2022/2026

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DELIVERY PROGRAM HALF YEARLY PROGRESS REPORT As at December 2022



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OUR VISION

"The Narrabri Shire will continue to be a strong and vibrant regional economic growth centre providing a quality living environment for the entire community."



Theme 1: SOCIETY

An empowered, inclusive, and connected community



Theme 2: ENVIRONMENT

A sustainable and compatible natural and built environment



Theme 3: ECONOMY

A strong, diverse, and sustainable economy



Theme 4: CIVIC LEADERSHIP

Council as strong leaders for the community

THE DELIVERY PROGRAM

The Strategies identified in the Community Strategic Plan flow down into the Delivery Program. The Delivery Program outlines how Council will deliver and resource these Strategies over the following four years. Council's Delivery Program measures the success of Council achieving its Strategies for the benefit of the community to which it serves.

Specific actions to be completed and the resources required for each financial year are explored further in Council's Operational Plan and Resourcing Strategy. The relationship between the Community Strategic Plan, Delivery Program and Operational Plan is demonstrated in the following figure.

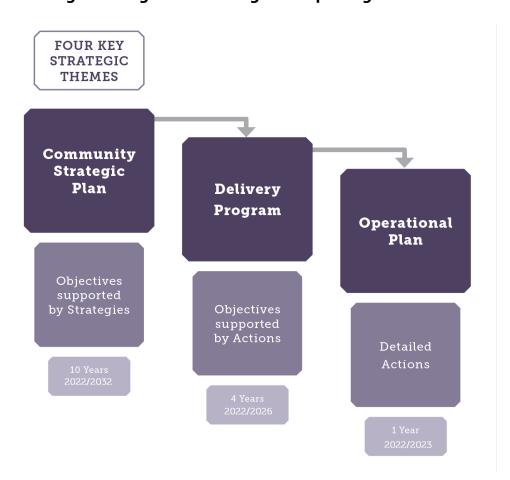


Figure: Integrated Planning and Reporting Elements

Measuring and Monitoring our Success

Performance measures have been placed against the Strategies in the Delivery Program to enable the community and Council to monitor the achievement of critical success factors for each strategic priority area. Council will gather information on each performance measure and report to Council through bi-annual reviews on how Council and the community are tracking.

Whilst some performance measures can be clearly quantified, this may not necessarily mean the community is aware of, fully appreciates, or is fully satisfied with, the extent of progress. A community survey is proposed every two years to gauge community satisfaction or otherwise with progress and where priorities could or should be assigned to areas in the future. Alternatively, community members are encouraged to attend monthly Council meetings.

Council will continue to set measurable targets against its actions in the Operational Plan to allow Council to monitor its progress in achieving the plan.



Our Society

Strategic Direction 1: An Empowered, Inclusive and Connected Community

COMMUNITY ENGAGEMENT

Through extensive community engagement, the Narrabri Shire community identified several social priority areas to be actioned over the 2022/2026 period.

COMMUNITY SERVICES

Current services provided within the Narrabri Shire community include:

- Community development
- Community health and safety
- Community arts, events, and entertainment
- Community care services and transport
- Parks, open spaces, and sporting facilities
- Children, youth, and aged care services
- Disability access services
- Library services

COMMUNITY OBJECTIVES

In partnership with the community, government and non-government agencies, the Operational Plan will work towards achieving the following social strategic objectives:

- A safe and healthy community
- A vibrant and connected community
- A resilient and strong community

KEY STAKEHOLDERS

- Narrabri Shire Council
- Narrabri Shire Community
- Not for Profit Organisations
- Narrabri Shire Sporting Clubs
- **NSW Police Force**
- **NSW Communities and Justice**
- Create NSW

- Local Health Care Providers
- **Child Care Providers**
- **Aged Care Providers**
- Regional Arts NSW
- **NSW Office of Sport**
- **NSW Health**

COMMUNITY OUTCOMES

In partnership with the community, government and non-government agencies, the Delivery Program will work towards achieving the following social strategic outcomes:

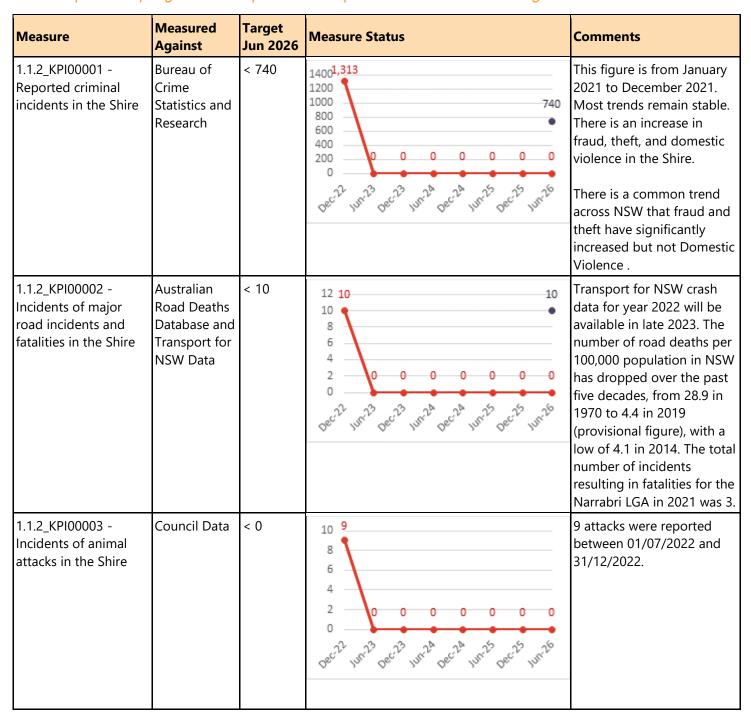
- Increased community arts, events, and entertainment
- Reduction in anti-social behaviour and public offences
- Improved community accessibility and inclusiveness
- Improved sport and recreational services and facilities
- Improved educational services and learning pathways
- Improved community health and support services

Objective 1.1 - A safe and healthy community

1.1.1 - Support, encourage and enhance health and wellbeing services and programs across the Shire

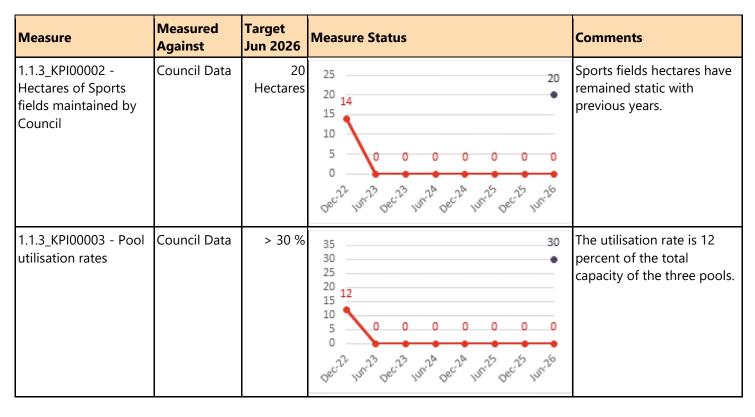
Measure	Measured Against	Target Jun 2026	Measure Status	Comments
1.1.1_KPI00001 - Length of dedicated walking trails and pathways (does not include fire trails that are also walkable)	Council Data and National Parks Data	> 100 Kilometre s	120 100 83 80 60 40 20 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Of these, 55.05 kilometres are maintained by National Parks and Wildlife and 27.87 kilometres are maintained by Council. Although there have not been any new trails developed within Narrabri Shire National parks, the already established trails are being improved following drought and bushfires. National Park and Wildlife Services have advised an increase in visitation to National Parks over the previous 12 months. Further the Barraba Track is now bookable online, which has assisted in more people having access to the track. Since 1 July 2022, Council has commenced work on the construction of approximately 1 kilometre of pathway.
1.1.1_KPI00002 - Perception of lifestyle opportunities	Community Satisfaction Survey	> 85 %	100 77 85 60 40 20 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	According to the 2021 Community Satisfaction Survey, 77% of residents are satisfied with the recreation and lifestyle opportunities. This is a decrease of 4% of the previous community survey undertaken.
1.1.1_KPI00003 - Number of mental health services across the Shire	NSW Health Data	> 6	7 6 6 6 5 4 3 2 1 0 0 0 0 0 0 0 0 0 Decrir jurit Decrir j	There are several Mental Health providers in the Narrabri Region - ranging from local practitioners and health agencies to National help lines.

1.1.2 - Implement programs to improve crime prevention and risk management across the Shire



1.1.3 - Enhance opportunities for participation in sport and recreation across the Shire

Measure	Measured Against	Target Jun 2026	Measure Status	Comments
1.1.3_KPI00001 - Participation in sports and recreational activities	Community Satisfaction Survey	> 60 %	70 37	According to the 2021 Community Satisfaction Survey, 57% of residents participate in sports and recreational activities.



1.1.4 - Work to ensure that aged and child care services meet the current and future needs of the Shire

Measure	Measured Against	Target Jun 2026	Measure Status	Comments
1.1.4_KPI00001 - Number of available child care spaces across the Shire	Provider Data	5 %	6 5 4 3 2 1 0 0 0 0 0 0 0 0 0 Decr2 yurr2	There are approximately 370 spaces in the Shire with some service providers saying they have spaces available. Although, supply currently exceeds demand this does not mean that there are not issues with securing places. This can be due to location, parents working hours or age of child.
1.1.4_KPI00002 - Number of available aged care spaces across the Shire	Provider Data	< 5 %	6 5 5 4 3 2 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Council made contact with all registered aged care facilities (permanent care) in the Shire and they are currently at full capacity in regard to beds. It is noted that this can change daily due to mortality rates. The Whiddon Group are about to commence the upgrade of the Jesse Hunt facility which will decrease their availability in the interim.

Objective 1.2 - A vibrant and connected community

1.2.1 - Improve digital connectivity and access to technology across the Shire

Measure	Measured Against	Target Jun 2026	Measure Status	Comments
1.2.1_KPI00001 - Percentage of households within the Narrabri Shire with access to the internet from the dwelling	Australian Bureau of Statistics	> 90 %	90 80 70 60 40 20 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	According to the 2016 Census, 69.9% of households in the Narrabri Shire LGA households had at least one person access the internet from the dwelling. This could have been through a desktop/laptop computer, mobile or smart phone, tablet, music or video player, gaming console, smart TV or any other device. More accurate data captured in the 2021 Census is not scheduled to be released until mid-2023.
1.2.1_KPI00002 - Number of digital connectivity and Science, Technology, Engineering, Arts and Mathematics (STEAM) programs run by Council	Council Data	> 10	12 10 10 8 7 6 4 2 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	The following STEM programs were delivered across the shire: National Science Week - August 2022 Monthly STEM in primary schools Young Einstein's Science Club School Holiday STEM - Egg carton hothouses and Earthquake Engineering workshop Device Advice Scams Awareness Week - November 2022

1.2.2 - Develop, maintain, and enhance quality community spaces and facilities

Measure	Measured Against	Target Jun 2026	Measure Status	Comments
1.2.2_KPI00001 - Library utilisation rates	Council Data	> 85 %	80 1	This is an estimate as the Library management system does not identify 'Inactive' members.

Measure	Measured Against	Target Jun 2026	Measure Status	Comments
1.2.2_KPI00002 - Number of community bookings at The Crossing Theatre	Council Data	> 20 %	25 20 20 15 10 6 5 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	3 ADFAS lectures Narrabri Schools Ministry Movie Fundraiser Rotary Movie Fundraiser Narrabri Industrial Network Tradeshow
1.2.2_KPI00003 - Number of accessible public meeting spaces across the Shire	Council Data	> 6	7 6 6 6 5 4 3 2 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	There are 6 accessible public meeting spaces across the Shire which include 3 libraries, The Crossing Theatre, and the Wee Waa Arts and Cultural Centre

1.2.3 - Ensure an accessible Shire for all

Measure	Measured Against	Target Jun 2026	Measure Status	Comments
1.2.3_KPI00001 - Community perception of the accessibility of the Narrabri Shire	Community Satisfaction Survey	> 85 %	100 92 85 80 60 40 20 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	2021 Community Satisfaction Survey revealed that 92% of those surveyed were satisfied with the accessibility of community facilities and services in their town or village. The Access and Inclusion Committee is also working on a project to increase accessibility by providing all retailers across the shire with a braille 'Call to Attention' sign outside of
1.2.3_KPI00002 - Range of community transport available locally	Council Data	> 4 Vehicles	3 A A	all retailers. The following community transport is available locally: Taxi (Narrabri, Wee Waa) Rail (Moree to Sydney Line service Narrabri, Boggabri) Coach (School Buses - Narrabri, Wee Waa, Boggabri, Limited Town Bus Service - Narrabri) Air (Narrabri)

1.2.4 - Enhance access to arts and culture across the Shire

Measure	Measured Against	Target Jun 2026	Measure Status	Comments
1.2.4_KPI00001 - Participation in arts and cultural activities	Community Satisfaction Survey	> 50 %	60 45 50 45 40 30 20 10 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	According to the 2021 Community Satisfaction 45% of the Narrabri Shire Council area participated in Arts and Cultural Activities in the July to December 2021 period.
1.1.4_KPI00002 - Number of available aged care spaces across the Shire	Provider Data	< 5 %	6 5 4 3 2 1 0 0 0 0 0 0 0 0 0 Decr2 yur. 2	Council made contact with all registered aged care facilities (Permanent care) in the Shire and they are currently at full capacity in regards to beds. But it is noted that this can change daily due to mortality rates. The Whiddon Group are about to upgrade the Jesse Hunt facility so this will hinder their availability till the upgrade is completed.
1.2.4_KPI00002 - Quantity of arts and cultural activities across the Shire	Community Satisfaction Survey	> 45	50 45 40 30 20 20 10 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	These activities include exhibitions, workshops, theatre productions, live music, film festivals and community events such as NAIDOC Week and Australia Day

Objective 1.3 - A resilient and strong community

1.3.1 - Implement programs to revitalise townships across the Shire

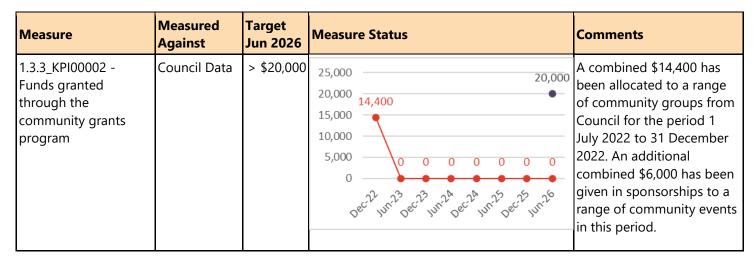
Measure	Measured	Target	Measure Status	Comments
ivieasure	Against	Jun 2026		Comments
1.3.1_KPI00001 - Satisfaction with the Shire's CBDs attractiveness	Community Satisfaction Survey	> 80 %	80 72 60 40 20 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	According to the Community Satisfaction Survey undertaken in 2021 72% of the community are satisfied with the work being undertaken to enhance town and village centres. Next Community Satisfaction Survey is scheduled to occur in late 2023.
1.3.1_KPI00002 - Vacant shops in the Narrabri CBD	Council Data	< 0	12 11 10 8 6 4 2 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	There are currently 11 vacant shops in the 3 main blocks of Maitland Street, Narrabri,
1.3.1_KPI00003 - Number of revitalisation and beautification projects that increase the amenity and attractiveness of the Shire's townships	Council Data	> 12 Projects	14 12 10 8 6 6 6 4 2 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	There were 6 revitalisation and beautification projects for the period between 1 July 2022 and 31 December 2022. These include: 1. Development of delivery of the Wee Waa Community Arts and Cultural Centre Programme; 2. Wee Waa Community and Business Hub; 3. Dangar Park Narrabri infrastructure upgrade - fencing, grandstand and amenities; 4. Narrabright 2022 - permanent light installations; 5. Narrabri Shire CBD shopping activation December 2022 programme; 6. Narrabri Community Wellness Garden Event - commenced and scheduled to be completed in 2023.

1.3.2 - Empower the community's volunteers

Measure	Measured Against	Target Jun 2026	Measure Status	Comments
1.3.2_KPI00002 - Percentage of Shire who volunteer	Australian Bureau of Statistics	> 60 %	50 50 40 30 20 10 0 0 0 0 0	According to the Community Satisfaction Survey undertaken in 2021, 54% of the Shire volunteers. Council aims to run Volunteer Succession workshops and a Volunteer Event where community volunteer groups can showcase their service and engage more volunteers.

1.3.3 - Strengthen community resilience through collaboration and capacity building

Measure	Measured Against	Target Jun 2026	Measure Status	Comments
1.3.3_KPI00001 - Number of community events and programs run by Council	Council Data	> 12	14 12 10 8 6 6 6 4 2 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	The following community initiatives have been delivered by Council: -Disability event - celebrating inclusion -Lilian Hulbert memorial Prize - recognising high achievement for people between 15 and 18 years of age -Sporting wall of fame - recognising people who have won a national sporting title or represented Australia -Mental Health Podcast project - high school students being mentored through the process of producing a podacst and marketing it -Wheelchair Tour - to raise awareness of the difficulties wheelchair bound people experience on a daily basis -Local Government Week - Council attended the local community markets to meet with residents and showcase the variety of facilities and services Council offers to the wider community



1.3.4 - Increase public amenity across all townships

Measure	Measured Against	Target Jun 2026	Measure Status	Comments
1.3.4_KPI00001 - Number of public toilets across the Shire	Council Data	> 14	15 13 14 10 0 0 0 0 0 0 0 0 Decrit jurit D	New toilet blocks are to be installed in Wee Waa cemetery and Tourist and cultural hub Narrabri this year.
1.3.4_KPI00002 - Number of public toilets across the Shire that are compliant with the current Disability Discrimination Act (DDA) standards	Council Data	> 11	12 10 8 11 10 8 8 6 4 2 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	This number is based on compliance with disability standards from 2008. The current Australian standard would see this number reduce.
1.3.4_KPI00003 - Shire's Socio- Economic Index for Areas (SEIFA)	Australian Bureau of Statistics	< 956	1200 954 956 1000 800 600 400 200 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	The 2021 Socio-Economic Indexes for Areas (SEIFA) score is proposed to be released in mid 2023. SEIFA is a product developed by the ABS that ranks areas in Australia according to relative socio-economic advantage and disadvantage.

Our Environment

Strategic Direction 2: A Sustainable and Compatible Natural and Build Environment

Through extensive community engagement, the Narrabri Shire community identified several environmental priority areas to be actioned over the 2022/2026 period.

COMMUNITY SERVICES

Current services provided within the Narrabri Shire community include:

- Waste management and recycling
- Environmental planning
- Planning and development
- Parks and open spaces

- Noxious weeds control
- Floodplain management
- Water and sewer management
- Stormwater management

COMMUNITY OBJECTIVES

In partnership with the community, government and non-government agencies, the Operational Plan will work towards achieving the following environmental strategic objectives:

- A protected and enhanced natural environment
- An integrated and strategic built environment
- A resilient and sustainable environment

KEY STAKEHOLDERS

- Narrabri Shire Council
- Narrabri Shire Community
- Not for Profit Organisations
- NSW Department of Planning and Environment
- **NSW Department of Primary Industries**
- **Local Emergency Services**
- **Local Primary Producers**
- **Local Extractive Industries**
- Water NSW
- Resilience NSW

- NSW Office of Environment and Heritage
- **NSW Environment Protection Authority**
- **Community Consultative Committees**
- Transport for NSW
- **Passenger Transport Providers**
- Freight and Logistics Companies
- **Energy Providers**
- Australian Rail Track Corporation
- **Telecommunications Providers**

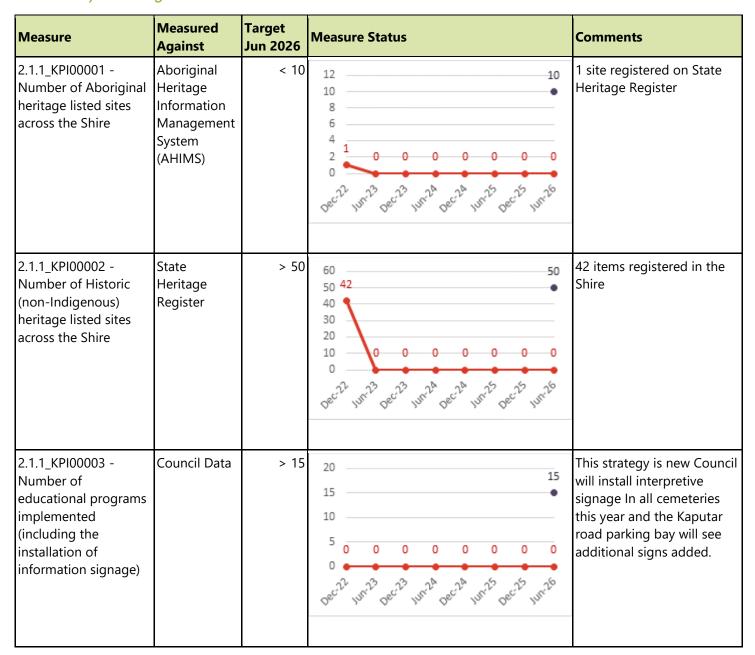
COMMUNITY OUTCOMES

In partnership with the community, government and non-government agencies, the Delivery Program will work towards achieving the following environmental strategic outcomes:

- Improved air, water, and soil quality and reduction in domestic and industry waste
- Management of potential impacts from extractive industries
- Improved emergency service provision and resources
- Maintenance of heritage sites for future generations

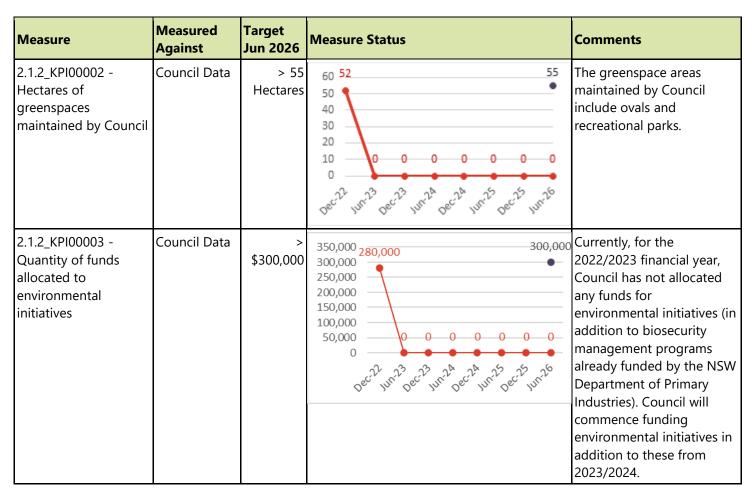
Objective 2.1 - A protected and enhanced natural environment

2.1.1 - Protect Aboriginal and historic (non-Indigenous) heritage whilst educating the broader community on its significance



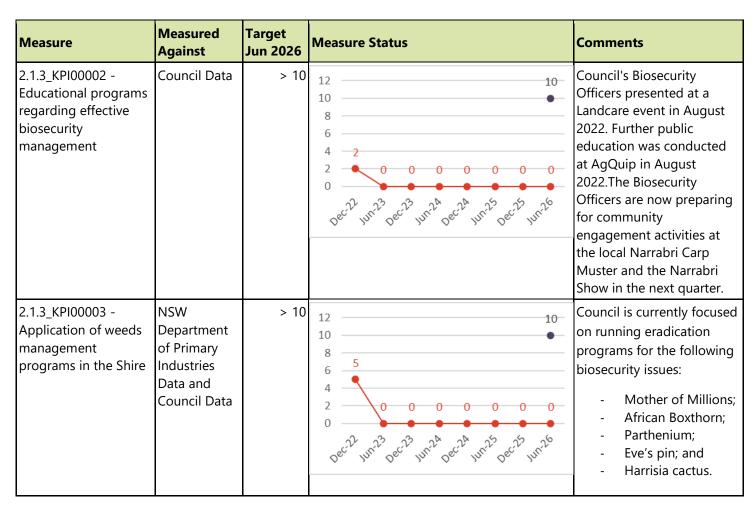
2.1.2 - Protect and enhance the Shire's natural bushland, open spaces, and national parks

Measure	Measured Against	Target Jun 2026	Measure Status	Comments
2.1.2_KPI00001 - Trees planted by Council across the Shire	Council Data	> 200	200	Trees were planted along Narrabri creek after flooding to renew vehicle exclusion area.

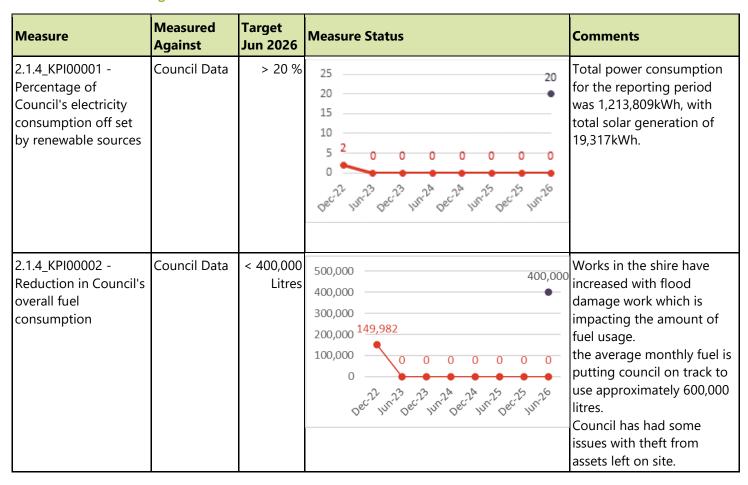


2.1.3 - Protect the Shire's natural environment through improved awareness and mitigation of destructive and invasive flora and fauna

Measure	Measured Against	Target Jun 2026	Measure Status	Comments
2.1.3_KPI00001 - Educational programs regarding responsible companion animal ownership	Council Data	> 10	12 10 8 6 4 2 2 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Council continues to conduct and support workshops, seminars and resources for the local community to raise awareness on companion animals management, however this is dependant on funding. Between 1 July 2022 and 31 December 2022, Council ran an educational media campaign for the following: - Pets are not Presents - Fireworks - Awareness



2.1.4 - Promote and implement where appropriate sustainable practices, energy efficient and renewable technologies



Objective 2.2 - An integrated and strategic built environment

2.2.1 - Maintain, enhance, and support an integrated, diverse, and safe transport network: Pedestrian; Road; Rail; and Air

Measure	Measured Against	Target Jun 2026	Measure Status	Comments
2.2.1_KPI00001 - Community satisfaction with the Shire Roads Network	Community Satisfaction Survey	< 75 %	80 58 75 60 40 40 40 40 40 40 40 40 40 40 40 40 40	According to the Community Satisfaction Survey undertaken in 2021, 58% of the community is satisfied with the Shire Road Network.
2.2.1_KPI00002 - Number of intermodal facilities in the Shire	Council Data	> 4	5 4 3 3 2 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Narrabri has 3 existing intermodal facilities. The Northern NSW Inland Port (N2IP) development has the potential to provide further intermodal capabilities with direct access to Inland Rail infrastructure. Council has passed through Gate 4 of the EY driven Interface Improvement Programme. This looked at the viability of being able to access the Inland Rail infrastructure from the N2IP site. Council has been deemed a Special Activation Precinct (SAP) investigation area and is currently going through baseline reports in relation to this. This process was worked on throughout 2022 and will be into the first half of 2023.
2.2.1_KPI00003 - Regular Passenger Transport rates	Council Data	> 4,000	5,000 4,000 3,000 2,189 2,000 1,000 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	2,189 RPT passengers recorded through the Narrabri Terminal between 1 July 2022 and 31 December 2022.

2.2.2 - Support the development of appropriate housing across the Shire

Measure	Measured Against	Target Jun 2026	Measure Status	Comments
2.2.2_KPI00001 - Number of new residential developments approved in the Shire	Council Data	> 10	12 10 10 8 6 6 6 4 2 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Ongoing - 4 single dwellings and 1 dual occupancy approved between 1 July 2022 and 31 December 2022.
2.2.2_KPI00002 - Hectares of residential zones in the Shire	Council Data	> 0 Hectares	5000 ⁴ ,702 4000 3000 2000 1000 0 0 0 0 0 0 0 0 0 0 0 0 0	Total hectares inclusive R1, R5 and RU5 zoned residential land.

2.2.3 - Reduce the impact the built environment has on the natural environment

Measure	Measured Against	Target Jun 2026	Measure Status	Comments
2.2.3_KPI00001 - Air quality pollution concentrations do not exceed National Environment Protection Measure Guidelines	NSW EPA	> 100 %	120 100 100 80 60 40 20 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Air Quality measures are routinely measured and reviewed by NSW EPA via an air quality monitoring network. Latest available report indicates full compliance with national environmental protection monitoring (NEPM) standards.
2.2.3_KPI00002 - Quantity of income secured through Voluntary Planning Agreements (VPA)	NSW DPE Regional Monitoring Data	> 1 Million Dollars		Council finalised and executed the Santos VPA in December 2022, with the first payment of 2 million dollars invoiced.

2.2.4 - Support strategic and non-conflicting land use that supports sustainable growth through zoning and advocacy

Measure	Measured Against	Target Jun 2026	Measure Status	Comments
2.2.4_KPI00001 - Hectares of industrial and commercial zones	Council Data	> 0 Hectares	600 542 500 400 300 200 100 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Total hectares zoned commercial and industrial across shire (IN1, IN2, B2 zonings)
2.2.4_KPI00002 - Hectares of environmental zones, national parks, and nature reserves	Council Data	> 175,000 Hectares	200,000 1, 0,130	Total hectares zoned (C1, C3, RE1, RE2) environmental, national parks and nature reserves
2.2.4_KPI00003 - Local Environmental Plan housekeeping reviews completed	Council Data	> 100 %	120 100 100 80 60 40 20 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Ongoing as required - Local Environmental plans updated with new employment zones, agritourism reforms and flooding clauses during the quarter.

Objective 2.3 - A resilient and sustainable environment

2.3.1 - Mitigate impacts of adverse events through strategic planning and preparedness

Measure	Measured Against	Target Jun 2026	Measure Status	Comments
_	Resilience NSW and Local Emergency Services Data	< 0	25 20 15 10	26 dwellings were damaged between 1 July 2022 and 31 December 2022. All were damaged in the October 2022 flood event.

2.3.2 - Ensure appropriate planning controls are implemented for the benefit of the community

Measure	Measured Against	Target Jun 2026	Measure Status	Comments
2.3.2_KPI00001 - Income generated through the Section 7.12 Contributions Scheme	Council Data	> 3 Million Dollars	3 \	7.12 contributions paid on developments in the period 1 July 2022 to 31 December 2022. Of the 3.3 million dollars, 3.2 million dollars was obtained because of the Vickery Coal Mine Extension Development Application as per Council Resolution (269/2019).
2.3.2_KPl00002 - Value of projects funded through the Section 7.12 Contributions Scheme	Council Data	> 3 Million Dollars	3 —	During the period 1 July 2022 to 31 December 2022 projects to the value of \$1,000,085 were funded through the Section 7.12 Contributions Scheme.

2.3.3 - Responsibly manage, conserve, and protect water resources

Measure	Measured Against	Target Jun 2026	Measure Status	Comments
2.3.3_KPI00001 – Percentage of total water allocation for the Narrabri Shire consumed by Council	Council Data	< 15 %	35 30 30 25 20 15 10 5 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Increase of 30% from 30 June 2022.
2.3.3_KPI00002 - Volume of ground water extracted	Council Data	< 400 Litres	700 598 600 500 400 300 200 100 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Large number of leaks observed in the network has caused higher extraction rates this quarter.
2.3.3_KPI00003 - Average water consumption rate per household per year	Water NSW and Council Data	< 300,000 Litres	330,000	Current consumption per house per year is less due to reduced average consumption from wet weather so far, this financial year.

2.3.4 - Responsibly manage waste disposal and support the transition to a circular waste economy

Measure	Measured Against	Target Jun 2026	Measure Status	Comments
2.3.4_KPl00001 - Percentage of waste diverted from landfill	Council Data	> 75 %	80 75 60 37 40 20 0 0 0 0 0 0 0 0 Decrit yurrit yurrit Decrit yurrit yu	During the period 1 July 2022 to 31 December 2022, 710 tonnes of waste was diverted from landfill out of the total 1,950 tonnes.
2.3.4_KPI00002 - Average volume of household waste	Council Data	< 490 Kilograms		During the period 1 July 2022 to 31 December 2022, an average of 48kg of household waste per month was produced, This is calculated off kerbside waste.
2.3.4_KPI00003 - Volume of material reused	Council Data	> 3,000 Tonnes	3,500 3,000 2,500 2,000 1,500 1,000 500 0 Dec 2 yin 2	During the period from 1 July 2022 to 31 December 2022, 2,851 tonnes of material was reused.
2.3.4_KPI00004 - Rate of Effluent Reuse	Council Data	> 100 %	120	Ordinarily Council maintains a rate of 100% reuse of treated effluent via Federation Farms. However, recently Council has been discharging treated effluent into the Namoi river with Federation Farm's dams being full.



Our Economy

Strategic Direction 3: A Strong, Diverse and Sustainable Economy

Through extensive community engagement, the Narrabri Shire community identified several economic priority areas to be actioned over the 2022/2026 period.

COMMUNITY SERVICES

Current services provided within the Narrabri Shire community include:

- Economic development
- Planning and development
- Entertainment and conferences

- Local and regional tourism and events
- Saleyards
- Airport

COMMUNITY OBJECTIVES

In partnership with the community, government and non-government agencies, the Operational Plan will work towards achieving the following economic strategic objectives:

- A diverse economy
- A regionally renowned economy
- A resilient and sustainable economy

KEY STAKEHOLDERS

- Narrabri Shire Council
- Narrabri Shire Community
- Destination NSW
- Visit NSW
- NSW Department of Education and Training
- Local Chambers of Commerce
- NSW Department of Planning and Environment
- Business NSW

- NSW Regional Growth and Development Corporation
- TAFE NSW
- Community College Northern Inland
- Local Businesses
- Regional Development Australia
- Regional Universities Network NSW members
- Country Universities Centre

COMMUNITY OUTCOMES

In partnership with the community, government and non-government agencies, the Delivery Program will work towards achieving the following economic strategic outcomes:

- Increased community events, conferences and entertainment
- Increased employment through industry innovation, investment and value adding
- Established freight hub for the Norther Inland Region
- Increased housing availability and affordability
- Broadened economic base

Objective 3.1 - A diverse economy

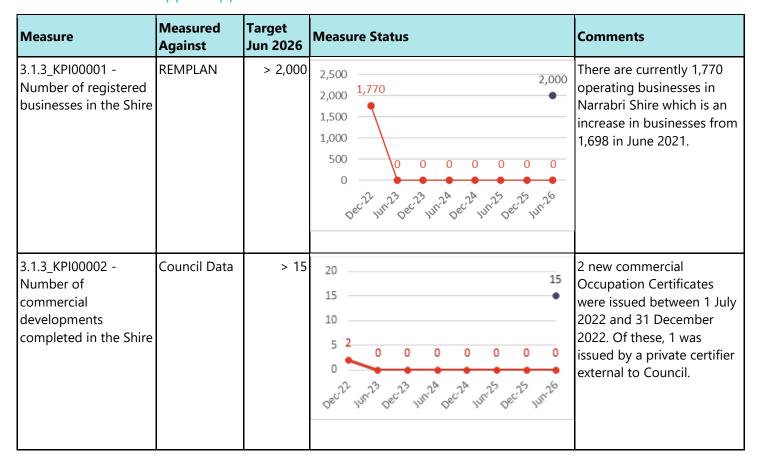
3.1.1 - Support local employment opportunities

lMeasure	Measured Against	Target Jun 2026	Measure Status	Comments
3.1.1_KPI00001 - Shire's unemployment rate	REMPLAN	< 4 %	0	The unemployment rate in June 2022 was 5.4%. At the same period the NSW unemployment rate was 3.6%.
3.1.1_KPI00002 - Number of jobs within the Shire	Australian Bureau of Statistics	> 8,000	10,000 8,000 6,949 6,000 4,000 2,000 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	The job number of 6,949 comes from the 2021 Census and shows a sustainable increase from the 2016 census which had number of 6,553.

3.1.2 - Actively engage with and support capacity building opportunities for local businesses and innovators

Measure	Measured Against	Target Jun 2026	Measure Status	Comments
3.1.2_KPI00001 - Number of programs targeted at local businesses and innovators	Council Data	> 10	13	During the period from July to December 2022 a total of 14 programs have been delivered which included 51 events and activities, attracting 729 registered attendees/participants.
3.1.2_KPI00002 - Quantity of sales through the Why Leave Town Program	Why Leave Town Data	\$120,000		Separate to the value of sales achieved, a further \$100,000 was loaded onto cards from 1 July 2022 to 31 December 2022. There is a further \$239,000 loaded onto other cards that is still yet to be spent in the local businesses.

3.1.3 - Attract and support opportunities for investment and value-add industries within the Shire



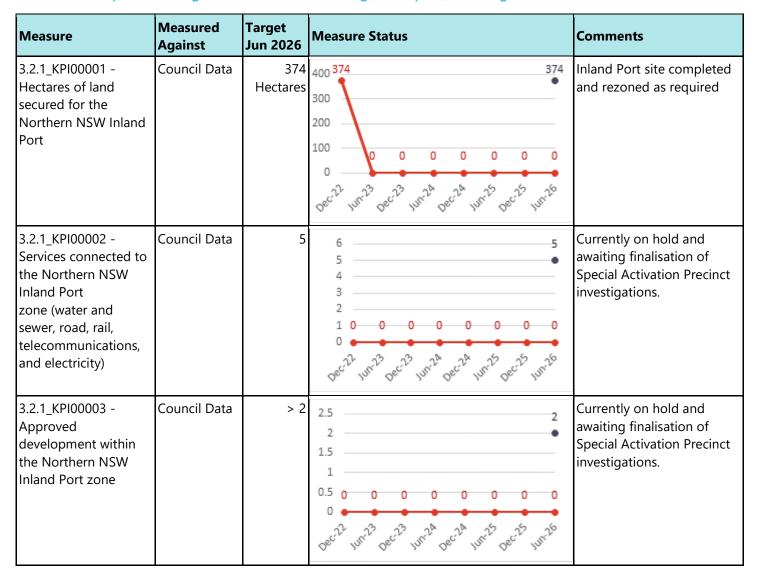
3.1.4 - Advocate for and support diverse education and personal development opportunities to ensure available skills meet local demand

Measure	Measured Against	Target Jun 2026	Measure Status	Comments
3.1.4_KPI00001 - Formal training opportunities available for youth (16-24 years) in the Shire	Australian Bureau of Statistics and Provider Data	> 300	300 300 200 100 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	TAFE Certificated courses - 450 places available. Community College Certificated courses - 15 places available Therefore, total of 465 places available. There are 542 youth attending technical or further educational institutions, including TAFE and University. There are currently numerous courses that youth have access to via TAFE and the local RTA Community College, these courses are run face to face, online or as a hybrid of both. Courses are for a Certificate I, II, III, IV or above or provides license or other qualification.

Measure	Measured Against	Target Jun 2026	Measure Status	Comments
3.1.4_KPI00002 - Percentage of Shire's population with non- school qualifications	REMPLAN	> 20 %	30 25 20 15 10 5 0 0 0 0 0 0 0	32% of the Shire's population has a non-school qualification. This was sourced from REMPLAN Community Profile of the Narrabri Region. Of the 32%, 16% have a Bachelors qualification or higher.

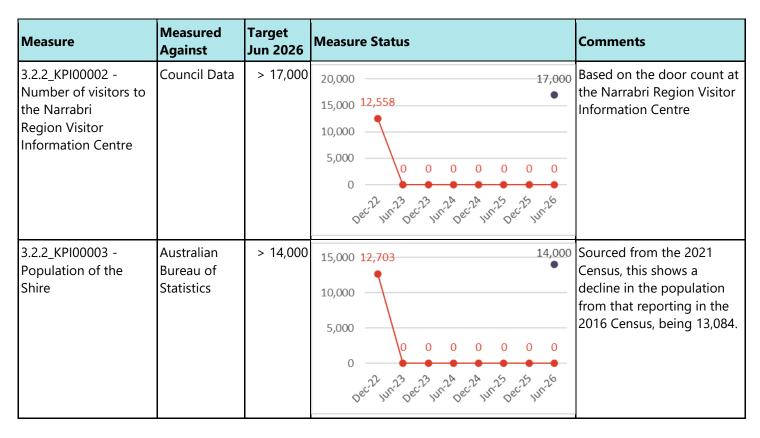
Objective 3.2 - A regionally renowned economy

3.2.1 - Develop a state significant manufacturing, transport, and logistics hub



3.2.2 - Promote the Shire as an attractive environment to invest, visit and live

Measure	Measured Against	Target Jun 2026	Measure Status	Comments
3.2.2_KPI00001 - Social Media engagement	Council Data	> 4,500 People	7,806 8,000 4,000 2,000 0 0 0 0 0 0	As per Facebook Professional Data. In the period 1 July 2022 to 31 December 2022, Narrabri Shire Council has had engagement on social media with 7,806 people.



3.2.3 - Develop and support a variety of events and tourism opportunities in the Shire

Measure	Measured Against	Target Jun 2026	Measure Status	Comments
3.2.3_KPI00001 - Number of events, conferences and entertainment activities hosted in the Shire	Council Data	> 35	40 35 30 20 20 10 0 0 0 0 0 0 0 0 Decr2 yurr2 Decr2 yurr2 Decr2 yurr2 Decr2 yurr26	2 conferences at The Crossing Theatre and 18 entertainment activities which include theatre, annual celebration, live music, and exhibitions.
3.2.3_KPl00002 - Visitation to the Narrabri Shire	Destination NSW Data	> 300,000	350,000 297,000 300,000 250,000 150,000 100,000 50,000 0 Decrit yun 23 Decrit yun 25 D	The latest available data produced by Tourism Research Australia in 2017 indicates 297,000 visitors to the Narrabri LGA per annum. Visitation statistics included are for holidays, business and visiting friends and relatives.
3.2.3_KPI00003 - Average spends per visitor to the Shire	REMPLAN	> \$120	140 120 97 100 80 60 40 20 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	According to the latest available figures produced by Tourism Research Australia the average spend per visitor per trip is \$97.00. Please note this based on Domestic Day Trips.

3.2.4 - Capitalise on state significant development that occurs in the Shire for the benefit of the community

Measure	Measured Against	Target Jun 2026	Measure Status	Comments
3.2.4_KPI00001 - Number of State Significant Developments determined and approved in the Shire	NSW DPE Data	> 16	20 14 16 15 10	14 State Significant Developments have been determined in Narrabri Shire. These include: - Narrabri Gas; - New Wee Waa High School; - Boggabri Coal Mine; - Silverleaf Solar Farm; - Narrabri Underground Mine Stage 3 Extension Project; - Maules Creek Coal Mine; - Wilga Park Power Station; - Vickery Mine Extension; - Narrabri Coal Mine - Stage 2; - Narrabri South Solar Farm; - Tarrawonga Coal Mine; - Narrabri Gas - Bibblewindi Exploration; - Vickery Coal Mine; and - Narrabri Gas - Dewhurst Exploration.

Objective 3.3 - A resilient and sustainable economy

3.3.1 - Support the resilience, growth, and diversity of the local economy

Measure	Measured Against	Target Jun 2026	Measure Status	Comments
3.3.1_KPI00001 - Shire's Gross Regional Product	REMPLAN	> 3 Billion Dollars	3.3	Narrabri Shire's Gross Regional Product has increased from \$2.061 Billion in June 2021 to \$2.237 Billion in June 2022.
3.3.1_KPI00002 - Quantity of value added by industries within the Shire	REMPLAN	> 3 Billion Dollars	3.5 3 2.5 2 1.5 1 0.5 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	The last reported quantum of value-add report was \$2.172 Billion in June 2021. 63.7% of this is traced back to the Shire's mining sector.
3.3.1_KPI00003 - Grant funding secured	Council Data	> 6 Million Dollars	25	For the period, 1 July 2022 to 31 December 2022, Council applied for 38 grants. As at 31 December 2022, 31 applications worth \$29,778,493 were successful (less \$2,215,632 of Council's contributions).

3.3.2 - Revenue from grants and funding programs is maximised and responsibly managed

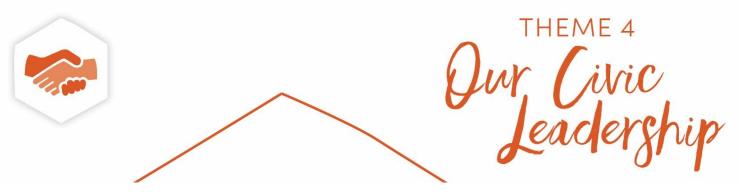
Measure	Measured Against	Target Jun 2026	Measure Status	Comments
3.3.2_KPI00001 - Successful grant applications	Council Data	> 75 %	100 82 80 60 40 20 0 0 0 Decrit yurrit yurr	For the period, 1 July 2022 to 31 December 2022, Council applied for 38 grants. As at 31 December 2022, 31 applications worth \$29,778,493 were successful (less \$2,215,632 of Council's contributions). Three applications were unsuccessful, and Council is awaiting the outcomes of the other four.

3.3.3 - Achieve economic sustainability through supporting local businesses

Measure	Measured Against	Target Jun 2026	Measure Status	Comments
3.3.3_KPI00001 - Percentage of Council expenditure within the Shire	Council Data	> 50 %	50 40 30 26 20 10 0 0 0	For the period of 1 July 2022 to 31 December 2022, 26% of Council's total expenditure went to local businesses and entities, with an address registered within the Narrabri Shire. This totalled \$5,394,588.

3.3.4 - Advocate for and invest in infrastructure to support and future-proof the local and broader economy.

Measure	Measured Against	Target Jun 2026	Measure Status	Comments
3.3.4_KPI00001 - Quantity of Regional Exports	REMPLAN	> 3 Billion Dollars	3	Regional export number of \$2,977,000,000 is as of June 2021.



Our Civic Leadership

Strategic Direction 4: Council as a Strong Leader for the Community

Through extensive community engagement, the Narrabri Shire community identified several civic leadership priority areas to be actioned over the 2022/2026 period.

COMMUNITY SERVICES

Current services provided within the Narrabri Shire community include:

- Integrated strategic planning and reporting
- Community engagement and consultation
- Representation and governance
- Human resource management
- **Customer services**

- Information services
- Financial services
- Risk management
- Compliance and regulation

COMMUNITY OBJECTIVES

In partnership with the community, government and non-government agencies, the Operational Plan will work towards achieving the following civic leadership strategic objectives:

- A transparent and accountable Council
- A strong Council that advocates for the Community
- A resilient and sustainable Council

KEY STAKEHOLDERS

- Narrabri Shire Council
- Narrabri Shire Community
- NSW Office of Local Government
- New England Joint Organisation
- Department of Premier and Cabinet
- Department of Prime Minister and Cabinet
- State and Federal Government

COMMUNITY OUTCOMES

In partnership with the community, government and non-government agencies, the Delivery Program will work towards achieving the following civic leadership strategic outcomes:

- Improved community engagement and decision-making processes
- Well established community, industry, government, and non-government partnerships
- Well maintained core infrastructure and service provision that delivers public value
- Transparent and accountable planning and reporting
- Financial efficiency and sustainability

Objective 4.1 - A transparent and accountable Council

4.1.1 - Ensure all operations are pre-planned and executed in the best interests of the community

Measure	Measured Against	Target Jun 2026	Measure Status	Comments
4.1.1_KPI00001 - Percentage of Operational Plan Actions completed	Council Data	> 100 %	100	As at 31 December 2022, of Council's 421 Operational Plan Actions: - 39 Actions (9%) have been marked as 'Complete'; and - 324 Actions (77%) have been marked as 'On Track' for completion by 30 June 2023.

4.1.2 - Enforce good governance, risk management, and statutory compliance

Measure	Measured Against	Target Jun 2026	Measure Status	Comments
4.1.2_KPI00001 - Community satisfaction with elected representatives	Community Satisfaction Survey	> 90 %	90 80 65 60 40 20 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	The 2021 Community Satisfaction Survey reported that 65% percent of those surveyed were satisfied with the Councillors at the time of being surveyed (being the 2016/2022 Council Term). The next Community Satisfaction Survey will be conducted in 2023.
4.1.2_KPI00002 - Number of Code of Conduct breaches	Council Data	< 0	1.2 1 0.8 0.6 0.4 0.2 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Council received 1 Code of Conduct complaint between 1 July 2022 and 31 December 2022. All Code of Conduct complaints are investigated in accordance with Council's Adopted Code of Conduct, pursuant to the Local Government Act 1993.
4.1.2_KPI00003 - Number of Public Interest disclosures received	Council Data	< 0	2.5 2 1.5 1 0.5 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Council received 2 Public Interest Disclosures between 1 July 2022 and 31 December 2022. All Public Interest Disclosures are investigated in accordance with Council's Adopted Public Interest Disclosures Policy, pursuant to the Public Interest Disclosure Act 1994.

4.1.3 - Increase awareness of Council's role in the community including the services and facilities provided

Measure	Measured Against	Target Jun 2026	Measure Status	Comments
4.1.3_KPI00001 - Media content dedicated to raising awareness of Council's role in the community	Council Data	> 60 Posts and Media Releases	100 80 60 40 20 0 0 0 0 0 0 0 0 0 0 0 0 0	For the period between 1 July 2022 to 31 December 2022, Narrabri Shire Council has produced media content raising awareness to the community 105 times.

4.1.4 - Ensures transparent and accountable decision making for our community

Measure	Measured Against	Target Jun 2026	Measure Status	Comments
4.1.4_KPI00001 - All recordings of open council meetings are publicly available on Council's website	Council Data	> 100 %	100	All public sessions of Council Meetings are placed on Councils website.

Objective 4.2 - A strong Council that advocates for the Community

4.2.1 - Communicate and engage with the community regarding decision-making

Measure	Measured Against	Target Jun 2026	Measure Status	Comments
4.2.1_KPI00001 - Community satisfaction rate of Council's operations	Community Satisfaction Survey	> 85 %		According to the Community Satisfaction Survey undertaken in 2021, 60% of residents were satisfied with Council's operation and responsiveness

4.2.2 – Work cooperatively and appropriately with external parties to advocate for the community's best interests

Measure		Target Jun 2026	Measure Status	Comments
4.2.2_KPI00001 - Number of submissions made to external parties on behalf of the community	Council Data	> 6	12 11 10 8 6 6 4 2 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Multiple submissions were made to external agencies, including state and federal government, in relation to advocacy matters and issues of significant community interest. These include, but are not limited to major project reviews, telecommunications and legislative reform programs.

4.2.3 - Deliver clear and effective communication

Measure	Measured Against	Target Jun 2026	Measure Status	Comments
4.2.3_KPI00001 - Community satisfaction rate of Council's communications and provision of information	Community Satisfaction Survey	> 75 %	80 65 60 40 20 0 0 0 0 0 0 0 0 Decrit yurrit yurrit Decrit yurrit Decrit yurrit yurri	According to the Community Satisfaction Survey undertaken in 2021, 65% of those surveyed were satisfied with Council's communications and provision of information. Council continues to distribute information on Council- specific activities through Your Council, media releases, the Council website, fact sheets, social media and community radio sponsored announcements.

4.2.4 - Deliver high quality and informative customer service

Measure	Measured Against	Target Jun 2026	Measure Status	Comments
4.2.4_KPI00001 - Visitation to Council's website	Google Analytics	> 12,000	30,000 39,000 40,000 30,000	Google Analytics was applied to the Narrabri Shire Council website from 1 July 2022 to 31 December 2022. This has provided accurate data on users accessing the Narrabri Shire Council homepage for the reporting period being 39,000.
4.2.4_KPl00002 - Percentage of calls resolved at first contact	Council Data	> 85	100 77 85 80 40 20 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	On analysis of the snapshot of calls vs quick closes in CRM, Council's first call resolution percentage for the period 1 July 2022 to 31 December 2022 was determined to be 77%.

Objective 4.3 - A resilient and sustainable Council

4.3.1 - Ensure policies and procedures are effective and implemented in accordance with legislative requirements and best practice principles

lMeasure	Measured Against	Target Jun 2026	Measure Status	Comments
4.3.1_KPI00001 - Percentage of Policies reviewed annually	Council Data	> 25 %	100 80 60 40 25	Between 1 July 2022 and 31 December 2022, Council undertook an extensive policy review and reviewed all its policies (consolidating where possible).

4.3.2 - Sustainably manage Council's finances, assets, and workforce

Measure	Measured Against	Target Jun 2026	Measure Status	Comments
4.3.2_KPI00002 - Operating Performance Ratio	Council Data	> 0 %	7 6 6 5 4 3 2 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	This figure is sourced from Council's Unaudited Financial Statements for 2021/2022. The operating performance ratio measures a council's achievement in containing operating expenditure within operating income. The benchmark for this ratio is 0% or greater
4.3.2_KPI00001 - Staff retention rate	Council Data	> 80 %	100 86 80 60 40 20 0 0 Decrit yurris Decris yurris	For Quarter 1 and Quarter 2 2023 the retention rate of staff was 86%.

Measure	Measured Against	Target Jun 2026	Measure Status	Comments
4.3.2_KPI00003 - Asset renewal ratio	Council Data	> 100 %	200 163 150 100 100 50 0 0 0 0 0 0 0 0 0 Decr2 Inn2 Dec	This figure is sourced from Council's Unaudited Financial Statements for 2021/2022. This ratio approximates the extent to which assets managed by a local government are being replaced as these reach the end of their useful lives. It is calculated by measuring capital expenditure on renewal or replacement of assets, relative to depreciation expense. Expenditure on new or additional assets is excluded.
4.3.2_KPI00003 - Own Source Operating Revenue Ratio	Council Data	> 60 %	70 60 60 50 40 30 20 10 0 0 0 0 0 0 0 0 Decrit yurrit yurrit Decrit yurrit yur	This figure is sourced from Council's Unaudited Financial Statements for 2021/2022. Own source revenue ratio measures financial flexibility. It indicates the degree of reliance on external funding sources such as grants, and contributions received by councils. A council has improved financial flexibility with a higher level of own source revenue. Own source revenue includes rates, annual charges and user fees and charges.
4.3.2_KPI00004 - Unrestricted Current Ratio	Council Data	< 2 Times	5 4 4 3 2 1.5 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	This figure is sourced from Council's Unaudited Financial Statements for 2021/2022. The unrestricted current ratio (UCR) measures the adequacy of working capital and the ability of a council to satisfy its obligations in the short term. It does not include externally restricted activities such as water, sewer or specific grants and contributions.

Measure	Measured Against	Target Jun 2026	Measure Status	Comments
4.3.2_KPl00005 - Debt Service Cover Ratio	Council Data	> 2 Times	20 19 15 10 5 0 0 0 0 0 0 0 0 0 Decrit yurris Decris yurris Decris yurris	This figure is sourced from Council's Unaudited Financial Statements for 2021/2022. This ratio measures the availability of operating cash to service debt including interest, principal and lease payments. Councils have approximately twice as many financial assets as they do outstanding borrowings. The benchmark for this ratio is greater than 2.0.
4.3.2_KPI00006 - Rates and Annual Charges Outstanding Percentage	Council Data	< 10 %	14 12 10 8 6 4 2 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	This figure is sourced from Council's Unaudited Financial Statements for 2021/2022. This ratio assesses the impact of uncollected rates and annual charges on liquidity and the efficiency of councils' debt recovery. Some councils may have agreements in place to assist ratepayers to reduce the debt owed to council. The benchmark for outstanding rates is <5% for city and coastal councils and <10% for regional and rural areas.
4.3.2_KPI00007 - Cash Expense Cover Ratio	Council Data	< 3 Months	14 12	This figure is sourced from Council's Unaudited Financial Statements for 2021/2022. This ratio indicates the number of months a council can continue paying for its immediate expenses without additional cash inflow. Benchmark for this ratio is greater than 3 months.

4.3.3 - Deliver reliable and quality services through innovation and continuous improvement

Measure	Measured Against	Target Jun 2026	Measure Status	Comments
4.3.3_KPI00001 - Number of internal audits conducted	Council Data	> 12	14	2 Internal Audits are currently in progress and scheduled to be completed before 30 June 2023. These audits are looking at Commercial Operations and Project and Contract Management. A third internal audit is scheduled to commence in 2023 and will examine Council's Payroll.
4.3.3_KPI00002 - Percentage of outstanding internal audit action items	Council Data	< 15 %	70 61 60 50 40 30 20 10 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Of the 75 Action Items recommended through Council's Internal Audit Program, 29 have been completed.

4.3.4 - Provide a safe and healthy working environment

Measure	Measured Against	Target Jun 2026	Measure Status	Comments
4.3.4_KPI00001 - Number of health and wellbeing programs run by Council for staff	Council Data	> 4	5 4 3 2 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Council participated in a muscular skeletal audit which has helped increase understanding of how to prevent such injuries. Council also arranged for a psychologist to deliver group mental health and wellbeing awareness training to staff and offer individual sessions with employees who wanted
4.3.4_KPI00002 - Participation rate in the Staff Engagement Survey	Staff Engagement Survey	> 75 %	80 75 60 45 40 20 0 0 0 0 0 0 0 Decr2 yurr2 Decr2 yurr2 Decr2 yurr2 Decr2 yurr26	Based on the last Staff Engagement Survey undertaken in 2021, the participation rate was 45%.

Measure	Measured Against	Target Jun 2026	Measure Status	Comments
4.3.4_KPI00003 - Lost time injuries (hours lost)	Council Data	< 0 hours	1,200 1,128 1,000 800 600 400 200 0 Decr2 yin 22 Decr2 yin 26 Decr2 yin 26 Decr2 yin 25 Decr2 yin 25 Decr2 yin 26 Decr2 yin 25 Decr2 yin 25 Decr2 yin 25 Decr2 yin 26 Decr2 yin 25 Decr2 yi	Council has seen improvement with the reporting culture amongst staff. Of the 1,128 hours lost between 1 July 2022 and 31 December 2022, only 353 hours were lost due to injuries that occurred (6 injuries in total) in 2022/2023, the remaining 775 hours were lost due to injuries that had occurred in previous financial years. Of these 6 lost time injuries that were incurred in 2022/2023, 4 are back to pre-injury duties and 2 are recovering at work.



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