Revenue Ratio 2013/2014

Factors	Amounts	2014	2013	2012
Total continuing operating revenue (less ALL Grants & Contributions)	<u>12,628</u>			
Total continuing operating revenue	14,191	88.99%	87.86%	88.24%

3. Unrestricted Current Ratio 2013/2014

Factors	Amounts	2014	2013	2012
Current Assets less all External Restrictions	<u>7,700</u>			
Current Liabilities less Specific Purpose Liabilities	1,987	3.88:1	3.35	3.15

4. Debt Service Cover Ratio 2013/2014

Factors	Amounts	2014	2013	2012
Operating Result before capital excluding interest and depreciation/impairment/amortisation (EBITDA)	<u>1,446</u>			
Principal Repayments (from the Statement of Cash Flows) + Borrowing Interest Costs (from the Income Statement)	70	20.66	2.53	2.93

5. Rates, Annual Charges, Interest & Extra Charges Outstanding Percentage 2013/2014

Factors	Amounts	2014	2013	2012
Rates, Annual and Extra Charges Outstanding	<u>236</u>			
Rates, Annual and Extra Charges Collectible	10,434	2.26%	2.96%	2.44%



6. *Cash Expenses Cover Ratio 2013/2014*

Factors	Amounts	2014	2013	2012
Current Year's Cash and Cash Equivalents <u>Including All Term Deposits</u>	x12 <u>9,969</u>			
Payments from cash flow of operating and financing activities	1,067	9.34	9.40	9.18



Statement OF CHANGES IN EQUITY

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	2014					2013				
	Retained earnings	Reserves	Council equity interest	Non-controlling interest	Total equity	Retained earnings	Reserves	Council equity interest	Non-controlling interest	Total equity
Balance at beginning of the reporting period	269,279	219,771	489,050	-	489,050	268,781	213,441	482,222	-	482,222
Correction of Prior Period Errors	-	-	-	-	-	802	-	802	-	802
Revised Opening Balance	269,279	219,771	489,050	-	489,050	269,583	213,441	483,024	-	483,024
Net operating result for The year	380	-	380	-	380	(304)	-	(304)	-	(304)
Revaluations: IPP&E Asset Revaluation Reserve	-	59,249	59,249	-	59,249	-	6,330	6,330	-	6,330
Other adjustments	-	-	-	-	-	-	-	-	-	-
Other Comprehensive Income	-	59,249	59,249	-	59,249	-	6,330	6,330	-	6,330
Total Comprehensive Income	380	59,249	59,629	-	59,629	(304)	6,330	6,026	-	6,026
Balance at end of the reporting period	269,659	279,020	548,679	-	548,679	269,279	219,771	489,050	-	489,050

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Income, Expenses and Assets have been directly attributed to the following Functions/Activities.

Functions/Activities	Income from Continuing Operations			Expenses from Continuing Operations			Operating Result from Continuing Operations			Grant included in Income from Continuing Operations		Total Assets held (Current & Non-current)	
	Original Budget 2014 \$'000	Actual 2014 \$'000	Actual 2013 \$'000	Original Budget 2014 \$'000	Actual 2014 \$'000	Actual 2013 \$'000	Original Budget 2014 \$'000	Actual 2014 \$'000	Actual 2013 \$'000	Actual 2014 \$'000	Actual 2013 \$'000	Actual 2014 \$'000	Actual 2013 \$'000
Governance	-	-	-	278	1,452	1,480	(278)	(1,452)	(1,480)	-	-	-	-
Administration	131	141	155	4,346	2,720	2,932	(4,215)	(2,579)	(2,777)	-	-	20,618	22,874
Public Order & Safety	5	30	23	690	671	646	(685)	(641)	(623)	-	-	42	-
Health	46	55	58	134	96	112	(88)	(41)	(54)	-	-	2	352
Environment	2,206	2,594	2,290	2,408	2,683	2,446	(202)	(89)	(156)	134	30	4	-
Community Services & Education	236	208	222	703	606	602	(467)	(398)	(380)	133	138	16,272	12,683
Housing & Community Amenities	405	447	502	1,229	1,142	1,236	(824)	(695)	(734)	34	80	27,712	5,982
Recreation & Culture	271	1,170	1,330	2,281	2,238	2,462	(2,010)	(1,068)	(1,132)	1	103	404,142	354,939
Mining, Manufacturing & Construction	41	41	24	-	106	66	41	(65)	(42)	-	-	125	78
Transport & Communications	1,269	2,025	1,424	1,688	2,111	1,757	(419)	(86)	(333)	543	368	85,261	97,774



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Economic Affairs	3	1	3	4	9	1	(1)	(8)	2	-	-	-	-
Total Functions & Activities	4,613	6,712	6,031	13,761	13,834	13,740	(9,148)	(7,122)	(7,709)	845	719	554,178	494,682
General Purpose Income	8,839	7,502	7,405	-	-	-	8,839	7,502	7,405	246	465	-	-
Operating Result from Continuing Operations	13,452	14,214	13,436	13,761	13,834	13,740	(309)	380	(304)	1,091	1,184	554,178	494,682

Special Rate TEN YEAR PROGRAM SUMMARY

COMMUNITY BUILDINGS & FACILITIES 2007/08 - 2015/16 (Ten-year Program Summary)

EXPENDITURE	Total	1	2	3	4	5	6	7	8	9	10	C/FWD
	Estimated	2007/08	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	
	Cost	Actual	Actual	Actual	Actual	Actual	Actual					
Fairland Hall												
1. Painting (internal & external)	10,000	0	0	0	0	0	0	0	0	10,000	0	0
3. Refurbish bathroom & include disabled toilets	53,576	0	0	0	0	53,576	0	0	0	0	0	0
4. Replace floor coverings – lino & carpet	6,970	0	0	6,970	0	0	0	0	0	0	0	0
6. Replace blinds	1,000	0	0	0	0	0	0	0	0	1,000	0	0
7. Guttering replacement	560	0	0	560	0	0	0	0	0	0	0	0
8. Damp course	36,397	0	0	0	0	36,397	0	0	0	0	0	0
10. Lighting	15,678	0	0	0	15,678	0	0	0	0	0	0	0
Replace fence, gate, playground equipment	17,000	0	0	0	0	0	0	0	0	0	17,000	0
Establish Council disaster recovery centre	10,000	0	0	0	0	0	0	10,000	0	0	0	0
	151,181	0	0	7,530	15,678	89,973	0	10,000	0	11,000	17,000	0
46 Gladesville Rd HACC												
2. Floor coverings	4,040	0	1,620	0	0	2,420	0	0	0	0	0	0
3. Awnings on western side	1,964	0	1,964	0	0	0	0	0	0	0	0	0
4. Refurbish kitchen	10,000	0	0	0	0	0	0	0	0	10,000	0	0
5. Refurbish bathrooms	20,000	0	0	0	0	0	0	0	0	20,000	0	0

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		1	2	3	4	5	6	7	8	9	10	
6. Replace air conditioners	21,045	1045	0	0	0	0	0	0	0	20,000	0	0
Install Smoke Detectors	200	0	200	0	0	0	0	0	0	0	0	0
External Painting	774	0	0	774	0	0	0	0	0	0	0	0
	58,023	1,045	3,784	774	0	2,420	0	0	0	50,000	0	0
44 Gladesville Rd Comm Centre												
1. Painting (internal & external)	3,280	0	0	0	3280	0	0	0	0	0	0	0
2. Refurbish kitchen	25,000	0	0	0	0	0	0	25,000	0	0	0	0
3. Refurbish bathroom	30,000	0	0	0	0	0	0	0	30,000	0	0	0
4. Floor coverings – lino & carpet	1,400	0	1,400	0	0	0	0	0	0	0	0	0
6. Replace blinds & curtains	4,198	0	0	4198	0	0	0	0	0	0	0	0
Toilet Upgrade & smoke detectors	4,225	3825	400	0	0	0	0	0	0	0	0	0
Covering Walkway	8,646	0	8646	0	0	0	0	0	0	0	0	0
Replace hand basin in kitchen & meeting room	2,360	1180	1180	0	0	0	0	0	0	0	0	0
Air conditioner refurb	20,000	0	0	0	0	0	0	20000	0	0	0	0
	99,109	5,005	11,626	4,198	3,280	0	0	45,000	30,000	0	0	0
2a Crown St (Riverside P/school)												
1. External painting	8,400	2400	0	0	0	0	0	0	6000	0	0	0
2. Replace guard rail in car park	7,853	0	7853	0	0	0	0	0	0	0	0	0
	16,253	2,400	7,853	0	0	0	0	0	6,000	0	0	0
6 Pittwater Road (OCC)												
1. Internal painting	8,300	0	0	2600	5,700	0	0	0	0	0	0	0
4. Refurbish kitchen	20,000	0	0	0	0	0	0	0	0	0	20000	0
5. Refurbish bathroom	19,753	6,353	0	0	0	0	13,400	0	0	0	0	0
8. Replace air conditioners	2,273	0	0	2273	0	0	0	0	0	0	0	0
	50,326	6,353	0	4,873	5,700	0	13,400	0	0	0	20,000	0
1a-1b Crown St												
(Henley Long Day Care)												

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		1	2	3	4	5	6	7	8	9	10	
Replacement of ceilings in 1A	31,789	0	31,789	0	0	0	0	0	0	0	0	0
Replace fence	850	0	0	850	0	0	0	0	0	0	0	0
	32,639	0	31,789	850	0	0	0	0	0	0	0	0
9 Church St (Pre-school & ECC)												
1. Internal painting	3,800	3,800	0	0	0	0	0	0	0	0	0	0
2. External painting & timber repair	8,000	0	0	0	0	0	0	0	8000	0	0	0
3. Replace guttering (preschool)	4,486	0	0	1650	2,836	0	0	0	0	0	0	0
4. Roof – ridge capping & pointing	390	0	0	0	390	0	0	0	0	0	0	0
5. Major drainage repairs	12,411	0	12411	0	0	0	0	0	0	0	0	0
6. Replace craft sink	800	800	0	0	0	0	0	0	0	0	0	0
7. Re-pointing brickwork	3,000	3,000	0	0	0	0	0	0	0	0	0	0
8. Replace floor coverings	1,355	1355	0	0	0	0	0	0	0	0	0	0
9. Replace screen doors	2021	2021	0	0	0	0	0	0	0	0	0	0
11. Electrical work	1,023	0	0	1023	0	0	0	0	0	0	0	0
12. Upgrade bathroom	3,973	3,973	0	0	0	0	0	0	0	0	0	0
13. Installation air conditioner	1,818	0	0	1,818	0	0	0	0	0	0	0	0
15. Replace Windows	6,370	0	0	6370	0	0	0	0	0	0	0	0
	49,448	14,949	12,411	10,861	3,226	0	0	0	8,000	0	0	0
Henley Cottage, Victoria Rd												
1. Internal painting	1,560	0	0	1560	0	0	0	0	0	0	0	0
2.External painting	1,950	0	0	0	0	1950	0	0	0	0	0	0
4. Exit Lights	1,818	0	1818	0	0	0	0	0	0	0	0	0
Kitchen/Bathroom upgrade	45,000	0	0	0	0	0	0	0	0	45000	0	0
	50,328	0	1,818	1,560	0	1,950	0	0	0	45,000	0	0
Shed at rear of Henley cottage												
Replacement	15,000	0	0	0	0	0	0	0	0	0	15000	0
	15,000	0	0	0	0	0	0	0	0	0	15,000	0

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		1	2	3	4	5	6	7	8	9	10	
42 Gladesville Rd												
(Hunters Hill Respite Care)												
5. Replace floor coverings	5,000	0	0	0	0	0	0	0	0	0	5,000	0
7. Ridge & roof repairs	800	0	0	800	0	0	0	0	0	0	0	0
12. Replace air conditioner	13,445	0	2345	6100	0	0	0	0	0	5,000	0	0
Upgrade Outside Toilet	3,942	3942	0	0	0	0	0	0	0	0	0	0
Paving to Rear	6,360	6360	0	0	0	0	0	0	0	0	0	0
Replace window coverings	3,000	0	0	0	0	0	0	0	0	3000	0	0
	32,547	10,302	2,345	6,900	0	0	0	0	0	8,000	5,000	0
Hunters Hill Town Hall												
Council Offices and Museum												
1. Museum relocation	15,025	0	0	12565	2460	0	0	0	0	0	0	0
2. Painting (internal)	8,550	0	1,300	3200	0	4,050	0	0	0	0	0	0
3. Upgrade air conditioner	10,256	0	0	10256	0	0	0	0	0	0	0	0
4. Council Chamber Refurbishment	7,680	0	0	0	7,680	0	0	0	0	0	0	0
6. Waterproofing	4,696	0	0	4696	0	0	0	0	0	0	0	0
7. Kitchen upgrade	22,396	0	11,205	5965	0	0	5227	0	0	0	0	0
9. External painting	4,917	0	4917	0	0	0	0	0	0	0	0	0
12. Bathroom upgrades	33194	0	0	0	0	33194	0	0	0	0	0	0
Restoration of stone façade	50,000	0	0	0	0	0	0	0	0	0	50000	0
Replace metal roofing Town Hall	150,000	0	0	0	0	0	0	0	0	0	150000	0
Office refurbishment Stage 1	40,000	0	0	0	0	0	0	0	0	0	0	40,000
Office Refurbishment Stage 2&3	500,000	0	0	0	0	0	0	0	500000	0	0	0
Town Hall chairs/tables	50,000	0	0	0	0	0	11200	0	0	0	0	38,800
Town Hall sound and lighting	30,000	0	0	0	0	0	0	30,000	0	0	0	0
	926,714	0	17,422	36,681	10,140	37,244	16,427	30,000	500,000	0	200,000	78,800
Council Depot												

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		1	2	3	4	5	6	7	8	9	10	
Replace kitchen	3,526	0	3,526	0	0	0	0	0	0	0	0	0
Office upgrade	9,643	0	0	9643	0	0	0	0	0	0	0	0
Building refurbishment	30,000	0	0	0	0	0	0	0	30,000	0	0	0
	43,169	0	3,526	9,643	0	0	0	0	30,000	0	0	0
10 Cowell St, Gladesville												
	0	0	0	0	0	0	0	0	0	0	0	0
	0	0	0	0	0	0	0	0	0	0	0	0
40 Gladesville Rd												
(Croquet Club)												
1. External Painting	5,000	0	0	0	0	0	0	5,000	0	0	0	0
2. Repair shutters	220	0	220	0	0	0	0	0	0	0	0	0
3. Internal painting	4,200	0	4,200	0	0	0	0	0	0	0	0	0
4. Hot Water system	1,003	0	0	0	0	1003	0	0	0	0	0	0
5. Tiling- floor,bathroom, patio	1,740	1,740	0	0	0	0	0	0	0	0	0	0
Main hall floor	800	0	0	0	0	0	800	0	0	0	0	0
	12,963	1,740	4,420	0	0	1,003	800	5,000	0	0	0	0
Public Toilets												
Hunters Hill Shopping Village												
(Figtree Park)												
1. Construct Public Toilets	90,000	0	0	0	0	0	0	0	90,000	0	0	0
	90,000	0	0	0	0	0	0	0	90,000	0	0	0
Huntleys Point Wharf Waiting area												
Roof repairs & painting	10,000							10,000				
	10,000	0	0	0	0	0	0	10,000	0	0	0	0
Boatshed off Ferdinand St												
1. Repairs	4,384	0	2802	1581	0	0	0	0	0	0	0	0
	4,384	0	2,802	1,581	0	0	0	0	0	0	0	0
Boatshed off Collingwood St												

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		1	2	3	4	5	6	7	8	9	10	
1. Repairs	2,134	0	400	1734	0	0	0	0	0	0	0	0
	2,134	0	400	1,734	0	0	0	0	0	0	0	0
Boronia												
1. Fencing	1,906	0	0	0	0	1,500	406	0	0	0	0	0
	1,906	0	0	0	0	1,500	406	0	0	0	0	0
TOTAL	1,636,124	41,794	100,197	87,186	38,024	134,090	31,032	100,000	664,000	114,000	257,000	78,801

From Reserves Program	Total	2007/08	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	C/FWD
Boronia Park Reserve	Cost	Actual	Actual	Actual	Actual	Actual	Actual					
13. Amenities Building Construction (Northern end)	50,000	0	0	0	0	0	0	0	0	50,000	0	0
	50,000	0	0	0	0	0	0	0	0	50,000	0	0
Boronia Park Grandstand												
Seating & hotwater upgrade	32,000	0	0	0	0	0	0	32,000	0	0	0	0
	32,000	0	0	0	0	0	0	32,000	0	0	0	0
Buffalo Creek Reserve												
6. Amenities Building Upgrade	21,000	0	0	0	0	0	0	21,000	0	0	0	0
7. Amenities Building Disabled Toilet	6,000	0	0	6000	0	0	0	0	0	0	0	0
8. Amenities Building Skylights	1,443	0	0	1443	0	0	0	0	0	0	0	0
Cycle track upgrade	15,000	0	0	0	0	0	0	0	0	15000	0	0
	43,443	0	0	7,443	0	0	0	21,000	0	15,000	0	0
Gladesville Reserve/Betts Park												
2. Amenities Building Upgrade & Painting	21,000	0	0	3,000	0	0	0	0	0	18000	0	0
	21,000	0	0	3,000	0	0	0	0	0	18,000	0	0
Kelly's Bush												
	0	0	0	0	0	0	0	0	0	0	0	0

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		1	2	3	4	5	6	7	8	9	10	
	0	0	0	0	0	0	0	0	0	0	0	0
Riverglade Reserve												
4. Amenities Building Construction	60,000	0	0	0	0	0	0	60,000	0	0	0	0
Pathway Construction	240,000	0	0	0	0	0	0	240,000	0	0	0	0
	300,000	0	0	0	0	0	0	300,000	0	0	0	0
Weil Park												
1. Amenities Building Upgrade	25,000	0	0	0	0	20000	0	5000	0	0	0	0
	25,000	0	0	0	0	20,000	0	5,000	0	0	0	0
Woolwich Baths												
1. Refurbishment- Amenities/wharves/netting	31,000	0	0	25000	0	0	0	0			6000	0
	31,000	0	0	25,000	0	0	0	0	0	0	6,000	0
Other Works												
Skateboard & Multicourt Construction (location TBA)	195,313	2,020	7,330	185963	0	0	0	0	0	0	0	0
	195,313	2,020	7,330	185,963	0	0	0	0	0	0	0	0
Priory												
Priory Disabled access	31,000	0	0	0	0	0	4,300	0	0	0	0	26,700
Restoration of Heritage Sandstone Wall at Priory	100,000	0	0	0	0	0	0	0	100,000	0	0	0
	131,000	0	0	0	0	0	4,300	0	100,000	0	0	26,700
Henley Community Centre												
Electrical work	8,000	0	0	0	0	0	0	0	0	0	0	8,000
Bathroom upgrade	25,000	0	0	0	0	0	22,568	0	0	0	0	2,432
Airconditioning	20,000	0	0	0	0	0	0	0	0	0	0	20,000
Guard rail	8,000	0	0	0	0	0	0	0	0	0	0	8,000
Carpark	30,000	0	0	0	0	0	0	30,000	0	0	0	0
Guttering	5,000	0	0	0	0	0	0	5,000	0	0	0	0
Landscaping/BBQ area	45,000	0	0	0	0	0	0	45,000	0	0	0	0

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		1	2	3	4	5	6	7	8	9	10	
Stone wall/fence repairs	8,000	0	0	0	0	0	0	8,000	0	0	0	0
Timberwork	80,000	0	0	0	0	0	0	0	0	0	80,000	0
Fire services upgrade	300,000	0	0	0	0	0	0	0	0	0	300,000	0
	529,000	0	0	0	0	0	22,568	88,000	0	0	380,000	38,432
TOTAL	665,756	2,020	7,330	221,406	0	20,000	26,868	446,000	100,000	83,000	386,000	65,132
PROGRAM TOTAL	2,301,880	43,814	107,527	308,592	38,024	154,090	57,901	546,000	764,000	197,000	643,000	143,932

REVENUE		1	2	3	4	5	6	7	8	9	10	C/FWD
		2007/08	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	
		Act	Act	Act	Act	Act						
Community Facility Rate Revenue		250031	258080	267,250	273,077	280,422	295665	304535	313671	323081	332774	0
Community Facility Rate Revenue C/Fwd		-232785	-179601	-144,621	-235,053	-126,332	-237,765	241,465	450,329	-126,081	310,226	280,217
General Rate Revenue		1,740	9,600	0	0	0	0	0	0	0	0	0
Section 94		9520	8950	90068	0	0	0	0	0	0	0	0
Grants		15307	10498	20000	0	0	0	0	0	0	0	0
Other Contributions				75895								
Loan Funds		0	0	0	0	0	0	0	0	0	0	0
Transfers from Reserves		0	0	0	0	0	0	0	0	0	0	0
Total Revenue		43,814	107,527	308,592	38,024	154,090	57,901	546,000	764,000	197,000	643,000	280,217

Stormwater Improvement Program 2003/04 – 2013/14 (Special Rate)

CATCHMENT	Total	2003/04	2004/05	2005/06	2006/07	2007/08	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	
	Cost	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual		CFWD
Alexandra Street - Siltation trap	8,000			0	0		702	0					7,298
Bateman's Road - Upgrade Inlet capacity	38,000			0	0	8,834		0					29,167
Bayview Crescent - Silt arrestor pit	10,000			0	0	1,080		3,572					5,348
Bonnefin Road - Upgrade inlet pit capacity 47	285,446			0	0			0	166,967	118,479			0
Bonnefin Road - Upgrade inlet pit capacity 59	35,000			0	0			0					35,000
Bonnefin Road - Upgrade inlet pit capacity	6,000			0	0	4,092		1,908					0
Brickmaker's Creek - Upgrade pipeline network	600,000			0	0			22,742				20,000	557,258
Brickmaker's Creek - Design work	20,000			0	0		10,100	9,900					0
Clarke Road - Siltation trap	9,000			0	0			0					9,000
Ferdinand Street - Reconstruct pipeline	150,000			0	0			0					150,000
Francis Street Reserve - Constructed wetlands	129,100		20,912	0	10,000			0					98,188
Gladstone Avenue - Upgrade basins/wetland	75,000			0	0			0					75,000
Hillcrest Avenue - Upgrade drainage system	750,000			0	0			0			1,112		748,888
Hillcrest Avenue - Design work	19,958		6,358	0	0	860	2,955	0					9,786
Hunter Street - Upgrade inlet capacity	7,000			0	0			0					7,000
Margaret Street - Siltation trap	9,000			0	0			0					9,000
Mornington Reserve - Detention	75,000			0	0			0					75,000

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basins													
Park Road Reserve - Construct detention basins	50,000			0	0				0				50,000
Princes Street - New pipeline	160,000			0	0				0				160,000
Reiby Road - Reconstruct collapsed pipeline	40,000			0	0				0				40,000
Rocher Avenue - Drain rehabilitation	39,565			0	12,365	27,200			0				0
Various catchments - 35 outlets@\$20,000	680,000	15,480	8,000	23,495	3,000	6,668	2,017	3,980	410	13,944	0	188,837	414,168
Prepare plans of management	50,000		16,818	0	0		20,000	355	8,300				4,527
Drain stencilling	10,000		1,000	0	0	670		0	104		0		8,226
On-site collection and re-use	9,100			855	0			478	6,027				1,740
Venus Street - Upgrade drainage system	644,335			0	0			0					644,335
Venus Street - Design work	50,000			0	0			0					50,000
Victoria Road - Upgrade drainage system	120,000			0	0			0					120,000
Viret Street - Upgrade pit inlet capacity	3,033			0	0	3,033		0					0
Weil Park - Upgrade pit inlet capacity	36,800			0	0			0					36,800
Wybalena Road - Upgrade pit inlet capacity	12,000			0	0			0					12,000
Total Expenditure	4,131,337	15,480	53,088	24,350	25,365	52,436	35,774	42,935	181,808	132,423	1,112	208,837	3,357,729
REVENUE													
		2003/04	2004/05	2005/06	2006/07	2007/08	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	
		Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual		CFWD
Sustainability Levy (50%)		60,611	63,404	65,783	68,311	70,562	72,812	75,306	77,073	79,130	83,391		0
Sustainability Levy C/Fwd		-45,131	-10,316	-41,433	-55,311	-54,159	-37,038	-32,371	95,909	53,293	-82,279	208,837	0
Grants - Stormwater Trust								0					
Grants - Catchment Management Blueprints EPA													
Section 94				0	0	8,834		0	8,826				0

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Rate Revenue				0	12,365	27,200			0	0	0		0
Total Revenue		15,480	53,088	24,350	25,365	52,436	35,774	42,935	181,808	132,423	1,112	208,837	0

Road Infrastructure 2012/13 – 2021/22 (ten year program summary)

Roads Infrastructure 2012/13 - 2021/22(Ten-year Program Summary)														
Street	Section	Cost Estimate	Cost CPI Adjusted	1	2	3	4	5	6	7	8	9	10	CFWD
				2012/13 Actual	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22	
Massey St	Flagstaff - Venus	88500	88500	90505										-2005
Mary St	Ryde - Gladesville	170700	170700	113099										57601
Campbell St	Lloyd - end	21000	21000	13923										7077
Browns Lane	Addy - Lloyd	9000	9000	12642										-3642
Venus St	Massey to Pittwater	51600	51600	48504										3096
Venus St	Cowell - Batemans	51600	51600	35739										15861
Woolwich Rd	Gladstone - Margaret	100000	100000	61458										38542
		492400	492400	375869										116531
Huntleys Point Rd	Roundabout - end	260700	267739		267739									
Augustine St	Ryde - Gladesville	144000	147888		147888									
Manning Rd	Victoria Road – Prince Edward	82500	84728		84728									
Keeyuga Rd	Huntleys Pt - end	21000	21567		21567									
		508200	521921		521921									
Ferry St	Alexandra - Woolwich	33000	34704			34704								
Futuna St	Woolwich - Crescent	31500	33127			33127								
Park Rd	Princes - High	91500	96226			96226								
Sherwin St	Dick - William	54600	57420			57420								

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Roads Infrastructure 2012/13 - 2021/22(Ten-year Program Summary)

William St	Crown - End	73950	77769	77769
Crown St	Victoria - Sherwin	127050	133612	133612
High St	Pittwater - Blaxland	81000	85183	85183
Madeline St	Ferdinand - D'Aram	9900	10411	10411
		502500	528453	528453
Mars St	Venus - Makinson	40500	43614	43614
Everard St	Blaxland - Augustine	60000	64613	64613
Blaxland St	Everard - Ryde	21450	23099	23099
Wybalena Rd	Glenview - Francis	53000	57075	57075
Leo St	Abbey - end	26400	28430	28430
Toocooya Lane	Toocooya Road - Toocooya Road	27900	30045	30045
Toocooya Rd	Ferry - Toocooya Lane	25200	27138	27138
Mark St	Mary - Ryde	50000	53844	53844
Gladstone Ave	end to end	99000	106612	106612
Prince Edward Pde	Tiree - Gladstone	56250	60575	60575
Elgin St	Woolwich - Franki	21540	23196	23196
Prince George Pde	Gladstone - Nelson	18900	20353	20353
		500140	538595	538595
Martin St	Abigail - Jourbert	71000	78523	78523
Figtree Rd	Abigail - Joubert	63000	69676	69676
The Point Rd	Valentia - end	107250	118615	118615
Pittwater Rd	High – Buffalo Creek Reserve	84000	92901	92901
Joly Pde	Centenary - end	34200	37824	37824

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Roads Infrastructure 2012/13 - 2021/22(Ten-year Program Summary)

Milling St	Wallace - Augustine	64200	71003	71003
Woolwich Rd	Margaret-Gale	70000	77417	77417
		493650	545959	545959
Ady St	Alexandra End	37500	42552	42552
Blaxland St	Ryde - Princes	81000	91912	91912
Farnell St	Princes - High	86100	97699	97699
Paul St	Augustine - Mary	34200	38807	38807
Park Rd	Ryde - Princes	93000	105529	105529
Garrick Ave	Crescent - end	18600	21106	21106
D'Aram St	Alexandra - Madeline	18150	20595	20595
Hunter St	Point Road - end	24900	28254	28254
Kokera St	Alexandra - Viret	19440	22059	22059
Glenview Cr	Wybalena - end	52500	59573	59573
Glenview Rd	Woolwich - Glenview Cr	7500	8510	8510
Martha St	Ambrose - Viret	17250	19574	19574
McBride Ave	Ady - end	10050	11404	11404
		500190	567575	567575
Viret St	Martha - end	108000	125368	125368
Mary St	Gladesville - Richmond	97650	113354	113354
Hillcrest Ave	Victoria - end	130500	151487	151487
High St	Blaxland - Park	83100	96464	96464
High St	Park - end	89100	103429	103429
		508350	590101	590101

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Roads Infrastructure 2012/13 - 2021/22(Ten-year Program Summary)

Figtree Rd	Ryde - Joubert	63000	74887	74887
Martin St	Ryde - Abigail	71000	84396	84396
Abigail St	Ryde - Martin	121500	144424	144424
Ferdinand St	Alexandra - end	36000	42792	42792
Joubert St south	Gladesville - end	49500	58839	58839
Howard Pl	Joubert - Ryde	15000	17830	17830
Kareela Rd	Moorefield - end	15600	18543	18543
Moorefield Ave	Church - Herberton	99000	117679	117679
Pitt St	King - George	21000	24962	24962
		491600	584353	584353
Downing St	Tarban - Prince Edward	4500	5499	5499
Manning Rd	Prince Edward - Gladesville	90000	109976	109976
Prince Edward St	Isler - Batemans	77400	94580	94580
Tarban St	Prince Edward - Manning	23850	29144	29144
Gray St	Kelly - end	19500	23828	23828
Kelly St	Crown - end	45000	54988	54988
Bayview Cr	William End	9750	11914	11914
King St	DeMilhau - Joubert	27000	32993	32993
Pittwater Rd	Ryde - High	114000	139303	139303
The Point Rd	Gale - Valentia	63750	77900	77900
Werambie St	The Point - End	29850	36475	36475
		504600	616601	616601
Short St	Luke - Matthew	24000	30148	30148
Matthew St	Ryde - Gladesville	25500	32032	32032

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Roads Infrastructure 2012/13 - 2021/22(Ten-year Program Summary)

Luke St	Ryde - Gladesville	44550	55963												55963
Rooke Lane	Rooke St - Passy	13200	16582												16582
Passey Ave	Woolwich - Ambrose	43800	55020												55020
Ambrose St	Ferry-Martha	37350	46918												46918
Everard St	Pittwater - Blaxland	78000	97982												97982
Gaza Ave	High - Barons	37800	47483												47483
Ramleh St	High - Park	39750	49933												49933
Nelson Pde	Prince George - end	48600	61050												61050
Yerton St	Ferry - End	11700	14697												14697
The Avenue	Reiby - Mount	62400	78385												78385
Ernest St	Alexandra - end	44400	55774												55774
		511050	641968												641968
Total		5012680	5627926	375869	521921	528453	538595	545959	567575	590101	584353	616601	641968	116531	
Revenue															
Special Rate		3554949	3644253	317890	327427	337250	347367	357788	368522	379577	390965	402694	414774		
General Revenue		1457731	1867143	57979	194495	191204	191228	188171	199053	210524	193389	213907	227194	116531	
Total		5012680	5511396	375869	521921	528453	538595	545959	567575	590101	584353	616601	641968	116531	

217 additional information for inclusion in the ANNUAL REPORT

- (1) For the purposes of section 428 (4) (b) of the Act, an annual report of a council is to include the following information:
- (a) details (including the purpose) of overseas visits undertaken during the year by councillors, council staff or other persons while representing the council (including visits sponsored by other organisations):

There were no overseas visits/travel during 2013-14 whilst representing Council.

- (a1) details of the total cost during the year of the payment of the expenses of, and the provision of facilities to, councillors in relation to their civic functions (as paid by the council, reimbursed to the councillor or reconciled with the councillor), including separate details on the total cost of each of the following:

The total cost of Mayoral and Councillor fees for 2013-14 was \$122,430.00. The total cost for Mayoral and Councillor expenses for 2013-14 was \$37,622.33, this is inclusive of conferences and travel.

Council has adopted a 'Facilities and Expenses' Policy for Councillors. Separate costs have not been recorded for expenses associated with Council meetings, motor vehicle usage, and expenses related to the use of Council facilities and equipment.

The policy provides for the following facilities to assist Councillors in the performance of their Council duties:

- Reasonable supply of Council stationary
- Business cards
- Hunters Hill tie/scarf
- Name badge
- Use of Committee Room, telephone and office equipment during business hours or otherwise as arranged with the Mayor or approved by the Council
- Transport on works or other committee inspections with relevant staff
- Light refreshments after Council meetings

The following additional facilities are provided for the Mayor:

- Mayoral stationary and postage
- Mayor's office with telephone and use of office equipment
- Access to secretarial support assigned by the General Manager
- Use of the Town Hall or other Council premises for civic or ceremonial purposes without charges

- (i) the provision during the year of dedicated office equipment allocated to councillors on a personal basis, such as laptop computers, mobile telephones and landline telephones and facsimile machines installed in councillors' homes (including equipment and line rental costs and internet access costs but not including call costs):

The Mayor and Councillors are each allocated an iPad and corresponding keyboard. These items were allocated prior to 2013/14 at a cost of \$4,592.43. The maintenance cost of these devices for 2013/14 is \$337.24

The cost of internet and phone provision was \$480.34.

- (ii) telephone calls made by councillors, including calls made from mobile telephones provided by the council and from landline telephones and facsimile services installed in councillors' homes:

No claims were made for call costs.

- (iii) the attendance of councillors at conferences and seminars at a cost of \$11,086.53.

- Hunter's Hill Council Planning Conference
- LGNSW Annual Conference
- National General Assembly

- (iv) the training of councillors and the provision of skill development for councillors:

- In-house iPad training at nil cost.

- (v) interstate visits undertaken during the year by councillors while representing the council, including the cost of transport, the cost of accommodation and other out-of-pocket travelling expenses:

No interstate visits were undertaken by Councillors in 2013-14

- (vi) overseas visits undertaken during the year by councillors while representing the council, including the cost of transport, the cost of accommodation and other out-of-pocket travelling expenses:

Nil – as for (a)

- (vii) the expenses of any spouse, partner (whether of the same or the opposite sex) or other person who accompanied a councillor in the performance of his or her civic functions, being expenses payable in accordance with the Guidelines for the payment of expenses and the provision of facilities for Mayors and Councillors for Local Councils in NSW prepared by the Director-General from time to time:

Nil

- (viii) expenses involved in the provision of care for a child of, or an immediate family member of, a councillor, to allow the councillor to undertake his or her civic functions: \$150.00

- (a2) details of each contract awarded by Council during the year (whether as a result of tender or otherwise) other than employment contracts and contracts for less than \$150,000:

Name of the contractor:

URM (United Resource Management)

Nature of the goods/service supplied:

Extension of the Waste contract

Total amount payable to the contractor under the contract:

\$700,000.00

- (a3) a summary of the amounts incurred by Council during the year in relation to legal expenses paid or received by way of out of court settlements, other than those the terms of which are not to be disclosed) and a summary of the state of progress of each legal proceeding and (if it has been finalised) the result.

Council's overall legal expenditure for 2013/14: \$238,067.00

Roads and Drainage legal expenses for 2013/14: \$5,195.00

Council and Management Support legal expenses for 2013/14: 10,830.00

Development and Regulator Control legal expenditure for 2013/14: \$222,043.00

During this period Council received three (3) notices of appeal to the Land and Environment Court of NSW against Council's determination of Development Applications or where applicants filed appeals before Council had made a determination of the application under the "Deemed refusal" provisions of the Environmental Planning and Assessment Act 1979.

Of the three (3) notices that were filed, these appeals were all resolved by the court and consent orders were issued. However, the three (3) Class 4 & 5 appeal proceedings are still pending during this period, as shown in Table 1. These matters were also a continuation of the 2012/2013 financial year, where in one matter with regards to the Class 5 matter this relates to the unlawful removing of 4 significant trees from the subject site, breaching very specific conditions of development consent which required the trees to be remained.

The results of these appeals and other legal matters are set out in the table below. As can be seen below, there are a number of appeals that have been resolved through consent orders handed down by the Court following a process of successful negotiated outcomes. This approach of mediation is also endorsed by the Court, following amendments to the court directions, hence resulting in sustainable planning outcomes for both parties.

This recent amendment to s34 of the Land and Environment Court Act 1979 makes conciliation conferences under that section available in all proceedings within Classes 1 to 3 of the Court's jurisdiction and the recent Practice Notes which encourages parties to consider using such conferences to resolve disputes or narrow the scope of issues in dispute.

Basically, the Court now encourages that all such conferences, conciliation conferences, the purpose of which to resolve all issues in appeals, if possible. The parties are all advised to properly prepare for each conference with this purpose in mind. The Court also expects all parties to be prepared and have sufficient

instructions and authority to engage in meaningful conciliation of the conference whether or not they agree to the Commissioner resolving the dispute if consensus is not reached.

In addition to the appeals Council often requires legal advice from its solicitors, in respect of general matters such as contracts, leases and other matters pertaining to the planning, building and regulatory functions of the Council.

Below is a summary of the major appeals, etc and their status:

	Address	Issue	Result	Cost
1	9 Toocooya Road	Breaching very specific conditions of development consent Appeal Class 5	Not yet finalised	\$14,753.00
2	2 Ferry Street	Appeal Class 1 Deemed Refusal of s96 Application	Matter Resolved by Consent Orders	\$7,752.00
3	2 Yerton Avenue	Deemed Refusal Appeal Class 1	Matter Resolved by Consent Orders	\$50,000.00
4	27 Nelson Parade	Deemed Refusal Appeal Class 1 Breaching very specific conditions of development consent	Not yet finalised	\$19,024.00
5	11 De Milhau Street	Appeal Class 1 Refusal of Application	Matter Resolved by Consent Orders	\$39,510.00
6	1 Yerton Avenue	Appeal Class 1 Refusal of Application	Matter Resolved by Consent Orders	\$32,105.00
7	15 Mount Street	Breaching very specific conditions of development consent Appeal Class 5	Not yet finalised	\$25,116.00
8	10 De Milhau Street	Breaching very specific conditions of CDC consent	Not yet finalised	\$12,586.00

- (a4) details or a summary of resolutions made during that year under section 67 of the Act concerning work carried out on private land and details or a summary of such work if the cost of the work has been fully or partly subsidised by the council, together with a statement of the total amount by which the council has subsidised any such work during that year:

Nil work carried out on private land.

(a5) the total amount contributed or otherwise granted under section 356 of the Act:

Total expenditure was \$10,000.

(a6) a statement of all external bodies that during that year exercised functions delegated by the council:

The following external bodies exercised functions delegated by Council:

- United Resource Management (URM) – Council's waste contractor.
- JPK Solutions Pty Ltd – Inspection of food premises
- Bush It Ptd Ltd – Bush regeneration
- HWL Ebsworth Lawyers – Review DCP
- Tree IQ – Significant Tree Register
- Brett Newbold Urban Planning Pty Ltd – Review of Planning Controls
- S2M Executive Pty Ltd
- Wirrimbi designs Pty Ltd – Art Workshop for Guringai Festival
- Willoughby City Council – printing of Guringai brochures
- GCN Operations Pty Ltd – 55T crane
- Austral Dragon – Cleaning services
- Initial Hygiene and Rentokil Initial Pty Ltd
- Celsius Fire Services – fire equipment maintenance
- Air conditioning online – Maintenance of air con units
- Northwest Security and Communications
- Prinacall – amplifier repairs
- First 5 Minutes Pty Ltd – Emergency Evacuation Management Plan
- Lone Star electrical Services Pty
- Spot on Software – Ipad training for Seniors
- Hemcot Pty Ltd – printing services
- Olympic Locksmiths
- Bannerconda
- Maapel Pty Ltd – Fittings & restraint checks
- George Tory Pty Ltd – plumbing
- Amors Venetian Pty Ltd
- BOC Limited – gas supply
- Industrial Air Tools Pty
- Norwest Industrial Supplies
- Super Spill Solutions
- Australian Trellis Door Co
- SITA Australia – Waste
- All Sweeper Hire Pty Ltd – street cleaning
- Roads & Maritime Servies (RMS)
- Sydeney Wide Pipecleaning Pty Ltd
- Ksol Pty Ltd
- Waratah Eco Works Pty Ltd
- Lane Cove Bush Regenerators Co-Op Ltd
- National Trust of Australia
- WA Hamilton Masonary – Dredging

- Downer EDI Works Pty Ltd – Roads
- Stateline Asphalt
- Metal Fencing Specialists Pty Ltd
- Get Civil Pty Ltd
- Michael Moore Plumbing
- Ally property Services Pty Ltd
- Allstate Linemarking Services Pty Ltd
- CFE Information Technologies – traffic count
- Access tree Services
- Irigot Pty Ltd – footpath repairs
- TTM Consulting – traffic engineering services
- Collins Construction materials Pty Ltd
- Playfix Pty Ltd – playgrounds
- Image Graphic Design Services
- Lone Star Electrical Services
- Plateau Tree Services
- Airconditioning 1-online
- Thermal Imaging Services
- Brybeck Pty Ltd
- Palmers Glass
- Tyco Australia Pty Ltd
- Interactive Pty Ltd
- Grace records Management Pty Ltd
- Laserfast Pty Ltd
- Datasheild
- Belle Property management
- Ray White Gladesville
- Matthews Folbigg lawyers
- LG Solutions Pty Ltd
- Open Office Pty Ltd
- iiNet Limited
- Interactive Pty

- (a7) a statement of all corporations, partnerships, trusts, joint ventures, syndicates or other bodies (whether or not incorporated) in which the council (whether alone or in conjunction with other councils) held a controlling interest during that year

Hunter's Hill Council held controlling interest in the Priory Trust. The Priory, which is a State Heritage Listed property was transferred to Council by the Dept of Lands in 2007. The Trust was established to fundraise for the restoration of the property. The fundraising endeavours enabled restoration of the roof and upper sandstone. The current balance of The Trust account is \$nil.

- (a8) a statement of all corporations, partnerships, trusts, joint ventures, syndicates or other bodies (whether or not incorporated) in which the council participated during that year:

As above.

- (a9) a statement of the activities undertaken by the council during that year to implement its equal employment opportunity management plan:

INTRODUCTION

The purpose of Hunters Hill Council's EEO Management Plan is to eliminate discrimination in the workplace and provide actions to ensure equality in the workplace.

Aims of Hunters Hill Council's EEO Management Plan:

- To ensure that prospective employees are treated equitably when applying for positions within Council.
- To facilitate the fair and equitable treatment of its employees by promoting a workplace free of discrimination.
- To promote and encourage good working relationships and providing a workplace free of harassment.

Treating people fairly and equitably, and recognising that each person can contribute something valuable to Council, will assist employees in realising their full potential whilst also enhancing Council's effectiveness, efficiency and service to the community.

The Anti-Discrimination Act (1977) provides that it is illegal to discriminate on a number of grounds as outlined in Council's EEO policy. Every employee of Hunters Hill Council has a responsibility to ensure compliance with this legislation.

The following pages include:

1. Communication and awareness
2. Consultation
3. Recruitment
4. Appointment, Promotion and Transfer
5. Conditions of Service
6. Training and Development
7. Target Groups

1. COMMUNICATION AND AWARENESS

Objective:

1.1 To ensure that all employees (ie supervisory and non-supervisory employees) are aware of:

- EEO principles
- Their responsibilities in relation to EEO principles
- The existence of the EEO Management Plan and where it is located
- Council's lack of tolerance of harassment in the workplace.

Actions	Target	Responsibility	Performance Indicators	Target Date
Arrange training for managers and supervisory staff on EEO principles and their responsibilities relating to the appropriate legislation.	Supervisory employees	HR	All managers and supervisory staff trained. Managers updated when changes occur to the legislation. Managers conduct retraining sessions for their supervisors when changes occur to the legislation.	Annually
Conduct training for all non-supervisory staff on EEO principles and their responsibilities relating to the appropriate legislation.	Non-supervisory employees	HR	All non-supervisory staff trained. Managers/supervisors conduct retraining sessions for their staff when changes occur to the legislation.	Annually
Communicate EEO information to all new full-time and part-time employees as part of the Council's induction program.	All new full-time and part-time employees	HR	All new employees provided with induction	Commenced and ongoing
Promote EEO, anti-discrimination and anti-harassment via the staff newsletter	All employees	HR	Articles and information placed in the staff newsletter "The Whisper".	Ongoing
Promote prohibition of on-line harassment (ie use of email) as detailed in Council's Web Access and Email Policy	All employees	HR / IT	No incidents of online harassment	Commenced and Ongoing

2. CONSULTATION

Objective:

1.1 To ensure the participation of employees in the decision-making about the EEO Management Plan

Actions	Target	Responsibility	Performance Indicators	Target Date
Invite comment and input during the development of Hunters Hill Council's EEO Management Plan from employees via the Consultative Committee.	All employees	HR & Consultative Committee members	Minutes of Consultative Committee Meetings	Ongoing

3. RECRUITMENT PROCESS

Objective:

- 1.2 To ensure that those who participate in interview panels are aware of, and implement, EEO principles throughout the recruitment process.
- 1.3 To ensure that those who participate in interview panels comply with Hunters Hill Council's Recruitment and Selection policy and procedures as detailed in the Human Resources Manual.
- 1.4 To include knowledge and understanding of EEO principles as one of the criteria for appointment to a supervisory position.

	Actions	Target	Responsibility	Performance Indicators	Target Date
3.1	Ensure that EEO principles are included in Interview Skills training for panel members.	Interview panel members and managers	HR	EEO principles are included in the Interview Skills training course.	Ongoing
3.2	Develop a competency assessment process on EEO principles	Interview panel members and managers	HR	Competency assessment developed	Completed
3.2	Conduct competency assessments on EEO principles and Hunters Hill Council's recruitment policy and procedures.	Interview panel members and managers	HR	Competency assessments undertaken	Annual performance reviews
3.3	Ensure interviews for management and supervisory positions include questions related to EEO responsibilities	Applicants for supervisor / management positions	HR & Department Managers	<ul style="list-style-type: none"> • Interview questions for supervisory positions • No applicants are appointed to supervisory positions unless they demonstrate knowledge and understanding of EEO principles • If appointed and are identified as lacking understanding of EEO principles – they must undertake training as a priority. 	Commenced and ongoing

4. APPOINTMENT, PROMOTION & TRANSFER PROCESSES

Objective:

- 1.5 To ensure that all appointments, promotions and transfers are based on merit and/or position-related criteria.
- 1.6 To ensure that all employees who are injured at work and unable to return to their pre-injury duties are assessed for suitable duties in accordance with their abilities.

	Actions	Target	Responsibility	Performance Indicators	Target Date
4.1	Monitor appointments, promotions and transfers to ensure they do not breach EEO principles.	All employees	HR	Nil substantiated complaints regarding non-compliance with EEO principles for appointments, promotions and transfers.	Commenced and ongoing.
4.1	Ensure that if and when opportunities to act in higher grade positions are available that they are assigned	All employees	HR	<ul style="list-style-type: none"> • Employees are given equal opportunity to act in higher grade positions appropriate to their skills, experience and proficiency. • No employee is discriminated against in accordance with EEO principles • Nil substantiated complaints in regards to non-compliance with EEO principles for offers of acting in higher positions. 	Commenced and ongoing
4.2	Check that offers of suitable duties are based on the injured worker's abilities	Employees who are injured at work.	Department Managers Supervisors	<ul style="list-style-type: none"> • Nil substantiated complaints regarding non-compliance. • Return to work plans are completed in accordance with EEO principles. 	Commenced and ongoing

5. CONDITIONS OF SERVICE

Objective:

1.1 To ensure that conditions of service comply with EEO principles.

Actions	Target	Responsibility	Performance Indicators	Target Date
Review Council's Work and Family policy to ensure no breach of EEO principles.	All indoor employees	HR	Minutes of Consultative Committee meetings show that issues raised via consultation are given consideration prior to finalisation of policy. Nil substantiated complaints about the illegal discrimination relating to the policy.	Commenced and ongoing
Human Resources policies and procedures are developed and reviewed to ensure compliance with EEO principles.	All employees	HR	Minutes of Consultative Committee meetings show that issues raised via consultation are given consideration prior to finalisation of policy. Nil substantiated complaints about the illegal discrimination relating to the policy.	Commenced and ongoing

1. TRAINING & DEVELOPMENT PROCEDURES

Objective:

- 1.1 To ensure that training is arranged according to the needs of Council and that all staff are provided with the opportunity for training to ensure compliance with their job requirements.
- 1.2 To ensure that training courses are appropriate and comply with EEO principles.

	Actions	Target	Responsibility	Performance Indicators	Target Date
6.1	Arrange training according to the needs of Council	All employees	Department Managers in consultation with HR	Nil substantiated complaints regarding illegal discrimination in the support of training.	Commenced and ongoing.
6.2	Examine in-house and external training courses and materials to ensure they are not discriminatory and consistent with EEO principles	All employees	HR	Courses and materials are non-discriminatory. No breaches of EEO principles.	Commenced and ongoing.

7. EEO TARGET GROUPS

Objective:

- 1.1 To provide opportunities for those who are members of certain EEO target groups (eg. Women, Non-English Speaking Background (NESB) Aboriginal & Torres Strait Islander (ATSI), People with a disability) to improve their skills to make them more marketable for employment.
- 1.2 To convert positions – where appropriate – into traineeships or apprenticeships.
- 1.3 To convert positions – where appropriate – into positions suitable for people with a disability.
- 1.4 To convert positions – where appropriate – into part-time positions – suitable for people with a disability, or women.
- 1.5 To improve understanding of the needs and capabilities of people with a disability.
- 1.6 To improve understanding of the needs and capabilities of NESB and ATSI.

	Actions	Target	Responsibility	Performance Indicators	Target Date
7.1	Provides opportunities for unpaid work experience placements to enhance employment opportunities.	NESB ATSI People with a disability	Managers and HR	Number of work experience placements through various schools, colleges and agencies in each target group.	Commenced and ongoing.
7.2	Ascertain whether positions	NESB ATSI	Managers & HR	Number of positions are redesigned for traineeships or apprenticeships	Commenced and ongoing
7.3	Ascertain whether positions, as they become vacant, are suitable for redesign for a person with disability.	People with disability	Managers & HR	Positions redesigned for people with a disability.	As appropriate positions become available.
7.4	Ascertain whether positions, as they become available, are suitable for redesign for part-time employment.	People with a disability Women	Managers & HR	Number of positions that are redesigned for part-time employment	Commenced and ongoing
7.5	Conduct awareness-raising sessions for managers with appropriate agencies for people with a disability	NESB ATSI People with a disability	HR	Number of sessions conducted	
7.6	Conduct awareness-raising sessions for managers with appropriate agencies	NESB ATSI	HR	Number of sessions conducted	

- (b) a statement of the total remuneration comprised in the remuneration package of the general manger during the year that is to include the total of the following:
- (i) the total value of the salary component of the package: \$ 216,570
 - (ii) the total amount of any bonus payments, performance payments or other payments made to the general manager that do not form part of the salary component of the general manager: \$ NIL
 - (iii) the total amount payable by the council by way of the employer's contribution or salary sacrifice to any superannuation scheme to which the general manger may be a contributor: \$ 30,054
 - (iv) the total value of any non-cash benefits for which the general manger may elect under the package: \$18,000
 - (v) the total amount payable by the council by way of fringe benefits tax for any such non-cash benefits: \$7,615.08
- (c) a statement of the total remuneration comprised in the remuneration packages of all senior staff members (other than the general manager) employed during the year, expressed as the total remuneration of all the senior staff members concerned (not of the individual senior staff members) and including totals of each of the following:
- (i) the total of the values of the salary components of their packages
Not applicable - no senior staff other than the General Manager.
 - (ii) the total amount of any bonus payments, performance payments or other payments made to them that do not form part of the salary components of their packages:
Not applicable – no senior staff other than the General Manager.
 - (iii) the total amount payable by the council by way of the employer's contribution or salary sacrifice to any superannuation scheme to which any of them may be a contributor:
Not applicable – no senior staff other than the General Manager.
 - (iv) the total value of any non-cash benefits for which any of them may elect under the package:
Not applicable – no senior staff other than the General Manager.
 - (v) the total amount payable by the council by way of fringe benefits tax for any such non-cash benefits:
Not applicable – no senior staff other than the General Manager.
- (d) (Repealed)

- (e) if the council has levied an annual charge for stormwater management service – a statement detailing the stormwater management services provided by the council during that year:

Council did not levy.

- (e1) if the council has levied an annual charge for coastal protection services – a statement detailing the coastal protection services provided by the council during the year:

Council did not levy.

- (f) a detailed statement, prepared in accordance with such guidelines as may be issued by the Director General from time to time, of the council's activities during the year in relation to enforcing, and ensuring compliance with, the provisions of the Companion Animals Act 1998 the regulations under that act:

Lodgement of pound data

On following pages

Lodgement of data relating to dog attacks

On following pages

Amount of funding spent

Nil.

Companion animal community education programs

Nil carried out.

Strategies council has in place to promote and assist the desexing of dogs and cats

Hunter's Hill Council promotes the registration of animals via the Council website, with a reduction in registration fees for a desexed animal (\$40) as compared to a non desexed animal (\$150). A link to the Companion Animals homepage is also available on Council's website.

Strategies in place to comply with the requirement under section 64 to seek alternatives to euthanasia for unclaimed animals

Nil animals euthanased.

Off leash areas

The following off-leash areas are provided for in Hunters Hill:

Clarks Point Reserve: All day Monday - Friday, and until 9.30 am on Saturday and Sunday.

Gladesville Reserve –Lower: In sign posted area all day Monday - Friday and until 9.30 am on Saturday and Sunday.

Tarban Creek Reserve – East Side: Unrestricted between Gladesville Road to Manning Road.

Riverglade Reserve: Unrestricted from east of the concrete spillway, which runs between the two sediment ponds in the centre of the reserve to the green metal footbridge, which crosses the canal.

In all other reserves dogs must be on a leash at all times.

Detailed financial information on the use of Companion Animals Fund money

Companion Animal Fund money is not held by Council.

Survey ID 241
 Survey Reference 2012/2013
 Hunters
 Council Name Hill The Council of the Municipality
 Shelter/Facility Name Hunters
 Hill The Council of the Municipality
 Council owned and operated facility? NO
 Location of Animal Care Facility blacktown nsw
 Facility Manager's Name Blacktown City Council
 Facility Contact Name Gerard Cobcroft
 Facility Contact Phone 9839 6456
 Facility Contact Fax 9672 8505
 Facility Contact Email gerard.cobcroft@blacktown.nsw.gov.au

CAT	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14
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COUNCIL SEIZURE ACTIVITY

Seized
 Returned to Owner
 Transferred to - Council's Facility from Seizure Activities
 Check(0)

ANIMALS IN AND ARRIVING AT COUNCIL'S FACILITY

Hunter's Hill Council Annual Report

Animals In Council's Facility - (Start of Month)	0	0	0	0	0	0	0	0	0	0	0
Abandoned or Stray Surrendered Total Incoming Animals	0	0	0	0	0	0	0	0	0	0	0

ANIMALS LEAVING COUNCIL'S FACILITY

Released to owners	
Sold	
Released to Organisations for Rehoming	
Died at Council's Facility(other than euthanased)	
Stolen from Council's Facility	
Escaped from Council's Facility	
Other	
Other - (reason if entered)	

EUTHANASED

Restricted Dogs	
Dangerous Dogs	
Owners Request	
Due to Illness/Disease or Injury	
Feral/Infant Animal	
Unsuitable for rehoming	
Unable to re-home	
Total	
Euthanased	0
Total Outgoing Animals	0
Total In Council's Facility - (End of Month)	

DOG

	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14
COUNCIL SEIZURE ACTIVITY												
Seized	1	3	1	1	2	3	4	1	1		3	2
Returned to Owner	1	3	1	1	2	3	4	1	1		3	2
Transferred to - Council's Facility from Seizure Activities Check(0)												

ANIMALS IN AND ARRIVING AT COUNCIL'S FACILITY

Animals In Council's Facility - (Start of Month)	0	0	0	0	0	0	0	0	0	0	0
Abandoned or Stray											

Hunter's Hill Council Annual Report

Surrendered Total Incoming Animals	0	0	0	0	0	0	0	0	0	0	0	0	0
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ANIMALS LEAVING COUNCIL'S FACILITY

- Released to owners
- Sold
- Released to Organisations for Rehoming
- Died at Council's Facility(other than euthanased)
- Stolen from Council's Facility
- Escaped from Council's Facility
- Other
- Other - (reason if entered)

EUTHANASED

- Restricted Dogs
- Dangerous Dogs
- Owners Request
- Due to Illness/Disease or Injury
- Feral/Infant Animal
- Unsuitable for rehoming
- Unable to re-home
- Total
- Euthanased
- Total Outgoing
Animals
- Total In Council's Facility - (End of Month)

Euthanased	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Outgoing Animals	0	0	0	0	0	0	0	0	0	0	0	0	0

APPENDIX 1

HUNTER'S HILL COUNCIL DELIVERY PROGRAM AND OPERATIONAL PLAN REPORT



Hunter's Hill

Council Plan Report



Report Period: 2-13/14

Status Indicators:

- Overdue ■
- Completed ■
- On schedule ■
- Review ■



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GOAL: 1 Our Heritage and Built Environment

CSP OUTCOME: 1.1 The heritage, character and conservation of the area is respected, preserved & enhanced

DELIVERY PLAN STRATEGY: 1.1.1 Assess all applications against the new LEP/DCP

OPERATIONAL PLAN ACTION: 1.1.1.1 Ensure all applications meet criteria in the LEP/DCP

Manager Responsible	Target Date	% Complete	Status	Comments
Group Manager Development & Regulatory Control	30-Jun-2014	100%	■	Ongoing each year

Number	KPI Requirement	Status	Comments
13	No. of non compliant applications	Met (verifiable)	Ongoing

OPERATIONAL PLAN ACTION: 1.1.1.2 Ensure LEP/DCP is reviewed at least every five years, or when need arises

Manager Responsible	Target Date	% Complete	Status	Comments
Group Manager Development & Regulatory Control	31-Dec-2016	100%	■	LEP adopted by Council and gazetted by Minister of Planning. Enforced by 12 August 2013 Review of DCP exhibited and reported on -finalised

Number	KPI Requirement	Status	Comments
2	No. of overturned decisions through the Land & Environment Court	Met (verifiable)	pressing with projects ongoing



DELIVERY PLAN STRATEGY: 1.1.2 To provide quality technical heritage advice to the local residents, developers, DCU, Land and Environment Court and the public at large

OPERATIONAL PLAN ACTION: 1.1.2.1 To provide quality advice and service including specialist advice to CAP, applicants and the community

Manager Responsible	Target Date	% Complete	Status	Comments
Group Manager Development & Regulatory Control	30-Jun-2014	100%	■	Providing advise to community and CAP meetings as part of everyday duties. Assisting in the review of the LEP/DCP. completed

Number	KPI Requirement	Status	Comments
88	No. of applications referred to CAP	Met (anecdotal)	ongoing
	Reduction in no. of CAP non compliances	Met (verifiable)	ongoing

DELIVERY PLAN STRATEGY: 1.1.3 Organise and promote heritage awards

OPERATIONAL PLAN ACTION: 1.1.3.1 Promote awards for the following 12 month period

Manager Responsible	Target Date	% Complete	Status	Comments
Group Manager Development & Regulatory Control	31-Dec-2013	100%	■	Project on hold, to be reviewed. Action plan being developed and to be discussed at workshop. The outcome of the workshop was all such good designed be promoted and exhibited to the community through Council's Journal quarterly

Number	KPI Requirement	Status	Comments
	Conducted on time and within budget	Met (verifiable)	outcome of the workshop - program in place

DELIVERY PLAN STRATEGY: 1.1.4 To publicise all things 'heritage' within the Municipality

OPERATIONAL PLAN ACTION: 1.1.4.1 Develop and distribute brochures, web site information and advertisements



Manager Responsible	Target Date	% Complete	Status	Comments
Group Manager Development & Regulatory Control IT Officer IT Supervisor	30-Jun-2014	100%	■	communicating proposed events and development proposals on Councils website and advise community as a whole. Including Councils news Journal every quarter. Ongoing

Number	KPI Requirement	Status	Comments
512	No of web site hits	Met (verifiable)	Hits to Heritage Conservation page this quarter - program in place
6	No. of people who attend pre-lodgement meetings	Met (verifiable)	
3	No. of people who use the advisory services	Met (verifiable)	

DELIVERY PLAN STRATEGY: 1.1.5 To create an information data base relating to the heritage of the municipality

OPERATIONAL PLAN ACTION: 1.1.5.1 Create and maintain a computerised data base for heritage items and conservation areas (which include information from the NSW Heritage Council and groups used such as the National Trust)

Manager Responsible	Target Date	% Complete	Status	Comments
Group Manager Development & Regulatory Control	30-Jun-2014	100%	■	Database Created and maintained.

Number	KPI Requirement	Status	Comments
1	Database created	Met (anecdotal)	Datbase Complete as part of LEP

DELIVERY PLAN STRATEGY: 1.1.6 Maintain and preserve local indigenous heritage sites

OPERATIONAL PLAN ACTION: 1.1.6.1 Review the Aboriginal Heritage Study



Manager Responsible	Target Date	% Complete	Status	Comments
				Not commenced.
Group Manager Development & Regulatory Control	30-Jun-2014	%		Provision of funding to be addressed in future budget. Review study and will be deleted as part of the delivery operation plan as it is an unfunded project.

Number	KPI Requirement	Status	Comments
0	Study reviewed	Not met	

DELIVERY PLAN STRATEGY: 1.1.7 To increase the awareness and protection of natural sandstone outcrops, retaining walls in the Municipality

OPERATIONAL PLAN ACTION: 1.1.7.1 To publicise the importance of these features

Manager Responsible	Target Date	% Complete	Status	Comments
Group Manager Development & Regulatory Control	30-Jun-2014	100%		Ongoing as part of Assessment process of Development Applications.

Number	KPI Requirement	Status	Comments
2	Information provided in newsletters, brochures and Council's website	Met (verifiable)	Ongoing as part of Assessment process of Development Applications.

OPERATIONAL PLAN ACTION: 1.1.7.2 Assessment of the relevant applications to LEP and General State Regional Environmental Planning Policy provisions

Manager Responsible	Target Date	% Complete	Status	Comments
Group Manager Development & Regulatory Control	30-Jun-2014	100%		Assessment of applications against the state policies and Local LEP and DCP.



Number	KPI Requirement	Status	Comments
5	No. of non compliant DA's	Met (verifiable)	

CSP OUTCOME: 1.2 Preservation of the character, views to and from the municipality, and preservation of the tree canopy

DELIVERY PLAN STRATEGY: 1.2.1 Ensure applications comply with relevant planning provisions

OPERATIONAL PLAN ACTION: 1.2.1.1 Assess applications

Manager Responsible	Target Date	% Complete	Status	Comments
Group Manager Development & Regulatory Control	30-Jun-2014	100%	■	Completing applications- quaddruple bottom line (4 part) assessment

Number	KPI Requirement	Status	Comments
7	No. of non compliances	Met (verifiable)	

DELIVERY PLAN STRATEGY: 1.2.2 Ensure that views are protected

OPERATIONAL PLAN ACTION: 1.2.2.1 Assess applications in accordance with view sharing principles within the DCP

Manager Responsible	Target Date	% Complete	Status	Comments
Group Manager Development & Regulatory Control	30-Jun-2014	100%	■	Land & Environment Court planning principals. As Part of the DCP aims and objectives and previous applications before council. As part of the assessment process related to applications.

Number	KPI Requirement	Status	Comments
7	No. of non compliances	Met (verifiable)	court matters under assessment - ongoing



DELIVERY PLAN STRATEGY: 1.2.3 Ensure that the current tree canopy of the Municipality is protected and enhanced

OPERATIONAL PLAN ACTION: 1.2.3.1 Ensure that sites are appropriately landscaped with approved new trees and shrubs as part of the development process based on controls in the new DCP

Manager Responsible	Target Date	% Complete	Status	Comments
Group Manager Development & Regulatory Control	30-Jun-2014	100%		Part of assessment of applications and conditions imposed by Council
				Conditions are imposed to be reviewed after 2 years to ensure landscaping still existing.
				Where Council has placed bonds on trees and the Applicant has removed them contrary to consent.
				Ongoing.

Number	KPI Requirement	Status	Comments
3	No. of non compliances with conditions of consent	Met (verifiable)	part of assessment

DELIVERY PLAN STRATEGY: 1.2.4 The public are aware and involved in the development application process

OPERATIONAL PLAN ACTION: 1.2.4.1 Ensure the public exhibition process for development applications as to be incorporated in the new DCP

Manager Responsible	Target Date	% Complete	Status	Comments
Group Manager Development & Regulatory Control	30-Jun-2014	100%		Ensuring assessment is made against the current DCP & LEP .
				Public exhibition process within new consolidated DCP 2013.

Number	KPI Requirement	Status	Comments
90	Non compliance with notification	Met (verifiable)	on going process



DELIVERY PLAN STRATEGY: 1.2.5 All building work complies with the relevant building standards

OPERATIONAL PLAN ACTION: 1.2.5.1 Utilise the services of an BPB Accredited A2/A3 Qualified Building Surveyor to process Construction Certificates, Building Certificates and Occupational Certificates

Manager Responsible	Target Date	% Complete	Status	Comments
Group Manager Development & Regulatory Control	30-Jun-2014	100%	■	Building Surveyor Employed

Number	KPI Requirement	Status	Comments
11	Construction Certificates, Occupational Certificates and Building Certificates issued 70% within 10 days, 100% within 20 days	Met (verifiable)	All certificates issued within timeframes

OPERATIONAL PLAN ACTION: 1.2.5.2 Ensure that unauthorised building work in the Municipality is kept to a minimum and to check that building work complies with the BCA and other associated controls

Manager Responsible	Target Date	% Complete	Status	Comments
Group Manager Development & Regulatory Control	30-Jun-2014	100%	■	Write to complainant and owner of issues and keep all parties updated. Following complaints or investigation of building(s) to comply with BCA and all relevant controls of Council and/or the consent issued. Ongoing as part of normal duties

Number	KPI Requirement	Status	Comments
23	Respond to compliance within 5 working days and take further legal action to rectify, if required	Met (verifiable)	part of normal duties

OPERATIONAL PLAN ACTION: 1.2.5.3 Give publicity to actions and results regarding unauthorised building works



Manager Responsible	Target Date	% Complete	Status	Comments
Group Manager Development & Regulatory Control	30-Jun-2014	100%	■	Council reports providing update to councillors and community of illegal works and outcomes. An specific items are promoted in Councils newsletter.

Number	KPI Requirement	Status	Comments
2	No. of reports to Council on actions taken on unauthorised building works	Met (verifiable)	on going process

OPERATIONAL PLAN ACTION: 1.2.5.4 Provide a source of technical information and advice for residents and parties involved in redevelopment work

Manager Responsible	Target Date	% Complete	Status	Comments
Group Manager Development & Regulatory Control	30-Jun-2014	100%	■	Planning and Building staff available for front counter advise and pre- DA advise at DCU meetings also provides advise. Telephone enquires also provide advise. Ongoing.

Number	KPI Requirement	Status	Comments
100	No. of people provided with information and advice	Met (verifiable)	esitmated number of people attending pre-DA meetings

OPERATIONAL PLAN ACTION: 1.2.5.5 Ensure all civil engineering complies with standards

Manager Responsible	Target Date	% Complete	Status	Comments
Group Manager Development & Regulatory Control Group Manager Works & Services	30-Jun-2014	100%	■	engineering conditions applied to DAs as per Council policies and DCPs



Number	KPI Requirement	Status	Comments
5	Engineering plans approved within 10 working days	Met (verifiable)	

CSP OUTCOME: 2.1 A range of housing types, that meet population demands

DELIVERY PLAN STRATEGY: 2.1.1 Ensure that new dwellings meet the character of Hunters Hill and address State Planning policies

OPERATIONAL PLAN ACTION: 2.1.1.1 Applications assessed in accordance with LEP/DCO and State Planning policies

Manager Responsible	Target Date	% Complete	Status	Comments
Group Manager Development & Regulatory Control	30-Jun-2014	100%	■	Assessment is completed by using templates

Number	KPI Requirement	Status	Comments
13	No. of new dwellings that meet relevant criteria	Met (verifiable)	on going process

CSP OUTCOME: 2.2 Increased housing density is being accommodated without negatively impacting on heritage and character, or conservation

DELIVERY PLAN STRATEGY: 2.2.1 Ensure that new dwellings have limited impact on heritage items and conservation areas.

OPERATIONAL PLAN ACTION: 2.2.1.1 Compliance with LEP/DCP aims and objectives

Manager Responsible	Target Date	% Complete	Status	Comments
Group Manager Development & Regulatory Control	30-Jun-2014	100%	■	Ongoing, part of the standard assessment process.



Number	KPI Requirement	Status	Comments
	Number of new dwellings that meet the relevant criteria	Met (verifiable)	on going process

CSP OUTCOME: 2.3 Commercial developments that meets owners, occupiers, community and lifestyle needs and strengthen the local economy

DELIVERY PLAN STRATEGY: 2.3.1 To ensure that there are appropriate DCP/LEP controls

OPERATIONAL PLAN ACTION: 2.3.1.1 To ensure that there are appropriate DCP/LEP controls

Manager Responsible	Target Date	% Complete	Status	Comments
Group Manager Development & Regulatory Control	30-Jun-2014	100%	■	Review policies every 5 years ensure LEP and DCP become updated.

Number	KPI Requirement	Status	Comments
5	No. of applications approved	Met (verifiable)	on going process

DELIVERY PLAN STRATEGY: 2.3.3 Developments include a mix use of housing, shops and commercial facilities

OPERATIONAL PLAN ACTION: 2.3.3.1 Meet provisions of LEP/DCP

Manager Responsible	Target Date	% Complete	Status	Comments
Group Manager Development & Regulatory Control	30-Jun-2014	100%	■	Ensuring that all applications meet the DCP/ LEP provisions

Number	KPI Requirement	Status	Comments
0	No of non compliances	Met (verifiable)	



DELIVERY PLAN STRATEGY: 2.3.4 To create Main Street Committees that support and promote community and economy

OPERATIONAL PLAN ACTION: 2.3.4.1 Facilitate Main Street Committee meetings and implement Main Street Committee outcomes

Manager Responsible	Target Date	% Complete	Status	Comments
				Main Street Committee Created.
				To encourage residences to use the commercial facilities
Group Manager Development & Regulatory Control	30-Jun-2014	100%	■	Ensure that meetings are held to communicate to commercial shop owners promotions and improvements in the centre.
				Meetings held quarterly.
				Now established Gladesville Village and Hunters Hill Village

Number	KPI Requirement	Status	Comments
3	Outcomes reported to Council for appropriate timelines to be developed and completed	Met (verifiable)	Meets as required.

CSP OUTCOME: 2.4 Maintenance and improvement of open space and foreshore access for the public

DELIVERY PLAN STRATEGY: 2.4.1 Ensure foreshore protection and access management

OPERATIONAL PLAN ACTION: 2.4.1.1 Ensuring open space is maintained and improved



Manager Responsible	Target Date	% Complete	Status	Comments
				Ensure no Breaching of FSBLLine
Group Manager Development & Regulatory Control	30-Jun-2014	100%	■	Ensuring that the Foreshore building line is maintained through assessment of applications- part of LEP provisions. As part of the assessment process.

Number	KPI Requirement	Status	Comments
3	Number of applications referred to Foreshore Advisory Committee	Met (verifiable)	part of LEP requirements, on going process

CSP OUTCOME: 2.5 Provision and maintenance of high quality public spaces

DELIVERY PLAN STRATEGY: 2.5.1 Develop an Urban Design Plan of approved works

OPERATIONAL PLAN ACTION: 2.5.1.1 Identify and implement a public places and urban design works program for Hunters Hill in 2012/13 and Gladesville in 2013/14

Manager Responsible	Target Date	% Complete	Status	Comments
				Following LEP -DCP for Gladesville and Hunters Hill Village shopping areas need to implement urban design works program
Group Manager Development & Regulatory Control	30-Jun-2014	100%	■	Main Street Committee requires briefing, and Council to adopt outcome. Hunters Hill Village - welcome sign commenced (stage 1) - completed. Hunters Hill Village shopping areas implemented urban design works program

Number	KPI Requirement	Status	Comments
0	Design Plan Developed	Met (verifiable)	In development



DELIVERY PLAN STRATEGY: 2.5.2 Maintain and enhance the public domain

OPERATIONAL PLAN ACTION: 2.5.2.1 Implement approved works

Manager Responsible	Target Date	% Complete	Status	Comments
Group Manager Works & Services	30-Jun-2014	100%	■	Approved works at entry statement completed

Number	KPI Requirement	Status	Comments
works to be completed on time within budget	Works completed on time and within budget	Assessment premature	

CSP OUTCOME: 3.1 Development meets environmental controls and standards

DELIVERY PLAN STRATEGY: 3.1.1 Ensure compliance with the Swimming Pool Act

OPERATIONAL PLAN ACTION: 3.1.1.1 Maintain a registry of private swimming pools

Manager Responsible	Target Date	% Complete	Status	Comments
Group Manager Development & Regulatory Control	30-Jun-2014	100%	■	Reviewing swimming pools as part of normal duties, complaints and assessment of building Certificates Creating a swimming pool register as part of the NSW State directive.

Number	KPI Requirement	Status	Comments
1	Registry created	Met (verifiable)	

OPERATIONAL PLAN ACTION: 3.1.1.2 Conduct regular audits



Manager Responsible	Target Date	% Complete	Status	Comments
Group Manager Development & Regulatory Control	30-Jun-2014	100%	■	Commenced, on DA assessment.

Number	KPI Requirement	Status	Comments
0	No. of audits conducted	Met (verifiable)	on going process

OPERATIONAL PLAN ACTION: 3.1.1.3 Carry out inspections of pools

Manager Responsible	Target Date	% Complete	Status	Comments
Group Manager Development & Regulatory Control	30-Jun-2014	100%	■	commenced

Number	KPI Requirement	Status	Comments
	% of compliance	Met (verifiable)	
	No. of inspections	Met (verifiable)	on going process

OPERATIONAL PLAN ACTION: 3.1.1.4 Promote Swimming Pool Act regulations and Council requirements through the resident newsletter/rates notice/web site

Manager Responsible	Target Date	% Complete	Status	Comments
Group Manager Development & Regulatory Control	30-Jun-2014	100%	■	Promotions via Councils news letter and advise of changes to legislation - ongoing.

Number	KPI Requirement	Status	Comments
0	% of compliance	Met (verifiable)	advsie changes to Act



DELIVERY PLAN STRATEGY: 3.1.2 Ensure that existing buildings comply with the relevant fire safety standards as set out in the BCA

OPERATIONAL PLAN ACTION: 3.1.2.1 Maintain a fire safety register of commercial/industrial premises

Manager Responsible	Target Date	% Complete	Status	Comments
Group Manager Development & Regulatory Control	30-Jun-2014	100%	■	Updating registrar as part of normal duties - ongoing

Number	KPI Requirement	Status	Comments
60	No. of compliances	Met (verifiable)	

OPERATIONAL PLAN ACTION: 3.1.2.2 Write to owners of premises and carry out inspections annually

Manager Responsible	Target Date	% Complete	Status	Comments
Group Manager Development & Regulatory Control	30-Jun-2014	100%	■	Ongoing as part of BCA and daily duties

Number	KPI Requirement	Status	Comments
60	No. of inspections	Met (verifiable)	

DELIVERY PLAN STRATEGY: 3.1.3 Ensure ecologically sustainability in all new developments

OPERATIONAL PLAN ACTION: 3.1.3.1 Incorporate practical principles of Ecologically Sustainable Development into future urban planning documents (LEP & DCP's)

Manager Responsible	Target Date	% Complete	Status	Comments
Group Manager Development & Regulatory Control	30-Jun-2014	100%	■	Incorporated in current DCP and LEP, and to also be including in future reviews of DCP.



Number	KPI Requirement	Status	Comments
	Non compliance	Met (verifiable)	Currently on Exhibition. Now adopted

GOAL: 2 Our Community & Lifestyle

CSP OUTCOME: 1.1 Implementation of a range of arts and cultural programs and actively support local cultural organisations and events

DELIVERY PLAN STRATEGY: 1.1.1 Involve the community in planning and organising of events

OPERATIONAL PLAN ACTION: 1.1.1.1 Support and facilitate the Hunters Hill Art Exhibition Advisory Committee, Moocooboola Advisory Committee, Young in Art Committee

Manager Responsible	Target Date	% Complete	Status	Comments
Manager Community Services	30-Jun-2014	100%	■	Regular meetings of the Art Exhibition Committee & Moocooboola Committee are being held to plan events. Ongoing

Number	KPI Requirement	Status	Comments
20	Number of residents involved	Met (verifiable)	established

DELIVERY PLAN STRATEGY: 1.1.2 Organise and deliver high quality community events

OPERATIONAL PLAN ACTION: 1.1.2.1 Provide an annual program of events including Moocooboola Festival, Carols in the Park, Australia Day, Anzac Day, New Years Eve

Manager Responsible	Target Date	% Complete	Status	Comments
Manager Community Services	30-Jun-2014	100%	■	2013 Moocooboola, Young in Art & Carols in Park completed, Successful 2014 Australia Day held. Ongoing

Number	KPI Requirement	Status	Comments
15000	Attendance at events	Likely to meet	r major events sucessfully completed



Number	KPI Requirement	Status	Comments
	Performance against agreed milestones	Likely to meet	

DELIVERY PLAN STRATEGY: 1.1.3 Provide cultural services, programs and facilities

OPERATIONAL PLAN ACTION: 1.1.3.1 Restoration of The Priory

Manager Responsible	Target Date	% Complete	Status	Comments
Community Relations Officer General Manager	30-Jun-2014	25%		Preferred EOI applicant selected with Council negotiating a lease and development application. Survey of site has been completed. Restoration of collapsed retaining wall to commence December 2014.

Number	KPI Requirement	Status	Comments
	Performance against agreed milestones	Not met	Target date to be moved out to December 2015

OPERATIONAL PLAN ACTION: 1.1.3.2 Establish partnerships to facilitate local arts and cultural programs

Manager Responsible	Target Date	% Complete	Status	Comments
Manager Community Services	30-Jun-2014	100%		Range of partnerships formed including local gallery, Hunters Hill Historical Society and schools. Ongoing

Number	KPI Requirement	Status	Comments
2	No of partnerships established	Likely to meet	

DELIVERY PLAN STRATEGY: 1.1.4 Promote art and public art

OPERATIONAL PLAN ACTION: 1.1.4.1 Organise arts events such as Hunters Hill Art Exhibition, and Young in Art

Manager Responsible	Target Date	% Complete	Status	Comments
Manager Community Services	30-Jun-2014	100%		2013 Young in Art successfully completed. Successful Hunters Hill Art Exhibition completed. Ongoing



Number	KPI Requirement	Status	Comments
Event well attended	Attendance at events	Likely to meet	
Participants satisfied	Level of satisfaction with event	Likely to meet	

OPERATIONAL PLAN ACTION: 1.1.4.2 Review public art policy and list and promote public art installations

Manager Responsible	Target Date	% Complete	Status	Comments
Community Relations Officer General Manager	31-Dec-2012	100%	■	Public Art Policy updated and completed.

Number	KPI Requirement	Status	Comments
Policy adopted	Policy review completed	Met (verifiable)	

CSP OUTCOME: 1.2 Maintenance and promotion of multicultural and Indigenous heritage

DELIVERY PLAN STRATEGY: 1.2.1 Celebrate Aboriginal culture and heritage

OPERATIONAL PLAN ACTION: 1.2.1.1 Assist Northern Sydney aboriginal groups and activities

Manager Responsible	Target Date	% Complete	Status	Comments
Manager Community Services	30-Jun-2014	100%	■	Working with Northern Sydney Councils planning participation in Guringai Festival 2014. Two events planned held. Ongoing

Number	KPI Requirement	Status	Comments
2	No of activities	Likely to meet	

DELIVERY PLAN STRATEGY: 1.2.2 Promote community awareness and appreciation of cultural diversity

OPERATIONAL PLAN ACTION: 1.2.2.1 Support multicultural activities



Manager Responsible	Target Date	% Complete	Status	Comments
Manager Community Services	30-Jun-2014	100%	■	Multicultural food and entertainment included at Council events. Ongoing

Number	KPI Requirement	Status	Comments
12	No of activities	Likely to meet	Multicultural food and entertainment included at Moocooboola Festival

CSP OUTCOME: 1.3 Access to an efficient library or resource centre that meets information, learning and leisure needs

DELIVERY PLAN STRATEGY: 1.3.1 Ensure the provision of high quality library service to residents

OPERATIONAL PLAN ACTION: 1.3.1.1 Determine a clear vision and parameters for the library services

Manager Responsible	Target Date	% Complete	Status	Comments
Manager Community Services	30-Jun-2014	100%	■	Initial report completed by John Harrison in 2012 considering options and issue discussed at Councillors workshop. Negotiations completed with COR for three year extension to the Joint Library Committee agreement with City of Ryde. Future need to investigate community attitude to library services and consider future library model if desired by Council.

Number	KPI Requirement	Status	Comments
	Report completed	Assessment premature	

OPERATIONAL PLAN ACTION: 1.3.1.2 Library service meets the agreed parameters

Manager Responsible	Target Date	% Complete	Status	Comments
Manager Community Services	30-Jun-2014	100%	■	New library agreement determined. Ongoing



Number	KPI Requirement	Status	Comments
	Serve performing according to agreed parameters	Assessment premature	Agreed parameters not determined as yet

DELIVERY PLAN STRATEGY: 1.3.2 Develop the library into a key community hub

OPERATIONAL PLAN ACTION: 1.3.2.1 Facilitate the development of a new library in Gladesville shopping centre

Manager Responsible	Target Date	% Complete	Status	Comments
Manager Community Services	30-Jun-2014	% - No site available at this stage. Ongoing	■	No site available at this stage. Ongoing. Suggest target date be extended.

Number	KPI Requirement	Status	Comments
	Library Building Provided	Assessment premature	KPI requirement requires modification

OPERATIONAL PLAN ACTION: 1.3.2.2 Ensure that the library space is well utilized by a wide range of people eg children, young people, families, older people.

Manager Responsible	Target Date	% Complete	Status	Comments
Manager Community Services	30-Jun-2014	100%	■	publicity provided in all Council newsletters. Membership & usage data provided by City of Ryde at library advisory meeting. Local promotion planned as part of Local priority grant

Number	KPI Requirement	Status	Comments
	Trend in membership, usage, events	Likely to meet	

OPERATIONAL PLAN ACTION: 1.3.2.3 Promote the library and its resources and services

Manager Responsible	Target Date	% Complete	Status	Comments
Manager Community Services	30-Jun-2014	100%	■	Publicity provided in council newsletter, website and pamphlets distributed. Usage data provided by City of Ryde. Promotion undertaken with distribution of magnets.



Number	KPI Requirement	Status	Comments
	Trend in usage	Likely to meet	Publicity provided in council newsletter, website and pamphlets distributed.

OPERATIONAL PLAN ACTION: 1.3.2.4 Increase cultural events at Gladesville Library

Manager Responsible	Target Date	% Complete	Status	Comments
Manager Community Services	30-Jun-2014	100%	■	City of Ryde provide a number of events at Gladesville Library. In addition Council and Friends of Gladesville library organising additional events eg Ipad Training.

Number	KPI Requirement	Status	Comments
	No of cultural events run and attendance from Hunters Hill LGA	Likely to meet	

CSP OUTCOME: 2.1 A caring community where different groups and individuals feel that they can belong

DELIVERY PLAN STRATEGY: 2.1.1 Maximise participation of community members in community life

OPERATIONAL PLAN ACTION: 2.1.1.1 Organise events to celebrate Seniors Week

Manager Responsible	Target Date	% Complete	Status	Comments
Aged and Disability Coordinator Manager Community Services	30-Jun-2014	100%	■	2014 Seniors Week completed.

Number	KPI Requirement	Status	Comments
	Trend in no of activities and attendance	Met (anecdotal)	

OPERATIONAL PLAN ACTION: 2.1.1.2 Organise youth focussed events, including Youth Week and biannual XFaktor



Manager Responsible	Target Date	% Complete	Status	Comments
Manager Community Services	30-Jun-2014	100%	■	Capacity to organise Youth events limited. Radio Workshop being organised for Youth Week 2014.

Number	KPI Requirement	Status	Comments
30	No. of young people participating	Met (verifiable)	Capacity to organise Youth events limited.

OPERATIONAL PLAN ACTION: 2.1.1.3 Work with local organisations and residents to assist disadvantaged residents and reduce social isolation.

Manager Responsible	Target Date	% Complete	Status	Comments
Manager Community Services	30-Jun-2014	100%	■	Staff continuing work with Dept Housing, Hunters Hill Ryde Community Services and other agencies on projects at Myers Ave & Joubert St.

Number	KPI Requirement	Status	Comments
1	No of services provided	Likely to meet	Aged and Disability Coordinator Working with Dept Housing and other Council staff at Myers Ave.

DELIVERY PLAN STRATEGY: 2.1.2 Implement strategies that facilitate community connection and positive neighbourly relations

OPERATIONAL PLAN ACTION: 2.1.2.1 Undertake regular Citizenship program

Manager Responsible	Target Date	% Complete	Status	Comments
General Manager Mayor-General Manager Secretary	30-Jun-2014	100%	■	Citizenship ceremonies have been completed in accordance with the requirements of the relevant legislation.

Number	KPI Requirement	Status	Comments
10	Number of citizenship ceremonies	Met (verifiable)	

OPERATIONAL PLAN ACTION: 2.1.2.2 Review content and distribute new residents kits



Manager Responsible	Target Date	% Complete	Status	Comments
General Manager Mayor-General Manager Secretary	30-Jun-2014	100%	■	

Number	KPI Requirement	Status	Comments
20	No of kits distributed	Met (verifiable)	

DELIVERY PLAN STRATEGY: 2.1.3 Enhance access to services for residents from non-English speaking backgrounds

OPERATIONAL PLAN ACTION: 2.1.3.1 Support regional strategies to improve service provision for residents of non-English speaking backgrounds

Manager Responsible	Target Date	% Complete	Status	Comments
Manager Community Services	30-Jun-2014	100%	■	Provision of written information regarding aged support services in languages other than English, brochures on website & liaise with support worker at Blandville Court

Number	KPI Requirement	Status	Comments
2	No of strategies supported	Likely to meet	

CSP OUTCOME: 2.2 A high level of participation in local volunteering

DELIVERY PLAN STRATEGY: 2.2.1 Promote volunteering in the local community

OPERATIONAL PLAN ACTION: 2.2.1.1 Develop and implement a marketing strategy to promote volunteering options to the community

Manager Responsible	Target Date	% Complete	Status	Comments
Manager Community Services	30-Jun-2014	100%	■	Pole banners designed and used. Information about local volunteer opportunities put on Council website to coincide with pole banner promotion.



Number	KPI Requirement	Status	Comments
	Marketing strategy completed	Likely to meet	

DELIVERY PLAN STRATEGY: 2.2.2 Increase the recognition of volunteers in the community

OPERATIONAL PLAN ACTION: 2.2.2.1 Organise volunteer recognition events such as Volunteer Morning tea, annual Australia Day awards

Manager Responsible	Target Date	% Complete	Status	Comments
Manager Community Services	30-Jun-2014	100%	■	Volunteers submitted for North Sydney Community Awards, Volunteers Morning Tea held, Australia Day awards organised. Ongoing

Number	KPI Requirement	Status	Comments
3	No of volunteers recognised	Likely to meet	volunteers submitted for North Sydney Community Awards, Volunteers Morning Tea planning underway, nominations called for Australia Day awards

CSP OUTCOME: 3.1 Strong local community service organisations

DELIVERY PLAN STRATEGY: 3.1.1 Support local organisations to improve their services

OPERATIONAL PLAN ACTION: 3.1.1.1 Provide annual Community Service grants to local community organisations

Manager Responsible	Target Date	% Complete	Status	Comments
Manager Community Services	30-Jun-2014	100%	■	19 community groups awarded grants in 2013

Number	KPI Requirement	Status	Comments
25	No of applications	Met (verifiable)	Applications open, report to Council in Nov

OPERATIONAL PLAN ACTION: 3.1.1.2 Provide buildings, discounting for community service obligations, to local community service providers



Manager Responsible	Target Date	% Complete	Status	Comments
Manager Community Services	30-Jun-2014	100%	■	Ten Community buildings provided to local non-profit organisations discounted on basis of community service obligations. Ongoing

Number	KPI Requirement	Status	Comments
25	No of community groups assisted	Likely to meet	

OPERATIONAL PLAN ACTION: 3.1.1.3 Support Hunters Hill Ryde Community Services as the major provider and referral point for aged and disability services

Manager Responsible	Target Date	% Complete	Status	Comments
Manager Community Services	30-Jun-2014	100%	■	Annual grant provided by Council and assistance from Aged and Disability Worker.

Number	KPI Requirement	Status	Comments
	Numbers of Hunters Hill LGA residents assisted by HHRCS	Likely to meet	

DELIVERY PLAN STRATEGY: 3.1.2 Strengthen linkages between groups

OPERATIONAL PLAN ACTION: 3.1.2.1 Facilitate meetings between School Principals and Council

Manager Responsible	Target Date	% Complete	Status	Comments
Manager Community Services	30-Jun-2014	100%	■	School Principals Liaison Committee Term 1 & Term 3. Ongoing

Number	KPI Requirement	Status	Comments
2	Number of meetings held	Likely to meet	Meetings held each term with School principals



DELIVERY PLAN STRATEGY: 3.1.3 Provide information and advocate to relevant government departments on local needs

OPERATIONAL PLAN ACTION: 3.1.3.1 Provide local input into and advocacy for State and Federal planning process

Manager Responsible	Target Date	% Complete	Status	Comments
Manager Community Services	30-Jun-2014	100%	■	NSROC & HACC subregional forums attended. Ongoing

Number	KPI Requirement	Status	Comments
7	Number of meetings attended	Likely to meet	NSROC & HACC subregional forums attended.

CSP OUTCOME: 3.2 The needs of the most disadvantaged and vulnerable in the community are met, eg for the young and aged

DELIVERY PLAN STRATEGY: 3.2.1 Improved access to youth services

OPERATIONAL PLAN ACTION: 3.2.1.1 Seek funding for the employment of a part time youth worker to undertake initiatives for young people

Manager Responsible	Target Date	% Complete	Status	Comments
Manager Community Services	31-Dec-2012	100%	■	Funding unavailable however limited youth work possible without staff person. Partnering with RMS to undertake a Learner driver program which was held in Nov. Remove from Delivery Plan.

Number	KPI Requirement	Status	Comments
	Funding obtained	Assessment premature	

OPERATIONAL PLAN ACTION: 3.2.1.2 Establish a Youth Council



Manager Responsible	Target Date	% Complete	Status	Comments
Manager Community Services	30-Jun-2014	% - This objective has not been achieved due to limited staff resources. Young people have been involved with organising of Council events such as Moocooboola and Youth Week. Suggest review of action and removal from Delivery and Operational Plan.		

Number	KPI Requirement	Status	Comments
	Youth Council established	Assessment premature	

OPERATIONAL PLAN ACTION: 3.2.1.3 Participate in work experience, student placement & graduate employment schemes

Manager Responsible	Target Date	% Complete	Status	Comments
General Manager Human Resources Manager	30-Jun-2014	100%		Benchmarking and liaising with HR group

Number	KPI Requirement	Status	Comments
	No of placements	Benchmark pending	



DELIVERY PLAN STRATEGY: 3.2.2 Improved access to children’s and family services

OPERATIONAL PLAN ACTION: 3.2.2.1 Support the establishment of additional childcare places

Manager Responsible	Target Date	% Complete	Status	Comments
Manager Community Services	30-Jun-2014	100%	■	Childrens Services Committee provides ongoing input to Council re child care needs. Ongoing

Number	KPI Requirement	Status	Comments
36	No of child care places established	Met (verifiable)	I

OPERATIONAL PLAN ACTION: 3.2.2.2 Encourage providers of Out of School Hours Care to increase the places available

Manager Responsible	Target Date	% Complete	Status	Comments
Manager Community Services	30-Jun-2014	100%	■	Number of places have been extended at Boronia Park PS & Gladesville PS however situation continually monitored by Childrens Services Committee. Ongoing

Number	KPI Requirement	Status	Comments
	No of OOSHC places available	Assessment premature	Information to be obtained

OPERATIONAL PLAN ACTION: 3.2.2.3 Support Family Day Care to expand its service in the Hunters Hill LGA

Manager Responsible	Target Date	% Complete	Status	Comments
Manager Community Services	30-Jun-2014	100%	■	Publicity provided in Council newsletter. Ongoing

Number	KPI Requirement	Status	Comments
	No of FDC places in the Hunters Hill LGA	Likely to meet	

OPERATIONAL PLAN ACTION: 3.2.2.4 Seek opportunities in Gladesville to develop a children’s services hub



Manager Responsible	Target Date	% Complete	Status	Comments
Manager Community Services	30-Jun-2014	100%	■	This is an ongoing action. No opportunities have presented.

Number	KPI Requirement	Status	Comments
	New premises provided	Assessment premature	

OPERATIONAL PLAN ACTION: 3.2.2.5 Facilitate the provision of parent support programs

Manager Responsible	Target Date	% Complete	Status	Comments
Manager Community Services	30-Jun-2014	100%	■	Promoting parent support programs provided by others. Ongoing

Number	KPI Requirement	Status	Comments
	No of programs provided	Likely to meet	Learner driver workshop facilitated

OPERATIONAL PLAN ACTION: 3.2.2.7 Provision of premises for Early Childhood Health Services

Manager Responsible	Target Date	% Complete	Status	Comments
Manager Community Services	30-Jun-2014	100%	■	Provision of premises for Gladesville Early Childhood Health & Hunters Hill Early Childhood Health. Ongoing

Number	KPI Requirement	Status	Comments
2	Premises provided	Likely to meet	premises provided

DELIVERY PLAN STRATEGY: 3.2.3 Improved access to aged and disability services

OPERATIONAL PLAN ACTION: 3.2.3.1 Facilitate Seniors Advisory Group



Manager Responsible	Target Date	% Complete	Status	Comments
Manager Community Services	30-Jun-2014	100%	■	Meetings of Seniors Advisory Group held every two months. Ongoing

Number	KPI Requirement	Status	Comments
5	No of meetings	Likely to meet	

OPERATIONAL PLAN ACTION: 3.2.3.2 Support local providers to improve access to services and meet the needs of local residents

Manager Responsible	Target Date	% Complete	Status	Comments
Manager Community Services	30-Jun-2014	100%	■	Aged and Disability Worker working with local organisations to provide training and assist with promotion. Seniors e newsletter being distributed and Carers Morning Tea held. Ongoing

Number	KPI Requirement	Status	Comments
	Trend in satisfaction	Likely to meet	

CSP OUTCOME: 3.3 Adequate and effective information about community services is provided to residents

DELIVERY PLAN STRATEGY: 3.3.1 Provide information about community services and facilities

OPERATIONAL PLAN ACTION: 3.3.1.1 Keep up to date contact information about local organisations and services

Manager Responsible	Target Date	% Complete	Status	Comments
Manager Community Services	30-Jun-2014	100%	■	Local data base of services contact information continually updated and provision of information in council newsletter and on website. Ongoing

Number	KPI Requirement	Status	Comments
	Annual update of information completed	Likely to meet	



OPERATIONAL PLAN ACTION: 3.3.1.2 Produce and distribute local brochures for children’s and older persons services

Manager Responsible	Target Date	% Complete	Status	Comments
Manager Community Services	30-Jun-2014	100%	■	Brochures being updated and distributed early in 2014.

Number	KPI Requirement	Status	Comments
2	Brochures produced and distributed	Likely to meet	Seniors & Childrens services brochures updated
1500	No. of people receiving information	Likely to meet	

OPERATIONAL PLAN ACTION: 3.3.1.3 Develop an online social network profile that provides information to young people about events and services

Manager Responsible	Target Date	% Complete	Status	Comments
Manager Community Services	30-Jun-2014	% - No action at this time as staff resources unavailable.	■	No action on this at this time as staff resources unavailable.

Number	KPI Requirement	Status	Comments
	Online profile established	Assessment premature	Further investigation required

OPERATIONAL PLAN ACTION: 3.3.1.4 Ensure Community Service information on Council’s website is kept up to date

Manager Responsible	Target Date	% Complete	Status	Comments
Manager Community Services	30-Jun-2014	100%	■	Ongoing update of community service information on web undertaken

Number	KPI Requirement	Status	Comments
ongoing activity	Annual update of community service information completed	Met (verifiable)	ongoing activity



OPERATIONAL PLAN ACTION: 3.3.1.6 Work with local media to provide information on community services & ensure community service information is included in Council newsletter

Manager Responsible	Target Date	% Complete	Status	Comments
Manager Community Services	30-Jun-2014	100%	■	Provide press releases to local papers and invite them to Council activities. Ongoing

Number	KPI Requirement	Status	Comments
20	No of articles published	Met (verifiable)	

CSP OUTCOME: 4.1 Maximise sustainable access and use of high quality sporting community and recreational facilities

DELIVERY PLAN STRATEGY: 4.1.1 Implement upgrades to community facilities to ensure accessibility standards are met

OPERATIONAL PLAN ACTION: 4.1.1.1 Facilitate the work of the Access Advisory Committee

Manager Responsible	Target Date	% Complete	Status	Comments
Manager Community Services	30-Jun-2014	100%	■	Quarterly meetings held of Access Advisory Committee to facilitate community involvement and information. Pedestrian Access Mobility Plan completed for Gladesville & Hunters Hill.

Number	KPI Requirement	Status	Comments
5	No of matters successfully resolved	Likely to meet	

OPERATIONAL PLAN ACTION: 4.1.1.2 Conduct one access audit per annum of a Council facility and implement a program of upgrades



Manager Responsible	Target Date	% Complete	Status	Comments
Manager Community Services	30-Jun-2014	100%	■	Grant funds received in 2012/13 for access to Priory. Difficulty in finding a cost effective solution and lack of clarity regarding future use of the Priory have resulted in little progress. Project reviewed and grant funding request for reallocation. Audit of other facilities will continue.

Number	KPI Requirement	Status	Comments
	% of improvements completed	Not likely to meet	

OPERATIONAL PLAN ACTION: 4.1.1.3 Produce a disability mobility map

Manager Responsible	Target Date	% Complete	Status	Comments
Manager Community Services	30-Jun-2014	% - Recommended that this action be removed from the Delivery plan. Access Committee do not consider it necessary as information now web based.	■	Recommended that this action be removed from Delivery Plan. Access Committee do not consider it a priority.

Number	KPI Requirement	Status	Comments
	Map completed	Assessment premature	

DELIVERY PLAN STRATEGY: 4.1.2 Ensure maximum access to and usage of Council's community and sporting facilities

OPERATIONAL PLAN ACTION: 4.1.2.1 Implement the recommendations of the Hunters Hill Sports & Recreation Strategy



Manager Responsible	Target Date	% Complete	Status	Comments
Group Manager Works & Services	30-Jun-2014	100% - on-going	■	Strategy adopted by Council Awaiting funded actions following Delivery Plan review

Number	KPI Requirement	Status	Comments
	Report received and being actioned	Assessment premature	

OPERATIONAL PLAN ACTION: 4.1.2.2 Investigate options for a computer based booking system for community and sporting facilities

Manager Responsible	Target Date	% Complete	Status	Comments
Manager Community Services	31-Dec-2012	10%	■	IT staff have discussed with Open Office however no program available. Funds required in 2015/16 budget to enable a stand alone system to be purchased. New target date suggested June 2016

Number	KPI Requirement	Status	Comments
	Recommendations received and actioned	Not likely to meet	

OPERATIONAL PLAN ACTION: 4.1.2.3 Increased promotion of Council buildings

Manager Responsible	Target Date	% Complete	Status	Comments
Manager Community Services	30-Jun-2014	100%	■	Photographs of buildings and promotions page for each building have been completed and put on Council website.

Number	KPI Requirement	Status	Comments
	Promotion plan completed and implemented	Likely to meet	Photographs of buildings and promotions page for each building have been put on Council website.

OPERATIONAL PLAN ACTION: 4.1.2.4 Review and implement Playground Improvement Program



Manager Responsible	Target Date	% Complete	Status	Comments
Manager Community Services	30-Jun-2014	100%	■	Shade over playground equipment at Harry Shelley Reserve, new fence completed. Playground Review completed and priorities included in Section 94 review.

Number	KPI Requirement	Status	Comments
	Trend in resident satisfaction	Likely to meet	

OPERATIONAL PLAN ACTION: 4.1.2.5 Complete playground maintenance and inspection program

Manager Responsible	Target Date	% Complete	Status	Comments
Group Manager Works & Services	30-Jun-2014	100% - .	■	inspections progressing, maintenance works progressing

Number	KPI Requirement	Status	Comments
maintenance to be completed	Maintenance completed in accordance with schedule	Met (verifiable)	

OPERATIONAL PLAN ACTION: 4.1.2.6 Develop a program, consult with residents & implement reviews as required of Reserve POM

Manager Responsible	Target Date	% Complete	Status	Comments
Manager Community Services	30-Jun-2014	100%	■	Plan of Management for Riverglade Reserve finalised. Boronia Park POM underway for completion October 2014.

Number	KPI Requirement	Status	Comments
	% of community support for outcomes	Likely to meet	
	Program developed and implemented	Met (verifiable)	Plan of Management for Riverglade Reserve finalised.

OPERATIONAL PLAN ACTION: 4.1.2.7 Work with Crown Lands to finalise a POM for Gladesville Reserve/Henley Bowling Club



Manager Responsible	Target Date	% Complete	Status	Comments
Manager Community Services	31-Dec-2012	100%	■	Crown Lands are trustee of this land. Council has lease over building. Building has been upgraded and greens and building being well used by community. This is not a priority for Crown Lands at this time. Suggest target date be changed to December 2016

Number	KPI Requirement	Status	Comments
	Completion of a Plan of Management that satisfies Council and local community	Not likely to meet	

OPERATIONAL PLAN ACTION: 4.1.2.8 Review and implement Reserves Improvements Program

Manager Responsible	Target Date	% Complete	Status	Comments
Group Manager Works & Services	30-Jun-2014	100% - on-going	■	Some projects not completed

Number	KPI Requirement	Status	Comments
Program completed within budget	Program reviewed and implemented	Met (verifiable)	

DELIVERY PLAN STRATEGY: 4.1.3 Implement recommendations of Community Facilities Study

OPERATIONAL PLAN ACTION: 4.1.3.1 Work with Crown Lands to prepare a Concept Plan & Plan of Management for the proposed redevelopment of the Gladesville Rd precinct

Manager Responsible	Target Date	% Complete	Status	Comments
Manager Community Services	30-Jun-2014	100%	■	This action to be the responsibility of the Strategic planning section and included as one of the future strategic planning projects. New target date suggested of December 2015.

Number	KPI Requirement	Status	Comments
	Plan of Management completed	Likely to meet	For review



OPERATIONAL PLAN ACTION: 4.1.3.2 Feasibility report completed on Depot relocation

Manager Responsible	Target Date	% Complete	Status	Comments
Group Manager Works & Services	31-Dec-2012	100% - on-going	■	Preliminary review undertaken. Suggest project postponed pending outcomes of ILGRP report.

Number	KPI Requirement	Status	Comments
	Report completed and presented to Council	Not likely to meet	

DELIVERY PLAN STRATEGY: 4.1.4 Maintain sporting and community facilities to a standard that meets community expectations

OPERATIONAL PLAN ACTION: 4.1.4.1 Document the standards for maintenance of sporting and recreational facilities

Manager Responsible	Target Date	% Complete	Status	Comments
Group Manager Works & Services	31-Jul-2012	10%	■	To be completed in conjunction with the appointment of a Sport & Rec Officer

Number	KPI Requirement	Status	Comments
number of standards documented	Standards documented	Not met	

OPERATIONAL PLAN ACTION: 4.1.4.2 Regular maintenance of Council sporting & recreational facilities and amenities (include baths)

Manager Responsible	Target Date	% Complete	Status	Comments
Group Manager Works & Services	30-Jun-2014	100%	■	maintenance works completed



Number	KPI Requirement	Status	Comments
works program finished within budget	Maintenance completed in accordance with schedule	Met (verifiable)	on schedule

OPERATIONAL PLAN ACTION: 4.1.4.3 Document the standards for maintenance of community buildings

Manager Responsible	Target Date	% Complete	Status	Comments
Group Manager Works & Services	30-Jun-2014	100% - on-going		Work commenced. Standards to be further developed and documented in 1st quarter 2014/15.

Number	KPI Requirement	Status	Comments
	Standards documented	Not met	

OPERATIONAL PLAN ACTION: 4.1.4.4 Regular maintenance of Council buildings

Manager Responsible	Target Date	% Complete	Status	Comments
Group Manager Works & Services	30-Jun-2014	100%		maintenance works progressing as scheduled

Number	KPI Requirement	Status	Comments
works program completed within budget	Maintenance completed in accordance with schedule	Met (verifiable)	

DELIVERY PLAN STRATEGY: 4.1.5 Encourage multiuse and partnering of recreational facilities to open up new recreational opportunities to the community

OPERATIONAL PLAN ACTION: 4.1.5.1 Bring Bedlam Bay Regional Park under the care, control and management of Council



Manager Responsible	Target Date	% Complete	Status	Comments
Manager Community Services	31-Dec-2013	100%	■	Draft POM completed by P&W. Council has submitted an oval precinct concept plan requesting lease of oval to NSW P&W. A meeting held with NSW P&W re possible lease. suggest change target date to December 2014

Number	KPI Requirement	Status	Comments
Formal agreement	Park is under Council care & control	Likely to meet	

OPERATIONAL PLAN ACTION: 4.1.5.2 Renew lease agreement with Hunters Hill Sailing Club

Manager Responsible	Target Date	% Complete	Status	Comments
General Manager	31-Jul-2012	100%	■	

Number	KPI Requirement	Status	Comments
1	Lease agreement signed	Likely to meet	

OPERATIONAL PLAN ACTION: 4.1.5.3 Negotiate with Scouts re multiuse of Weil Pak Scout Hall

Manager Responsible	Target Date	% Complete	Status	Comments
Manager Community Services	31-Dec-2013	100%	■	Scouts have lease in place and have subleased building to Marist Sisters College. Water usage being investigated

Number	KPI Requirement	Status	Comments
yes	Hall available for additional usage	Likely to meet	Marist Sisiters using hall

OPERATIONAL PLAN ACTION: 4.1.5.4 Construct amenities building at Riverglade Reserve



Manager Responsible	Target Date	% Complete	Status	Comments
Group Manager Works & Services	30-Jun-2014	100% - scheduled work completed. project to be completed next quarter	■	Construction commenced in 4th quarter.

Number	KPI Requirement	Status	Comments
	Complete building on time and on budget	Likely to meet	

CSP OUTCOME: 4.2 Increased level of participation in a range of healthy lifestyle activities

DELIVERY PLAN STRATEGY: 4.2.1 Provision of high quality, accessible walking paths

OPERATIONAL PLAN ACTION: 4.2.1.1 Optimise grant funding opportunities to facilitate access to Harbour foreshore

Manager Responsible	Target Date	% Complete	Status	Comments
Manager Community Services	30-Jun-2014	100%	■	Opportunities for grants to be investigated

Number	KPI Requirement	Status	Comments
	No of grants submitted	Likely to meet	

OPERATIONAL PLAN ACTION: 4.2.1.2 Support the updating and provision of walking maps

Manager Responsible	Target Date	% Complete	Status	Comments
Manager Community Services	30-Jun-2014	100%	■	No updates of walking maps required. Ongoing

Number	KPI Requirement	Status	Comments
	Walking maps available for the public	Likely to meet	



DELIVERY PLAN STRATEGY: 4.2.2 Encourage active recreation, fitness and healthy lifestyle participation

OPERATIONAL PLAN ACTION: 4.2.2.1 Facilitate healthy lifestyle activities to target the needs of people 55-70 years of age

Manager Responsible	Target Date	% Complete	Status	Comments
Manager Community Services	30-Jun-2014	100%	■	active Mind active Body promotion undertaken incorporating 13 activities being organised and promoted by Councils Aged and Disability Worker for September to Nov 2014.

Number	KPI Requirement	Status	Comments
4	No of activities supported	Likely to meet	

OPERATIONAL PLAN ACTION: 4.2.2.2 Support opportunities for lifelong learning

Manager Responsible	Target Date	% Complete	Status	Comments
Manager Community Services	30-Jun-2014	100%	■	Ongoing activity with a range of courses and information sessions being held.

Number	KPI Requirement	Status	Comments
3	No of activities supported	Likely to meet	

CSP OUTCOME: 5.1 Hunters Hill Municipality is a place where people feel safe

DELIVERY PLAN STRATEGY: 5.1.1 Capture safety concerns

OPERATIONAL PLAN ACTION: 5.1.1.1 Systematic approach adopted to capture concerns and report on them

Manager Responsible	Target Date	% Complete	Status	Comments
Group Manager Works & Services	30-Jun-2014	100% - on-going	■	This action will be rolled into 5.1.1.2 as the Gladesville Community safety Precinct Committee will capture concerns. Liaison with Gladesville LAC will continue on an on-going basis



Number	KPI Requirement	Status	Comments
System developed	System in place to report data. Data reported	Assessment premature	

DELIVERY PLAN STRATEGY: 5.1.2 Support safety campaigns

OPERATIONAL PLAN ACTION: 5.1.2.1 Attend meetings of Gladesville Community Safety Precinct Committee

Manager Responsible	Target Date	% Complete	Status	Comments
General Manager	30-Jun-2014	100%	■	One meeting held to date this year.

Number	KPI Requirement	Status	Comments
	No meetings attended	Met (verifiable)	

OPERATIONAL PLAN ACTION: 5.1.2.2 Provide information to developers on crime prevention through Environmental Design

Manager Responsible	Target Date	% Complete	Status	Comments
Group Manager Development & Regulatory Control	30-Jun-2014	100%	■	Refferal's received by NSW Police and incorporated in Conditions of Consent, mainly in commercial properties and residential flat buildings.

Number	KPI Requirement	Status	Comments
8	Information provided to developers	Met (verifiable)	on going process and assesment

OPERATIONAL PLAN ACTION: 5.1.2.3 Inform residents about community safety and encourage community to report safety problems

Manager Responsible	Target Date	% Complete	Status	Comments
Group Manager Works & Services	30-Jun-2014	100% - on-going	■	This action will be rolled into 5.1.1.2 as the Gladesville Community safety Precinct Committee will capture concerns. Liaison with Gladesville LAC will continue on an on-going basis



Number	KPI Requirement	Status	Comments
	Information provided through quarterly newsletter	Assessment premature	

DELIVERY PLAN STRATEGY: 5.1.3 Take action to address issues arising in the community

OPERATIONAL PLAN ACTION: 5.1.3.1 Address street lighting and pedestrian safety concerns

Manager Responsible	Target Date	% Complete	Status	Comments
Group Manager Works & Services	30-Jun-2014	100%	■	Investigations continuing: safety audit to be carried out in first and second quarters. Revise target date to 30.06.14. Pedestrian safety and access audits/plans being developed for Gladesville and Hunters Hill commercial sectors

Number	KPI Requirement	Status	Comments
	Number of safety concerns acted upon	Assessment premature	

OPERATIONAL PLAN ACTION: 5.1.3.2 Provide adequate street lighting

Manager Responsible	Target Date	% Complete	Status	Comments
Group Manager Works & Services	30-Jun-2014	100%	■	annual charges being funded

Number	KPI Requirement	Status	Comments
	Funding of annual charges	Met (verifiable)	

DELIVERY PLAN STRATEGY: 5.1.4 Reduce incidence of graffiti

OPERATIONAL PLAN ACTION: 5.1.4.1 Graffiti policy implemented and data captured



Manager Responsible	Target Date	% Complete	Status	Comments
Group Manager Development & Regulatory Control	30-Jun-2012	100%	■	Data is being captured. Work practices developed. Documentation to be compiled.
Group Manager Works & Services				Revise target date to 30.06.14.

Number	KPI Requirement	Status	Comments
	Report annually on trend data for graffiti	Met (verifiable)	

DELIVERY PLAN STRATEGY: 5.1.5 Support provision of Emergency Services

OPERATIONAL PLAN ACTION: 5.1.5.1 Facilitate and attend meetings of the Ryde/HH LEM Committee

Manager Responsible	Target Date	% Complete	Status	Comments
Group Manager Works & Services	30-Jun-2014	100%	■	The LEMC work is on-going throughout the year. Attendance is both Local and Regional Emergency Management Committees DISPLAN finalised and distributed

Number	KPI Requirement	Status	Comments
	Number of meetings per year and number of initiatives acted upon	Met (verifiable)	

OPERATIONAL PLAN ACTION: 5.1.5.2 Provide financial assistance to local SES

Manager Responsible	Target Date	% Complete	Status	Comments
Group Manager Corporate Governance	30-Jun-2014	100%	■	Due to changes in State Government funding this budget allocation may be decreased in future years.



Number	KPI Requirement	Status	Comments
	Budgetary provision made and monitor trend in financial assistance	Benchmark pending	

DELIVERY PLAN STRATEGY: 5.1.6 Public health

OPERATIONAL PLAN ACTION: 5.1.6.1 Food safety program – to continue as a Category B enforcement agency in partnership with the NSW Food Authority

Manager Responsible	Target Date	% Complete	Status	Comments
Group Manager Development & Regulatory Control	30-Jun-2014	100%	■	All food permits inspected every six months.

Number	KPI Requirement	Status	Comments
1	Inspect 100% of food outlets twice per year	Met (verifiable)	All food outlets inspected
2	Take appropriate legal action where necessary to address non compliances	Met (verifiable)	

OPERATIONAL PLAN ACTION: 5.1.6.2 Develop a cooling towers register

Manager Responsible	Target Date	% Complete	Status	Comments
Group Manager Development & Regulatory Control	30-Jun-2014	100%	■	Cooling tower inspected, only one in the area.

Number	KPI Requirement	Status	Comments
1	Inspect 100% of towers each year	Met (verifiable)	Inspected
0	Take appropriate legal action where necessary to address non compliances	Met (verifiable)	

OPERATIONAL PLAN ACTION: 5.1.6.3 Undertake an inspection program for beauty salons, and skin penetration tattooists



Manager Responsible	Target Date	% Complete	Status	Comments
Group Manager Development & Regulatory Control	30-Jun-2014	100%	■	All premises inspected.

Number	KPI Requirement	Status	Comments
38	Inspect high risk premises each year	Met (verifiable)	
0	Take appropriate legal action where necessary to address non compliances	Met (verifiable)	

GOAL: 3 Our Environment

CSP OUTCOME: 1.1 Protection of the natural and built environment for the benefit of future generations

DELIVERY PLAN STRATEGY: 1.1.1 Maintain and improve the tree cover of Hunters Hill

OPERATIONAL PLAN ACTION: 1.1.1.1 Review street tree asset management plan. Report on number of trees removed and planted

Manager Responsible	Target Date	% Complete	Status	Comments
Group Manager Works & Services	30-Jun-2014	100%	■	Draft street tree asset management plan completed

Number	KPI Requirement	Status	Comments
	Review completed and submitted to Council	Not met	

OPERATIONAL PLAN ACTION: 1.1.1.2 Complete street tree maintenance program



Manager Responsible	Target Date	% Complete	Status	Comments
Group Manager Works & Services	30-Jun-2014	100%	■	Street trees being maintained to schedule

Number	KPI Requirement	Status	Comments
	Maintenance works completed within budget	Program completed by agreed date Met (verifiable)	

DELIVERY PLAN STRATEGY: 1.1.2 Continue protection of significant trees through development control process

OPERATIONAL PLAN ACTION: 1.1.2.1 Maintain the Significant Tree ListContinue

Manager Responsible	Target Date	% Complete	Status	Comments
Group Manager Works & Services	30-Jun-2014	100% -	■	List being maintained Trees being monitored Strategic Planner reviewing policy and register

Number	KPI Requirement	Status	Comments
	% of significant trees retained.	Met (verifiable)	

OPERATIONAL PLAN ACTION: 1.1.2.2 Ensure completion of State of the Environment report or similar

Manager Responsible	Target Date	% Complete	Status	Comments
Group Manager Works & Services	30-Jun-2014	100%	■	report completed and forwarded to DLG November 2013

Number	KPI Requirement	Status	Comments
	Complete State of the Environment Report on time	Benchmark pending	



DELIVERY PLAN STRATEGY: 2.2 Enhanced management of bushland and its biodiversity

CSP OUTCOME: 2.1 Reduction energy consumption

DELIVERY PLAN STRATEGY: 2.1.1 Reduce internal energy consumption (electricity, heating and cooling)

OPERATIONAL PLAN ACTION: 2.1.1.1 Continue to implement Energy Saving Action Plan

Manager Responsible	Target Date	% Complete	Status	Comments
Group Manager Works & Services	30-Jun-2014	100% - no funding	■	No budget provided for future ESAP initiatives.

Number	KPI Requirement	Status	Comments
	ESAP initiatives completed on time and within budget	Benchmark pending	

DELIVERY PLAN STRATEGY: 2.1.2 Enhance internal energy conservation and efficiency reporting mechanisms

OPERATIONAL PLAN ACTION: 2.1.2.1 Establish reporting mechanism for energy conservation and efficiency

Manager Responsible	Target Date	% Complete	Status	Comments
Group Manager Works & Services	30-Jun-2014	100%	■	Reports prepared and submitted as per schedule

Number	KPI Requirement	Status	Comments
	Report annually to The Council	Benchmark pending	
report submitted	Report Planet Footprint annually to SMT	Met (verifiable)	

DELIVERY PLAN STRATEGY: 2.1.3 Move towards and facilitate a greater use of renewable energy options

OPERATIONAL PLAN ACTION: 2.1.3.1 Increase consumption of renewable energy



Manager Responsible	Target Date	% Complete	Status	Comments
Group Manager Works & Services	30-Jun-2014	100%	■	Last records show little uptake from Climate Clever Shop in Hunters Hill. There has been recent distribution of information fliers at Moocooboola and e-waste day. Involvement in this program has been terminated

Number	KPI Requirement	Status	Comments
	% increase of renewal energy sources purchased from Climate Clever Shop	Benchmark pending	
	no. of purchases from Climate Clever Shop	Benchmark pending	

DELIVERY PLAN STRATEGY: 2.1.4 Implement activities to reduce councils fleet emissions as per Sustainable Fleet Policy

OPERATIONAL PLAN ACTION: 2.1.4.1 Continue to purchase low emission vehicle technology

Manager Responsible	Target Date	% Complete	Status	Comments
Group Manager Corporate Governance	30-Jun-2014	100%	■	Policy reviewed.

Number	KPI Requirement	Status	Comments
	Reduction emission vehicles in fleet	Benchmark pending	

CSP OUTCOME: 2.2 Enhanced management of bushland and its biodiversity

DELIVERY PLAN STRATEGY: 2.2.1 Enhanced management of areas containing biodiversity value

OPERATIONAL PLAN ACTION: 2.2.1.1 Review and update reserve plans of management



Manager Responsible	Target Date	% Complete	Status	Comments
Group Manager Works & Services	30-Jun-2014	100% - Scheduled works completed. Project to be completed 2014/15	■	Boronia Park POM to be reviewed in 2014/15. Consultant engaged 4th quarter and consultation program adopted Funding to be provided in 2014/15

Number	KPI Requirement	Status	Comments
	Plans updated according to rolling program.	Assessment premature	

OPERATIONAL PLAN ACTION: 2.2.1.2 Complete enhanced strands of bushland program

Manager Responsible	Target Date	% Complete	Status	Comments
Group Manager Works & Services	30-Jun-2014	100%	■	works completed

Number	KPI Requirement	Status	Comments
Works to be completed within budget	Program completed by agreed date	Met (verifiable)	

OPERATIONAL PLAN ACTION: 2.2.1.3 Complete natural assets maintenance program

Manager Responsible	Target Date	% Complete	Status	Comments
Group Manager Works & Services	30-Jun-2014	100%	■	works completed



Number	KPI Requirement	Status	Comments
	Works to be completed within budget	Program completed by agreed date Met (verifiable)	

DELIVERY PLAN STRATEGY: 2.2.10 Improve water quality levels (decreased faecal coliforms and enterococci etc)

OPERATIONAL PLAN ACTION: 2.2.10.1 Continue monitoring water quality level

Manager Responsible	Target Date	% Complete	Status	Comments
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DELIVERY PLAN STRATEGY: 2.2.11 Minimise impact of spills

OPERATIONAL PLAN ACTION: 2.2.11.1 Increase enforcement of spill and dumping regulations

Manager Responsible	Target Date	% Complete	Status	Comments
Group Manager Development & Regulatory Control Group Manager Works & Services	30-Jun-2014	100%	■	As matters arise

Number	KPI Requirement	Status	Comments
	No. of enforcement notices issued under the POEO Act against complaints received	Met (verifiable)	on going process

DELIVERY PLAN STRATEGY: 2.2.2 Increase habitat information available for research purposes

OPERATIONAL PLAN ACTION: 2.2.2.1 Communicate habitat information available for research purposes for example, through River to River Corridors Project 2010/13



Manager Responsible	Target Date	% Complete	Status	Comments
Group Manager Works & Services	30-Jun-2014	100%	■	On-going communication with schools, residents, community groups via media and events

Number	KPI Requirement	Status	Comments
	Report to agreed schedule	Benchmark pending	

DELIVERY PLAN STRATEGY: 2.2.3 Increase compliance and enforcement of bushland management

OPERATIONAL PLAN ACTION: 2.2.3.1 Implement reporting and recording systems

Manager Responsible	Target Date	% Complete	Status	Comments
Group Manager Works & Services	30-Jun-2014	100%	■	reporting of illegal dumping when it occurs, similarly with illegal tree removal acting as contact point for community reporting of events such as sewer overflows and other environmental issues

Number	KPI Requirement	Status	Comments
	Reporting and recording systems maintained	Likely to meet	

DELIVERY PLAN STRATEGY: 2.2.4 Increase knowledge of local ecosystem values and potential impacts

OPERATIONAL PLAN ACTION: 2.2.4.1 Communicate knowledge of local ecosystems

Manager Responsible	Target Date	% Complete	Status	Comments
Group Manager Works & Services	30-Jun-2014	100%	■	On-going communication with schools, residents, community groups via media and events

Number	KPI Requirement	Status	Comments
	Information collected and collated and reported to agreed milestones	Benchmark pending	



OPERATIONAL PLAN ACTION: 2.2.4.2 Continued attendance at meetings/workshops internal and external eg. Parramatta River catchment group

Manager Responsible	Target Date	% Complete	Status	Comments
Group Manager Works & Services	30-Jun-2014	100%	■	Attendance at and presentation of material at all relevant group meetings Parramatta River Catchment Group, Lane Cove River Estuary Management Committee, Sydney North Weeds Committee, Urban Feral Animal Action Group, Bushfire Management Committee, Biodiversity Subcommittee of PRCG, EPaG

Number	KPI Requirement	Status	Comments
	No. of meetings attended	Met (verifiable)	

DELIVERY PLAN STRATEGY: 2.2.5 Increase habitat restoration and protection

OPERATIONAL PLAN ACTION: 2.2.5.1 Implement effective weed control programs, including track maintenance

Manager Responsible	Target Date	% Complete	Status	Comments
Group Manager Works & Services	30-Jun-2014	100% -	■	Funded programs completed

Number	KPI Requirement	Status	Comments
	Complete programs on time and within budget	Met (verifiable)	

OPERATIONAL PLAN ACTION: 2.2.5.2 Continue education through community events and activities

Manager Responsible	Target Date	% Complete	Status	Comments
Group Manager Works & Services	30-Jun-2014	100%	■	On-going communication with schools, residents, community groups via media and events

Number	KPI Requirement	Status	Comments
	No. of attendees and list of activities	Benchmark pending	



Number	KPI Requirement	Status	Comments
	No. of Events	Benchmark pending	

DELIVERY PLAN STRATEGY: 2.2.6 Increase ecosystem resilience through enhancing natural vegetation corridors

OPERATIONAL PLAN ACTION: 2.2.6.1 Investigate corridors, for example the River to River Corridors Project

Manager Responsible	Target Date	% Complete	Status	Comments
Group Manager Works & Services	30-Jun-2014	100%	■	on-going program

Number	KPI Requirement	Status	Comments
	Percentage increased of corridors improved in no. of reserves connected through River to River Corridors Project	Benchmark pending	

OPERATIONAL PLAN ACTION: 2.2.6.2 Carry out feral animal control program

Manager Responsible	Target Date	% Complete	Status	Comments
Group Manager Works & Services	30-Jun-2014	100%	■	2 successful fox programs completed

Number	KPI Requirement	Status	Comments
	Program conducted on time and within budget	Met (verifiable)	

OPERATIONAL PLAN ACTION: 2.2.6.3 Carry out hazard reduction activities



Manager Responsible	Target Date	% Complete	Status	Comments
Group Manager Works & Services	30-Jun-2014	100% - .no hazard reduction were able to be carried out as Fire & Rescue decided on no program	■	Fire & Rescue decided no program in 2013/14

Number	KPI Requirement	Status	Comments
NSWF&R carry out at its expense	Conducted on time and within budget	Met (verifiable)	

DELIVERY PLAN STRATEGY: 2.2.7 Minimise biodiversity loss

OPERATIONAL PLAN ACTION: 2.2.7.1 Increase biodiversity information available for research purposes

Manager Responsible	Target Date	% Complete	Status	Comments
Group Manager Works & Services	30-Jun-2014	100%	■	State of the Environment reporting completed.

Number	KPI Requirement	Status	Comments
	Required reporting on state of biodiversity by agreed dates	Met (verifiable)	

OPERATIONAL PLAN ACTION: 2.2.7.2 Increase protection of remnant local indigenous vegetation on private property



Manager Responsible	Target Date	% Complete	Status	Comments
Group Manager Development & Regulatory Control				
Group Manager Works & Services	30-Jun-2014	100%	■	Additional protection being provided and reviewed through new consolidated DCP
Parks and Landscape Coordinator				

Number	KPI Requirement	Status	Comments
	% compliance with recommendation of Parks & Landscape Coordinator	Met (verifiable)	on going process

OPERATIONAL PLAN ACTION: 2.2.7.3 Encourage the planting of locally sourced native flora

Manager Responsible	Target Date	% Complete	Status	Comments
Group Manager Works & Services	30-Jun-2014	100%	■	On-going provision of information to schools and community groups. 2 plant give-aways and Moocooboola

Number	KPI Requirement	Status	Comments
	Number of giveaways	Met (verifiable)	
	Total number of native species planted	Benchmark pending	

DELIVERY PLAN STRATEGY: 2.2.8 Enhance harbour (marine) ecosystem management

OPERATIONAL PLAN ACTION: 2.2.8.1 Monitor stormwater quality effects on biodiversity

Manager Responsible	Target Date	% Complete	Status	Comments
Group Manager Works & Services	30-Jun-2014	100%	■	Macro-invertebrate water quality monitoring progressing On-going program



Number	KPI Requirement	Status	Comments
	Macro invertebrate monitoring completed annually	Benchmark pending	
	No of giveaways	Benchmark pending	

OPERATIONAL PLAN ACTION: 2.2.8.2 Liaise with Sydney Water regarding Tarban Creek overflow

Manager Responsible	Target Date	% Complete	Status	Comments
Group Manager Works & Services	30-Jun-2014	100%	■	on-going program

Number	KPI Requirement	Status	Comments
	Complete recommendations against agreed milestones	Benchmark pending	

DELIVERY PLAN STRATEGY: 2.2.9 Improve quality of stormwater discharge

OPERATIONAL PLAN ACTION: 2.2.9.1 Continued maintenance program of gross pollutant traps and stormwater drains

Manager Responsible	Target Date	% Complete	Status	Comments
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OPERATIONAL PLAN ACTION: 2.2.9.2 Continue street cleaning program (including mechanical street sweeper)

Manager Responsible	Target Date	% Complete	Status	Comments
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CSP OUTCOME: 2.3 Decrease waste sent to landfill and increase recovery of resources through recycling and sustainable purchasing

DELIVERY PLAN STRATEGY: 2.3.1 Decrease waste sent to landfill from Council Operations

OPERATIONAL PLAN ACTION: 2.3.1.1 Increase sustainable purchasing

Manager Responsible	Target Date	% Complete	Status	Comments
Group Manager Works & Services	30-Jun-2012	100%	■	Sustainable purchasing policy adopted Purchasing system now recording sustainable purchases On-going program

Number	KPI Requirement	Status	Comments
	Increase % of sustainable products purchased	Benchmark pending	

OPERATIONAL PLAN ACTION: 2.3.1.2 Conduct education workshops for staff

Manager Responsible	Target Date	% Complete	Status	Comments
Group Manager Works & Services	30-Jun-2014	100% - on-going	■	Training opportunities with LGSA in 2014/15 Need to gather baseline data for staff understanding

Number	KPI Requirement	Status	Comments
establish benchmark	Trend increase in % of staff understanding recycling and sustainable purchasing	Benchmark pending	
2 workshops	Two workshops conducted each year	Not met	

DELIVERY PLAN STRATEGY: 2.3.2 Increase levels of sustainable consumption in the wider community

OPERATIONAL PLAN ACTION: 2.3.2.1 Decrease waste sent to landfill from the wider community



Manager Responsible	Target Date	% Complete	Status	Comments
Group Manager Works & Services	30-Jun-2014	100%	■	Separate mattress collection and recycling program introduced. Separated metals (eg fridges) in kerb-side collection introduced. e-waste collection completed in 3rd quarter

Number	KPI Requirement	Status	Comments
	Reduction in waste kgs pp sent to landfill	Benchmark pending	

DELIVERY PLAN STRATEGY: 2.3.3 Increase levels of recycling

OPERATIONAL PLAN ACTION: 2.3.3.1 Continue to implement education for the roll out of the new waste service

Manager Responsible	Target Date	% Complete	Status	Comments
Group Manager Works & Services	30-Jun-2014	100%	■	Newspaper ads, Mayor's column placed for new service, a swell as letter box drop to residents

Number	KPI Requirement	Status	Comments
at least one article per newsletter	Education article to appear in each edition of the Community Newsletter	Met (verifiable)	

DELIVERY PLAN STRATEGY: 2.3.4 Increase domestic (food) organic waste processing

OPERATIONAL PLAN ACTION: 2.3.4.1 Investigate options for organic (food) waste recovery

Manager Responsible	Target Date	% Complete	Status	Comments
Group Manager Works & Services	30-Jun-2014	100%	■	The investigation of organic waste recovery is progressing on two fronts: 1. Through the NSROC joint disposal contract development 2. Through the encouragement of home composting 3. The possible inclusion of food waste in the green organics bin in future contracts 4. Promotion of "Love Food Hate waste" at Mocooboola At this stage, not likely to proceed with combined collection



Number	KPI Requirement	Status	Comments
	% improvement of organic food waste recovery	Benchmark pending	

DELIVERY PLAN STRATEGY: 2.3.5 Increase e-waste and hazardous materials recovery and recycling

OPERATIONAL PLAN ACTION: 2.3.5.1 Continue to participate in programs to reduce e-waste and hazardous materials recovery and recycling

Manager Responsible	Target Date	% Complete	Status	Comments
Group Manager Works & Services	30-Jun-2012	100%	■	E-waste drop-off day completed in 3rd quarter with Lane Cove Council Baseline data to be collated Review target date as this is an on-going project

Number	KPI Requirement	Status	Comments
	% reduction in e-waste and hazardous waste ending up in landfill	Benchmark pending	

DELIVERY PLAN STRATEGY: 2.3.8 Ensure waste collection service meets community expectations

OPERATIONAL PLAN ACTION: 2.3.8.1 Waste service completed as scheduled

Manager Responsible	Target Date	% Complete	Status	Comments
Group Manager Works & Services	30-Jun-2014	100%	■	Missed service data being compiled for benchmarking Rising costs will be a challenge with regard to the budget New collection contract commenced 1 September On-going program

Number	KPI Requirement	Status	Comments
	% decrease in missed services	Benchmark pending	



Number	KPI Requirement	Status	Comments
	Completed within budget	Not met	

OPERATIONAL PLAN ACTION: 2.3.8.2 Street & park litter bins collection service

Manager Responsible	Target Date	% Complete	Status	Comments
Group Manager Works & Services	30-Jun-2014	100%	■	program progressing on schedule Work now carried out by contractor as part of contract extension

Number	KPI Requirement	Status	Comments
	Collected on time and within budget	Met (verifiable)	

OPERATIONAL PLAN ACTION: 2.3.8.3 Waste disposal service completed as scheduled

Manager Responsible	Target Date	% Complete	Status	Comments
Group Manager Works & Services	30-Jun-2014	100% -	■	Rising costs will be a challenge with regard to the budget Investigations proceeding to minimise cost and method of disposal Education program being implemented and developed to minimise the amount of material to be disposed. Work proceeding on joint contract with neighbouring Councils

Number	KPI Requirement	Status	Comments
	Completed on time and within budget	Not met	

CSP OUTCOME: 2.4 Ensure the sustainable use and re-use of water

DELIVERY PLAN STRATEGY: 2.4.1 Decrease total water withdrawal

OPERATIONAL PLAN ACTION: 2.4.1.1 Implement Water Saving Action Plan



Manager Responsible	Target Date	% Complete	Status	Comments
Group Manager Works & Services	30-Jun-2014	100% - no funding provided	■	No budget provided to implement plan

Number	KPI Requirement	Status	Comments
	Annual Water Reporting completed for OEH	Likely to meet	
	No. of water saving initiatives implemented as per water saving action plan	Benchmark pending	

DELIVERY PLAN STRATEGY: 2.4.2 Increase percentage and total volume of water recycled and reused

OPERATIONAL PLAN ACTION: 2.4.2.1 Investigate installations of rainwater tanks on public and private property

Manager Responsible	Target Date	% Complete	Status	Comments
Group Manager Development & Regulatory Control	30-Jun-2014	100%	■	Inspections ongoing as part of normal duties.

Number	KPI Requirement	Status	Comments
100	% compliance with BASIX	Met (verifiable)	All tanks inspected comply

OPERATIONAL PLAN ACTION: 2.4.2.2 Continued support of Climate Clever Shop

Manager Responsible	Target Date	% Complete	Status	Comments
Group Manager Works & Services	30-Jun-2014	100%	■	Program terminated

Number	KPI Requirement	Status	Comments
	Increase in no. of residents taking up offers through the CCS	Benchmark pending	



CSP OUTCOME: 2.5 Ensure a clean environment through the removal of litter and graffiti

DELIVERY PLAN STRATEGY: 2.5.1 Increase the implementation and enforcement of Council policies and controls

OPERATIONAL PLAN ACTION: 2.5.1.1 Use education reduce incidences of litter and graffiti

Manager Responsible	Target Date	% Complete	Status	Comments
	30-Jun-2014		■	Education program being prepared. Ongoing initiative. Revise target date to 30.06.14.

OPERATIONAL PLAN ACTION: 2.5.1.2 Use infrastructure and cleaning to reduce incidences of litter

Manager Responsible	Target Date	% Complete	Status	Comments
	30-Jun-2014		■	Maintenance of pits and GPT's included in cleaning contract.

OPERATIONAL PLAN ACTION: 2.5.1.3 Use enforcement to reduce the incidences of litter and graffiti

Manager Responsible	Target Date	% Complete	Status	Comments
	30-Jun-2014		■	Increase in ranger vigilance. Community campaign to identify dumpers. Ongoing initiative. Revise target date to 30.06.14.

DELIVERY PLAN STRATEGY: 2.5.2 Minimise impact of dumping and littering

OPERATIONAL PLAN ACTION: 2.5.2.1 Implement plan for managing illegal dumping, littering and spills through education, signage and monitoring

Manager Responsible	Target Date	% Complete	Status	Comments
	30-Jun-2014		■	Education plan developed and implementation commenced. Ongoing project. Revise target date to 30.06.14.

DELIVERY PLAN STRATEGY: 2.5.3 Graffiti Management

OPERATIONAL PLAN ACTION: 2.5.3.1 Develop and complete Graffiti Action Plan



Manager Responsible	Target Date	% Complete	Status	Comments
	30-Jun-2014		■	Plan developed. Implementatuion stifled by lack of resources. Ongoing initiative. Revise target date to 30.06.14.

CSP OUTCOME: 3.1 Increased active and informed participation by local residents and business owners in creating a sustainable future

DELIVERY PLAN STRATEGY: 3.1.1 Establish and expand partnerships/networks within the community

OPERATIONAL PLAN ACTION: 3.1.1.1 Continue facilitation of SABAC and Bushland Management Working Group

Manager Responsible	Target Date	% Complete	Status	Comments
Group Manager Works & Services	30-Jun-2014	100%	■	new committee formed and meetings commenced

Number	KPI Requirement	Status	Comments
	Meetings held per annual schedule	Met (verifiable)	

DELIVERY PLAN STRATEGY: 3.1.2 Increase active and informed participation by local residents and schools in creating a sustainable future

OPERATIONAL PLAN ACTION: 3.1.2.1 Participation in community events and workshops eg Moocooboola

Manager Responsible	Target Date	% Complete	Status	Comments
Manager Community Services	30-Jun-2014	%	■	

Number	KPI Requirement	Status	Comments
	No. of EfS activities prepared for and promoted at Moocooboola	Benchmark pending	



DELIVERY PLAN STRATEGY: 3.1.3 Council will educate the community about sustainability issues

OPERATIONAL PLAN ACTION: 3.1.3.1 Facilitate educational workshops on sustainability with schools

Manager Responsible	Target Date	% Complete	Status	Comments
Group Manager Works & Services	30-Jun-2014	100% -	■	Love Food Hate Waste education workshop held with Boronia Park Public School. Working with schools to gauge interest in the Ready Set Grow Program and/or starting a Schools Environment Network with Lane Cove.

Number	KPI Requirement	Status	Comments
	At least two facilitated activities undertaken each year and within budget	Met (verifiable)	

CSP OUTCOME: 3.2 Environmental education is improved and used in conjunction with other organisational tools and strategies to promote sustainability

DELIVERY PLAN STRATEGY: 3.2.1 Maintain and expand partnerships with the community, schools and businesses to improve environmental outcomes

OPERATIONAL PLAN ACTION: 3.2.1.1 Increase number of network partnership activities and participants

Manager Responsible	Target Date	% Complete	Status	Comments
Group Manager Works & Services	30-Jun-2014	100%	■	2 Partnerships with Love Food Hate Waste 1 School participated in Keep Australia Beautiful

Number	KPI Requirement	Status	Comments
	No. of partnerships activities delivered, including Love Food Hate Waste, Keep Australia Beautiful	Met (verifiable)	

OPERATIONAL PLAN ACTION: 3.2.1.2 Continued support of Parramatta River Catchment Group



Manager Responsible	Target Date	% Complete	Status	Comments
Group Manager Works & Services	30-Jun-2014	100%	■	all meetings attended Joint Plan adopted by Council

Number	KPI Requirement	Status	Comments
	No. of meetings attended	Benchmark pending	

OPERATIONAL PLAN ACTION: 3.2.1.3 Continued participation in the Lane Cove River Estuary Management Plan

Manager Responsible	Target Date	% Complete	Status	Comments
Group Manager Works & Services	30-Jun-2014	100%	■	Contribution to plan completed. Plan adopted by Council .

Number	KPI Requirement	Status	Comments
	Coastal Zone Management Plan completed on time and within budget	Met (verifiable)	

GOAL: 4 Moving Around

CSP OUTCOME: 1.1 Minimise the need for any use of private motor vehicles

DELIVERY PLAN STRATEGY: 1.1.1 Advocate to relevant agencies through NSROC including, regional, State and Federal Government agencies to improve transport facilities

OPERATIONAL PLAN ACTION: 1.1.1.1 Keep informed about issues in local area Make representations to Local members and transport authorities



Manager Responsible	Target Date	% Complete	Status	Comments
Group Manager Works & Services	30-Jun-2014	100%	■	Representations made through NSROC and Local Traffic Committee, and in response to representations by Local Member. Ongoing initiative. Revise target date to 30.6.14. On-going program

Number	KPI Requirement	Status	Comments
	Number of representations made with successful outcomes	Assessment premature	
	Policy changes made.	Assessment premature	

DELIVERY PLAN STRATEGY: 1.1.2 Review DCP's to ensure improved pedestrian and cyclist connectivity

OPERATIONAL PLAN ACTION: 1.1.2.1 Provide appropriate input into Council's DA's

Manager Responsible	Target Date	% Complete	Status	Comments
Group Manager Works & Services	30-Jun-2014	100% -	■	Comments provided as required On-going program

Number	KPI Requirement	Status	Comments
	Increase in facilities and services	Benchmark pending	
	No of measures to improve facilities for cyclists	Benchmark pending	

DELIVERY PLAN STRATEGY: 1.1.3 Promote and advocate for the support of walking and cycling as means of transport

OPERATIONAL PLAN ACTION: 1.1.3.1 Continue active membership on Regional Pedestrian Bike Committee



Manager Responsible	Target Date	% Complete	Status	Comments
Group Manager Works & Services	30-Jun-2014	100%	■	On-going program

Number	KPI Requirement	Status	Comments
	Number of initiatives developed from meeting outcomes.	Benchmark pending	

DELIVERY PLAN STRATEGY: 1.1.4 Improve facilities for cyclists

OPERATIONAL PLAN ACTION: 1.1.4.1 Promote bicycle track network and develop bicycle map

Manager Responsible	Target Date	% Complete	Status	Comments
Group Manager Works & Services	30-Jun-2014	100%	■	Bike network to be maintained in 2013/14. Map to be reviewed.

Number	KPI Requirement	Status	Comments
	Number of promotions undertaken	Benchmark pending	

DELIVERY PLAN STRATEGY: 1.1.5 Develop and implement a range of programs supporting cycling as a transport option

OPERATIONAL PLAN ACTION: 1.1.5.1 Update cycling maps as required

Manager Responsible	Target Date	% Complete	Status	Comments
Group Manager Works & Services	30-Jun-2014	100% - on-going, if required	■	Council's cycling map is part of a regional map. No proposal to update regional map at this stage

Number	KPI Requirement	Status	Comments
	Review of cycling maps completed	Assessment premature	



CSP OUTCOME: 1.2 Advocate for a reasonable pricing policy to counter the cost of private transport and to encourage patronage of public transport

DELIVERY PLAN STRATEGY: 1.2.1 Be informed of STA & Sydney Ferries pricing policies

OPERATIONAL PLAN ACTION: 1.2.1.1 Request Pricing Policies

Manager Responsible	Target Date	% Complete	Status	Comments
Group Manager Works & Services	30-Jun-2014	%	■	This action has been deleted from the Delivery Plan

Number	KPI Requirement	Status	Comments
	Yearly forum established through the Sydney Harbour Councils Forum	Likely to meet	

CSP OUTCOME: 1.3 Level of service and safety to satisfy community expectations

DELIVERY PLAN STRATEGY: 1.3.1 Work with STA & Sydney ferries to ensure services are linked and at appropriate times

OPERATIONAL PLAN ACTION: 1.3.1.1 Request updated timetables

Manager Responsible	Target Date	% Complete	Status	Comments
Group Manager Works & Services	30-Jun-2014	%	■	This action has been deleted from the Delivery Plan

Number	KPI Requirement	Status	Comments
	Yearly forum established through Sydney Harbour Councils Forum	Likely to meet	



CSP OUTCOME: 1.4 Network connected to points of greatest demand

DELIVERY PLAN STRATEGY: 1.4.1 Develop a network plan of public transport, bike parks, footways and commuter parking throughout the municipality

OPERATIONAL PLAN ACTION: 1.4.1.1 Network plan completed and inform community

Manager Responsible	Target Date	% Complete	Status	Comments
Group Manager Works & Services	30-Jun-2014	%	■	defer to 2014/15

Number	KPI Requirement	Status	Comments
	Network Plan completed and community informed by agreed date	Benchmark pending	

CSP OUTCOME: 2.1 Implementation of local area traffic management plans and resident parking schemes which manage traffic flow and speed

DELIVERY PLAN STRATEGY: 2.1.1 Implement local area traffic management plans to manage traffic flow and speed

OPERATIONAL PLAN ACTION: 2.1.1.1 Continue review and implement nominated traffic management scheme and identify other areas of need

Manager Responsible	Target Date	% Complete	Status	Comments
Group Manager Works & Services	30-Jun-2014	100%	■	Parking study conducted in Woolwich Paid parking to be installed 2014/15

Number	KPI Requirement	Status	Comments
	Funded projects completed on time and in budget	Met (verifiable)	



DELIVERY PLAN STRATEGY: 2.1.2 Improve the safety and amenity of the local road network

OPERATIONAL PLAN ACTION: 2.1.2.1 Implement a twenty-year road resealing program to improve maintenance and road network and reduce accident risk

Manager Responsible	Target Date	% Complete	Status	Comments
Group Manager Works & Services	30-Jun-2014	100%	■	program completed

Number	KPI Requirement	Status	Comments
Works program completed within budget	Annual resealing completed on time and on budget	Met (verifiable)	

OPERATIONAL PLAN ACTION: 2.1.2.2 Complete road maintenance and inspection program

Manager Responsible	Target Date	% Complete	Status	Comments
Group Manager Works & Services	30-Jun-2014	100%	■	Maintenance works completed as scheduled On-going program

Number	KPI Requirement	Status	Comments
Works program completed within budget	Maintenance program completed by agreed date	Met (verifiable)	

OPERATIONAL PLAN ACTION: 2.1.2.3 Complete road and footpath utility restoration works

Manager Responsible	Target Date	% Complete	Status	Comments
Group Manager Works & Services	30-Jun-2014	100%	■	Restoration works are completed as they are received On-going program



Number	KPI Requirement	Status	Comments
Restoration works completed within budget	Restoration works completed by agreed date	Met (verifiable)	

OPERATIONAL PLAN ACTION: 2.1.2.4 Complete traffic facilities and inspection program

Manager Responsible	Target Date	% Complete	Status	Comments
Group Manager Works & Services	30-Jun-2014	100%	■	Traffic facilities maintenance works completed as scheduled On-going program

Number	KPI Requirement	Status	Comments
Works program completed within budget	Maintenance program completed by agreed date	Met (verifiable)	

DELIVERY PLAN STRATEGY: 2.1.3 Deliver road safety programs in conjunction with the relevant authorities eg, RTA, Police

OPERATIONAL PLAN ACTION: 2.1.3.1 Facilitate ongoing Public Transport and Traffic Advisory Committee and Local Traffic Committees

Manager Responsible	Target Date	% Complete	Status	Comments
Group Manager Works & Services	30-Jun-2014	100%	■	Appropriate actions taken following Council resolutions On-going program



Number	KPI Requirement	Status	Comments
Items adopted by Council completed within budget	Improved pedestrian and road safety items have been achieved	Met (verifiable)	

DELIVERY PLAN STRATEGY: 2.1.4 Provide a range of educational programs to promote safer local roads and driver education

OPERATIONAL PLAN ACTION: 2.1.4.1 Develop walk to school safety programs

Manager Responsible	Target Date	% Complete	Status	Comments
Group Manager Works & Services	30-Jun-2014	100% - on-going	■	To be discussed in the PTTA Committee One opportunity in Boronia Park School to be explored task for Road Safety Officer

Number	KPI Requirement	Status	Comments
	Implementation of Actions by agreed date	Assessment premature	

OPERATIONAL PLAN ACTION: 2.1.4.2 Establish a regional road safety network Share opportunities for education

Manager Responsible	Target Date	% Complete	Status	Comments
Group Manager Works & Services	30-Jun-2014	100% - on-going	■	Network to be developed by Road Safety Officer when funding is available.

Number	KPI Requirement	Status	Comments
	Safety network established	Benchmark pending	



DELIVERY PLAN STRATEGY: 2.1.5 Minimise the impact of parking overflow in commercial centres and points of greatest demand

OPERATIONAL PLAN ACTION: 2.1.5.1 Investigate possible impact of overflow parking in commercial centres and points of greatest demand

Manager Responsible	Target Date	% Complete	Status	Comments
Group Manager Works & Services	30-Jun-2012	100% - on-going	■	Parking Management Plan being conducted for the Woolwich area. This will include the impact of activities in the Woolwich Dock and Clarkes Point Reserve. The Hunters Hill Village traffic study is also progressing with a view to a submission being made to the RMS Funding for additional commuter parking in Huntleys Point Rd has been secured for construction in 2014/15

Number	KPI Requirement	Status	Comments
	Report adopted by Council by the agreed time	Assessment premature	

CSP OUTCOME: 2.2 Off-street car parking provided where demand dictates

DELIVERY PLAN STRATEGY: 2.2.1 Provide Off-street parking where demand dictates

OPERATIONAL PLAN ACTION: 2.2.1.1 Undertake a parking study (inc costs) to establish where the need for commuter parking is located

Manager Responsible	Target Date	% Complete	Status	Comments
Group Manager Works & Services	30-Jun-2014	100% - on-going	■	Additional commuter parking being provided at Huntleys Point Wharf with funding from Transport for NSW Construction on 2014/15

Number	KPI Requirement	Status	Comments
	Monitor demand for parking	Benchmark pending	



Number	KPI Requirement	Status	Comments
	Report on trends by agreed date	Benchmark pending	

OPERATIONAL PLAN ACTION: 2.2.1.2 Complete car park maintenance and inspection program

Manager Responsible	Target Date	% Complete	Status	Comments
Group Manager Works & Services	30-Jun-2014	100%	■	Maintenance works completed as scheduled On-going program

Number	KPI Requirement	Status	Comments
Works program completed within budget	Maintenance program completed by agreed date	Met (verifiable)	

CSP OUTCOME: 2.3 Provision of additional commuter car parking facilities in consultation with public transport authorities

DELIVERY PLAN STRATEGY: 2.3.1 Develop dialogues with public transport providers to better commuter networks

OPERATIONAL PLAN ACTION: 2.3.1.1 Integrate and advocate with relevant Government agencies on improved commuter parking facilities

Manager Responsible	Target Date	% Complete	Status	Comments
Group Manager Works & Services	30-Jun-2014	100% - on-going	■	Additional commuter parking being provided at Huntleys Point Wharf with funding from Transport for NSW Construction on 2014/15

Number	KPI Requirement	Status	Comments
	Forum Established	Not likely to meet	



CSP OUTCOME: 2.4 Control on-street car parking

DELIVERY PLAN STRATEGY: 2.4.1 Undertake a parking study to identify additional parking opportunities

OPERATIONAL PLAN ACTION: 2.4.1.1 Identify areas that may provide relief from heavy usage sites

Manager Responsible	Target Date	% Complete	Status	Comments
Group Manager Works & Services	30-Jun-2014	100% - on-going as funds become available	■	Parking Management Plan being developed for Woolwich Village Review implementation date

Number	KPI Requirement	Status	Comments
	Completion of study by agreed date and implementation of recommendations	Assessment premature	

OPERATIONAL PLAN ACTION: 2.4.1.2 Identify opportunities for residential parking schemes

Manager Responsible	Target Date	% Complete	Status	Comments
Group Manager Works & Services	30-Jun-2014	5% - Re-schedule for 2014/15	■	In conjunction with 2.4.1.1 The area surrounding Garibaldi's Corner would appear to be a suitable site: similar to Woolwich Village, there are a number of residences without off-street parking adjacent to a busy commercial area. PTTA beginning work on this proposal. Review date to 2014/15

Number	KPI Requirement	Status	Comments
	Completion of study by agreed date and implementation of recommendations.	Assessment premature	

OPERATIONAL PLAN ACTION: 2.4.1.3 Police on street car-parking where time limits have been applied



Manager Responsible	Target Date	% Complete	Status	Comments
Group Manager Development & Regulatory Control	30-Jun-2014	100%	■	New ranger employed, as well as increasing weekend coverage.

Number	KPI Requirement	Status	Comments
Commercial centres	Assess trend in data to indicate where policing is required	Met (verifiable)	Gladesville Shopping Village, Hunters Hill Shopping village and Woolwich area

CSP OUTCOME: 3.1 Improved safer pedestrian facilities connected to transport nodes, activity areas and village centres that are pedestrian friendly

DELIVERY PLAN STRATEGY: 3.1.1 Reduced risk of falls and improved access for people with disabilities

OPERATIONAL PLAN ACTION: 3.1.1.1 Implement a ten year kerb ramping program in consultation with Access Committee

Manager Responsible	Target Date	% Complete	Status	Comments
Group Manager Works & Services	30-Jun-2014	100% - no funding provided	■	no funding provided

Number	KPI Requirement	Status	Comments
10	Number of kerbs ramped	Met (verifiable)	

DELIVERY PLAN STRATEGY: 3.1.2 Develop and implement a range of programs supporting walking as a transport option

OPERATIONAL PLAN ACTION: 3.1.3.1 Update walking maps as required

Manager Responsible	Target Date	% Complete	Status	Comments
Group Manager Works & Services	30-Jun-2014	100% - on-going, when required	■	No updates required at this stage.



Number	KPI Requirement	Status	Comments
	Review of walking maps completed	Benchmark pending	

OPERATIONAL PLAN ACTION: 3.1.3.3 Participate in regional mapping programs as required.

Manager Responsible	Target Date	% Complete	Status	Comments
Group Manager Works & Services	30-Jun-2014	100% - on-going, when required	■	Will be undertaken if requested by Regional Group

Number	KPI Requirement	Status	Comments
	Contributions to regional maps completed as required.	Benchmark pending	

DELIVERY PLAN STRATEGY: 3.1.3 Maintain and monitor footpaths to ensure they are safe and accessible

OPERATIONAL PLAN ACTION: 3.1.3.1 Commence pro-active footpath inspections

Manager Responsible	Target Date	% Complete	Status	Comments
Group Manager Works & Services	30-Jun-2014	100% - on-going	■	on-going program

Number	KPI Requirement	Status	Comments
	Inspection regime implemented	Benchmark pending	

OPERATIONAL PLAN ACTION: 3.1.3.2 Develop a pedestrian access mobility plan

Manager Responsible	Target Date	% Complete	Status	Comments
Group Manager Works & Services	30-Jun-2014	100%	■	PAMP for the Gladesville/Victoria Rd precinct in conjunction with City of Ryde adopted PAMP for Hunters Hill in progress



Number	KPI Requirement	Status	Comments
	% of PAMP completed	Assessment premature	
	Plan finalised by due date	Assessment premature	

OPERATIONAL PLAN ACTION: 3.1.3.3 Complete footpath maintenance and inspection program

Manager Responsible	Target Date	% Complete	Status	Comments
Group Manager Works & Services	30-Jun-2014	100%	■	Maintenance works completed as scheduled On-going program

Number	KPI Requirement	Status	Comments
Works completed within budget	Maintenance program implemented by agree date.	Met (verifiable)	

OPERATIONAL PLAN ACTION: 3.1.3.4 Complete bus shelter maintenance and inspection program

Manager Responsible	Target Date	% Complete	Status	Comments
Group Manager Works & Services	30-Jun-2014	100%	■	Maintenance works completed as scheduled On-going program

Number	KPI Requirement	Status	Comments
Works completed within budget	Maintenance program completed by agreed date	Met (verifiable)	



GOAL: 5 Our Council

CSP OUTCOME: 1.1 The community of Hunters Hill is well –informed about local community issues

DELIVERY PLAN STRATEGY: 1.1.1 Review and update Council’s Communication Policy and Engagement Strategy

OPERATIONAL PLAN ACTION: 1.1.1.1 Implement the changes to improve Council’s Communication and Engagement Strategy’s

Manager Responsible	Target Date	% Complete	Status	Comments
Community Relations Officer General Manager	31-Dec-2013	75%	■	Review target date due to Fit for the Future. A community survey to be conducted in conjunction with Fit for the Future questions. Customer Request and Complaints Handling Policy completed. Staff training has commenced.

Number	KPI Requirement	Status	Comments
	Increase in satisfaction from Council surveys	Benchmark pending	
	Response times to communications using the EDM system	Benchmark pending	
	The trend in residents feeling that they are being informed increased	Benchmark pending	

DELIVERY PLAN STRATEGY: 1.1.2 Council will promote its activities and services on a regular basis

OPERATIONAL PLAN ACTION: 1.1.2.1 Council will publish and distribute quarterly newsletters

Manager Responsible	Target Date	% Complete	Status	Comments
Community Relations Officer General Manager	30-Jun-2014	100%	■	Completed as per schedule



Number	KPI Requirement	Status	Comments
At least 50% of bookings from the Newsletter	% increase in participation of Council initiated events/services	Met (verifiable)	
	Completed on time and within budget	Met (verifiable)	

OPERATIONAL PLAN ACTION: 1.1.2.2 Council will regularly update its website with information and services

Manager Responsible	Target Date	% Complete	Status	Comments
Group Manager Corporate Governance IT Officer IT Supervisor	30-Jun-2014	100%	■	Council regularly updates news page with any new news items

Number	KPI Requirement	Status	Comments
9	Trend in number of hits	Benchmark pending	

OPERATIONAL PLAN ACTION: 1.1.2.3 Website content will be reviewed quarterly

Manager Responsible	Target Date	% Complete	Status	Comments
General Manager Group Manager Corporate Governance Group Manager Development & Regulatory Control Group Manager Works & Services Manager Community Services	30-Jun-2014	100%	■	On-going



Number	KPI Requirement	Status	Comments
	Trend in number of hits	Met (verifiable)	

OPERATIONAL PLAN ACTION: 1.1.2.4 Utilise rates notice for promotion of Council services/events

Manager Responsible	Target Date	% Complete	Status	Comments
Group Manager Corporate Governance	30-Jun-2014	100%	■	Not all residents receive a rates notice therefore there are other more effective means of communication with residents such as regular newsletters. However included with the rates notice this year was an information sheet about rates and Domestic Waste and Waste Charges. In addition a newsletter from the NSW Valuer General about land values was included.

Number	KPI Requirement	Status	Comments
	% increase in no. residents feeling that they are being informed (data obtained via residents survey)	Benchmark pending	

CSP OUTCOME: 1.2 There is a broader representation of the community

DELIVERY PLAN STRATEGY: 1.2.1 Council will encourage greater numbers of community members to be involved

OPERATIONAL PLAN ACTION: 1.2.1.1 Identify residents or groups not represented and engage with them

Manager Responsible	Target Date	% Complete	Status	Comments
Community Relations Officer General Manager	30-Jun-2014	75%	■	<p>Revise target date to June 2015.</p> <p>Identification of residents or groups not represented has commenced via forum representation, response to surveys and involvement at/for events. Two major groups outlined, youth (up to 24 yrs of age), 25-35 yrs olds and people from non-English speaking backgrounds do get involved with events but do not participate in broader Council initiatives/volunteering/forums, etc.</p> <p>Social media policy to be developed to target youth and young adults.</p>



Number	KPI Requirement	Status	Comments
3 major groups identified	No. of groups identified	Benchmark pending	
	Trend in involvement increased	Benchmark pending	

DELIVERY PLAN STRATEGY: 1.2.2 Engage with minority groups

OPERATIONAL PLAN ACTION: 1.2.2.1 Establish links with groups from non English speaking backgrounds

Manager Responsible	Target Date	% Complete	Status	Comments
Manager Community Services	30-Jun-2014	%		

Number	KPI Requirement	Status	Comments
	Increase in diversity of involvement	Likely to meet	
	No. of groups identified	Benchmark pending	

CSP OUTCOME: 1.3 Council is recognised and respected as an open and transparent organisation

DELIVERY PLAN STRATEGY: 1.3.1 Council will ensure that information and services are accessible and responsive

OPERATIONAL PLAN ACTION: 1.3.1.1 Make it easier for residents to access information online

Manager Responsible	Target Date	% Complete	Status	Comments
General Manager Group Manager Corporate Governance IT Officer IT Supervisor	30-Jun-2014	100%		New website implementation completed February 2013



Number	KPI Requirement	Status	Comments
	No. of downloads	Benchmark pending	Unable to measure at this time
1576978	No. of hits	Benchmark pending	Website visits this quarter
4	No. of newsletters	Met (verifiable)	
363	No. of people with email addresses	Benchmark pending	Website Subscribers

OPERATIONAL PLAN ACTION: 1.3.1.2 Implement an online payment system

Manager Responsible	Target Date	% Complete	Status	Comments
Group Manager Corporate Governance IT Officer IT Supervisor	30-Jun-2014	100%	■	Option for BPoint Internet payments was added to the Council website on 5 December 2013. This quarter Council received 45 payments totalling \$29402.23

Number	KPI Requirement	Status	Comments
0.0094	No. of online payments compared to other payment methods	Likely to meet	

OPERATIONAL PLAN ACTION: 1.3.1.3 Promote access to information

Manager Responsible	Target Date	% Complete	Status	Comments
Community Relations Officer General Manager	30-Jun-2014	100%	■	Information being promoted through Council's website and newsletters. E newsletter is currently being developed.

Number	KPI Requirement	Status	Comments
	Trend in survey results	Benchmark pending	



DELIVERY PLAN STRATEGY: 1.3.2 Councillors are well-informed about issues/projects

OPERATIONAL PLAN ACTION: 1.3.2.1 Provide Councillors and the community with regular updates on progress on outstanding matters. Use a link to Council’s website to track projects

Manager Responsible	Target Date	% Complete	Status	Comments
General Manager	30-Jun-2014	25%		Report to OM 4340 is stage 1. Overall reporting framework still being developed and is dependent on software upgrades programmed for this year. Completion more than likely in second half of the year. Portal still to be developed.

Number	KPI Requirement	Status	Comments
12	Monthly reports on projects against agreed milestones	Assessment premature	
No. of hits	Use of Councillors portal	Assessment premature	

OPERATIONAL PLAN ACTION: 1.3.2.2 Making better use of electronic systems in conduct of Council meetings

Manager Responsible	Target Date	% Complete	Status	Comments
General Manager	31-Dec-2013	80% - Electronic business paper created and iPads issued. Council Chamber modifications completed. Templates for Committees and Reports completed.		New format for electronic business paper to be implemented in fourth quarter. First electronic business paper OM February 2015.



Number	KPI Requirement	Status	Comments
Attendee survey	Attendee satisfaction	Likely to meet	
User survey	Councillor satisfaction	Not likely to meet	

OPERATIONAL PLAN ACTION: 1.3.2.3 Provide formal induction and relevant training for new councillors

Manager Responsible	Target Date	% Complete	Status	Comments
General Manager	31-Dec-2013	100% - Initial induction program completed. Councillor training program by LGSA provided to Councillors. Budget allocation for Councillor training provided		Code of Conduct training scheduled for November cancelled.

Number	KPI Requirement	Status	Comments
No. of courses	Training programs completed over 4 years	Benchmark pending	

OPERATIONAL PLAN ACTION: 1.3.2.4 Provide annual Councillor training

Manager Responsible	Target Date	% Complete	Status	Comments
General Manager	30-Jun-2014	100% - Budget provided for Councillors training.		Few Councillors have attended training programs 2013/14 year. Budget provision included in 2014/15.



Number	KPI Requirement	Status	Comments
	No. of Councillors attending training	Benchmark pending	

OPERATIONAL PLAN ACTION: 1.3.2.5 Review and update Policies and Delegations, eg Councillors Facilities & Expenses Policy

Manager Responsible	Target Date	% Complete	Status	Comments
General Manager	30-Jun-2014	100% - All relevant policies to be reviewed have been completed.		Policies required to be reviewed within first 12 months after election completed.

Number	KPI Requirement	Status	Comments
	Updates completed	Likely to meet	

DELIVERY PLAN STRATEGY: 1.3.3 We become better as an organisation at collecting and using relevant data with the issues being considered

OPERATIONAL PLAN ACTION: 1.3.3.1 Conduct residents survey every 2 years

Manager Responsible	Target Date	% Complete	Status	Comments
Manager Community Services	30-Jun-2014	10%		Options for survey being assessed

Number	KPI Requirement	Status	Comments
	Surveys completed on datatime	Assessment premature	



CSP OUTCOME: 1.4 Council is 100% compliant with statutory reporting requirements

DELIVERY PLAN STRATEGY: 1.4.1 Ensure staff are aware of statutory reporting requirements

OPERATIONAL PLAN ACTION: 1.4.1.1 Develop a comprehensive list of statutory reporting requirements

Manager Responsible	Target Date	% Complete	Status	Comments
General Manager	31-Jul-2013	100%	■	List of requirements completed.

Number	KPI Requirement	Status	Comments
Quarterly & annually	Council meets its statutory reporting requirements	Assessment premature	
1	List is completed on time	Met (verifiable)	

DELIVERY PLAN STRATEGY: 1.4.2 Manage the Community Strategic Plan, Delivery Program and Operational Plan in line with statutory requirements

OPERATIONAL PLAN ACTION: 1.4.2.1 Provide Councillors, staff and the community with regular updates on services/projects listed within the plans

Manager Responsible	Target Date	% Complete	Status	Comments
Community Relations Officer General Manager	30-Jun-2014	100%	■	Statutory requirements being met

Number	KPI Requirement	Status	Comments
	Council to meets its statutory reporting requirements	Met (verifiable)	

DELIVERY PLAN STRATEGY: 1.4.3 Accounting management and policies that comply with current legislation

OPERATIONAL PLAN ACTION: 1.4.3.1 Provide timely financial information, advice and reports to Councillors, the community and staff



Manager Responsible	Target Date	% Complete	Status	Comments
Group Manager Corporate Governance	30-Jun-2014	100%	■	Reports made according to statutory requirements.

Number	KPI Requirement	Status	Comments
	Budget review statements reported quarterly	Met (verifiable)	
	Investment statements reported monthly	Met (verifiable)	
	Projects reported bi monthly	Benchmark pending	

OPERATIONAL PLAN ACTION: 1.4.3.2 Review of accounting policies in line with current legislation and accounting practices

Manager Responsible	Target Date	% Complete	Status	Comments
Group Manager Corporate Governance	30-Jun-2014	100%	■	Ongoing

Number	KPI Requirement	Status	Comments
	Policies updated on time	Benchmark pending	

CSP OUTCOME: 2.1 Greater satisfaction with customer services

DELIVERY PLAN STRATEGY: 2.1.1 A shared vision by Council and the staff of continuous improvement

OPERATIONAL PLAN ACTION: 2.1.1.2 Document service standards



Manager Responsible	Target Date	% Complete	Status	Comments
General Manager Group Manager Corporate Governance Group Manager Development & Regulatory Control Group Manager Works & Services Manager Community Services	30-Jun-2014	100%	■	Basic service standards adopted. Specific standards to be completed in 2013/14. Service requests and complaints handling policy adopted OM 4354 24.02.14 Min. No. 34/14

Number	KPI Requirement	Status	Comments
	% responded within agreed standard	Met (verifiable)	
	Document Produced	Met (verifiable)	
	Measure performance against those quarterly	Met (verifiable)	

DELIVERY PLAN STRATEGY: 2.1.2 Improved response times to inquiries and correspondence

OPERATIONAL PLAN ACTION: 2.1.2.1 Review standards after implementation of electronic documentation management (EDM)

Manager Responsible	Target Date	% Complete	Status	Comments
Group Manager Corporate Governance	31-Dec-2013	15%	■	Service Requests/Complaints System implemented by February 2014. Base data for future comparison to be collected. Target date revised to 30 June 2014. Future years action should be varied to 'review response times by each manager on a quarterly basis' and this should be ongoing.

Number	KPI Requirement	Status	Comments
	% not responded within agreed standard	Benchmark pending	



CSP OUTCOME: 2.2 Residents are happy to pay fees and charges commensurate with services provided by Council

DELIVERY PLAN STRATEGY: 2.2.1 Ensure the accurate levy and collection of rates and charges

OPERATIONAL PLAN ACTION: 2.2.1.1 Provide residents with information via their quarterly rates notices, and advertise the distribution in Council’s newsletter

Manager Responsible	Target Date	% Complete	Status	Comments
Group Manager Corporate Governance	30-Jun-2014	100%	■	Included with the rates notice was an information sheet about rates and charges, ordinary and special rates. Also included was a newsletter from the NSW Valuer General about land values.

Number	KPI Requirement	Status	Comments
	Rates notices and advertising completed on time	Likely to meet	

CSP OUTCOME: 3.1 Increase revenue from various sources to provide required services

DELIVERY PLAN STRATEGY: 3.1.1 Improve Council’s financial sustainability

OPERATIONAL PLAN ACTION: 3.1.1.1 Review Council’s rating structure, including the business rate

Manager Responsible	Target Date	% Complete	Status	Comments
General Manager Group Manager Corporate Governance	30-Jun-2014	100%	■	Completed in conjunction with LTFP and SRV for 2013/14.

Number	KPI Requirement	Status	Comments
	Increase in Council revenue in line with industry standards	Likely to meet	



OPERATIONAL PLAN ACTION: 3.1.1.2 Review pricing policy annually to ensure fees and charges are set to reflect legislative requirements and movement in CPI

Manager Responsible	Target Date	% Complete	Status	Comments
Group Manager Corporate Governance	30-Jun-2014	100%		Completed annually in conjunction with operational plan detail and delivery plan review.

Number	KPI Requirement	Status	Comments
	Fees and charges reviewed in line with industry standards	Likely to meet	

OPERATIONAL PLAN ACTION: 3.1.1.3 Maintain and review Council’s investment portfolio

Manager Responsible	Target Date	% Complete	Status	Comments
Group Manager Corporate Governance	30-Jun-2014	100%		Ongoing

Number	KPI Requirement	Status	Comments
	Investment portfolio return is equal to or better than 90 day bank bill rate	Met (verifiable)	

OPERATIONAL PLAN ACTION: 3.1.1.4 Research grant funding opportunities in line with strategies and actions

Manager Responsible	Target Date	% Complete	Status	Comments
General Manager Group Manager Corporate Governance Group Manager Development & Regulatory Control Group Manager Works & Services Manager Community Services	30-Jun-2014	100%		Grants being investigated Limited by requiring matching funds



Number	KPI Requirement	Status	Comments
	Increase in grant funds	Met (verifiable)	on going process

DELIVERY PLAN STRATEGY: 3.1.2 Managers to focus on initiatives/processes that generate revenue or reduce costs

OPERATIONAL PLAN ACTION: 3.1.2.1 Managers to identify and report on revenue and cost reduction initiatives on a annual bases

Manager Responsible	Target Date	% Complete	Status	Comments
General Manager	30-Jun-2014	100%	■	Review undertaken in conjunction with preparation of LTFFP. Consider in conjunction with 4.2.4.1.

Number	KPI Requirement	Status	Comments
	Report completed on time	Benchmark pending	

CSP OUTCOME: 3.2 Assets maintained to a level that maximises their economic life and sustainability

DELIVERY PLAN STRATEGY: 3.2.1 Adopt a planned approach to asset management

OPERATIONAL PLAN ACTION: 3.2.1.1 Review and update the Asset Management Plan annually

Manager Responsible	Target Date	% Complete	Status	Comments
Group Manager Works & Services	31-Dec-2013	100%	■	Individual asset plans to be reviewed in 2013/14 and continued on 2014/15 Street Tree Asset Management Plan developed

Number	KPI Requirement	Status	Comments
	Reviewed on time	Met (verifiable)	



CSP OUTCOME: 4.1 Ensure that staff are highly skilled and competent to meet the challenges of the future and deliver appropriate services to the community

DELIVERY PLAN STRATEGY: 4.1.1 Attract and retain qualified and experienced staff, including EEO management

OPERATIONAL PLAN ACTION: 4.1.1.1 Revise Council’s Recruitment Process to attract the right people

Manager Responsible	Target Date	% Complete	Status	Comments
General Manager Human Resources Manager	30-Jun-2014	100%		Researched trends in recruitment practice Implemented updated Recruitment Policy in HR Manual Revised advertising programs Provided training to SMT

Number	KPI Requirement	Status	Comments
	Trend in qualified people applying for roles	Benchmark pending	

OPERATIONAL PLAN ACTION: 4.1.1.2 Review all job specifications and identify any staff shortages to ensure roles cover Delivery Program strategies and Op Plan actions

Manager Responsible	Target Date	% Complete	Status	Comments
General Manager	30-Jun-2015	90%		Standard format for PD's revised. Review commenced.

Number	KPI Requirement	Status	Comments
	Work from the Delivery Program and Op Plan is completed on time and within budget	Benchmark pending	

OPERATIONAL PLAN ACTION: 4.1.1.3 Develop a skills matrix and learning directory (lists training providers)

Manager Responsible	Target Date	% Complete	Status	Comments
General Manager	31-Dec-2013	20%		Project commenced.



Number	KPI Requirement	Status	Comments
	Learning Directory is completed on time	Benchmark pending	
	Skills matrix completed on time	Benchmark pending	

OPERATIONAL PLAN ACTION: 4.1.1.4 Review and update Council’s EEO strategy and implement the plan within Council

Manager Responsible	Target Date	% Complete	Status	Comments
General Manager	30-Jun-2015	10%	<div style="width: 10%; height: 15px; background-color: #4F81BD;"></div>	Workforce demographics identified in Workforce Plan.

Number	KPI Requirement	Status	Comments
	Report on staff demographics annually and ensure they comply with requirements as set out in the EEO plan	Likely to meet	

DELIVERY PLAN STRATEGY: 4.1.2 Develop people

OPERATIONAL PLAN ACTION: 4.1.2.1 Implement a Workforce Development Program

Manager Responsible	Target Date	% Complete	Status	Comments
General Manager	30-Jun-2014	1%	<div style="width: 1%; height: 15px; background-color: #4F81BD;"></div>	Preliminary work commenced - 2013/14 project

Number	KPI Requirement	Status	Comments
	Trend in number of employees being developed (training, conferences, workshops) on an annual basis.	Benchmark pending	


OPERATIONAL PLAN ACTION: 4.1.2.3 Reward staff for demonstrating superior performance



Manager Responsible	Target Date	% Complete	Status	Comments
General Manager	30-Jun-2015	80% - System design completed. Software design and implementation completed. User manuals completed. Training commenced.		Being developed as part of performance management system see CSP Outcome 4.1 and Delivery Plan Strategy 4.1.2 Implementation to start second half 2014.

Number	KPI Requirement	Status	Comments
	Staff achieve 80% or more of their KPI's annually and within budget	Assessment premature	

OPERATIONAL PLAN ACTION: 4.1.2.4 Develop and implement a performance management system

Manager Responsible	Target Date	% Complete	Status	Comments
General Manager	30-Jun-2014	100% - System design completed. Software design and implementation completed. User manuals completed. Training commenced.		Performance management system and guidelines developed. Implementation in second half of 2014. See also 4.1.2.3

Number	KPI Requirement	Status	Comments
	Improved trend in retention rate	Likely to meet	



DELIVERY PLAN STRATEGY: 4.1.3 Knowing what we have to do and doing it sustainably, harmoniously, efficiently and safely

OPERATIONAL PLAN ACTION: 4.1.3.1 Facilitate annual performance reviews

Manager Responsible	Target Date	% Complete	Status	Comments
General Manager Human Resources Manager	30-Jun-2014	90% - Cambron system finalised 18/9/14 Staff Training due in October Performance Reviews to be completed by December 2014	■	Revised and updated Performance Review policy and procedures Consulted with Senior Management, USU and Consultative Committee Performance Reviews on track to be completed by December 2014

Number	KPI Requirement	Status	Comments
	Annual performance reviews completed on time	Benchmark pending	Staff being trained on the new process

OPERATIONAL PLAN ACTION: 4.1.3.2 Carry out annual performance reviews



Manager Responsible	Target Date	% Complete	Status	Comments
General Manager Human Resources Manager		90% - Being undertaken in conjunction with Performance Review & Development System. System design completed. Software design and implementation completed. User manuals completed. Training commenced.		New performance reviews should be completed by December 2014 Managers have been provided with training

Number	KPI Requirement	Status	Comments
	Annual reviews completed on time	Likely to meet	

OPERATIONAL PLAN ACTION: 4.1.3.2 Implement OH & S legislative requirements

Manager Responsible	Target Date	% Complete	Status	Comments
General Manager Human Resources Manager	30-Jun-2014	100%		WHS members have been trained on new legislation WHS policy has been updated and uploaded onto intranet Staff have been trained on the new policy

Number	KPI Requirement	Status	Comments
	% of staff with OH & S training	Likely to meet	

OPERATIONAL PLAN ACTION: 4.1.3.3 OH & S Committee to recommend improved strategies to minimise OH & S risks to all stakeholders



Manager Responsible	Target Date	% Complete	Status	Comments
General Manager Human Resources Manager	30-Jun-2014	100%	■	Minutes from the WHS Committee provided to Senior Managers Supervisors and Managers undergo training in April 2014 on staff risk assessments Risk Assessments will be continuously reviewed by the WHS Committee

Number	KPI Requirement	Status	Comments
	% of OH & S Committee recommendations implemented	Benchmark pending	

OPERATIONAL PLAN ACTION: 4.1.3.4 Monitor Council’s work injury rehabilitation, workers compensation and return to work program

Manager Responsible	Target Date	% Complete	Status	Comments
Human Resources Manager	30-Jun-2014	100%	■	No of Workers Comp Claims down due to new legislation - better work practices

Number	KPI Requirement	Status	Comments
	Number of Workers Compensation Claims, including days lost	Met (anecdotal)	

OPERATIONAL PLAN ACTION: 4.1.3.5 Implement the core values model/program

Manager Responsible	Target Date	% Complete	Status	Comments
General Manager Human Resources Manager	30-Jun-2014	100%	■	Core Values have been development and implemented Consultation with the USU, Managers and staff Feedback has been implemented into program Employee satisfaction survey to be sent to staff by 30 May 2013

Number	KPI Requirement	Status	Comments
	Trend in employee satisfaction rates from staff survey	Benchmark pending	



CSP OUTCOME: 4.2 Council is recognised by the community and industry as a leader

DELIVERY PLAN STRATEGY: 4.2.1 Hunter’s Hill Council is an employer of choice

OPERATIONAL PLAN ACTION: 4.2.1.1 Develop and implement the Recruitment Plan

Manager Responsible	Target Date	% Complete	Status	Comments
General Manager Human Resources Manager	30-Jun-2014	100%	■	Recruitment Plan has been completed and implemented into Worforce Plan

Number	KPI Requirement	Status	Comments
	Plan is developed and implemented on time	Met (anecdotal)	

DELIVERY PLAN STRATEGY: 4.2.2 Undertake quarterly reviews against performance targets

OPERATIONAL PLAN ACTION: 4.2.2.1 Review Performance Indicators

Manager Responsible	Target Date	% Complete	Status	Comments
General Manager	30-Jun-2014	80% - Initial PI's created.	■	Development continuing in conjunction with Performance Review & Development System.

Number	KPI Requirement	Status	Comments
	Trend in completion of performance indicators	Likely to meet	

OPERATIONAL PLAN ACTION: 4.2.2.2 Deliver organisational wide projects



Manager Responsible	Target Date	% Complete	Status	Comments
General Manager Human Resources Manager	30-Jun-2014	100%	■	Projects include: Workforce Plan - complete Revised Induction Program - complete Revised Performance Planning and Review documentation - complete Implemented Core Values (HEART) Salary survey for the ABS - complete

Number	KPI Requirement	Status	Comments
	Projects completed on time and within budget	Likely to meet	

DELIVERY PLAN STRATEGY: 4.2.3 Demonstrate best practice, management and leadership in local government

OPERATIONAL PLAN ACTION: 4.2.3.1 Prepare and implement a Business Continuity Plan (BCP)

Manager Responsible	Target Date	% Complete	Status	Comments
General Manager Group Manager Works & Services	30-Jun-2014	100% - scheduled works completed	■	Final draft completed Document to be reviewed and completed with Inconsult (Council's Risk Manager)

Number	KPI Requirement	Status	Comments
	Plan implemented	Assessment premature	

OPERATIONAL PLAN ACTION: 4.2.3.2 Implement and update the Risk Management Plan



Manager Responsible	Target Date	% Complete	Status	Comments
General Manager	30-Jun-2014	100%	■	RMS updated and adopted by Council OM 4331 22.10.12 Min. No.287/12 Risk Register reviewed twice each year. Feb & August. August review included with report to OM 4331 22.10.12

Number	KPI Requirement	Status	Comments
	Strategy implemented	Benchmark pending	

OPERATIONAL PLAN ACTION: 4.2.3.3 Maintain transparency and accountability in the management of tenders and contracts and in the purchasing of goods and services

Manager Responsible	Target Date	% Complete	Status	Comments
Purchasing Officer	30-Jun-2014	%		

Number	KPI Requirement	Status	Comments
	Tenders processed in accordance with legislative requirements		

DELIVERY PLAN STRATEGY: 4.2.4 Hunter's Hill Council focuses on efficiencies

OPERATIONAL PLAN ACTION: 4.2.4.1 Managers look at ways to reduce costs

Manager Responsible	Target Date	% Complete	Status	Comments
General Manager	30-Jun-2014	5%	■	Review commenced in conjunction with budget and LTFP. Will also be included in Managers 2013-14 performance plans. Also consider in conjunction with 3.1.2.1. This is an ongoing initiative.

Number	KPI Requirement	Status	Comments
	Trend in cost savings	Assessment premature	



CSP OUTCOME: 4.3 Council collaborates with other tiers of government and agencies, such as NSROC

DELIVERY PLAN STRATEGY: 4.3.1 Create alliances and networks with others

OPERATIONAL PLAN ACTION: 4.3.1.1 Participate in Eastern Regional Leadership Network

Manager Responsible	Target Date	% Complete	Status	Comments
General Manager	30-Jun-2014	100%	■	This will be an on-going networking process organised by Department of Premier & Cabinet.

Number	KPI Requirement	Status	Comments
	No of meetings and partnership outcomes	Assessment premature	Network commenced 2013. Information exchange only at this time.

OPERATIONAL PLAN ACTION: 4.3.1.2 Continue membership of NSROC

Manager Responsible	Target Date	% Complete	Status	Comments
General Manager	30-Jun-2014	100%	■	

Number	KPI Requirement	Status	Comments
	No of regional collaboration resource sharing projects	Likely to meet	Regional waste disposal project commenced

OPERATIONAL PLAN ACTION: 4.3.1.3 Collaborate with other state agencies on State Plan and Regional Action Plans

Manager Responsible	Target Date	% Complete	Status	Comments
General Manager	30-Jun-2014	100%	■	This will be an on-going process in consultation with NSROC Councils and State Agencies.

Number	KPI Requirement	Status	Comments
	No of meetings with positive outcomes	Likely to meet	



CSP OUTCOME: 5.1 Increase numbers of people using e-business facilities

DELIVERY PLAN STRATEGY: 5.1.1 Customers can do business with Council electronically

OPERATIONAL PLAN ACTION: 5.1.1.1 Identify options and potential areas to interact with customers.

Manager Responsible	Target Date	% Complete	Status	Comments
Group Manager Corporate Governance IT Officer IT Supervisor	30-Jun-2014	10%		Social Media Policy adopted at Council Meeting 4354 24 February 2014. Trial abandoned due to non-compliance with policy guidelines with report to Senior Management Team expected September 2014.

Number	KPI Requirement	Status	Comments
2	The number of viable options identified	Benchmark pending	Will encompass social media interaction

OPERATIONAL PLAN ACTION: 5.1.1.2 Provide online services for the submission of Development Applications

Manager Responsible	Target Date	% Complete	Status	Comments
Group Manager Corporate Governance IT Officer IT Supervisor	30-Jun-2015	%		Not scheduled to begin

Number	KPI Requirement	Status	Comments
	The relative number of online submissions to over-the-counter submissions	Assessment premature	



Code	Description	Employee(s) Responsible	Target Date	% Complete	Status	Comments
CG-ITO-01	Day-to-day helpdesk support for IT systems (eg. PCs, printers, scanners, photocopiers, Microsoft, etc)	Mario Aloï	15-Jan-2013			
CG-ITO-01	Day-to-day helpdesk support for IT systems (eg. PCs, printers, scanners, photocopiers, Microsoft, etc)	Mario Aloï	15-Jan-2014			
CG-ITO-01	Day-to-day helpdesk support for IT systems (eg. PCs, printers, scanners, photocopiers, Microsoft, etc)	Mario Aloï	28-Oct-2014			

OPERATIONAL PLAN ACTION: 5.1.1.3 Provide the ability to log service requests online

Manager Responsible	Target Date	% Complete	Status	Comments
Group Manager Corporate Governance IT Officer IT Supervisor	30-Jun-2014	15%		Service Request system is implemented and working. The software provider is working on a module to allow for the public to lodge service requests online however it is still in development and is not yet available.

Number	KPI Requirement	Status	Comments
	The relative number of online requests to non-online requests	Benchmark pending	

Code	Description	Employee(s) Responsible	Target Date	% Complete	Status	Comments
CG-ITO-01	Day-to-day helpdesk support for IT systems (eg. PCs, printers, scanners, photocopiers, Microsoft, etc)	Mario Aloï	15-Jan-2013			



Code	Description	Employee(s) Responsible	Target Date	% Complete	Status	Comments
CG-ITO-01	Day-to-day helpdesk support for IT systems (eg. PCs, printers, scanners, photocopiers, Microsoft, etc)	Mario Aloï	15-Jan-2014			
CG-ITO-01	Day-to-day helpdesk support for IT systems (eg. PCs, printers, scanners, photocopiers, Microsoft, etc)	Mario Aloï	28-Oct-2014			
CG-ITO-08	Web/Intranet support.	Mario Aloï	15-Jan-2013			
CG-ITO-08	Web/Intranet support.	Mario Aloï	15-Jan-2014			
CG-ITO-08	Web/Intranet support.	Mario Aloï	28-Oct-2014			

OPERATIONAL PLAN ACTION: 5.1.1.4 Investigate feasibility and provision of e-Community services to facilitate electronic communications within community groups

Manager Responsible	Target Date	% Complete	Status	Comments
Group Manager Corporate Governance IT Officer IT Supervisor	31-Jan-2016	%		Not scheduled to begin as yet

Number	KPI Requirement	Status	Comments
	Amount of activity on the implemented system	Assessment premature	Not implemented

DELIVERY PLAN STRATEGY: 5.1.2 Core systems are well supported and running on supported versions, standards and protocols

OPERATIONAL PLAN ACTION: 5.1.2.1 Pursue rental agreements for desktop, server and productivity software



Manager Responsible	Target Date	% Complete	Status	Comments
Group Manager Corporate Governance IT Officer IT Supervisor	30-Jun-2014	100%	■	Productivity Suite on a purchase agreement, suite to be fully purchased in 2014. Desktop hardware purchased outright, cost saving was significant.

Number	KPI Requirement	Status	Comments
70	Proportion of systems operating on supported versions	Met (verifiable)	Desktop operating systems will need to be reviewed with current system now at end of life.

CSP OUTCOME: 5.2 Greater awareness and use of electronic information

DELIVERY PLAN STRATEGY: 5.2.1 IT operations run in an efficient, effective and secure manner

OPERATIONAL PLAN ACTION: 5.2.1.1 Implement systems to allow staff to perform work remotely

Manager Responsible	Target Date	% Complete	Status	Comments
Group Manager Corporate Governance IT Officer IT Supervisor	31-Dec-2013	100%	■	OpenVPN implemented and operating.

Number	KPI Requirement	Status	Comments
3	The relative number of staff requesting remote access services	Met (anecdotal)	IT staff and managers able to work remotely

Code	Description	Employee(s) Responsible	Target Date	% Complete	Status	Comments
CG-ITO-01	Day-to-day helpdesk support for IT systems (eg. PCs, printers, scanners, photocopiers, Microsoft, etc)	Mario Aloï	15-Jan-2013			



Code	Description	Employee(s) Responsible	Target Date	% Complete	Status	Comments
CG-ITO-01	Day-to-day helpdesk support for IT systems (eg. PCs, printers, scanners, photocopiers, Microsoft, etc)	Mario Aloï	15-Jan-2014			
CG-ITO-01	Day-to-day helpdesk support for IT systems (eg. PCs, printers, scanners, photocopiers, Microsoft, etc)	Mario Aloï	28-Oct-2014			

OPERATIONAL PLAN ACTION: 5.2.1.2 Mobile devices and software for rangers and works staff

Manager Responsible	Target Date	% Complete	Status	Comments
Group Manager Corporate Governance IT Officer IT Supervisor	30-Jun-2015	%		Not scheduled to begin

Number	KPI Requirement	Status	Comments
	The number of mobile devices used for work functions	Assessment premature	

OPERATIONAL PLAN ACTION: 5.2.1.3 Councillors to receive the Council Business Paper electronically

Manager Responsible	Target Date	% Complete	Status	Comments
Group Manager Corporate Governance IT Officer IT Supervisor	30-Jun-2014	100%		Mobile devices have been deployed to Managers and Councillors. Managers no longer get printed copies of Business Papers, and other documents.



Number	KPI Requirement	Status	Comments
100	The proportion of Councillors receiving the Council Business Paper electronically	Likely to meet	All managers and councillors using mobile devices, some documents have moved to electronic only format.

DELIVERY PLAN STRATEGY: 5.2.2 Obtain better value for money out of existing equipment

OPERATIONAL PLAN ACTION: 5.2.2.1 Rationalise the number of printers in Council

Manager Responsible	Target Date	% Complete	Status	Comments
Group Manager Corporate Governance IT Officer IT Supervisor	30-Jun-2015	100%	■	Four new printers/copiers were installed replacing five previous devices. Further relocation of equipment may well coincide with office refurbishment.

Number	KPI Requirement	Status	Comments
100	The location of printers in relation to staff is favourable	Met (anecdotal)	All staff have a printer in their areas.

OPERATIONAL PLAN ACTION: 5.2.2.2 Council Business Paper to be distributed in electronic format for public consumption

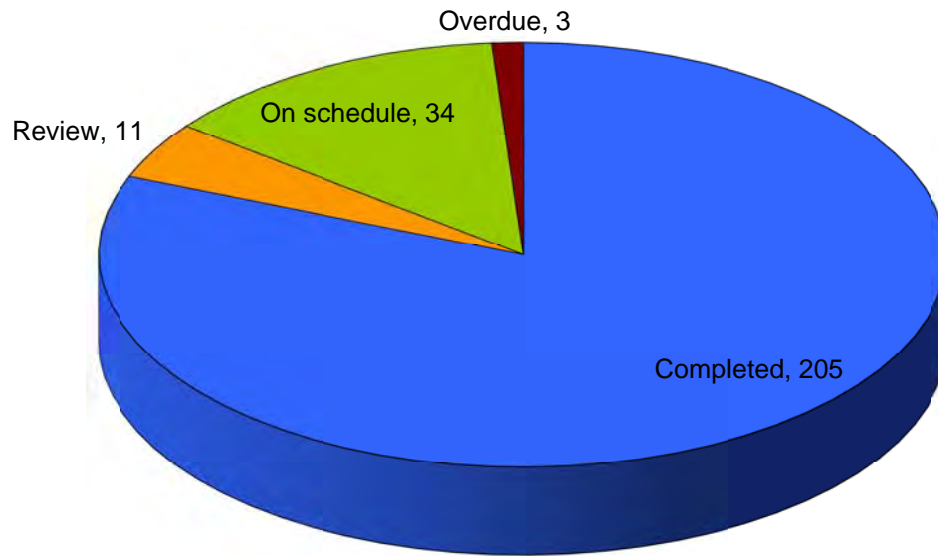
Manager Responsible	Target Date	% Complete	Status	Comments
Group Manager Corporate Governance IT Officer IT Supervisor	30-Jun-2014	100%	■	Council Business Paper is available as an electronic document on council Website. Also provided to councillors and staff electronically.

Number	KPI Requirement	Status	Comments
	For production photocopiers, the average page count relative to the average page count prior to implementation	Met (anecdotal)	



ACTION STATUS CHART

Business Plan - STATUS





ACTION KPI STATUS CHART

