



TEMORA

The Friendly Shire

TEMORA SHIRE COUNCIL OPERATIONAL PLAN END OF FINANCIAL YEAR REVIEW 2019/2020

Administration

Key Functions - Administration Services, Human Resources, Information Technology, Records Management, Financial Services
Policy Direction

To manage all records in accordance with the State Records Act
Commitment to e-commerce strategies

Support a larger share of taxation revenue for Local Government

Ensure Councils investment portfolio is properly managed to obtain highest possible secure interest yield within allowable form of investments

Action Name	Responsible Officer Position	Performance Measure	Status	Traffic Lights	Annual Comment
Complete implementation and optimisation of Content Manager 9 including training of staff	Administration and Finance Manager	Implementation completed	Referred to the Next Financial Year		Content Manager consultants are being sourced to provide a health check of the current system, a strategy/plan for the optimisation and continued development of the system, documentation of processes and policies, and administrator and user training.
Continually review and test all internal procedures	Administration and Finance Manager	Test completed	Referred to the Next Financial Year		Changes have been made to staffing that will enable this to progress.
Continually review the use of Cloud technology for business applications	IT Officer	Investigation concluded	Completed for Current Year		Progressing with an office 365 upgrade from the old 2010 version to the 2016 version. Held discussions in regards to shifting users onto Microsoft teams from Ryver. The Temora Recreation Centre has moved from a physical database to a cloud based database as the old software was no longer supported.
Continuation of a compliant internal audit program	General Manager	Program implemented	Completed		Ongoing but awaiting guidelines on the new ARIC

Action Name	Responsible Officer Position	Performance Measure	Status	Traffic Lights	Annual Comment
Continue to develop and maintain internal and external user guides for Council IT systems	IT Officer	Guides completed	Completed for Current Year		Through out the financial year, Veritech and the Council IT officer have been developing and updating end user documentation and administration documentation. This includes online safety, security, and appropriate use of Council assets.
Continue to maximise the opportunity to use technology to automate processes through Authority, GIS, and 3rd Party applications	IT Officer	Adaptation of technology	Completed		Authority has been updated and all issues involving the upgrade has been resolved. GIS has been upgraded and Engineering are using one of the latest versions. Infocouncil has been updated from 7.2.3 to 7.9.0. Issues involving report generation lag, and opening documents from CM9 have been documented and the IT officer has been in contact with support teams from Infocouncil. A fix has been made for report generation, improving speed greatly. Investigations are still underway regarding CM9 communication issues.
Develop ICT strategic plan	IT Officer	Plan developed	Completed		Completed by external consultant
Develop IT disaster recovery plan in conjunction with business continuity plan	IT Officer	Plan developed	Completed		Veritech and the IT officer, along with the General Manager and the Administration Manager, have developed a plan to upgrade the radio network between the Council office building and the NRCC building (where our disaster recovery is located).
Develop procedures for person specific roles and introduce review sheets for each procedure	Administration and Finance Manager	Procedures completed	Referred to the Next Financial Year		Changes have been made to staffing that will enable this to progress.

Action Name	Responsible Officer Position	Performance Measure	Status	Traffic Lights	Annual Comment
Develop Records Management strategy and development plan	Director of Administration and Finance	Strategy developed	Progressing		Content Manager consultants are being sourced to provide a 'health check' of the current system, a strategy/plan for the optimisation and continued development of the system, documentation of processes and policies, and administrator and user training.
Upgrade to Civica Authority 7.1 including training	Administration and Finance Manager	System installed and operational	Completed		System installed and operational
Civica - Implement inspection reporting module	Director of Environmental Services	Implement module	Referred to the Next Financial Year		Civica not ready to proceed. Rollover

Airport

Key Function - Temora Aerodrome
Policy Direction
Compliance with all CASA requirements to maintain registration
Maintain sufficient land stock for future development of the Temora Aerodrome
Lobby for the development of a Multipurpose Facility at the Aerodrome to meet the needs of user groups

Action Name	Responsible Officer Position	Performance Measure	Status	Traffic Lights	Annual Comment
BBRF - Rehabilitate 18/36 Runway, Reconstruct apron, Construct 1km underground drainage, seal runway F&G, Reconstruct runway C&D	Engineering Technical Services Manager	Meet grant guidelines and milestones	Completed for Current Year		Progressing within grant timelines.
Continually review management and staffing at Temora Airport	Engineering Technical Services Manager	Review conducted	Not Progressing		Ongoing.
Continue to advocate for the re-installation of TAF services at Temora Aerodrome including relocation of weather station to enable widening of grass strip	Engineering Technical Services Manager	Submission made	Completed		Ongoing advocacy to BOM, Minister and Local Member. Review of TAF services currently underway.
Implement the findings of the adopted Airport Master Plan	Engineering Technical Services Manager	Plan implemented	Completed for Current Year		Progressing well

Action Name	Responsible Officer Position	Performance Measure	Status	Traffic Lights	Annual Comment
Make application under Growing Local Economies Program for the servicing cost of new subdivision, potential accommodation and potential Multi Purpose Building	Economic Development Manager	Application made	Completed		Following a successful EOI, the development of a business case was a key next step for the development of the Saleyards Estate. The project awaits an announcement of funding by the State Government, expected at the end of August 2020. The accommodation and the multipurpose building are currently out of scope of the application.
Undertake preliminary plans for the construction of a Multipurpose Building at Temora Aerodrome.	Director of Environmental Services	Plans completed and agreed by Council	Postponed by Council Decision		Not funded by Council. Item still in CSP though. Planning will recommence when funding allocated.

Aged & Special Needs Care

Key Functions - Aged Care, Home & Community Services (HACC), Persons with Disabilities, Senior Citizens Policy Direction

Support existing providers of aged care services in the development and retention of facilities and services
Undertake regular and comprehensive consultation to ensure that the current and future needs of senior residents are met Continue to seek funding for programs that improve the options available for frail aged and disabled

Action Name	Responsible Officer Position	Performance Measure	Status	Traffic Lights	Annual Comment
Access & Equity - Consider access issues at local parks, including removal of edging to allow wheelchair access	Engineering Technical Services Manager	Review by access committee	Completed for Current Year		Ongoing. Of the view we are making progress with inclusive access to Councils open spaces.
Access & Equity - Consider access issues at sporting grounds	Engineering Technical Services Manager	Review by access committee	Completed for Current Year		Ongoing . Awaiting the relaunch of Access and Equity Committee.
Access & Equity - Provide disabled car park spaces that meet the needs of the community in conjunction with the Access and Equity Committee	Engineering Technical Services Manager	Review by access committee	Progressing		Will look to report as soon as scoping and costing complete. Awaiting the relaunch of Access and Equity Committee.

Action Name	Responsible Officer Position	Performance Measure	Status	Traffic Lights	Annual Comment
Access & Equity - Review access to public buildings and businesses in conjunction with TBEG and Access and Equity Committee	PCS - Manager	Access report to Council	Completed for Current Year		Ongoing progress being addressed though Access & Equity Committee
Access & Equity - Support for the Access and Equity Committee to inform Council processes relating to disabled, aged and mothers with young children	Community Services Officer	Effective operation of Committee	Completed		Committee was established however has been referred to Environmental Services for operation.
Aged Care Services - Support the increased capacity for seniors accommodation offerings in Temora	Economic Development Manager	Advise activities to Council	Completed		Ongoing liaison with The Whiddon Group regarding the Narraburra Lodge expansion (put on hold due to COVID-19) and support for the development proposal for low cost seniors housing in Temora Shire.
Aged Care Services - Advocacy and Lobbying on behalf of private aged care providers	General Manager	Advise activities to Council	Completed		Ongoing advocacy. New aged care facility able to attract government funding with the assistance of Council advocacy
Aged Care Services - Create a positive ageing expo/ information session	Community Services Officer	Hold event at least annually	Completed		This event has been cancelled due to COVID-19

Action Name	Responsible Officer Position	Performance Measure	Status	Traffic Lights	Annual Comment
Aged Care Services - Maintain information about how to access aged care services in Temora Shire using digital media and information flyers covering relevant topics including medical services, transportation and home modifications	Communications Officer	Preparation of documents	Completed		Pinnacle's Aged Care Services are regularly advertised, promoted and represented on social media, in Narraburra News and via the website. Each month the Narraburra news contains an advertisement or article dedicated to Pinnacle
Attendance and participation in Interagency Meetings by relevant staff including Pinnacle, Youth and Community Services	Community Services Officer	Attendance at meetings and referral of minutes to Council	Completed		Have attended bi-monthly meetings (when possible) and delivered reports to Director of Administration and Finance
Disability Services - Include images of people with disabilities in Council publications	Communications Officer	Increased diversity in photos	Completed		Disability services are regularly represented in Narraburra News and on social media.
Disability Services - Maintain a Temora Shire Disability Inclusion Action Plan	PCS - Manager	Report to Council	Completed for Current Year		Current Disability Inclusion Action Plan 2017-2021 - crossover of actions included in Community Strategic Plan - many actions have been completed that were identified as part of this plan.
Disability Services - Provide disability awareness training to staff, new and current, as well as Councillors	Human Resources Officer	Provision of training	Progressing		Ongoing, collaboration required with PCS

Action Name	Responsible Officer Position	Performance Measure	Status	Traffic Lights	Annual Comment
Disability Services - Provide information linkages to National Disability Insurance Scheme (NDIS)	PCS - Manager	Linkage provided	Completed		Ongoing...continued support for Temora and Cootamundra residents to navigate the NDIS system with plan reviews, plan implementation and support to liaise with allied health and GPs. Pinnacle continues to promote NDIS support services in both outlets and presence at local interagency meetings.
Pinnacle - Continue to maintain Pinnacle Service levels to meet the needs of clients	PCS - Manager	Preservation of levels of service	Completed		Ongoing management of staffing levels has been done to maintain service level provisions to meet the needs of all Pinnacle Community Services clients. Encouragement and support provided to Support staff to complete relevant training to increase knowledge and skills to enable optimum client care. Ongoing recruitment of casual support staff will continue be monitored to ensure ongoing service provision levels can be maintained.
Pinnacle - Investigate options for improved signage at NRCC House	PCS - Manager	Report to Council	Referred to the Next Financial Year		Not completed - will get quotes arranged.

Action Name	Responsible Officer Position	Performance Measure	Status	Traffic Lights	Annual Comment
Pinnacle - Investigate options for the future accommodation of Pinnacle operations including administrative and operational accommodation	PCS - Manager	Report to Council	Completed for Current Year		Painting of upstairs at NRCC House was completed in January. Rooms have been rearranged to accommodate for more efficient operations for Pinnacle.
Pinnacle - Monitor finances to ensure that Pinnacle Services are provided at no net cost to Council	Director of Administration and Finance	Achievement of break even status	Completed		Pinnacle Community Services has continued to grow with income increasing from \$4.3 million to \$5.8 million this year. This has resulted in an increase in staff numbers, so does not necessarily ensure that the services are supplied at no net cost to Council. Financial reports are presented to Council on a quarterly basis.
Pinnacle - Monitor the need to adjust hours of operation for Community Transport to include weekends and public holidays	PCS - Manager	Review conducted	Completed for Current Year		Put on- hold due to COVID-19
Pinnacle - Promote the availability of transport facilities through Pinnacle Services	PCS - Manager	Advertise availability electronically	Completed		Ongoing advertsing of Community Transport services in local newspaper, on-line and Narraburra News periodically.
Pinnacle - Promotion of Pinnacle Community Services as a provider of choice for disability services	PCS - Manager	Increase in client base	Completed		Temora overall client numbers have remained steady across the reporting year. Cootamundra has seen an increase in overall numbers through active promotion and hardwork following change of leadership and renewed enthusiasm for NDIS services.

Action Name	Responsible Officer Position	Performance Measure	Status	Traffic Lights	Annual Comment
Pinnacle - Undertake My Aged Care Regional Assessment under contract to Community Options Australia	PCS - Manager	Assessments conducted	Completed		Total assessments completed for the year = 113. Total income = \$44,002.20 Block funding = \$4,991.98 Community Options Australia has extended the contract for an additional two years to June 30, 2022.
Pinnacle - Use social media and information flyers to create awareness of who can access Community Transport and how to use this service	PCS - Manager	Increased usage	Completed		Promotion of transport services has continued through the reporting year through social media, client newsletters, Narraburra News and guest speakers at local service clubs.
Pinnacle - Utilise the My Aged Care portal Central Intake and Referral distribution to Pinnacle for Home Support Services (funded to 30 June 2020)	PCS - Manager	Referrals received	Completed		Total referrals received for 2019-20 through My Aged Care: Temora: CHSP - 110, HCP - 21 Coota: CHSP - 148, HCP - 17 Leeton: CHSP – 59

Action Name	Responsible Officer Position	Performance Measure	Status	Traffic Lights	Annual Comment
Provide donation equivalent to 25% of General rate to the following: Ariaiah Park Senior Housing, Temora Senior Citizens Group, Ariaiah Park CWA	Administration and Finance Manager	Donation made	Completed		Donations currently being processed.
Regular promotion of health services	Communications Officer	Services promoted	Completed		The Direct Me booklet was updated this financial year and continues to be updated in its online format regularly. It contains a great deal of information about health services in the Temora Shire.
Disability Services - Develop plans and construct an Independent Living facility in Temora Shire	Director of Administration and Finance	Plans completed and construction commenced	Completed for Current Year		Council has drawn down a loan from TCorp and construction of the Supported Independent Living House has commenced. Completion is expected by Christmas.
		Report to Council			

Commercial Services

Key Functions - Caravan Parks, Land Stocks, Sale Yards, TAIC

Policy Direction: Develop the existing caravan parks to a level where commercial interest would find the facilities attractive to lease or buy Retention of caravan park facilities in Ariah Park and Temora

Action Name	Responsible Officer Position	Performance Measure	Status	Traffic Lights	Annual Comment
Provide budget to enable the continued operation of Temora Agricultural Innovation Centre including review of commercial partnership arrangements	Director of Administration and Finance	Budget provided	Completed		Council has engaged a consultant to conduct a review of operations of TAIC to assist in renegotiating the terms of the new agreement with Farmlink. The current budget will show a deficit.
Provide comprehensive review of the operations of TAIC, considering Councils financial exposure and seeking additional revenue streams for TAIC	Director of Administration and Finance	Report to Council	Completed for Current Year		Council has engaged a consultant to conduct an independent review of the operations of TAIC including total costs to both parties, benefits to Council and the community, risks and opportunities and how these are allocated between the parties involved. The review is expected to be completed in August 2020.
Temora Saleyards - Develop options for the long term use of land	Engineering Technical Services Manager	Report to Council	Completed for Current Year		Determination on the future use of land. Actual usage will be dependent on DA process and grant funding.

Communications

Key Function - Narraburra News, Social Media, Websites

Action Name	Responsible Officer Position	Performance Measure	Status	Traffic Lights	Annual Comment
Acknowledgement of volunteers through Narraburra News and digital media	Communications Officer	Monthly articles in Narraburra News Promotion of events	Completed		Volunteers are acknowledged on digital media and through Narraburra News throughout the year. There have been feature articles in Narraburra News about volunteering with Pinnacle and the Visitor Information Centre. We continue to advertise for volunteer positions when and where appropriate
Communicate with residents about the progress in the roll out of NBN and mobile towers in Temora Shire	Communications Officer	Information disseminated	Completed		An article about the NBN network was included in the May 2020 Narraburra News demonstrating the demand on the network during the coronavirus pandemic. There have been no further updates on the NBN rollout.
Continue to publish regular material on the Youth function in the Narraburra News	Communications Officer	Monthly article in Narraburra News	Completed		Regular articles appear in the Narraburra News about the functions of the Youth Department
Continue with regular job vacancy mailer and social media posts	Communications Officer	Increased employment capacity	Completed		A job Mail-Out is sent at least once a month to subscribers and appears on social media pages.
Create program content and resources based on youth vision, which cover print, broadcast and internet media	Assistant Youth Officer	Content created	Completed for Current Year		Planning is underway for the youth workshop to restart their segment with TEM-FM. Three members are ready to start. The three young people and YPC Melissa Carter are collaborating with Rodney Gray- TEM-FM radio presenter. Once the restrictions are lifted due to the COVID 19 this youth workshop will recommence.

Action Name	Responsible Officer Position	Performance Measure	Status	Traffic Lights	Annual Comment
Disseminate grant information to relevant stakeholders	Economic Development Manager	Stakeholders informed	Completed		Council launched the Temora Grants Hub portal in partnership with the Grant Guru. Support was provided to commercial and community organisations to assist with understanding grant options. A joint TBEG - Council COVID-19 Response Team was formed to assist businesses to understand the stimulus packages provided by Government in response to the pandemic.
Ensure Council websites are mobile optimised	Communications Officer	Review conducted	Completed		The new website went live in June 2020. It is mobile and tablet friendly.
Ensure information on digital platforms is current and accurate	Communications Officer	Complaints regarding information	Completed		Content on websites and social media is regularly reviewed and all care is taken to ensure the information is accurate and current.
Hold an annual meeting with rural ratepayers in rural localities on a rotational basis to discuss locality issues in conjunction with the local Councillor	General Manager	Arrange meeting	Referred to the Next Financial Year		To be arranged 2020/21. Will be deferred due to COVID19.
Include images of people with a disability, information on NDIS and other disability services in new residents packs	VIC Manager	Included in new residents pack	Completed for Current Year		New resident packs are made up throughout the year. The Visitor Information Centre has had little demand for these pack in the last 12 months with only 2 being given out. Information on the NDIS is sourced from Pinnacle when new packs are made up.

Action Name	Responsible Officer Position	Performance Measure	Status	Traffic Lights	Annual Comment
Maintain current and accurate information on Council websites	Communications Officer	Regular updates of site	Completed		All care is taken in maintaining accurate and current information on Council websites. With the development of the new website, all content has been reviewed before it was moved over to the new website and is updated when necessary.
Promote arts and cultural events through council media outlets including websites, facebook and whats on in Narraburra News	Communications Officer	All events advertised	Completed		The Communications Officer and the Community Services Officer work closely together to advertise, promote and support events using all the publications available to Council.
Promote the achievements of Temora Shire residents through the 'Home grown heroes' program	Communications Officer	Continuation of program	Completed		One episode has been filmed in 2020 (Col Richards) and several people have been approached but are reluctant to participate. Convincing people that their story is worth telling can be difficult. Covid-19 has also made this task difficult to fulfil.
Provide a current and upcoming works program in the Narraburra News	Communications Officer	Report included in Narraburra News	Completed		When appropriate, TSC works projects are included as content in Narraburra News as well as receiving posts on social media.
Provide an easy format flyer advising of volunteer opportunities in the community	Communications Officer	Provision of flyer	Completed		Volunteer opportunities are advertised on Council's website, sometimes in Narraburra News and social media. The Direct Me booklet also contains this information which has now been updated and published and will continue to be updated. A flyer has not been created as there has been no direction about where the flyer would be located, specific information to be included, and who the target audience is.

Action Name	Responsible Officer Position	Performance Measure	Status	Traffic Lights	Annual Comment
Provide information about child care and early learning options in Temora on Council website, social media, new resident packs.	Communications Officer	Information disseminated	Completed		The Direct Me booklet, which is largely available online and updated regularly, contains detailed information about childcare options. Council's website also displays this information
Provide relevant information about housing, services, facilities and opportunities for community involvement to potential new residents	VIC Manager	Currency of information	Completed for Current Year		Relevant information is sought from different organisations and businesses through out the year when new resident packs are updated. The Direct Me book is one of the main inserts in the pack. This project is ongoing.
Remain active on social media sites to ensure that issues affecting Council are identified	Communications Officer	Early identification of issues	Completed		Council has numerous social media sites that range from very active (Temora Shire Council Facebook) to those with minimal activity (Temora Airpark Estate Facebook). Every attempt is made to utilise the social media pages and remain as active as possible. The Communications Officer currently manages 12 Facebook pages, 3 Facebook groups and 1 Instagram page related to Council. We often receive enquires via our Facebook pages and they are managed (and distributed where necessary) by the Communications Officer.
Support the concept of conducting a Survey to gain the Residents feedback and review mechanisms for ratepayers to provide ongoing feedback to Council (Next survey 2021)	General Manager	Review currency of information for survey	Not Due To Start		Deferred to 2020/21 due to election deferral.

Action Name	Responsible Officer Position	Performance Measure	Status	Traffic Lights	Annual Comment
Undertake a Walk and Talk Tour of Temora for Councillors	General Manager	Tour undertaken	Completed		Tour conducted
Update the Direct Me guide	Communications Officer	Currency of document	Completed		Direct Me has recently undergone a complete makeover by a graphic designer and is now published online. It is able to be updated by the Communications Officer and is done so regularly. Quotes have been sought from printers for the production of a physical booklet.
Upgraded use of digital media platforms to communicate with residents	Communications Officer	Increased followers and hits	Completed		Council's new website went live in June 2020. Other digital platforms are used regularly for communication purposes including, but not limited to, community consultation, basic information output and two-way communication.
Use Council communications outlets to advise of volunteering opportunities	Communications Officer	Advice to community	Completed		Volunteer positions are advertised on the Temora Shire Website as well as regular advertisements being posted to social media sites about volunteering opportunities

Community Services

Key Functions - Child Care, Cultural Services, Education, Library Services, Town Hall Theatre, Town Hall

Policy Direction Continuation of a Government funded childcare service through the Bland/Temora Family Day Care Scheme Continued employment of a Community Services Officer Support for Imagine Temora and membership of Eastern Riverina Arts (ERA) Maximise the opportunity for cultural exchange with sister cities Develop opportunities for relationship with Charles Sturt University (CSU) Upgrade of the town hall facilities to meet the needs of a modern day conference/ entertainment venue

Action Name	Responsible Officer Position	Performance Measure	Status	Traffic Lights	Annual Comment
Arts and Culture - Review of opportunities to develop arts based programs under NDIS	Community Services Officer	Review conducted and reported to Council	Completed for Current Year		The new Arts and Cultural space will make the delivery of arts-based projects for people with disability possible under COVID - 19 restriction. Further meetings with the Manager of Pinnacle Services will be required once the facility is underway. The Manager has informed the CCSO that NDIS is an ever-changing landscape and setting up arts-based programs under NDIS is not as simple as it first appeared. The simplest option for the new facility would be to create the workshops discussed below and let NDIS client book their hours as desired.
Arts and Culture - Act as host of the 2019 Bald Archys	Community Services Officer	Exhibition held	Completed		The 2019 event was very successful. There appears little value in hosting the event in 2021 as the dynamics of the exhibition have changed dramatically. Due to the passing of Peter Batey the exhibition will now be managed by Wagga City Museum, no longer making Temora the only exhibition venue in the Riverina.
Arts and Culture - Arrange visit by the National Gallery guides	Community Services Officer	Trip undertaken	Completed for Current Year		The CCSO met with representatives of the National Gallery of Australia and due to COVID -19 the Temora visit will be looked at again in early 2021 or when COVID 19 fears have been dramatically reduced.

Action Name	Responsible Officer Position	Performance Measure	Status	Traffic Lights	Annual Comment
Arts and Culture - Arts Precinct - Seek funding for the development of the precinct.	General Manager	Grant submissions made	Completed		Representation made to government seeking grants. The project will be funded in 2020/21 under the LRCIP, following on from upgrade work on the existing building carried out this year under the Drought Communities Program
Arts and Culture - Conduct Temora Shire Council Art Prize	Community Services Officer	Competition held	Completed		2019 Exhibition astounding success with exhibition entries increased. 167 entries received and the venue ran out of hanging system . Please note the event has enjoyed increased interest from community, the 2019 event received new and valuable community sponsorship with the 2020 event set to receive the same.
Arts and Culture - Develop activating unique spaces for cultural events	Community Services Officer	Development of site audit	Completed		Activating Unusual Spaces has proven to be a big success with Temora Shire Council now receiving contact from numerous international artists wishing to be part of the concept. The artists have received very positive feedback from local and international participants and are keen to stop off in Temora as part of their Australian tour. The CCSO has kept in contact with our regular artists such as Michael Fix, Christine Colleser and Mike McClellan throughout the COVID -19 event landscape. All artists have made a commitment to return to Temora in 2021 and are very complimentary of the delivery of the concept.
Arts and Culture - Develop opportunities for the conduct of Artisan Markets	Community Services Officer	Markets conducted without impact on business	Completed for Current Year		Because of restrictions in the events landscape due to COVID -19 the CCSO has looked to find COVID Safe way to deliver the Artisan Markets and find a new space in the online market. An online gallery platform concept is being explored and will be presented to Imagine Temora for their input and feedback.

Action Name	Responsible Officer Position	Performance Measure	Status	Traffic Lights	Annual Comment
Arts and Culture - Hold a creative Lifestyle Expo	Community Services Officer	Successful Expo held	Referred to the Next Financial Year		The CCSO met with the Director Administration and Finance and it was decided to postpone the event until 2021. If there are vast changes to COVID Safe restriction before October, the event will be reviewed.
Arts and Culture - Maintain membership of Eastern Riverina Arts	Community Services Officer	Retention of numbers	Completed		This membership delivers excellent value to Temora Shire Council and residents. An example is the Access Assistance Equipment package for events Temora Shire Council received this year free of charge from Eastern Riverina Arts. Additionally, Temora residents and creatives will also benefit from the NSW National Arts Event - Art Stat being hosted in Wagga Wagga in November 2020.
Arts and Culture - Operation of a Sister City Committee to determine activities and future strategies	Community Services Officer	Committee established	Completed		Sister City Committee is operating well and was meeting regularly before COVID -19
Arts and Culture - Temora Arts Precinct - Development of a management plan for development/usage of the ex Scout Hall involving stakeholders/ user groups.	General Manager	Management Plan developed and adopted	Referred to the Next Financial Year		Under development following the decision to undertake an upgrade in 2020/21.

Action Name	Responsible Officer Position	Performance Measure	Status	Traffic Lights	Annual Comment
Events - Support events determined by resolution of Council and the following events (at a minimum) , Active Ageing Expo Local Government Week NAIDOC Day International Womens Day Australia Day Volunteers Week Mary Gilmore Festival Including seeking grant funding for those events	Community Services Officer	Conduct of successful event	Completed		The CCSO has assisted events where required and applied for grants where appropriate.
Hold a welcome function for new residents	Community Services Officer	Event held	Completed		This event delivers an inordinate amount of positive feedback regarding Council and the community. It would be beneficial for Council to capture the 2020 event on video
Host an Afternoon Tea for carers	PCS - Manager	Function held	Completed		Event held

Action Name	Responsible Officer Position	Performance Measure	Status	Traffic Lights	Annual Comment
Imagine Temora - Conduct formal review of the structure and operation of Imagine Temora, including development and adoption of a policy for operation.	Community Services Officer	Increased programs	Referred to the Next Financial Year		Review to be conducted when COVID 19 issues resolved
Imagine Temora - Provision of an annual budget for the use within Council guidelines	Community Services Officer	Budget allocation and accountability	Completed		Budget provided but details on usage protocols to be developed.
Lake Centenary - Investigate grant opportunities for funding of community activities at the Lake	Community Services Officer	Grants investigated and applied for	Completed		The acquisition of a Dragon Boat for Lake Centenary was a great accomplishment for 2019 and now in 2020 ADFA has donated two more Dragon Boats this time carbon fibre boats valued at over \$20,000 each. With 2020 events postponed more time may be available to pursue lengthy grant application.
Partner with Bland Shire regarding family day care provision.	Director of Administration and Finance	Annual review of scheme by Council	Completed		Council is continuing to provide assistance.
Provision of a donation equivalent to rates for the Ariah Park Community Hall	Administration and Finance Manager	Donation Made	Completed		Completed
Springdale Memorial Hall - Provide financial support to Committee	Director of Environmental Services	Funds allocated	Completed		Hall in good conditions. Drought Communities Funding program also used well.

Action Name	Responsible Officer Position	Performance Measure	Status	Traffic Lights	Annual Comment
Temora Memorial Town Hall - Support volunteers associated with Temora Town Hall Theatre	Director of Environmental Services	Support provided	Completed		Function Held. Volunteer retention levels remain high
NRCC House - Construct outdoor reading room and provide access ramp to rear of NRCC House (subject to grants)	Director of Administration and Finance	Grant submissions made	Completed		Council was recently advised that it was successful in its grant application. Detailed plans for the outdoor reading room & access ramp are currently being drawn up.
NRCC House - Undertake upgrade of toilets at Temora Library utilising grants and own source funds	Director of Environmental Services	Completion of project	Grant Not Available		Rollover
Temora Memorial Town Hall - Completion of refurbishment	Director of Environmental Services	Refurbishment completed	Completed		Completed

Economic Development, Tourism & Resident Attraction

Key Functions - Economic Development, Tourism

Policy Directions To lobby for continued improvement of and access to services, transport, communications and utilities for Temora Shire To attract grant funding to assist in the development of the Shire To build a strong and united community force for the growth and sustainability of our Shire. To plan for the possibility of a sudden upsurge in investment and population which may result from a new mine or other large employer To keep State and Federal members informed of Temoras needs and our strategies to meet those needs. To maintain close links with relevant State and Federal Govt. Departments, agencies and Regional Offices. Increase the access to information regarding TSC and Government programs initiatives and funding opportunities to the community via newsletters and webpage on Council and www.temora.com.au websites Maintain membership of Regional Tourism Bodies Proactively seek business opportunities for Temora Shire including villages

Action Name	Responsible Officer Position	Performance Measure	Status	Traffic Lights	Annual Comment
Bundawarra Centre - Undertake consultation with users regarding any proposed changes and complete planning for design options for Visitor Information Centre	Economic Development Manager	Plans completed and agreement from users	Completed		Designs for Bundawarra Centre upgrade were approved by Council. External funding secured to add to Council's allocation, including \$10K from Federal Government and \$197,000 through round 2 of State drought assistance. Project to be completed by December 2020 in order to comply with funding aquittal. These works will deliver the majority of the scope of works, however further funding is required to fully complete the works.
Continually build rapport with relevant politicians	General Manager	Maintenance of relationships	Completed		Ongoing. Regular meetings (pre covid) held
Develop priority projects to shovel ready in order to take advantage of funding opportunities as they arise.	Economic Development Manager	Development of projects and submission to Council	Completed		Business Case preparation and/or support delivered for the Temora Airport Master Plan Implementation Project, Bundawarra Centre Upgrade, Temora Arts Precinct, Affordable Senior Housing project and Temora Recreation Centre upgrade.

Action Name	Responsible Officer Position	Performance Measure	Status	Traffic Lights	Annual Comment
Economic Development - Actively target, and support businesses identified in the Economic Development Strategy	Economic Development Manager	Attraction of business	Completed		New business activity in Temora Shire is growing despite impacts of COVID-19. There is strong interest from a range of industry sectors to establish or expand in Temora, including value-add agriculture, manufacturing, aviation, tourism, personal services, aged care, renewable energy, and retail services. The projection for 400+ new jobs in the next 4 years is looking very strong.
Economic Development - Attend quarterly RDA Riverina Economic Development Forums	Economic Development Manager	Attendance of meetings	Completed		The quarterly RDA Forums remain a worthwhile event for connecting with peers in economic development within the Riverina as well as learning about various government initiatives and regional programs coordinated by RDA, such as Country Change and migrant resettlement.
Economic Development - Conduct study to determine needs and develop strategies to address any housing shortfall in market	Economic Development Manager	Study conducted	Completed		This action with completed in 2018. This year Council has progressed with the LEP review to assist new areas of residential housing to be developed. We also continue to work with developers of a range of housing types and estate agents to ensure there is a sufficient supply of residential land. Demand for housing in the sales and rental markets continues to be strong in Temora. This trend is expected to continue with the growth in demand from temporary workers for infrastructure projects as well as permanent population growth from new business growth in the next 4 to 5 years.
Economic Development - Connect businesses with complementary skills, needs and resources.	Economic Development Manager	Assistance provided	Completed		The professional development opportunities for businesses in Temora Shire have never been stronger with the partnership between Council, BREED and TBEG. The BREED business centre has provided a home for professional development delivery and courses are well attended. The relationship with BEC has provided an ongoing stream of training courses and mentorship for new and existing business owners, resulting in a supportive network of businesses.

Action Name	Responsible Officer Position	Performance Measure	Status	Traffic Lights	Annual Comment
Economic Development - Continually review plan workforce futures plan to determine likely spikes in population and communicate the impacts to relevant stakeholder in advance.	Economic Development Manager	Reports to Council	Completed		The impact of COVID-19 on many developments caused some projects to be delayed in their delivery. Many businesses are readjusting plans in what is a constantly changing landscape. However, all developers are committed to proceeding in Temora. Once their plans become more concrete Council will be in a better position to communicate to stakeholders.
Economic Development - Create a development prospectus including Arah Park and update the relevant pages on Council website	Economic Development Manager		Completed for Current Year		Due to the time spent by officers responding to high interest in Temora Shire from developers, there has been little time to dedicate to developing the prospectus. Instead, the economic development pages of the website have been updated, providing more tools and resources for developers. More targeted proposals are presented to developers based on their industry and requirements. This appears to be an effective approach.

Action Name	Responsible Officer Position	Performance Measure	Status	Traffic Lights	Annual Comment
Economic Development - Develop strategies to invigorate the Hoskins St CBD to ensure future prosperity	Economic Development Manager	Report to Council and strategies implemented	Completed		The response to the invigoration of the main street is multi-pronged. Businesses are supported through initiatives such as Find it in Temora, Plug it in Temora, the professional development programs, BREED business centre, support for new businesses to open, provision of grant information, heritage grant funding, and retail events such as the Christmas Street Fair. Main street infrastructure is also a key aspect of the attraction with street furniture, soft landscaping and footpath treatments assisting the visual appeal. The second stage of main street upgrade and the outcome of the funding application for additional planters and street furniture will ensure the CBD continues to remain vibrant.
Economic Development - Develop strategic partnership with Farmlink to attract new industry and provide opportunities for existing industry through diversification	Economic Development Manager	Increase in partnership arrangements and facilities at TAIC	Completed		The TAIC continues to be an important asset for the Temora Shire. The TAIC Reivew will assist to highlight the social and economic value the Centre brings to the Shire and the role that FarmLink plays in the delivery of those benefits as a partner of Council. The Centre continues to attract positive attention from regional, state and federal organisations as well as commercial entities in Australia and overseas. Investments made in the Centre over the past few years are beginning to show dividends by attracting new research and investment opportunities.
Economic Development - Facilitate a smooth DA process for investors	Economic Development Manager	Minimalise red tape	Completed		Officers continue to work together in economic development and planning to ensure the DA process is smooth. This begins from initial meetings with developers well in advance of a DA being submitted. This supportive culture has gained Council a strong reputation for being easy to do business with and is our strongest tool for attracting new investment to the Shire.

Action Name	Responsible Officer Position	Performance Measure	Status	Traffic Lights	Annual Comment
Economic Development - Maintain a development prospectus, including Arian Park and update the relevant pages on the Council website	Economic Development Manager	Prospectus readily available to community	Referred to the Next Financial Year		Council website was updated with current tools and resources for developers. There is currently no prospectus due to time constraints.
Economic Development - Participate in relevant conferences that focus on regional development issues	Economic Development Manager	Currency of knowledge	Completed		Conferences have moved online due to COVID-19 but continue to be an important forum for continued professional development and networking.
Economic Development - Participate in relevant Government and Non-Government programs for regional growth	Economic Development Manager	Review conducted	Completed		Country Change and migrant resettlement are two programs coordinated by RDA Riverina that Council participate in to attract new residents and fill job vacancies so businesses can continue to grow. Council has also participated in a number of funding program related to economic growth and stimulation in particular as a response to the drought.
Economic Development - Provide advice and support to the TBEG and BREED Australia including provision of assistance to employ executive officer	Economic Development Manager	Retention of TBEG	Completed		Council's partnerships with TBEG and BREED Australia remains a key tool for engaging with and supporting the local business community. The TBEG executive committee act as an extension of the economic development function and assist Council to achieve far more than would be possible working in isolation. This year TBEG has been supported to develop a new strategic plan for the coming 2 years which includes becoming an incorporated association. TBEG recognise the importance of the relationship with Council so plan to include Council representation in the organisational constitution.

Action Name	Responsible Officer Position	Performance Measure	Status	Traffic Lights	Annual Comment
Economic Development - Review the relative cost of the provision of electricity and other utilities in Temora Shire.	Economic Development Manager		Completed		This review was completed in 2018 however the cost of connecting services in Temora Shire, in particular water, remains a barrier for developers looking to establish here.
Economic Development - Support TBEG in the delivery of events and initiatives	Economic Development Manager	Retention of TBEG	Completed		Prior to COVID-19, TBEG ran a popular suite of events with the support of the Economic Development officer, including the Christmas Street Fair, monthly beers and business events, and professional development opportunities. Since COVID-19, these events have changed to be delivered online or cancelled to comply with social distancing directives.
Economic Development - Work with Environmental Services and local developers to ensure there is a sufficient pipeline of available residential land	Economic Development Manager	Review conducted	Completed		This year Council has progressed with the LEP review to assist new areas of residential housing to be developed. We also continue to work with developers of a range of housing types and estate agents to ensure there is a sufficient supply of residential land. Demand for housing in the sales and rental markets continues to be strong in Temora. This trend is expected to continue with the growth in demand from temporary workers for infrastructure projects as well as permanent population growth from new business growth in the next 4 to 5 years
Investigate options for the reuse of Greenstone Lodge if the facility becomes vacant	Economic Development Manager	Report to Council	Completed		The Whiddon Group are aware of Council's wish for Greenstone Lodge to be reused in some capacity. Once the Narraburra Lodge is back on track for development they will be better placed to discuss the future of Greenstone.

Action Name	Responsible Officer Position	Performance Measure	Status	Traffic Lights	Annual Comment
Investigate the potential for the establishment of a campus of U3A in Temora	General Manager		Referred to the Next Financial Year		To be considered in next financial year
Investigate the viability of establishing a Country University Centre in Temora	Economic Development Manager	Report provided to Council	Referred to the Next Financial Year		Although this project has stalled, there is potentially a greater need for it given the impact of COVID-19 on the delivery of university education. It is likely that more school leavers will choose or be forced to study from home, rather than leaving Temora Shire to attend a traditional campus.
Maintain a local trades directory	Economic Development Manager	Directory created	Completed		The trades directory was launched in Q3 and forms part of the updated DirectMe guide which is available in both printed copy and on Council's website.
Maintain a subscription to Easy Grants & distribute to relevant stakeholders	Economic Development Manager	Subscription maintained	Completed		The introduction of the Temora Grants Hub online portal in partnership with Grant Guru demonstrates Council's commitment to providing businesses and community groups with the tools to find funding options. Council officers continue to promote the portal, support organisations to complete applications and provide letters of support. Launched at the end of April, the tool has 20 registered users and received a total of 33 visits during May and June 2020.
Maintain strong relationships with local estate agents to monitor markets and communicate to property owners	Economic Development Manager	Relationships developed	Completed		Council officers maintain a close working relationship with local estate agents. This assists in helping to understand the current state of the market in terms of supply and demand of housing, as well as supporting new residents and businesses. The agents are supportive of Council initiatives and assist with strategic planning for a range of Council programs and developments.

Action Name	Responsible Officer Position	Performance Measure	Status	Traffic Lights	Annual Comment
Participate in regional programs to attract new residents eg Country Change	Economic Development Manager	Conduct of event	Completed		Country Change continues to be an important and successful program for Council's new resident attraction strategy. The year round social media strategy ensures that those registered with the program are continually reminded about the opportunities provided in Temora. As a result of COVID-19 there is an emphasis on country living for many metropolitan dwellers who have been forced to isolate in small homes and who may also have an employer who is more open to the concept of remote working. This program will provide a cost-effective platform for reaching more potential new residents than Council could alone.
Support developments that broaden the range and raise the quality of visitor experiences in Temora Shire.	VIC Manager	Report to PVC	Completed for Current Year		This is an ongoing project. The relevant information is given or sent or referred according to the nature of the inquiry. Inquiries usually come via telephone or email. Request for local tourism information packs have dwindled considerably to around 2 - 3 per month instead of 5- 7 per week but in saying that people are still coming to the VIC to access brochures on local, regional, NSW and interstate areas. Corporate inquiries are usually referred on to the area of need giving options. Over the last 12 months there have been several referrals made to local businesses and community organisations.
Support relevant organisations to prepare grant applications	Economic Development Manager	Grant assistance advertised	Completed		The Temora Grants Hub provides the tools and resources to assist organisations to prepare grant applications. This will now provide a valuable aid to Officers in providing advice and guidance to grant applicants.
Tourism - Develop tools that encourage conference and events organisers to come to Temora Shire	Economic Development Manager	Tools developed and utilised	Progressing		This project has halted do to other priorities and the impact of COVID-19 on the events industry. The project will be pushed forward in 2020/21 as part of the recovery strategy.

Action Name	Responsible Officer Position	Performance Measure	Status	Traffic Lights	Annual Comment
Tourism - Ensure all accommodation options are listed on Get Connected, Council Website, Google and Trip Advisor	VIC Manager	Listings confirmed	Progressing		This is an ongoing process due to expiry dates. Not all operators wish to have their business included.
Tourism - Implement actions from tourist signage study	VIC Manager	Review presented to Council	Progressing		No actions received back from the Signage Committee regarding the Rural Tourism Signage Report.
Tourism - Maintain membership of, and actively participate in, regional tourism bodies	Economic Development Manager	Membership maintenance	Completed		Tourism marketing is another victim of COVID-19. Changing travel restrictions have made it difficult to confidently promote the region or organise events. The Canberra Handmade Markets was a key event for promoting the region, however this was cancelled due to COVID-19. The focus has therefore been to reinvigorate the social media tools and plan for future projects. The EDM handed over the role of Chair of Thrive during this period and supported the organisation's strategic review.
Tourism - Promote the use of booking engines to accommodation providers	VIC Manager	Completeness of listing	Progressing		Almost 50% of the accommodation operators use booking engines. The remaining wish not to participate.
Tourism - Provide a budget and associated policy for the PVC for the purpose of promoting and developing events and tourism initiatives	Economic Development Manager	Provision of budget	Completed		PVC review complete. Council resolved to disband the committee in November 2019. The responsibilities for events was passed to TBEG. Tourism strategy will be discussed as part of the Economic Development Committee and there will be regular tourism operator forums throughout the year.

Action Name	Responsible Officer Position	Performance Measure	Status	Traffic Lights	Annual Comment
Tourism - Work with Junee and Coolamon Shires to actively develop and promote the Canola Trail experience and brand in all relevant tourism channels	Economic Development Manager	Promotion of trail	Completed		The Canola Trail partnership remains a valuable and successful destination marketing tool for Council. The brand continues to gain recognition and support from Destination NSW and the media. The planning and executive of marketing activities is much more efficient and cost-effective as the workload and financial burden is split between the three Shires. This year saw the launch of the Canola Trail Visitor Guide, which was fully funded by the CT budget and advertisers.
Utilise support available through Randwick City Council	Economic Development Manager	Access utilised	Completed		The sister city relationship with RCC has somewhat recovered since Randwick was engaged in the amalgamation process. However, there is still some work to be done to strengthen ties between the two Councils. COVID-19 has prevented face to face networking with the Randwick so Officers are relying on the strength of existing connections. Despite the challenges, Randwick continue to be very supportive of Temora Shire, providing funding to assist with drought relief and ABR data to assist with business engagement.
Visitor Information Centre - Improve tourism signage	Economic Development Manager		Progressing		The out of town review was conducted and actions reported to Council. The internal review remains outstanding. The village entrance signage upgrade was commenced but then put on hold pending a Council decision regarding the design.
Visitor Information Centre - Maintain accreditation	VIC Manager	Accreditation achieved	Completed for Current Year		The Accreditation for the VIC has been extended due to the COVID 19. No advise has been given as to when the next audit will take place.

Action Name	Responsible Officer Position	Performance Measure	Status	Traffic Lights	Annual Comment
Visitor Information Centre - Provide report on implementation of design changes for the Temora VIC space	VIC Manager		Referred to the Next Financial Year		Several meetings have taken place in the last 12 months regarding the VIC refurbishment. Plans have been approved and tenders been called. Work should commence in the next few months.

Emergency Services

Key Functions - Rural Fire Service, State Emergency Service, Fire Brigade, Police and Ambulance

Policy Directions Support and maintain the zoning arrangement with Bland Shire Council Ensure that all personnel have adequate training to perform their function

Action Name	Responsible Officer Position	Performance Measure	Status	Traffic Lights	Annual Comment
Hold 3 (three) meetings of the LEMC annually	Senior Technical Officer	Meetings held	Completed		Meetings held
Support for Local Emergency Management Committee (LEMC)	Senior Technical Officer	Support provided	Completed		Usual LEMC support continued however was increased comparative to previous years due to a state wide EOC review following the NSW Bushfire events followed by the COVID-19 human pandemic which required significant involvement by LEMO correspondence.

Engineering Services

Key Function - Management, Administration, Contract Services, Design, Road Safety, Asset Management, Procurement

Action Name	Responsible Officer Position	Performance Measure	Status	Traffic Lights	Annual Comment
Commence review of current construction methods to ensure consistency	Engineering Technical Services Manager	Documentation commenced	Completed for Current Year		Ongoing action.
Develop procedures and templates for the provision of a business case for all capital works on Council land not covered by asset development plans (roads, plant, transport infrastructure)	General Manager	Adoption of procedure by Council	Referred to the Next Financial Year		Templates developed. The availability and urgency of stimulus grants has put this planning tool on hold.
Development of a maintenance Memorandum of Understanding (MOU) with utility companies working within the road verge and nature strip	Engineering Works Manager	MOU adopted	Referred to the Next Financial Year		Ongoing and differed to next FY Year
Review of engineering policies and procedures	Engineering Technical Services Manager	Review completed	Completed for Current Year		Progressing slowly

Action Name	Responsible Officer Position	Performance Measure	Status	Traffic Lights	Annual Comment
Review of plant and equipment policy framework and Asset Management Plan	Engineering Works Manager	Report to MANEX	Completed for Current Year		Ongoing
Road Safety - Campaigns include: Speed, Drink Driving, Fatigue, Driver Distraction/ Inattention, Seatbelts/Child Restraints, GLS (x2), Mobility Scooter Workshops, Pedestrian Safety, Older Drivers, Safety Around Schools, Young Drivers	Road Safety Officer	Programs conducted	Completed		This program has been disrupted by officer resignation and the appointment of a new Road Safety Officer, who commenced duties on 1 June 2020. Programs have continued through this time, mainly on a digital platform.
Road Safety - Conduct local projects including (but not limited to): Bike Week Campaign, Stepping On Programs with local Allied Health, Youth Programs (e.g. Cool Heads), Fatality Free Friday Campaign, Road Rules Awareness Week Campaign, Bus Safety Awareness Week Camp	Road Safety Officer	Conduct of projects	Completed		This program has been disrupted by officer resignation and the appointment of a new Road Safety Officer, who commenced duties on 1 June 2020.

Action Name	Responsible Officer Position	Performance Measure	Status	Traffic Lights	Annual Comment
Road Safety - Conduct stakeholder meetings and community consultation on local road safety issues	Road Safety Officer	Information Dissemination	Completed		Due to staffing constraints, there has been limited interaction during the past year.
Road Safety - Maintain RSO Facebook page and update Councils social media platforms and website with up-to-date road safety information	Road Safety Officer	Information Dissemination	Completed		Facebook page maintained and new facebook page established by newly appointed RSO.
Road Safety - Participation in the Local Government Road Safety Program and adherence to terms of LGRSP Agreement	Road Safety Officer	Continuation of program	Completed		Ongoing participation with Bland, Coolamon & Junee Councils.
Road Safety - Retention of the Safe Systems Approach to planning, development and implementation of RSO programs to improve road user safety in local communities	Road Safety Officer	Approach acceptable to funding bodies	Completed		Safe syetms approached adopted and applied.

Action Name	Responsible Officer Position	Performance Measure	Status	Traffic Lights	Annual Comment
Road Safety - Review of Rural Bus Stops and Pick Up/ Drop Off points	Road Safety Officer	Report to Council	Referred to the Next Financial Year		Will be undertaken by new RSO.

Engineering Works

Key Functions - Parking, Street Lighting, Street Trees

Policy Directions Improve the quality of street lighting by the installation of more energy efficient, low maintenance systems Secure quarry sites strategically located around the shire (subject to quality requirements) to minimise travel time to works

Action Name	Responsible Officer Position	Performance Measure	Status	Traffic Lights	Annual Comment
Develop a formal Street Tree Policy dealing with replacement species, early care and maintenance, planting location, adjacent asset protection and removal rehabilitation	Urban Overseer	Adoption of plan by Council	Completed for Current Year		Draft plan completed. Awaiting GIS mapping before referring to Council
Implement priority actions for removal and replacement of street trees	Urban Overseer	Meet agreed targets	Completed for Current Year		Currently working toward identified actions
Review footpath policy to ensure it is based on community service expectations	Engineering Technical Services Manager	Review by access	Completed for Current Year		Complete. Will report to Council in the new financial year.

Environmental Services

Key Functions - Climate Change, Environmental Management, Noxious Plants and Pests

Policy Directions Develop/promote initiatives/campaigns relating to energy and water efficiency Council to lead by example by developing and implementing measures to reduce water-energy usage in Councils buildings and facilities Establish realistic organisational energy savings targets to be genuinely measured to establish a smaller environmental footprint by Council Conduct of public education program to explain to residents the issues faced by Council in relation to weeds Weed Plan Continue with the Weeds Alliance

Action Name	Responsible Officer Position	Performance Measure	Status	Traffic Lights	Annual Comment
Ariah Park - Report to Council on options for the Ariah Park Nature Reserve	Engineering Technical Services Manager	Report to Council	Not Progressing		No action
Commitment by Council to the Fight the Fruit Fly Committee	Director of Environmental Services	Ongoing activities by Committee	Completed		Committee has opted to wind up. Letter of appreciation sent by Council acknowledging the groups achievements.
Support the activities of the Bland/Temora Landcare groups	Environmental Health Officer	Support for activities	Completed		

Governance

Key Function - Council relationships (other Councils, Government departments, Local members & Sister City Relationships), Governance, Lobbying and Advocacy

Policy Directions Membership of Riverina Joint Organisation Maintain membership to Local Government NSW Membership to Riverina Eastern Regional Organisation of Councils (REROC) Maintain membership of Eastern Riverina Arts (ERA) Maintain membership of Economic Development Officers (EDO) network Maintain membership of Riverina Regional Library Service (RRLS) Maintain membership of the Country Mayors Association Actively maintain relationships with non REROC neighbouring Councils Seek ways in which Sister City activities can be of benefit to the residents of the Shire Support for Constitutional recognition of Local Government Development of robust and transparent internal audit programs within the Council to ensure that the risk to Council is minimized Provision of training opportunities for all elected members Support of Councillors who wish to undertake professional development courses Undertake a comprehensive resident satisfaction survey every 4 years after election Maintain close relationships with local members and act at all times in a non-political manner Acknowledge that it is the role of council to represent all areas of the local community to external parties

Action Name	Responsible Officer Position	Performance Measure	Status	Traffic Lights	Annual Comment
Advocate for the abolition of mandatory webcasting or government funding of the facility. Implement webcasting to meet legislative requirements if unable to change government position.	General Manager	Meet the legislative requirements of the Government	Completed		Unable to change govt position. Audio webcasting implemented within prescribed times

Action Name	Responsible Officer Position	Performance Measure	Status	Traffic Lights	Annual Comment
Advocate on behalf of the Community for the retention of: * Schools within Temora Shire * Health Services within Temora Shire * Adequate Police Numbers * Electoral Commission re pre-poll voting in Temora in State and Federal Elections * Lobby for the retention of R2R and FAG funding * Lobby for constitutional recognition of Local Government	General Manager	Advocacy undertaken	Completed		Ongoing advocacy. Formal submissions made regarding electoral prepoll voting
Ensure all available funding options are utilised to achieve the Council projects outlined in the Delivery Program	General Manager	Increased grant availability	Completed		Funding has been at unprecedented levels in the recent past due to Covid-19

Action Name	Responsible Officer Position	Performance Measure	Status	Traffic Lights	Annual Comment
Establish flexible work practices to encourage an inclusive working environment	Human Resources Officer	Develop practices	Completed for Current Year		Working from home or remote environments has been well tested in the past months with staff working remotely due to COVID restrictions. Flexible work practices are also the norm given the number of part time & casual positions. The impacts to the rest of the organisation always need to be considered in these instances.
Investigate corporate offerings for Councillors and Senior Staff representing Council (ties, blazer etc)	General Manager		Referred to the Next Financial Year		Not dealt with. Will ideally coincide with new Council election
Lobby state and federal governments for ongoing increased local road funding	General Manager	Lobbying maintained	Completed		Ongoing. Current funding at unprecedented levels
Maintain communication at an official level between Council and Temora Hospital administration and LHAC	General Manager	Communication established	Completed		Ongoing. Council representation on LHAC
Maintain communication at an official level between Council and the Temora Community Centre	General Manager	Communication established	Completed		Ongoing. Attendance at Interagency a priority

Action Name	Responsible Officer Position	Performance Measure	Status	Traffic Lights	Annual Comment
Maintain membership to following organisations: Eastern Riverina Arts, REROC, Riverina JO, Destination Riverina Murray, Thrive Riverina, Riverina Food Network, Local Government NSW, Economic Development Officers Network, Riverina Regional Library Service, Country Mayors Association	General Manager	Membership maintained	Completed		Membership maintained
Provide the Mayor with the appropriate information to best represent the Shires needs.	General Manager	Comprehensive information provided	Completed		Ongoing activity
Review the Workforce Plan including workshop with key staff	Human Resources Officer	Rewrite of Workforce Plan	Completed		Workforce plan completed in June 2020. Annual review required
Villages - Hold a committee meeting (Assets & Operations) at Ariaiah Park	General Manager	Hold meeting at Ariaiah Park	Completed		Meeting held March in Ariaiah Park

Heritage

Key Function - Bundawarrah Centre, Heritage, Railway Precinct

Policy Directions To collect and preserve local history in its various forms in the area generally covered by the Temora Shire Council Council are committed to the retention of the current management structure at the museum Commitment to Temora Shire Council Heritage Committee

Action Name	Responsible Officer Position	Performance Measure	Status	Traffic Lights	Annual Comment
Bundawarrah Centre - Ambulance Museum Stage 3 Design Plans and Specifications (Subject to external funding)	Rural Museum Manager	Completion of plans	Completed for Current Year		A quote for the preparation of preliminary site surveys and plans for the proposed building has been obtained. This has been submitted for grant funding once, unsuccessfully. Still awaiting further Grant funding opportunities. In the mean time the museum collection is continuing to increase in anticipation of future exhibition development.
Bundawarrah Centre - Develop Rural Museum social media presence	Communications Officer	Social media presence completed	Completed		The Rural Museum Facebook page was rebranded in 2019 to fall under "The Bundawarrah Centre". Historical photos spark a great deal of interest on social media and are scheduled to be posted once a week. These always get a good conversation going on the Bundawarrah Centre Facebook page. The Backstory program also generated interest on social media.
Bundawarrah Centre - Develop virtual tour of facility (subject to grant funding)	Rural Museum Manager	Application for grant funding	Grant Not Available		Numerical identification of tour highlights will be installed following the planned upgrade of the museum entry and planning for a visual tour is ongoing. Digital presentations have been installed in both the Keeping Place and Bradman's Cottage.
Bundawarrah Centre - Implement actions from Tourist Signage Strategy	VIC Manager		Not Progressing		Rural Tourism Signage Audit has been completed and sent to the Signage Committee with a list of recommendations. The Urban Signage Audit is still in progress due to the shut down with the Covid 19 and weather.

Action Name	Responsible Officer Position	Performance Measure	Status	Traffic Lights	Annual Comment
Bundawarra Centre - Landscape forecourt and update signage.	Rural Museum Manager	Project completed	Referred to the Next Financial Year		Commencement of this project is imminent and completion is expected by Dec. 31 2020
Bundawarra Centre - Support the concept of hosting temporary travelling exhibitions	Rural Museum Manager	Ongoing increased number of exhibitions	Completed		A busy program of exhibitions preceded the COVID 19 shutdown. A small exhibit celebrating the 150th Anniversary of the Birth of Marie Narelle has been on display throughout 2020.
Commitment to the Temora Shire Sportsman Walk of Honour including provision of budget as required	Director of Administration and Finance	Support provided	Completed		The commitment to provide budget as required is assured.
Heritage - Continue the Temora Heritage Advisor program	Environmental Health Officer	Budget allocated	Completed		
Heritage - Review Items of Environmental Heritage as part of Temora Local Environmental Plan review	Town Planner	Items considered as part of LEP process	Completed		
Heritage - Support the Heritage Assistance Fund. Support community heritage groups in accordance with policy	Director of Environmental Services	Budget allocated	Completed		Good Progress Completed in 19/20. Ongoing

Action Name	Responsible Officer Position	Performance Measure	Status	Traffic Lights	Annual Comment
Heritage - Support the Temora Heritage Committee	Environmental Health Officer	Regular meetings held	Completed		Another successful year for the heritage committee.
Temora Railway Precinct - Provide resources towards enhancement as a heritage tourism and event destination	Environmental Health Officer	Budget allocated	Completed		Continued support - next stage another grant application through NSW Transport for repair works to roof and drainage.
Bundawarra Centre - Construct bridge over dam	Rural Museum Manager	Bridge completed	Referred to the Next Financial Year		Funding has been secured and a design is being prepared. Tenders for construction and installation will be invited as soon as the design is finalized. Geotechnical assessment of the site is in progress

Property Services

Key Function - Cemeteries, Council Properties, Public Toilets,

Policy Directions Support the operation and activities of the Friends of Temora Shire Cemeteries (FOTSC) and involve the group in Cemetery planning Upgrade presentation of one public toilet per year to an acceptable standard Council involvement in real estate development only when private developers do not meet a determined need Purchase of additional land for expansion of cemetery in the future

Action Name	Responsible Officer Position	Performance Measure	Status	Traffic Lights	Annual Comment
Crown Land - Develop Management Plans for all Crown Land in the care and control of Council.(Funded by State Government)	Town Planner	Plans completed to satisfaction of Government	Completed for Current Year		Lake Centenary, Temora Golf Course and generic open space plans complete. Sports fields, parks and Agricultural Innovation Centre plan commenced. Due to be completed end June 2021.
Support Friends of Temora Shire Cemeteries	Environmental Health Officer	Support provided	Completed		Another great year from FÖTSC.
Council Chambers - Investigate options for redesign/ expansion of Council admin building	Director of Environmental Services	Project completed	Cancelled by Council		No Funding allocated. Still in Delivery Plan. Planning will recommence when funding allocated
Incorporate the Cardax system into Bundawarrah Centre	Director of Environmental Services	System installed and operational	Referred to the Next Financial Year		To be incorporated into upgrade work, which is programmed to commence in September 2020 which is funded by Drought Communities Project funding
NRCC House - Internal painting (\$21k Pinnacle, \$14k Library)	Director of Environmental Services	Project completed	Completed		Completed

Action Name	Responsible Officer Position	Performance Measure	Status	Traffic Lights	Annual Comment
Platform Y - Install air conditioning	Director of Environmental Services	Air conditioning installed	Completed		Completed. Works Well.
Support the concept of installing solar panels on Council buildings subject to the provision of a positive business case. In 2019/20 install 35kw system at Temora Council offices.	Engineering Technical Services Manager	Solar system installed	Completed		Complete
Temora Cemetery - Heavy patching and reseal of internal roads and construct northern drainage dish drain	Engineering Works Manager	Project completed	Completed		Completed
Temora Cemetery - Install plinth to incorporate existing headstones. 2 rows in alternate years (2020/21)	Director of Environmental Services	Completion of project	Referred to the Next Financial Year		Rollover to 2020/21
Ariah Park Swimming Pool - upgrade facilities	Director of Environmental Services		Completed		This item refers to the Stronger Country Communities project which involves the installation of a new chlorinator and some concreting work around the pool deck. This work is different to the Amenities Upgrade (Drought Communities Funding) which is underway and scheduled for completion prior to 31st October, 2020

Action Name	Responsible Officer Position	Performance Measure	Status	Traffic Lights	Annual Comment
Apollo Place - Develop a plan of management and services design	Director of Environmental Services	Plan of management and design completed	Completed for Current Year		Council has tentatively scheduled a meeting for September, 2020 to further discuss the project before investing any more funding to complete the Business plan.

Public Health

Key Function - Community Health Programs, Food Control

Policy Directions To keep public health related business owners and operators informed of changes to legislation, standards and regulations Conduct an ongoing program to provide or promote swimming pool operator education as per state legislation

Provide a public health related complaints database/register Support the Bush Bursary Program on a biennial basis

Action Name	Responsible Officer Position	Performance Measure	Status	Traffic Lights	Annual Comment
Advocate for the maintenance and additional services at Temora Hospital	General Manager	Report to Council	Completed		Ongoing advocacy
Proactively support and promote community mental health facilities and programs	Community Services Officer	Report to Council	Completed		Supported and reports on major mental health initiatives sent to Director of Admin and Finance
Provide inspections of food premises, including Scores on Doors Policy	Environmental Health Officer	Premises inspected	Completed		COVID affected these premises, lots of information forwarded as soon as information was readily available. All are doing a fantastic job with the circumstances.

Recreational Services

Key Function - General Recreational Services, Parks & Gardens, Sporting Grounds, Playgrounds, Temora Recreation Centre, Public Pools

Policy Direction Sports Council are the body responsible for liaison between Council and users of Sporting Facilities

Action Name	Responsible Officer Position	Performance Measure	Status	Traffic Lights	Annual Comment
Ariah Park Recreation Ground - Upgrade skate park	Engineering Technical Services Manager		Referred to the Next Financial Year		Ongoing. To be completed in the next year.
Data collection, asset register and mapping of recreational spaces	Engineering Technical Services Manager	Provision of data	Not Progressing		Project on hold. Struggling to resource.
Hillview Park - refurbishment of gardens and pathway	Director of Environmental Services		Completed		Completed
Investigate drainage solutions for Nixon Park No.2 and Bob Aldridge	Engineering Technical Services Manager	Report presented to Council	Completed for Current Year		Progressing well.
Investigate the issue of collection of an equitable contribution towards the provision of sports facilities from sporting groups	Engineering Technical Services Manager	Projects completed	Completed for Current Year		Progressing slowly.

Action Name	Responsible Officer Position	Performance Measure	Status	Traffic Lights	Annual Comment
Maintain a comprehensive and regular playground inspection system for all Council facilities	Urban Overseer	System adopted by Council	Completed for Current Year		Electric system available. There is a need to improve compliance with the established inspection regime.
Plan, develop and maintain facilities, parks and gardens that respond to the needs of the community	Engineering Technical Services Manager	Inclusion in planning process	Completed for Current Year		Progressing slowly
Temora Recreation Centre - Signage Upgrade	Director of Environmental Services	New signage installed	Completed		Completed
Lake Centenary - Construct new playground	Engineering Works Manager	Project completed	Completed		Rubber soft fall contractor will complete the works in August 2020
Ariah Park Recreation Ground - Install drainage pipes and structures	Engineering Works Manager	Project completed	Not Due To Start		Design completed and work will be delivered in conjunction with the other road works in Recreation Ground (if required)
Ariah Park Recreation Ground - Upgrade to change rooms including painting, electrical and guttering	Director of Environmental Services	Project completed	Completed		All Completed.

Action Name	Responsible Officer Position	Performance Measure	Status	Traffic Lights	Annual Comment
Nixon Park - Contribute toward the construction of storage facilities for Temora Cricket Assoc.	Engineering Technical Services Manager	Project completed	Progressing		Ongoing.
Nixon Park - Fencing of play equipment	Engineering Works Manager	Project completed	Completed		Completed
Nixon Park - Modification and expansion of Nixon Pk No1 clubhouse	Director of Environmental Services	Project completed	Completed		Work Completed. Good result.
Nixon Park - Modifications to amenities building	Director of Environmental Services		Progressing		Project underway. Scheduled for completion by November, 2020
Nixon Park - New Rugby League canteen and associated storage	Director of Environmental Services	Project completed	Completed		Completed. Funding acquittal submitted.
Temora Town Tennis Courts - Resurface 2 courts	Director of Environmental Services		Completed		Completed. Funding acquittal submitted
The Oval - Upgrade/resurface netball courts	Engineering Technical Services Manager	Complete project	Completed		Complete

Regulatory Control

Key Function - Animal Control, Building Control, Land Use Planning, Regulatory Control

Policy Directions Continued employment of a ranger/law enforcement officer Train/up-skill existing staff member to assist/relieve Ranger Utilise CCTV and other technologies to enhance effectiveness of enforcement activities Participation and support for Temora Liquor Accord

Action Name	Responsible Officer Position	Performance Measure	Status	Traffic Lights	Annual Comment
Conduct a review of the Temora Local Environmental Plan 2010 involving development of a discussion paper and community consultation	Director of Environmental Services	Review conducted	Completed for Current Year		Good Progress Completed in 19/20. Ongoing
Determine a policy outlining the relationship between Council and Temora Veterinary Clinic and pet rescue groups	Ranger	Relationships maintained	Completed		Veterinary clinic rehousing kittens ,euthanizing unwanted cats unsuitable for rescue.Working in harmony at the moment
Provide a calendar of regulatory issues to be addressed throughout the year, such as information flyers about responsible pet ownership	Director of Environmental Services	Completion of brochure	Completed		Completed. Ongoing

Action Name	Responsible Officer Position	Performance Measure	Status	Traffic Lights	Annual Comment
Provide annual inspections of beauticians, hairdressers, mortuaries premises	Environmental Health Officer	Premises inspected	Completed		COVID put a dampener on these businesses, but once given the approval to reopen. They all have been doing fantastic, most have submitted their covid safety plans.
Provide inspections of septic tanks in accordance with risk category	Environmental Health Officer	Premises inspected	Completed		AWTS (High Risk) inspections up to date.
Provide inspections of swimming pools in accordance with Councils policy, every 3 years or at the time of sale	Environmental Health Officer	Inspections completed	Completed		As per sale and tenancy agreements inspections were completed within 1 day of receiving application.
Provide monthly report to Council about ranger activities incl. parking, companion animals	Ranger	Report to Council	Completed		Monthly reporting on all activities on going.
Report statistics of number of Development Applications, Complying Development Applications and assessment times. Planning Reports to Council where required	Director of Environmental Services	Report to Council	Completed		Completed

Action Name	Responsible Officer Position	Performance Measure	Status	Traffic Lights	Annual Comment
Use of social media to advertise availability of companion animals	Ranger	Number of pets rehomed	Completed for Current Year	●	Companion animal availability working well with social media Facebook rescue groups buy swap and sell,only issue waiting for transport. Companion animals re homed close to 95%

Resident Services

Key Functions - Community Safety, Service NSW, Villages, Volunteers

Policy Directions Commit to the maintenance and development of the CCTV concept Work cooperatively with Police & Temora Security Services to ensure a coordinated approach to community safety Presentation of Council as a professional organisation with a strong customer focus Development of systems to ensure that communication between Council and stakeholders is best practice Hold at least one Council meeting per term of Council in Ariah Park Lobby for continued presence of Service NSW Office in Temora Lobby for more frequent driver testing in Temora Lobby for retention and availability of Policing services in the shire Conduct a comprehensive ratepayer survey once in each term of Council

Action Name	Responsible Officer Position	Performance Measure	Status	Traffic Lights	Annual Comment
Construct/ reinstall a Nativity Scene in Temora including investigation of community based low cost alternatives.	Engineering Technical Services Manager	Complete project	Completed		Complete
Install new entrances to Temora township	Engineering Works Manager		Completed		Tree planting undertaken
Lake Centenary - Provide GWCC drink station	Engineering Works Manager	Project completed	Completed		Drinking station installed near the new play equipment
Maintain CCTV system in Temora to a modern standard acceptable to the users of the facility.	IT Officer	Uptime of system	Completed for Current Year		Plans to shift the business data network onto a separate wireless set up has been put into motion by the General Manager. We are expecting the CCTV cameras will be more stable and dropouts less frequent. Investigations are underway by the IT officer and Advanced Communications regarding camera quality as requested by the police.

Action Name	Responsible Officer Position	Performance Measure	Status	Traffic Lights	Annual Comment
Provide the Service NSW Agency at no cost to Council that meets the needs of residents	Director of Administration and Finance	Annual review of budget	Completed		This service is meeting its expected outcomes and is being provided at no cost to Council.
Support the concept of Smart Communities through the Southern Lights Program.	General Manager	Support given to concept	Cancelled by Council		LED luminaires to be installed late 2020 calendar year. Smart communities component not supported.
Utilise public events to acknowledge volunteers for example Volunteers Week, Local Government Week and nominating volunteers for awards within the community.	Community Services Officer	Promotion of events	Completed		Event cancelled due to COVID -19 currently working with Mayor to deliver an alternative acknowledgement.
Villages - Investigate the installation of an RV Dump Point at Ariah Park	Director of Environmental Services	Investigation complete and reported to Council	Completed		Completed. High Quality job. Funding from CMCA helped finish signage and fencing to a high standard
Villages - Retain staff member at Ariah Park	Engineering Works Manager	Payroll retention	Completed		Ongoing

Action Name	Responsible Officer Position	Performance Measure	Status	Traffic Lights	Annual Comment
Villages - Support community in the establishment of a nature walking track and bicycle track from Broken Dam Heritage Area to Ariah Park Cemetery (Subject to Grant Funding)	Engineering Technical Services Manager	In principle support	Not Progressing		Ongoing
Update street Christmas decorations	Engineering Technical Services Manager	Project completed	Completed		Nativity Scene updated.
Install town/village signs	Director of Environmental Services	Signs installed	Referred to the Next Financial Year		Delays experienced. EDM to work through with interested stakeholders to design with local sign writer to manufacture and install. Rollover to 2020/21.
Villages - Install landscaping and street furniture in Coolamon Street, Ariah Park	Engineering Technical Services Manager	Provision of plans to Council	Referred to the Next Financial Year		Ongoing

Risk Management

Key Function: Occupational Health and Safety, Risk Management

Policy Directions Provide suitable education to employees, volunteers, and contractors relating to WH & S risks Encourage employees to submit near miss incidents to develop better work method statements Provide training for all staff in relation to WH & S matters, Risk Analysis and Hazard Identification Maintain Temora Shire Councils WH & S Committee to assist in providing consultation and communication in relation to WH & S matters Use Councils Policies to improve and monitor WHS and Risk Management Strategies Conduct of exit medical assessment on employees hearing and sight to benchmark condition To commit, unreservedly, as an organisation to Workplace Health and Safety and ensure that all possible steps are taken to ensure the safety of each individual Commitment to StateCover best practice Commitment to compliance with all Acts, regulations and Codes relating to OH&S and Risk Management

Action Name	Responsible Officer Position	Performance Measure	Status	Traffic Lights	Annual Comment
Commit to the conduct of regular Risk Management meetings	Safety and Systems Coordinator	Hold at least 6 meetings annually	Completed for Current Year		Daily meetings were held during initial COVID-19 wave to discuss operational changes required and ensure service delivery can be maintained. Broader risk committee structure to be developed in accordance with ARIC requirements set by State Govt, once these become available.
Develop a Risk Management Action Plan that will assist Council to counteract new challenges arising in to the future (eg technological changes, climate change)	Safety and Systems Coordinator	Action Plan developed	Completed for Current Year		Ongoing
Develop an integrated safety, quality and environmental management system	Safety and Systems Coordinator	Plans completed and adopted	Completed for Current Year		Progressing well

Action Name	Responsible Officer Position	Performance Measure	Status	Traffic Lights	Annual Comment
Develop an integrated safety, quality and environmental management system to ISO9001, 4801 and 14001 certification	Safety and Systems Coordinator		Completed		Certification requirement has been removed by TfNSW.
Develop and implement a structured Risk Audit program	Safety and Systems Coordinator	System implemented and operational	Completed		Linked with "Implement ERM program" . Under construction. Documentation has been developed to identify, assess and record risks present at TSC sites. Pulse ERM module in use, to enable actions allocated and tracked.
Implement Enterprise Risk Management program	Safety and Systems Coordinator	System implemented and operational	Completed for Current Year		Risk appetite workshop will not be able to be held for some time due to COVID-19, timeline is unclear.
Integration of Quarry Management Plan into the Council Integrated Risk Management Plan	Safety and Systems Coordinator	System integrated	Completed for Current Year		Quarry management is now with the Engineering Works Department. We now have a second person qualified as a Quarry Manager.
Replace grass on roundabouts in Hoskins Street with concrete	Engineering Works Manager		Completed		Job completed within time frame and Budget

Action Name	Responsible Officer Position	Performance Measure	Status	Traffic Lights	Annual Comment
Undertake Employee programs to support employees in the workforce, including: * Hearing Tests * Mental Health Programs * Skin Checks * Employee Assistance Programs * Health Checks * Team Building Exercises * Instal ergonomic chairs	Safety and Systems Coordinator	Develop program and implement	Completed for Current Year		Staff immunisation program in place and underway. Mental Health Programs and Employee Assistance Program promoted periodically and at employee induction. Hearing tests conducted in accordance with WHS requirements. Pre-employment medicals now conducted by providers in Temora. Ergonomic furniture currently provided on an "as required" basis.

Sewerage Service

Key Functions - Effluent Reuse System Sewerage System

Policy Directions Extension of effluent system to all parks subject to evaluation by staff that there is sufficient water and the extension is economically viable Support for long term construction of a Sewerage Scheme for Ariah Park Support extension of sewer mains to non sewerred locations in Temora

Action Name	Responsible Officer Position	Performance Measure	Status	Traffic Lights	Annual Comment
Address actions for 2017 Gap analysis and develop pathway to compliance	Engineering Technical Services Manager		Completed for Current Year		On going / making incremental progress.
Ariah Park - conduct consultation with the Ariah Park community to determine support for the installation of sewerage services within the village	Engineering Technical Services Manager	Report to Council	Completed for Current Year		Ongoing / making incremental progress.
Ensure all staff involved in the sewerage function receive appropriate industry specific training for managers and operators	Engineering Works Manager	Budget required	Completed		Training plan has been developed and regular training have been delivered in conjunction with the department manager
Investigate Renewable Energy at Sewerage Treatment Plant	Engineering Technical Services Manager	Investigation completed	Completed for Current Year		Progressing well.

Action Name	Responsible Officer Position	Performance Measure	Status	Traffic Lights	Annual Comment
Undertake CCTV inspection, smoke testing and condition rating of sewerage reticulation network including removal of sewerage infiltration	Engineering Works Manager	Set targets	Completed for Current Year		Ongoing and CCTV of the targeted times will be completed every year
Aerodrome - Replace sewerage telemetry	Engineering Technical Services Manager	Project completed	Completed		Complete
Undertake Upgrade and renewal works on Sewerage and Recycled Water in accordance with identified program	Engineering Works Manager	Program completed	Completed		Completed

Support Services

Key Functions - Depot & Workshop, Plant & Equipment, Mining, Stores

Policy Directions Ensure that depot and workshop facilities are adequate to meet the needs of a modern workforce To provide scheduled and unscheduled maintenance and repairs according to OEM guidelines and Council procedures with minimal downtime To supply and dispose of fleet assets at the most advantageous cost to Council To ensure that there are sufficient, well trained staff to service Councils plant

Action Name	Responsible Officer Position	Performance Measure	Status	Traffic Lights	Annual Comment
Review the adequacy of current materials from Council quarries	Engineering Works Manager	Evaluation of alternatives	Completed		Ongoing
Review the Quarry Management Plan on a biennial basis	Engineering Works Manager	Update of plan	Not Due To Start		Additional staff member was provided training for the production manager. Quarry management plan is in development
Undertake Review of the operations at Temora Shire Council Depot	Engineering Works Manager		Completed		Completed

Transport Infrastructure

Key Functions - Footpaths and Cycleways, Road Infrastructure

Policy Directions Policy to generally provide paved footpaths on only one side of urban streets in accordance with the Footpath Hierarchy Plan
Development of a footpath hierarchy plan including pedestrian access mobility plan and cycleway plan Construction of one length of footpath annually in accordance with adopted plan Width of all new footpaths to be at least 1.5 mtrs or greater Review the Roads Hierarchy including review of methodology within the term of each Council

Action Name	Responsible Officer Position	Performance Measure	Status	Traffic Lights	Annual Comment
Commitment to the long term facilitation of efficient heavy vehicle access through Temora Shire subject to minimisation of impact on: Resident amenity, Council finances, Resident safety	Engineering Technical Services Manager	Reduction in conflict between users and road managers	Completed for Current Year		Ongoing. Have made and continue to make good progress on HV access throughout LGA.
Develop a project brief for the construction of an Alternate Heavy Vehicle Route around Temora based on the preferred route	Engineering Technical Services Manager	Brief completed	Completed for Current Year		Slow progress.
Develop submission and advocate politically for funding for the preferred route	General Manager	Meetings held with politicians	Completed for Current Year		Awaiting liaison with TfNSW on the project.

Action Name	Responsible Officer Position	Performance Measure	Status	Traffic Lights	Annual Comment
Make application for a minimum of one (1) Fixing Country Roads grants annually	Engineering Technical Services Manager	Application made	Completed		Complete
Seek funding (Full) for the installation of a roundabout and associated infrastructure at the corner of Hoskins & Polaris Streets	Engineering Technical Services Manager	Submissions made	Completed for Current Year		Ongoing
Seek funding for appropriate signage for the truck stop/ rest area at Ingalba on Burley Griffin Way	Engineering Technical Services Manager	Submission made to RMS	Referred to the Next Financial Year		Ongoing
Undertake a progressive assessment of local road network for potential RAV use	Engineering Technical Services Manager	Route Assessment completed	Not Progressing		No Action
Undertake service level review of Hoskins Street maintenance	Engineering Works Manager		Completed		Completed

Action Name	Responsible Officer Position	Performance Measure	Status	Traffic Lights	Annual Comment
Undertake Kerb and Gutter construction and maintenance in accordance with the Kerb and Gutter Assets Capital Works Program	Engineering Works Manager	Completion of program	Completed		Completed
Undertake Footpath construction and maintenance in accordance with the Footpath Assets Capital Works Program	Engineering Works Manager	Completion of program	Completed		Completed
Undertake Cycleway construction and maintenance in accordance with the Cycleway Assets Capital Works Program	Engineering Works Manager	Completion of program	Completed		Completed
Undertake Rural Unsealed Roads construction and maintenance in accordance with the Rural Unsealed Roads Assets Capital Works Program	Engineering Works Manager	Completion of program	Completed		Completed

Action Name	Responsible Officer Position	Performance Measure	Status	Traffic Lights	Annual Comment
Undertake Urban Sealed Roads construction and maintenance in accordance with the Urban Sealed Roads Assets Capital Works Program	Engineering Works Manager	Completion of program	Completed		Completed
Undertake Urban Unsealed Roads construction and maintenance in accordance with the Urban Unsealed Roads Assets Capital Works Program	Engineering Works Manager	Completion of program	Completed		Completed
Undertake Pavement Rehabilitation/ Widening in accordance with the Pavement Rehabilitation / Widening Assets Capital Works Program	Engineering Works Manager	Completion of program	Completed		Completed
Undertake Rural Sealed Roads construction and maintenance in accordance with the Rural Sealed Roads Assets Capital Works Program	Engineering Works Manager	Completion of program	Completed		Completed

Action Name	Responsible Officer Position	Performance Measure	Status	Traffic Lights	Annual Comment
Undertake Fixing Country Roads/ Heavy Vehicle Safety and Productivity Program in accordance with the determined program	Engineering Works Manager	Completion of program	Completed		Completed
Undertake Regional Roads Program in accordance with the determined program	Engineering Works Manager	Completion of program	Completed		Completed

Waste Services

Key Functions - Garbage Services, Landfill Sites, Street Cleaning, Trade Waste Services, Recycling

Policy Direction To provide, maintain and improve facilities, which enhance visual aspects of the CBD and street infrastructure

Action Name	Responsible Officer Position	Performance Measure	Status	Traffic Lights	Annual Comment
Continue support for Cleanup Australia Day program and anti litter promotion	Environmental Health Officer	Participation in program	Completed		
Efficiently enforce legislative requirements to abate nuisance caused by overgrown lots	Ranger	Advice to Council on activities	Completed		Overgrown and untidy blocks excellent results with direct owner contact and clean up letters.
Efficiently investigate and enforce the legislative requirements related to illegal dumping	Ranger	Advice to Council on activities	Completed		Household rubbish is at a minimum at the moment occasional dumping in forest areas, most forest areas will be camera monitored.
Support and expand the Adopt a Road Program	Environmental Health Officer	Retention and expansion of program	Completed		

Water Services

Key Function - Drainage Water Cycle Management

Action Name	Responsible Officer Position	Performance Measure	Status	Traffic Lights	Annual Comment
Complete the development of an Integrated Water Cycle Management Plan (IWCMP)	Engineering Technical Services Manager	Preliminary investigation undertaken	Completed for Current Year		Ongoing
Data collection, asset register and mapping of rural storm water assets	Engineering Technical Services Manager	Data collected	Completed for Current Year		Progressing. On track for 2020 completion.
Data collection, asset register and mapping of urban storm water drainage assets	Engineering Technical Services Manager	Data collected	Completed for Current Year		Progressing as resources permit.
Deliver Flood Study for Arianh Park and Springdale	Engineering Technical Services Manager	Application made	Referred to the Next Financial Year		Ongoing
Make application for a minimum of one (1) Safe and Secure Water grant annually	Engineering Technical Services Manager	Application made	Grant Not Available		No action

Action Name	Responsible Officer Position	Performance Measure	Status	Traffic Lights	Annual Comment
Seek funding for the delivery of a Temora Floodplain Risk Management Study and Plan	Engineering Technical Services Manager		Completed		Complete
Undertake a Flood Study for Temora	Engineering Technical Services Manager	Completion of Study	Completed		Complete
Undertake Stormwater Drainage construction and maintenance in accordance with the Stormwater Assets Capital Works Program	Engineering Works Manager	Completion of program	Completed		Works under capital works program completed

Youth

Key Functions - Support Youth in their endeavours

Policy Directions Conduct surveys of Youth to determine mainstream concerns and ways to engage the youth of Temora Support the efforts of our Youth Council Maintain youth centre facilities at Ariah Park and Temora Participation in Youth Week/Local Government Week

Action Name	Responsible Officer Position	Performance Measure	Status	Traffic Lights	Annual Comment
Acknowledge the definition of Youth incorporates young people up to age 25 inclusive	Assistant Youth Officer	Programs aimed at all aged groups	Completed		The 10 - 18 year category is heavily populated in our weekly workshops. The Adulting 101 program is about supporting post school transition of 16+ age group. This program will hopefully run once a new Youth Development Officer is appointed.
Celebrate talent by inviting young people to perform at Shire events	Assistant Youth Officer	Participation level by Village residents	Completed		Performance opportunities have been placed on hold as a result of COVID-19. No Shire event to perform at due to the Covid restrictions.
Conduct regular Youth programs and workshops in relevant areas of youth interest	Assistant Youth Officer	Activities held	Completed		Due to the Covid19 restrictions all youth programs were held online using BlueJeans or Houseparty. One Gaming workshop every Tuesday, Hospitality workshops every Thursday and Friday via BlueJeans. Every Wednesday Culture & Performing arts workshops were held via Houseparty. Fortnightly the Leadership Team connected online via BlueJeans. Special guest Rodney Gray - TEM FM radio presenter attended Monday 4th May and Rick Firman - Mayor of Temora Shire Council attended Monday 18th May for the video conferencing. With the easing of restrictions all youth workshops have returned to Platform Y. In total, 74 workshops hours were completed. School holiday workshops were not held this quarter due to Covid - 19.

Action Name	Responsible Officer Position	Performance Measure	Status	Traffic Lights	Annual Comment
Create program content and resources for youth programs	Assistant Youth Officer	Program created	Completed		This is an ongoing requirement of all mentors, overseen by the Youth Officer. Forward planning in the area of Hospitality has ensured the Youth Program Coordinator is delivering programs in the areas of whole food nutrition and nutritional science. The program now takes on a lifeskills focus, with learning how to prepare nutritious meals that cover breakfast right through to dinner and dessert.
Develop and run weekly activities to allow young people to meet, connect and interact socially	Assistant Youth Officer	Activities held	Completed		The COVID 19 restrictions have lifted and allows the running of four weekly workshops for young people to meet, connect and interact socially back at Platform Y. Reopened 3 June 2020.
Development of a program for school holiday activities	Assistant Youth Officer	Programs undertaken	Completed		Due to COVID the Term 1 School Holiday Youth Week Celebrations have been postponed until either the Term 2 or 3 holidays. The programs developed for this celebration included a vocal workshop, whole food sweet treat workshop, Skate workshop and BBQ with performances. During the school holiday break we continued our online workshops to allow for social connections to be maintained.
Formulate strategy to bring village and town young people together	Assistant Youth Officer	Participation by non-Temora residents	Completed		Programs are back up and running. The Youth Department has received more new membership applications from young people in our Shire villages and within the township of Temora. One application from two young people from Cootamundra. We have successfully offered support to families to help to overcome their individual barriers to participation.
Hold a Youth Team afternoon tea hosted by the Mayor	Assistant Youth Officer	Function held	Completed		YPC Melissa Carter has made contact with Mayor Rick Firman to discuss options for dates.

Action Name	Responsible Officer Position	Performance Measure	Status	Traffic Lights	Annual Comment
Investigate the provision of vocational scholarships to local students	General Manager		Completed		Reviewed by Scholarships Committee
Investigate viability of "The Youth Room" at Arian Park becoming a youth hub for villages	Assistant Youth Officer	Report to Council	Completed		Resolved in previous financial year.
Marketing material to show youth mission statement	Assistant Youth Officer	Logo included	Completed		The youth membership forms have been updated for 2020. Youth web and social media pages have mission statement pinned to top of pages. The Youth Team recites the motto at the start of sessions to reinforce the values of the team.
Participate in regional Youth activities where available	Assistant Youth Officer	Participation in programs	Completed		All regional youth activities have been postponed due to COVID. We are continuing and carefully following our partners to stay connected to possible online options for participation.
Partner with Pinnacle Services to provide targeted programs that support and engage the young people in their care	Assistant Youth Officer	Participation numbers	Completed		The YPC Melissa Carter has build rapport with Pinnacle to continue to support young people attend the Temora Youth workshops. We collaborate with Pinnacle to accommodate 2 young people in our weekly workshops.

Action Name	Responsible Officer Position	Performance Measure	Status	Traffic Lights	Annual Comment
Partner with TemFM to train members of the team to run a regular youth radio spot on local radio	Assistant Youth Officer	Allocation of radio spot	Completed		Covid restrictions make the development of new programs difficult, but the Youth Program Coordinator is liaising with radio presenter, Rod Gray to get this program off the ground when Covid restrictions are lifted.
Partner/ participate with local businesses/ agencies/ experts and professional development opportunities to support both the youth officer and youth teams	Assistant Youth Officer	Partnerships established	Completed		Until a Youth Development Officer is employed, this program (Adulting 101) is on hold.
Platform Y - Maintain and develop Platform Y as the centre for Youth activity in Temora Shire	Assistant Youth Officer	Viability of Platform Y	Completed		Platform Y reopened 3rd June. Platform Y holds 4 workshops weekly and 1 Leadership meeting fortnightly.
Scholarships - Provide one (1) scholarship to the Temora and District Education Fund	General Manager	Scholarship provided	Completed		Scholarship provided
Scholarships - Provide scholarships in accordance with policy to be determined by Council through the Scholarships Sunset Committee	General Manager	Scholarships awarded	Completed		Scholarship provided

Action Name	Responsible Officer Position	Performance Measure	Status	Traffic Lights	Annual Comment
Schools are involved in learning about local natural resource management. Work with schools to develop project opportunities	Director of Environmental Services	One visit per year	Completed		Only running ELC Fund. Landcare Support Officer position no longer funded
Support for Youth Week events	Assistant Youth Officer		Completed		Postponed due to the COVID. YPC Melissa Carter continues to collaborate with partners for when the Youth Week event can commence.
Support the concept of the Young Citizen of the Year Award as a way of recognising Youth	General Manager	Continued support	Completed		Awards made on Australia Day
Undertake careers promotion to local high school students in Local Government Week	Community Services Officer	Presentation to Council	Completed		Deliver 2019 Careers Bus Tour Very well received by teachers, parents, students and TSC staff. 2020 cancelled due to COVID -19 video of Council careers being undertaken for Local Government Week 2020
Youth Hospitality Team to promote Youth team through catering and service opportunities	Assistant Youth Officer	Assistance provided	Completed		YPC Melissa Carter has completed the COVID Australia Hand Hygiene certificate and the COVID Food Safety certificate to support the returning of the Youth Hospitality Team and promote the Youth Team through catering and service opportunities in the future. Covid restrictions mean that catering opportunities are not currently available.

Action Name	Responsible Officer Position	Performance Measure	Status	Traffic Lights	Annual Comment
Youth Officer to visit villages/schools on a regular basis to build rapport and partnership opportunities	Assistant Youth Officer	Visitation numbers	Completed	●	The development of the "Adulting 101" program is on hold until a new Youth Development Officer is assigned. The Youth Program Coordinator will continue to keep in contact with schools, however face to face visits have been postponed due to COVID restrictions.