



NARRABRI SHIRE COUNCIL DELIVERY PROGRAM

2013/14 - 2016/17

*The principal activities to be undertaken
by Council to implement the strategies
established by the Community Strategic
Plan*

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Introduction from the Mayor

On behalf of my fellow Councillors, I am pleased to present Narrabri Shire Council's first four-year Delivery Program under the new Integrated Planning and Reporting Framework.

This 2012/13 - 2016/17 Delivery Program outlines the actions to be undertaken during Council's next four year term of office. This program was developed from the ten year Community Strategic Plan, for which extensive community consultation was held during May 2012. I would like to thank everyone who took up the opportunity to attend any of the twenty three workshops that were held around the Shire. Your input provided Council with valuable aspirations and ideas for Narrabri Shire.

This Delivery Program directly addresses the objectives and strategies of the Community Strategic Plan and identifies principal activities that Council will undertake in response to the objectives and strategies. It includes four year measures of success so that Council can measure its performance. Financial estimates for the four year period are also outlined within this document.

Council will work hard to address the central themes identified by the community of Narrabri Shire for the future, those being "A Place to Thrive", "One Community", "A Sustainable Environment for Growth and Biodiversity" and "Proactive Leadership and Advocacy".



Cr Conrad Bolton
MAYOR



What is Integrated Planning and Reporting?

In 2009 the NSW Government introduced a new planning and reporting framework for NSW Local Government. This was imbedded into the Local Government Act 1993. These reforms replace the former Management Plan and Social Plan with an integrated framework. It also includes a new requirement to prepare a long-term Community Strategic Plan and Resourcing Strategy.

The components of the framework, and how they fit together are shown in the diagram below followed by an overview of each plan.



Local Government Planning and Reporting framework

Community Engagement Strategy

The new requirements call for a more comprehensive approach to consultation than the previous Management Plan, as they will result in the development of long-term plans that will significantly affect all members of the community. The framework is built on the principle that all members of the community have a right, and a responsibility, to contribute to their community's future. Council must prepare and implement a Community Engagement Strategy for engagement with the local community in developing and reviewing the Community Strategic Plan.

Community Strategic Plan

The Community Strategic Plan identifies the main priorities and aspirations for the future of the Local Government Area. The Community Strategic Plan has a minimum 10 year time frame and is the highest level document that Council will prepare.



Resourcing Strategy

The Resourcing Strategy outlines the resources available in terms of people, finances and assets. The Resourcing Strategy has three components:

Long-term Financial Plan

Council is required to develop a 10 year financial plan that outlines how it will structure its available financial resources to achieve the strategic objectives.

Workforce Plan

The Workforce Plan assists Council to have the right number of people who are appropriately skilled to assist in achieving the strategic objectives within Council's budget constraints.

Asset Management Strategy

The Asset Management Strategy sets the direction for Council to determine what level of service is required for the infrastructure and assets it has, or is to be developed, to meet the needs of the community.



Delivery Program

The Delivery Program outlines how Council will deliver the Community Strategic Plan's strategic objectives over the following four year period.

Operational Plan

The Operational Plan sets specific actions to be achieved within the next financial year. It is supported by an annual budget.

Annual Report

The Annual Report reflects and reports on Council strategic objectives, operations and performance for the financial year.



About Narrabri Shire Council

Our Vision

Over the next decade, Narrabri Shire will cement a reputation for itself as a vibrant community, offering all the advantages of a regional lifestyle along with a wide range of activities to enjoy. We will make the most of the diversity of our economy, returning to the community the benefits of a busy agricultural sector and growing resources sector. In turn this will strengthen the ability of our Shire to offer a full range of services, including health, education and retail. This will make the area an even more attractive place to live and work.

“Narrabri Shire will be a strong and vibrant regional growth centre providing a quality living environment for the entire Shire community”

Narrabri Shire Council’s Corporate Values

All Narrabri Shire Council employees are expected to act within the corporate values.

Consultation & Facilitation

To deliver services to, and represent the interests of the whole community and provide a quality living environment within available resources.

Innovation

Council will always endeavour to be innovative and will follow a path of creative and lateral thinking.

Leadership and Teamwork

To provide leadership and to evoke a spirit of teamwork within the community and the Council.

Effective Communication

Effective communication between the Council, the community and staff will, at times be of paramount importance.

Value for Money

The provision of Council services will always be cost effective and efficient.

Exemplary Customer Service

Council will endeavour to provide the highest level of service to all its customers.

Uncompromising Integrity

Council’s integrity will be maintained at the highest level at all times.

Continuous Review and Development

All of Council’s operations will be continually reviewed and quality management practices and state of the art technology will be used where appropriate.



Narrabri Shire Councillors 2012 - 2016

Narrabri Shire Council consists of 11 elected representatives, as voted by the people of the Shire. They are elected every four years in September. Anyone wishing to run for Council must meet the eligibility requirements as set out in the Local Government Act 1993 (NSW). Information on Council meetings, Council elections, voting etc, can be found in the Local Government Act 1993 (NSW). The Mayor's term runs for one year, with the Councillors voting in the Mayoral election at the September Council meeting of every year.

Narrabri Shire Council meetings are usually held on the first Tuesday of each month (excluding the month of January) in the Council Chambers, 46-48 Maitland Street, Narrabri. The meetings commence at 9:00am and members of the public are encouraged to attend. Business Papers, detailing the matters to be discussed at Council meetings, are available for perusal by the public the week prior to each month's meeting, at the Administration Building, Narrabri Shire Libraries or on Council's website.

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Cr Tough Cr O'Regan



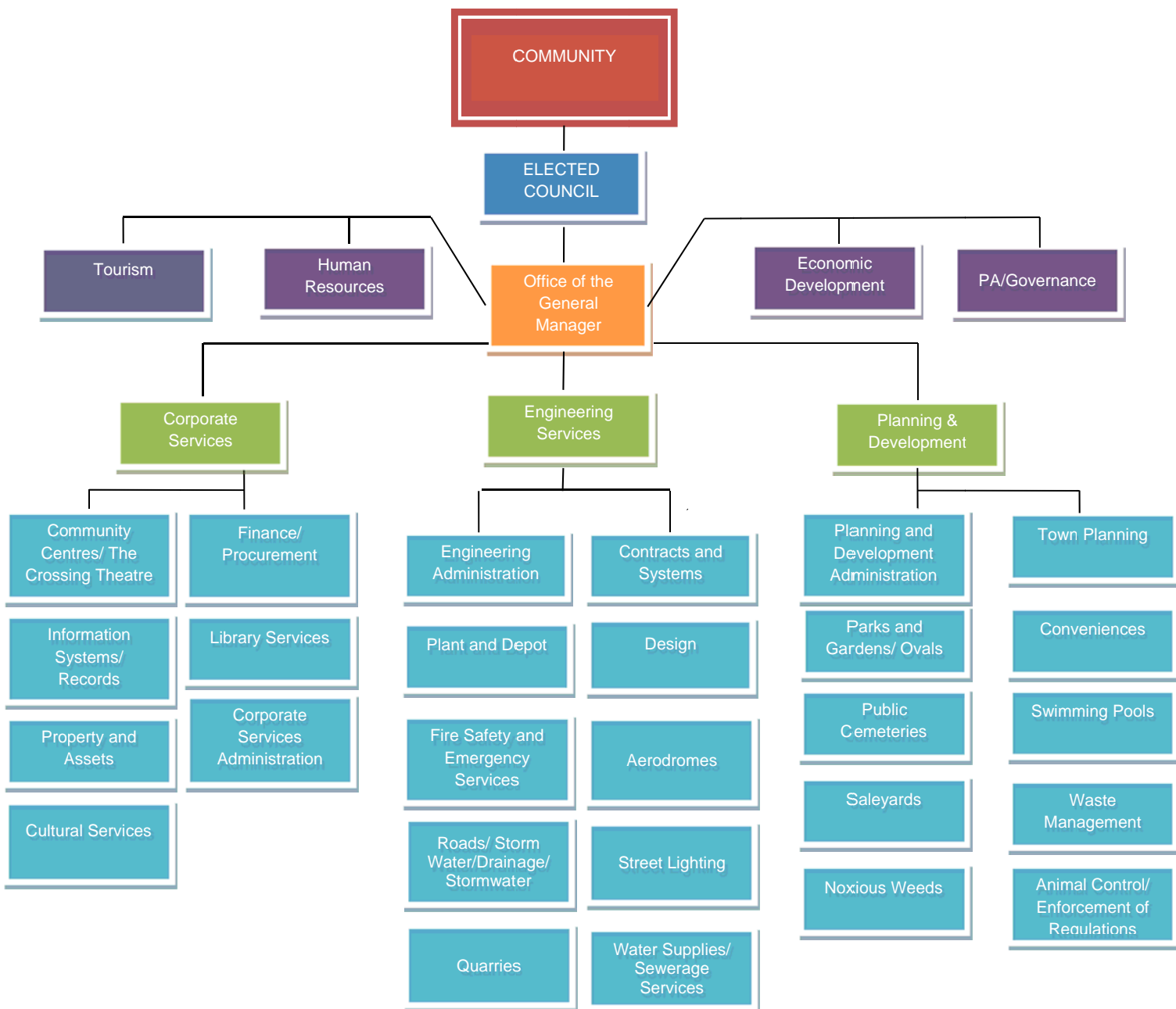
Cr Flower Cr Booby Cr Finlay



Our Organisation

Narrabri Shire Council is managed by its General Manager and the Directors of three divisions, Corporate Services, Engineering and Planning and Development. The adopted structure has been established to ensure that Council is well prepared for future works and projects that will improve the way we work and how we are organised. It will change the way we deliver some services, increase efficiency, and improve our ability to deliver more frontline services.

Council will continue to review its structure to ensure it aligns with service level requirements to meet the Community's service expectations.



How This Delivery Program was developed

Following is a summary of the requirements of section 404 of the Act:

A council must have a Delivery Program, detailing the principal activities it will undertake to achieve the objectives established in the Community Strategic Plan, within the resources available under the Resourcing Strategy.

The Delivery Program must include a method of assessment to determine the effectiveness of each principal activity detailed in the Delivery Program in achieving the objectives at which the activity is directed.

A council must prepare a new Delivery Program after each ordinary election of councillors to cover the principal activities of the council for the 4 year period commencing on 1 July following the election.

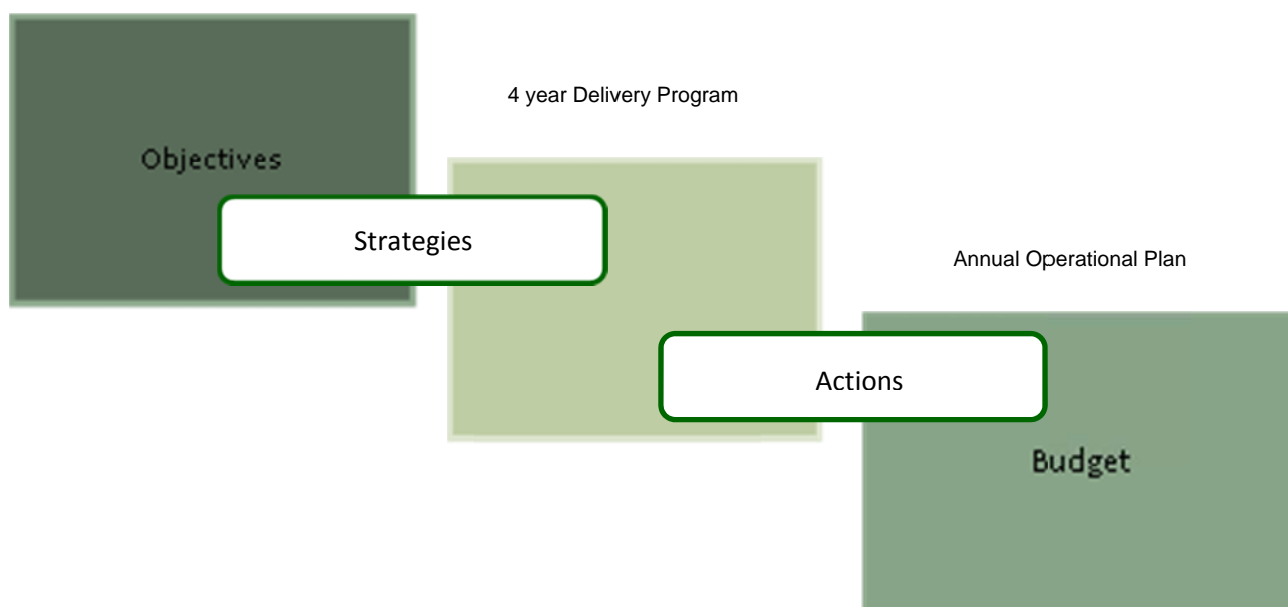
The General Manager must ensure that progress reports are provided to the council, with respect to the principal activities detailed in the Delivery Program, at least every 6 months.

Each council must prepare and adopt its Delivery Program by 30 June in the year following a local government ordinary election.

The strategies identified in the Community Strategic Plan will flow down into the Delivery Program. The Delivery Program outlines how Council will deliver these strategies over a four year period. Specific actions to be carried out over a twelve month period and financial and resource allocation will be fleshed out in Council's annual Operational Plan.

The relationship between the Delivery Program, Community Strategic Plan and Operational Plan is demonstrated in the diagram below.

10 year Community Strategic Plan



Summary for the 10 Year Strategic Objectives

In line with the Communities vision and after applying particular focus on the opportunities for growth while acknowledging the barriers, the following strategic objectives have been established for Narrabri Shire Council:

1. **Narrabri Shire to be a regional centre**
2. **Airport to be of regional quality**
3. **Regional standard Narrabri CBD**
4. **Regional standard industrial land/parks developments**
5. **Established and sustainable investment program in place**
6. **Adequate health services to meet the needs of a regional centre**
7. **Expanded tertiary educational facilities**
8. **Adequate accommodation available to meet demand**
9. **Regional standard infrastructure**
10. **Revenue and income growth strategy in place**
11. **Sustainable land use**
12. **Ensure a clean, green environment for the future**
13. **A safe place to live, work and experience the diversity of cultural activities**
14. **Ensure Council is compliant with statutory regulations**
15. **Proactively engage with the community**

Themes

Extensive community consultation for the Community Strategic Plan was undertaken in May 2012. Council combined the vision and strategic objectives with the input received from the community. The Delivery Program, like the Community Strategic Plan, is based on four central themes that emerged which captured the essence of the community's view of the future of Narrabri Shire.

Theme 1: One Community – Valuing the contributions that everyone can make

Our community believes strongly in the Council's vision statement of an "entire Shire community". Everyone has a contribution to make and everyone deserves to share in investments made by Council. Continuing efforts are needed to engage our young people and to involve the indigenous members of our community.

Theme 2: A sustainable environment – Respect for our whole living environment

The community is mindful that the whole of the environment needs to be considered to ensure that "a quality living environment for the entire Shire community" is achievable. Everyone can contribute whether living and working in towns or villages in rural areas.

Theme 3: A place to thrive – A strong, diverse economy that attracts and retains businesses, services and tourists

The people of Narrabri Shire are very proud of the region in which they work and live. The community has a strong desire to see its Shire prosper. They want the Shire to be attractive as a destination for people to live, run businesses and visit.

Theme 4: Proactive leadership and advocacy – Managing for all and standing up for our Shire

Our community recognises that Council does not have complete control over every aspect of the Shire. Sometimes we need contributions from state and federal governments and agencies in order to make changes. However, the community does look to Council for strong leadership, clear communication, efficient support of development and a preparedness to meet commitments.

Reporting on progress

Council must report on the Delivery Program every six months. This report will be based on progress with respect to the principal activities detailed in the Delivery Program.

The General Manager reports quarterly to Council on the budget in the Operational Plan.

In the last year of Council's term of office, an end-of-term report is prepared as an additional section for the Annual Report, outlining progress in achieving the objectives of the Community Strategic Plan during its term in office.

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Theme 1: One community - Valuing the contributions that everyone can make

Principal activities – projects and services

Strategies	4 Year Actions	Delivery Program 13/14 14/15 15/16 16/17				Responsible Council Division	Partner Organisation	Measures of Success
Strategic Objective OC1 Regional standard Narrabri CBD								
OC1.1 Develop a CBD Master Plan for Narrabri in consultation with the Chamber of Commerce	OC1.1.1 Review the Local Environmental Plan, Development Control Plan for the Narrabri CBD to integrate the CBD Master Plan content and recommendations	*				Planning and Development	Chamber of Commerce, Business Owners	Content of CBD Master Plan informs DCP for Narrabri Central Business District Positive Chamber of Commerce feedback
OC1.2 Retail areas are shaded, attractive and well maintained and provide facilities for the elderly and disabled	OC1.2.1 Develop detailed design of CBD Master Plan	*				Engineering Services		Detailed design completed to allow successful shade tree planting and irrigation system installation
	OC1.2.2 Retain existing on street parking configuration for all other Precinct Streets but create garden island beds for new tree planting		*	*		Engineering Services		Retail areas are shaded and aesthetically appealing
	OC1.2.3 Implement recommended landscape plan master plan in relevant stages		*	*	*	Engineering Services		CBD Master Plan landscape plan implemented in staged approach
	OC1.2.4 Add a planting area adjacent to the existing residence and motel on Killarney St, east of Newell Highway roundabout			*		Engineering Services		Retail areas are shaded and aesthetically appealing
	OC1.2.5 Seek consent from Australia Post to create a publicly accessible courtyard in the open space area south of the Post Office site within the core CBD		*			Engineering Services	Chamber of Commerce	Retail areas are shaded and aesthetically appealing
	OC1.2.6 Pending agreement from Australia Post; and approval by Council for funding, engage a Landscape Architect or experienced landscaper to prepare a detailed landscape plan for the Australia Post Courtyard Area			*	*	Engineering Services		Retail areas are shaded and aesthetically appealing
	OC1.2.7 Add a pergola or abor structure to the existing seating area at each of the 4 CBD Core block ends, combined with lowering existing end of block wall heights and addition of new seating		*			Engineering Services		Retail areas are shaded and aesthetically appealing
	OC1.2.8 Develop detailed design for roundabout at		*			Engineering		Proposed intersection treatment



Strategies	4 Year Actions	Delivery Program				Responsible Council Division	Partner Organisation	Measures of Success
		13/14	14/15	15/16	16/17			
	intersection of Doyle and Barwon Streets in consultation with adjacent business owners, Neighbourhood Centre, Library, Schools and TAFE; and construct					Services		designed and constructed to improve safety for vehicle users and pedestrians, particularly the aged and primary school children
OC1.3 To deliver adequate main street car parking	OC1.3.1 Promote public transport needs of the Shire to other levels of government	*	*	*	*	General Manager		Increase in public transport available Increased use of public transport
	OC1.3.2 Promote and support alternative transport methods including buses, walking and cycling to access businesses and services in town centres	*	*	*	*	Engineering Services		It is easy for people to access the CBD via car, bus, cycling or walking Appropriate parking Implementation of Walk and Cycle Strategy
	OC1.3.3 Narrabri CBD recommendations regarding car parking are implemented to maximise available car parking spaces in and around the CBD	*	*	*	*	Engineering Services		Available car parking is maximised
	OC1.3.4 Minimise cost on business owners for main street car parking	*	*	*	*	Engineering Services		Business contributions toward additional car parking are calculated, communicated and funds reserved transparently for future use
	OC1.3.5 Review of Development Control Plan Parking Code	*				Planning and Development		Reviewed and implemented
OC1.4 Establish and Chair a CBD Master Plan Implementation Committee	OC1.4.1 Draft Terms of Reference and call for nominations for a CBD Master Plan Implementation Committee	*				Engineering Services		Terms of Reference prepared in draft format and committee formed
	OC1.4.2 Establish CBD Master Plan Implementation Committee quarterly meeting and reporting schedule	*				Engineering Services		Quarterly meeting and reporting schedule established
	OC1.4.3 CBD Master Plan Implementation Committee is to obtain detailed design and costings for agreed high priority Master Plan works	*	*	*	*	Engineering Services		Detailed design for high priority works developed and recommendation made to Council by Committee
Strategic Objective OC2 Regional standard industrial land developments								
OC2.1 Develop, adopt, monitor and review	OC2.1.1 Develop Levels of Service for Parks, Cemeteries and Open Space and present to Council	*				Engineering Services		Maintenance of public buildings, sporting facilities, parks and



Strategies	4 Year Actions	Delivery Program				Responsible Council Division	Partner Organisation	Measures of Success
		13/14	14/15	15/16	16/17			
Levels of Service annually for all key services provided by Council	for discussion, debate and adoption prior to implementation							gardens in all communities Provide for regional standard industrial land and parks development
OC2.2 Facilitate the development of industrial and commercial land	OC2.2.1 Develop industrial and commercial land for new business	*	*	*	*	Economic Development		Appropriate land available for new business
Strategic Objective OC3 Adequate health services to meet the needs of a regional centre								
OC3.1 Promotion of walking and cycling	OC3.1.1 Adopt Walk and Cycle Strategy	*				Engineering Services		Strategy adopted by Council
	OC3.1.2 Develop and implement footpath inspection program	*				Engineering Services		Program developed
	OC3.1.3 Develop a footpath replacement program		*			Engineering Services		Program developed
OC3.2 Provide access to public swimming pools in Narrabri, Wee Waa and Boggabri	OC3.2.1 Conduct a detailed review of the Narrabri Aquatic Centre after 12 months of operations to identify opportunities for efficiencies and continuous improvement	*	*			Engineering Services		Narrabri Aquatic Centre operations are reviewed to allow increase in efficient operations Business Plan reviewed
	OC3.2.2 Engage a suitably qualified Engineer to report on the remaining life of the Wee Waa and Boggabri Pools	*				Engineering Services		Engineering Report for Wee Waa and Boggabri Swimming Pools
	OC3.2.3 Conduct community consultation with Wee Waa and Boggabri Communities to determine the future of the pools in these towns	*				Engineering Services		Council has clear understanding of community's needs and expressed wants
	OC3.2.4 Review Concept plans and preliminary cost estimate for proposed combined Boggabri pool and caravan park redevelopment	*				Engineering Services		Concept plan and cost estimate prepared
	OC3.2.5 Boggabri Caravan Park Swimming Pool Upgrade	*				Engineering Services		Completed within budget
	OC3.2.6 Boggabri Swimming Pool – Repair and paint toddler and main pools		*			Engineering Services		Completed within budget
	OC3.2.7 Boggabri Swimming Pool-Electrical Repairs		*			Engineering Services		Completed within budget



Strategies	4 Year Actions	Delivery Program				Responsible Council Division	Partner Organisation	Measures of Success
		13/14	14/15	15/16	16/17			
	OC3.2.8 Boggabri Swimming Pool –Replace Asbestos Sheeting		*			Engineering Services		Completed within budget
	OC3.2.9 Boggabri Swimming Pool –Replace Starting Blocks		*			Engineering Services		Completed within budget
	OC3.2.10 Narrabri Swimming Pool – Replacement of 50 metre pool			*		Engineering Services		Completed within budget
	OC3.2.11 Wee Waa Swimming Pool – Repair and paint main pool		*			Engineering Services		Completed within budget
OC3.3 Advocate for adequate health services to meet the needs of a regional centre	OC3.3.1 Meet with relevant parties through the Medical Taskforce to discuss health services	*	*	*	*	General Manager	Health organisations	Number of specialists, GPs and nurses in the Shire
OC3.4 Develop a Shirewide Recreation Plan	OC3.4.1 Funding identified and applied for where possible to develop a Shirewide Recreation Plan	*				Corporate Services		Funding applied for
Strategic Objective OC4 Expanded tertiary educational facilities (agriculture, education, business, mining and health)								
OC4.1 Develop the community and recognise the diverse composition of the community	OC4.1.1 Enable community development through feeder programs such as apprenticeships, traineeships and work experience		*	*		Human Resources	ABS	Increase in community access to development opportunities Provide assistance to develop local workforce opportunities for all Promotion of apprenticeships
	OC4.1.2 Identify options for how council's workforce can reflect the composition of the community	*	*	*	*	Human Resources		Options identified and progressed
	OC4.1.3 Provide systems, policies and procedures to enable council's workforce to reflect the composition of the community	*	*	*	*	Human Resources		Policies and procedures in place
OC4.2 Grow volunteer involvement	OC4.2.1 Enable volunteer involvement through policies and procedures to support their engagement within Council activities	*	*	*	*	Human Resources	Volunteer Organisations	Systems in place for engaging volunteers
OC4.3 Develop increase in local training and population workplace	OC4.3.1 Meet with TAFE and other educational service providers to discuss training and workforce opportunities	*	*	*	*	Planning and Development	TAFE	Achieve increase in people obtaining higher skill levels
	OC4.3.2 Introduce potential staff for any industry to	*	*	*	*	Planning and	Local	Facilitate employment growth



Strategies	4 Year Actions	Delivery Program				Responsible Council Division	Partner Organisation	Measures of Success
		13/14	14/15	15/16	16/17			
opportunities	the Narrabri Shire area					Development	companies	
OC4.4 Provide opportunities for local operators and businesses to be educated and increase skill levels for tourism	OC4.4.1 Continue to distribute information on relevant training courses and programs to local operators	*	*	*	*	Corporate Services		Assist in creating employment opportunities
	OC4.4.2 Continue to make operators aware of statistics and other resource materials produced by State and National tourism agencies	*	*	*	*	Corporate Services		Local operators assist in building tourism
	OC4.4.3 Invitations to operators to participate in training programs and briefings run by Destination NSW, New England-North West and Inland Regional Tourism Organisation	*	*	*	*	Corporate Services		Training programs held to enable increased tourism
OC4.5 Proactively engage with government agencies for expanded tertiary education facilities	OC4.5.1 Lobby government agencies and the University of New England for expanded tertiary education facilities	*	*	*	*	General Manager	TAFE Education facilities	Continue lobbying for Government funding for facilities upgrades and new development
OC4.6 Provide library services and facilities for the benefit of the community	OC4.6.1 Maintain the partnership with the Central North Regional Library Service coordinated by Tamworth Regional Council	*	*	*	*	Corporate Services	Central Northern Regional Library	Libraries are maintained as welcome and modern environments Libraries are available for use for all community members
	OC4.6.2 Ensure library buildings are maintained and optimal use of space is achieved	*	*	*	*	Corporate Services	Central Northern Regional Library	
	OC4.6.3 Review refurbishment/ replacement of Library fit out and furnishing				*	Corporate Services		
	OC4.6.4 Ensure open hours are appropriate	*	*	*	*	Corporate Services		
	OC4.6.5 Ensure branch libraries (Narrabri, Wee Waa and Boggabri) are flexible spaces with multi format content	*	*	*	*	Corporate Services		
	OC4.6.6 Cut-Off Drain Library and Patching		*			Corporate Services		
	OC4.6.7 Foster and develop the relationship with			*	*	Corporate		



Strategies	4 Year Actions	Delivery Program 13/14 14/15 15/16 16/17				Responsible Council Division	Partner Organisation	Measures of Success
	Randwick City Council Library					Services		
4.7 Encourage schools and private operators to provide additional childcare facilities	OC4.7.1 Discuss childcare needs with providers and community	*	*	*	*	General Manger	Childcare providers	Adequate childcare facilities in the Shire
Strategic Objective OC5 Adequate accommodation available to meet demand (residential, community, industrial, aged and itinerant)								
OC5.1 Timely release of land for residential development	OC5.1.1 Land released when appropriate	*	*	*	*	Economic Development		Adequate accommodation
	OC5.1.2 Units to be built	*				Planning and Development		Adequate accommodation for Council staff
	OC5.1.3 136 Rose Street Wee Waa (Dr's residence)		*			Planning and Development		Completed within budget
	OC5.1.4 34C George Street (Dr's residence)		*			Planning and Development		Completed within budget
	OC5.1.5 Airport residence		*			Planning and Development		Completed within budget
OC5.2 More timely Development Application approvals	OC5.2.1 Approved within legislative guidelines	*	*	*	*	Planning and Development		Decrease in approval timeframes within legislative guidelines
OC5.3 Council applies influence at Government level to provide solutions for those in disadvantaged situations where applicable	OC5.3.1 Council advocates for those who are disadvantaged	*	*	*	*	General Manager	Community organisations	Influence applied
Strategic Objective OC6 A safe place to live, work and experience the diversity of cultural activities								
OC6.1 Implement requirements of the Companion Animals Act	OC6.1.1 Provide and operate a Companion Animals Shelter	*	*	*	*	Planning and Development		Companion animals are appropriately managed Provision and operation of an animal shelter
	OC6.1.2 Raise awareness of impounded animals and owner responsibilities under the Companion	*	*	*	*	Planning and Development		Community Awareness Raised



Strategies	4 Year Actions	Delivery Program 13/14 14/15 15/16 16/17				Responsible Council Division	Partner Organisation	Measures of Success
	Animals Legislation							
	OC6.1.3 Conduct compliance audits of homeless and stray companion animals and impound companion animals where necessary	*	*	*	*	Planning and Development	RSPCA	Compliance Audits conducted
	OC6.1.4 Pound Fencing/Security Lights			*		Planning and Development		Completed within budget
OC6.2 Ensure that Council's operations can continue to function in times of emergency	OC6.2.1 Develop/review Council's Disaster Recovery and Business Continuity Plan	*	*	*	*	Corporate Services		Flood management strategies are developed
OC6.3 Support the State Emergency Services within the Region	OC6.3.1 Support the State Emergency Services (SES) within the Region	*	*	*	*	Engineering Services		Reduction in property and infrastructure damage due to floods
OC6.4 Take a lead role in the planning and provision of Emergency Management Services	OC6.4.1 General Manager (or his delegate) to act as Local Emergency Management Officer (LEMO)	*	*	*	*	Engineering Services		Attendance at meetings
	OC6.4.2 Coordinate response to natural disasters	*	*	*	*	Engineering Services		Reduction in property and infrastructure damage due to floods
	OC6.4.3 Provide support for combat agencies during disasters	*	*	*	*	Engineering Services		Reduction in property and infrastructure damage due to floods
OC6.5 Offer library services and programs as well as outreach services to disadvantaged sectors of the community	OC6.5.1 Carry out programs in all branch libraries at least on a quarterly basis	*	*	*	*	Corporate Services	Central Northern Regional Library	Programs conducted each quarter at each branch No. active book group. No. of programs for adults No. of programs for children Program attendance
	OC6.5.2 Develop a plan of children's programs and services that can be applied at branch libraries <ul style="list-style-type: none"> Children's Book week Simultaneous Story time Preschool Story time 	*	*	*	*	Corporate Services		Programs prepared and delivered



Strategies	4 Year Actions	Delivery Program 13/14 14/15 15/16 16/17				Responsible Council Division	Partner Organisation	Measures of Success
	OC6.5.3 Provide home library services to housebound residents	*	*	*	*	Corporate Services		Number of household clients receiving books
	OC6.5.4 Actively seek/foster partnerships with both mainstream and socially isolated sectors of the community	*	*	*	*	Corporate Services		Number of programs for targeted sectors. Number of attendees
OC6.6 Facilitate, coordinate, encourage and develop festivals and events for the Narrabri Shire	OC6.6.1 Continue to support and assist local festivals and events that bring visitors into the Shire	*	*	*	*	Corporate Services		Local festivals and events supported
	OC6.6.2 Work with The Crossing Theatre and other conference and meeting venue operators to build the conference and meetings market	*	*	*	*	Corporate Services		More conferences and meetings held in Narrabri Shire
	OC6.6.3 Work with The Crossing Theatre to attract and promote major entertainment events	*	*	*	*	Corporate Services		More major entertainment events held in Narrabri Shire
	OC6.6.4 Work with transport, accommodation and other operators to develop and market event packages	*	*	*	*	Corporate Services		Event packaged developed and marketed
	OC6.6.5 Successfully host the Campervan & Motorhome Club of Australia (CMCA) rally	*				Corporate Services		CMCA rally held successfully
	OC6.6.6 Identify and endeavour to attract foot loose events for the Shire	*	*	*	*	Corporate Services		Foot loose events held in Narrabri Shire
	OC6.6.7 Work with local sporting and community groups to bid for and host events within the Shire	*	*	*	*	Corporate Services	Sporting and Community Groups	Events hosted
OC6.7 Provide assistance and advice to local event organisers and individuals / groups looking to organise or bid for events	OC6.7.1 Provide advice and assistance to local organisations looking to hold and /or bid for festivals and events	*	*	*	*	Corporate Services		Tourism marketing materials distributed
	OC6.7.2 Continue to maintain the events Calender	*	*	*	*	Corporate Services		A Shire-wide calendar is available for local community members to publicise events
	OC6.7.3 Continue to publicise events locally and regionally through print, digital, radio and television advertising	*	*	*	*	Corporate Services		Local events publicised where possible
OC6.8 Promote The Crossing Theatre as a regional and state	OC6.8.1 Investigate the establishment of a Venues Management Network within the Region and beyond	*				Corporate Services		Network established



Strategies	4 Year Actions	Delivery Program 13/14 14/15 15/16 16/17				Responsible Council Division	Partner Organisation	Measures of Success
theatre and entertainment venue	OC6.8.2 Investigate options for linking into regional touring programs	*				Corporate Services		More programs at The Crossing Theatre
OC6.9 Facilitate and/or coordinate festivals and events at The Crossing Theatre	OC6.9.1 Coordinate 10 th Birthday Celebrations	*				Corporate Services		A number of festivals and events are held for the community at The Crossing Theatre
	OC6.9.2 Work with Narrabri Tourism to ensure a memorable experience for the CMCA by providing a concert	*				Corporate Services		
	OC6.9.3 Coordinate a Bridal Open Day	*				Corporate Services		
	OC6.9.4 Investigate potential for an annual "destination" festival (eg Elvis Festival in Parkes, Country Music Festival in Tamworth)	*				Corporate Services		
	OC6.9.5 Facilitate touring and planned events and performances	*	*	*	*	Corporate Services		
	OC6.9.6 Facilitate weddings and special occasions	*	*	*	*	Corporate Services		
	OC6.9.7 Facilitate conferences, meetings	*	*	*	*	Corporate Services		
OC6.10 Facilitate community based programs at The Crossing Theatre	OC6.10.1 Encourage community programs for the centre and evaluate spatial needs and level of Council financial contribution	*	*	*	*	Corporate Services	Community Organisations	Community (including youth) active and interested
OC6.11 Implement Parks and Open Space Asset Management Plan	OC6.11.1 Examine renewal backlog and categorise into renewal, replacement and disposal	*				Engineering Services		Park and Open Space Asset Management Plan
	OC6.11.2 Review capital works proposed for 2013-2022 referencing the renewal demands in the Asset Management Plan	*				Engineering Services		
	OC6.11.3 Collect better data and financial variables for each asset class and category and update the Parks and Open Space Asset Management Plan		*			Engineering Services		
OC6.12 Community members are regular users of parks, gardens and sporting venues	OC6.12.1 Develop, adopt, implement, monitor and review a Levels of Service and Maintenance Program for parks, gardens and sporting venues	*	*	*	*	Engineering Services		Levels of Service adopted by Council
	OC6.12.2 Develop and adopt a Sport and Recreation		*			Engineering	Community	Narrabri Shire Sport and



Strategies	4 Year Actions	Delivery Program 13/14 14/15 15/16 16/17				Responsible Council Division	Partner Organisation	Measures of Success
	Plan which reflects the sport and recreation needs of the community					Services	members	Recreation Plan developed and adopted by Council
	OC6.12.3 Prepare and adopt a Plan of Management for the Open Space Precinct on the eastern side of the Narrabri Creek including consideration of a future playground adjacent to the Newell Highway		*			Engineering Services		Plan of Management for eastern side of creek banks developed and adopted
	OC6.12.4 Prepare and adopt a Plan of Management for the Open Space Precinct on the western side of the Narrabri Creek including consideration of a Community Garden adjacent the Hospital car park		*			Engineering Services		Plan of Management for western side of creek banks developed and adopted
	OC6.12.5 Identify the location of Crown Reserves managed by Council which require Plans of Management and create a prioritised list based on function, use and strategic importance to Council	*				Planning and Development		Accurate and prioritised list completed and adopted
	OC6.12.6 Provide input, from a tourism perspective, into the preparation of Plans of Management and Asset Management Plans prepared by Council and local Trusts	*				Corporate Services		Tourism factored into planning documents
	OC6.12.7 Prepare and adopt Plans of Management for Crown Reserves managed by Council as per developed list in priority order.			*	*	Planning and Development		Plans of Management for high priority Crown Reserves developed and adopted
	OC6.12.8 Council to encourage community use of the core CBD area by facilitating community events and activities	*				Corporate Services		Number of events and activities in the CBD increases each year
	OC6.12.9 Review and update the Narrabri Shire Playgrounds Risk Management Policy and implement procedures	*				Engineering Services		Playgrounds regularly inspected and maintained to a safe standard
	OC6.12.10 Conduct audit of playgrounds across Shire to ascertain compliance with Playgrounds Risk Management Policy	*	*	*	*	Engineering Services		Audit of all playgrounds completed and action taken to ensure playgrounds are safe for use
	OC6.12.11 Renew, replace or dispose of Park and Open Space assets in accordance with the Parks and Open Space Asset Management Plan	*	*	*	*	Engineering Services		Council manages its existing assets in accordance with the adopted Asset Management Plan
	OC6.12.12 Adopt the Narrabri Lake Plan of Management	*				Engineering Services		Plan adopted by Council



Strategies	4 Year Actions	Delivery Program 13/14 14/15 15/16 16/17				Responsible Council Division	Partner Organisation	Measures of Success
	OC6.12.13 Adopt the Narrabri Lake Plan of Management and incorporate maintenance requirements into Levels of Service for Parks and Garden	*				Engineering Services		Maintenance standards adopted in Plan of Management including in Levels of Service
	OC6.12.14 Develop and implement a schedule of Narrabri Lake Advisory Committee Meetings in consultation with the elected Committee	*		*		Engineering Services		Meetings held regularly to plan and report on outcomes
	OC6.12.15 In consultation with the committee, review the Terms of Reference/Constitution for the Section 355 Narrabri Lake Advisory Committee including defining its role and responsibility for implementation of the Narrabri Lake Plan of Management	*	*	*	*	Engineering Services		Terms of Reference/Constitution reflects the role and responsibility of committee members and adopted Plan of Management
	OC6.12.16 Install Remote Supervision Signs at Reserves, Beaches and Pools under Council management in accordance with StateCover Guideline	*	*			Engineering Services		Appropriate signage clearly details acceptable use of parks, reserves, beaches and pools as well as hazards
	OC6.12.17 Boggabri Tennis Club Electrical rehab		*			Engineering Services		Completed within budget
	OC6.12.18 Wee Waa Tennis Club Disabled Access			*		Engineering Services		Completed within budget
	OC6.12.19 Boggabri Parks - Vickery Park Replace Play equipment		*			Engineering Services		Completed within budget
	OC6.12.20 Boggabri Parks – CBD Irrigation system		*			Engineering Services		Completed within budget
	OC6.12.21 Boggabri Parks – Vickery Park tables and chairs		*			Engineering Services		Completed within budget
	OC6.12.22 Narrabri (Town) parks – Creek irrigation Pump Well			*		Engineering Services		Completed within budget
	OC6.12.23 Narrabri (Town) parks –Bowen/Dewhurst Street Garden Bed		*			Engineering Services		Completed within budget
	OC6.12.24 Narrabri (Town) parks –Renew/relocate Collins Park Work Shed to Depot		*			Engineering Services		Completed within budget
	OC6.12.25 Narrabri (Town) parks – Tree		*	*		Engineering		Completed within budget



Strategies	4 Year Actions	Delivery Program				Responsible Council Division	Partner Organisation	Measures of Success
		13/14	14/15	15/16	16/17			
	Establishment – Killarney Street					Services		
	OC6.12.26 Narrabri (Town) parks –Install Roundabout at Doyle and Barwan Streets	*				Engineering Services		Completed within budget
	OC6.12.27 Narrabri (West) Parks – Remote Supervision signage	*				Engineering Services		Completed within budget
	OC6.12.28 Wee Waa Parks –Dangar Park Shelter, Tables, Chairs and Fencing	*				Engineering Services		Completed within budget
	OC6.12.29 Wee Waa Parks –Dangar Park Fencing between playground and George Street	*				Engineering Services		Completed within budget
	OC6.12.30 Wee Waa Parks – Refurbish Old Dressing Shed at Cook Oval	*				Engineering Services		Completed within budget
	OC6.12.31 Wee Waa Parks – Ludiwici Park 2 x Shelter, Table and Chairs	*				Engineering Services		Completed within budget
	OC6.12.32 Wee Waa CBD Seating	*	*			Engineering Services		Completed within budget
	OC6.12.33 Bellata Park –Demolition of old toilets and storage shed at Oval	*				Engineering Services		Completed within budget
	OC6.12.34 Disposal of playground and park	*				Engineering Services		Completed within budget
OC6.13 Towns and Village Entry Points in the Shire are visually and aesthetically appealing to residents and visitors	OC6.13.1 Facilitate the formation of Tidy Towns Committees with documented Terms of Reference for Narrabri and Wee Waa consisting of community representatives	*	*	*	*	Planning and Development		Tidy Towns Committees formed by community members in Narrabri and Wee Waa
OC6.14 Encourage and recognise the work of volunteers	OC6.14.1 Council to host a yearly volunteer celebration to celebrate local volunteers	*	*	*	*	Corporate Services		Annual celebration held during Volunteers Week
OC6.15 Monitor crime rates and promote Narrabri Shire as a safe and secure environment for families	OC6.15.1 Council to work with the Crime Prevention Committee, and NSW Police to support a safe environment and implement Council's Crime Prevention Plan	*	*	*	*	General Manager		Council representation at Crime Prevention Committee meetings Council to liaise with NSW Police where appropriate



Theme 2: A sustainable environment - Respect for our whole living environment

Principal activities – projects and services

Strategies	4 Year Actions	Delivery Program 13/14 14/15 15/16 16/17				Responsible Council Division	Partner Organisation	Measures of Success
Strategic Objective SE1 Sustainable land use								
SE1.1 Review and develop statutory and non- statutory plans to provide for orderly and sustainable development	SE1.1.1 Consolidate Council's three Environmental Plans into a standard instrument document	*		*		Planning and Development	Department of Planning Regional Office	LEP gazetted
	SE1.1.2 Review Council's Local Environmental Plan 2012 and identify required amendments following the gazettal and implementation of the plan	*		*		Planning and Development	Department of Planning Regional Office	Review undertaken
	SE1.1.3 Prepare a planning proposal in accordance with the Council resolution for 6 planning matters that were deferred in the Local Environmental Plan review process	*		*		Planning and Development	Department of Planning Regional Office	Proposals Prepared for lodgement to Council
	SE1.1.4 Complete a review of all existing Development Control Plans (DCP) and development a single compliant DCP with associated Precinct Plans	*		*		Planning and Development	Department of Planning Regional Office	DCP reviewed
	SE1.1.5 Undertake a review of Council's planning policies to ensure industry standard and provide best practice	*		*		Planning and Development	Department of Planning Regional Office	Policies reviewed
SE1.2 Review and Develop Contributions Plans to ensure that funding is generated from development to meet the community's needs	SE1.2.1 Review Council's Section 94 Contributions Plan to ensure compliance with statutory provisions and generation of target revenue to fund community infrastructure	*		*		Planning and Development		Section 94 Plan reviewed Plan provides appropriate charges for growth
	SE1.2.2 Review Council's Section 94A Plan to ensure effective implementation and adherence with expected budgeted outcomes	*		*		Planning and Development		Section 94A Plan reviewed Plan provides appropriate charges for growth
SE1.3 Ensure comprehensive GIS services are available to support the management of land	SE1.3.1 Develop a plan of works for upgrading mapping services including Web Based, GPS and 3D mapping applications		*			Planning and Development		Software purchased and implemented Initial staff training provided GIS services contribute to best practice design and planning



Strategies	4 Year Actions	Delivery Program				Responsible Council Division	Partner Organisation	Measures of Success
		13/14	14/15	15/16	16/17			
and property								administration services GIS services developed and updated
SE1.4 Determine access requirements to current land bank within towns	SE1.4.1 Develop Urban Streets & intersections upgrade priorities		*			Engineering Services		Strategic planning for urban development Adoption by Council
SE1.5 Sustainable use of resources	SE1.5.1 Increased use of recycled materials in road construction	*	*	*	*	Engineering Services		Materials recycled where possible
	SE1.5.2 Quarries & gravel pits are managed to allow rehabilitation at the end of their useful life	*	*	*	*	Engineering Services		Funds in reserve for quarry rehabilitation
	SE1.5.3 Continued expansion of sealed road network reducing the demand for new gravel sources			*	*	Engineering Services		Funds are available to undertake works
	SE1.5.4 Sustainable management of quarries and gravel pits	*	*	*	*	Engineering Services		Manage Quarries and Gravel Pits with sustainability in mind
	SE1.5.5 Review gravel sale prices	*				Engineering Services		Gravel price in line with market forces
SE1.6 Actively partner with the Northern Inland Weeds Advisory Committee to implement the Weed Action Plan and Invasive Species Plan	SE1.6.1 Identify and capitalise on opportunities to partner with public and private land owners to manage noxious and invasive species to minimise the impact on biodiversity in the Shire	*	*	*	*	Engineering Services	NSW DPI NIWAC	Weed Action Plan and Invasive species Plan implemented
SE1.7 Develop, implement and monitor the Border Rivers Gwydir Catchment Action Plan	SE1.7.1 Liaise with and integrate noxious and invasive weed management as per Weed Action Plan with actions of the North West Local Lands Services	*	*	*	*	Engineering Services	Border Rivers Gwydir Catchment Management Authority	Plan implemented
SE1.8 Develop, implement and monitor the Namoi Catchment Action Plan	SE1.8.1 Liaise with and integrate noxious and invasive weed management as per Weed Action Plan with actions of the Namoi Catchment Management Authority	*	*	*	*	Engineering Services	Namoi Catchment Management Authority	Plan implemented
Strategic Objective SE2 Ensure a clean, green environment for the future								



Strategies	4 Year Actions	Delivery Program				Responsible Council Division	Partner Organisation	Measures of Success
		13/14	14/15	15/16	16/17			
SE2.1 Exercise Council's statutory functions under the Environmental Planning and Assessment Act 1979 properly and equitably and determine applications efficiently and in accordance with statutory requirements and / or Council Policy and Standards	SE2.1.1 Assess and determine development applications and provide updated monthly report to Council	*	*	*	*	Planning and Development		Development Applications assessed, Development is regulated in accordance with statutory framework Monthly report to Council
	SE2.1.2 Provide building and certification inspection services for construction	*	*	*	*	Planning and Development		Building Certification Services provided
	SE2.1.3 Assess and determine complying development Certificates as required	*	*	*	*	Planning and Development		Complying development assessment services provided
	SE2.1.4 Issue approvals and/or inspect work under section 68 of the Local Government Act 1993	*	*	*	*	Planning and Development		Section 68 Applications assessed and approved
	SE2.1.5 Issue statutory certificates including 149 certificates (Planning certificates identify property zoning information as well as identify other matters that the Council require current and prospective owners of a property to be aware of)	*	*	*	*	Planning and Development		Section 149 Certificates issued
	SE2.1.6 Prepare, amend and distribute drainage diagrams	*	*	*	*	Planning and Development		Drainage Diagrams completed
	SE2.1.7 Provide pre and post development application services	*	*	*	*	Planning and Development		Pre and post Development Application services provided
	SE2.1.8 Local Government (LG) performance monitoring	*	*	*	*	Planning and Development		LG performance monitoring data submitted
	SE2.1.9 Provide an analysis of development trends being experienced within the Local Government Area	*	*	*	*	Planning and Development		Analysis of trends provided
SE2.2 Improve the monitoring and management of onsite effluent disposal within the region	SE2.2.1 Implement the On-site Sewerage Management (OSSM) Policy as adopted by the Council	*	*	*	*	Planning and Development		OSSM policy implemented OSSM supports positive environmental outcomes
	SE2.2.2 Promote community awareness of the OSSM program and provide information on best practice for sustainable outcomes on OSSM	*	*	*	*	Planning and Development		OSSM community awareness undertaken
SE2.3 Support effective reporting regimes on	SE2.3.1 Undertake a State of the Environment Report for the Local Government Area	*	*	*	*	Planning and Development		State of the Environment Report undertaken Environmental reporting is



Strategies	4 Year Actions	Delivery Program				Responsible Council Division	Partner Organisation	Measures of Success
		13/14	14/15	15/16	16/17			
environmental compliance								submitted to State agencies
OC2.4 Develop a Climate Change Risk and Adaptation Plan	SE2.4.1 Apply for Local Adaptations Pathways or similar funding from the federal government to develop a Climate Change Risk and Adaptation Plan	*				Corporate Services		Funding source secured to develop Climate Change Risk and Adaption Plan
OC2.5 Develop a Greenhouse Action Plan to identify strategies and actions to reduce power consumption and emissions	SE2.5.1 Apply for funding to develop a Greenhouse Action Plan	*				Corporate Services		Funding source secured to develop Greenhouse Action Plan
SE2.6 Capital works are subject to environmental assessment	SE2.6.1 Include environmental assessment in project planning		*			Engineering Services		Reflected in Project Management Plans
SE2.7 Develop an Environmental Action Plan	SE2.7.1 Apply for funding to develop an Environmental Action Plan to identify environmental features which require preservation and/or protection		*			Corporate Services		Funding source secured to develop Environmental Action Plan
	SE2.7.2 Cross reference the Environmental Action Plan with the Tourism Plan and other relevant plans to ensure consistency		*			Planning and Development		Other relevant plans align with the Environmental Action Plan to achieve consistency and avoid conflicts in strategies and actions
SE2.8 To participate in Community Consultative Committee (CCC)	SE2.8.1 Council involvement in CCC	*	*	*	*	General Manager		Council involvement in CCC and environmental monitoring of dust and noise in the resource sector
SE2.9 Provide a safe, reliable and economic waste collection and disposal service which meets modern environmental standards	SE2.9.1 Execute Waste Services Contract by 30 September 2013	*				Engineering Services		Waste Service Contract commences on 30 September 2013 with minimal disruption to residents and businesses
	SE2.9.2 Develop and implement the Contract Management Plan (CMP) for the Waste Services Contract	*				Engineering Services		Formal CMP developed as a guide for best practice administration of the contract



Strategies	4 Year Actions	Delivery Program				Responsible Council Division	Partner Organisation	Measures of Success
		13/14	14/15	15/16	16/17			
								over next 10 years
	SE2.9.3 Develop and implement community education strategies regarding waste avoidance, reuse and recycling in consultation with Council Waste Collection Contractor and the Northern Inland Regional Waste	*	*	*	*	Engineering Services		Recycling tonnages increase; waste to landfill tonnages decrease
SE2.10 Manage waste collection, disposal and recycling in accordance with relevant legislation, regulations and guidelines	SE2.10.1 Develop, implement, monitor and review the Narrabri Landfill Environmental Management Plan (LEMP)	*	*	*	*	Engineering Services		Landfill Environmental Management Plan
	SE2.10.2 Finalise, adopt and commence implementation of the Narrabri Shire Waste Management Strategy	*	*	*	*	Engineering Services		High priority strategies and actions completed within time, to the quality required and within budget
	SE2.10.3 Manage the Narrabri Landfill and Transfer Stations in compliance with the Narrabri Landfill Environmental Protection Licence and relevant legislation and guidelines	*	*	*	*	Engineering Services		No breaches of the Environmental Protection Licence or relevant legislation occur
	SE2.10.4 Develop and adopt an overall Master Plan for the Narrabri Landfill to guide appropriate development in accordance with relevant legislation, regulations and guidelines	*				Engineering Services		Master Plan for Narrabri Landfill site to guide future development
	SE2.10.5 Vacuum Unit	*				Engineering Services		Completed within budget
	SE2.10.6 Narrabri Staff Amenities Building	*				Engineering Services		Completed within budget
	SE2.10.7 Narrabri Weighbridge and Gatehouse	*				Engineering Services		Completed within budget
	SE2.10.8 Waste Data Collection Software	*				Engineering Services		Completed within budget
	SE2.10.9 Transfer Station Gates	*				Engineering Services		Completed within budget
	SE2.10.10 Edgeroi Fencing	*				Engineering Services		Completed within budget
	SE2.10.11 Wee Waa Fencing	*				Engineering		Completed within budget



Strategies	4 Year Actions	Delivery Program				Responsible Council Division	Partner Organisation	Measures of Success
		13/14	14/15	15/16	16/17			
						Services		
	SE2.10.12 Bellata Concrete Pad	*				Engineering Services	Completed within budget	
	SE2.10.13 Transfer Station Recycling Facilities	*				Engineering Services	Completed within budget	
	SE2.10.14 Extension of Current Cells and Landfill Area	*				Engineering Services	Completed within budget	
	SE2.10.15 Narrabri Internal Entry/Exit Roadworks	*				Engineering Services	Completed within budget	
	SE2.10.16 Narrabri Tree Buffers/Screens			*		Engineering Services	Completed within budget	
	SE2.10.17 Wee Waa Seal Transfer Station access Road		*			Engineering Services	Completed within budget	
	SE2.10.18 Narrabri Design/Investigation/Planning		*			Engineering Services	Completed within budget	
SE2.11 Manage wastewater and effluent in a sustainable manner	SE2.11.1 Operate and maintain sewage treatment plants to meet licence conditions and environmental requirements	*	*	*	*	Engineering Services	No Non-Compliances with Environmental Licences	
	SE2.11.2 Refurbish /replace digester mixer - Wee Waa	*				Engineering Services	Works programs developed, updated and implemented within allocated timeframes	
	SE2.11.3 Upgrade and maintain Trickling Filter Pump Station & valves - Wee Waa	*				Engineering Services	Works programs developed, updated and implemented within allocated timeframes	
	SE2.11.4 Upgrade and maintain drying beds - Boggabri	*				Engineering Services	The MAC Works programs developed, updated and implemented within allocated timeframes	
	SE2.11.5 Refurbish Digester mixer - Narrabri	*				Engineering Services	Works programs developed, updated and implemented within allocated timeframes	
	SE2.11.6 Clean and refurbish line from Sewerage Treatment Plant to Wetlands - Wee Waa		*			Engineering Services	Works programs developed, updated and implemented within allocated timeframes	
	SE2.11.7 Upgrade and maintain drying beds -		*			Engineering	Works programs developed,	



Strategies	4 Year Actions	Delivery Program				Responsible Council Division	Partner Organisation	Measures of Success
		13/14	14/15	15/16	16/17			
	Narrabri					Services		updated and implemented within allocated timeframes
	SE2.11.8 Clean Stormwater Detention areas at Sewerage Treatment Plant - Narrabri		*			Engineering Services		Works programs developed, updated and implemented within allocated timeframes
	SE2.11.9 Operate and maintain effluent management facilities to meet licence conditions and environmental requirements	*	*	*	*	Engineering Services		No Non-Compliances with Environmental Licences
	SE2.11.10 Maintain the sewer reticulation system and pumping stations to serve residential, commercial and industrial customers and convey sewage for treatment and disposal to meet licence conditions and environmental requirements	*	*	*	*	Engineering Services		Maintenance targets and upgrade programs achieved
	SE2.11.11 Upgrade electrical & mechanical components - Regent Street Pump Station	*				Engineering Services		Works programs developed, updated and implemented within allocated timeframes
	SE2.11.12 Upgrade electrical & mechanical components - Golf Club Pump Station	*				Engineering Services		Works programs developed, updated and implemented within allocated timeframes
	SE2.11.13 Upgrade electrical & mechanical components - Hinds Street Pump Station		*			Engineering Services		Works programs developed, updated and implemented within allocated timeframes
	SE2.11.14 Upgrade electrical & mechanical components - Elizabeth Street Pump Station		*			Engineering Services		Works programs developed, updated and implemented within allocated timeframes
	SE2.11.15 Service all Sewer Pump Station pumps and fittings annually	*	*	*	*	Engineering Services		Works programs developed, updated and implemented
	SE2.11.16 Construct new and replacement infrastructure as required	*	*	*	*	Engineering Services / Planning and Development		Works programs developed, updated and implemented within allocated timeframes
	SE2.11.17 Develop initial maintenance/replacement program	*				Engineering Services		Works programs developed, updated and implemented within allocated timeframes



Strategies	4 Year Actions	Delivery Program				Responsible Council Division	Partner Organisation	Measures of Success
		13/14	14/15	15/16	16/17			
	SE2.11.18 Continue with CCTV assessments of sewerage network	*	*	*	*	Engineering Services		Works programs developed, updated and implemented within allocated timeframes
	SE2.11.19 Undertake long term planning of future sewer infrastructure works and effluent reuse facilities to meet legislative drought management and capital works planning requirements	*	*			Engineering Services / Planning and Development		Strategies prepared, reviewed and implemented as required
	SE2.11.20 Engage consultancy firm to undertake a review of Narrabri Shire wastewater collection network	*	*			Engineering Services / Planning and Development		Strategies prepared, reviewed and implemented as required
	SE2.11.21 Review Drought Management Plan as it relates to recycling water			*		Engineering Services / Planning and Development		Strategies prepared, reviewed and implemented as required
	SE2.11.22 Assess and issue conditions and ensure compliance with sewage related aspects of Development and new subdivisions	*	*	*	*	Engineering Services / Planning and Development		Trade Waste Policy and discharge agreements maintained and recorded
	SE2.11.23 Boggabri Sewer - Upgrade Telemetry	*				Engineering Services		Completed within budget
	SE2.11.24 Narrabri Sewer - Upgrade Telemetry	*				Engineering Services		Completed within budget
	SE2.11.25 Narrabri Sewer - Upgrade Regent Street, Golf Club, Hind Street and Elizabeth Street SPS Electrical Cabinets	*				Engineering Services		Completed within budget
	SE2.11.26 Wee Waa Sewer - Upgrade Telemetry	*				Engineering Services		Completed within budget
	SE2.11.27 Wee Waa Sewer - Investigate Replacement of Sewer Main East Charles Street	*				Engineering Services		Completed within budget
	SE2.11.28 Boggabri Sewer Treatment Works - Upgrade Telemetry - Boggabri Treatment Works	*				Engineering Services		Completed within budget
	SE2.11.29 Boggabri Sewer Treatment Works - Upgrade Sand Drying Beds - Boggabri Treatment	*				Engineering Services		Completed within budget



Strategies	4 Year Actions	Delivery Program				Responsible Council Division	Partner Organisation	Measures of Success
		13/14	14/15	15/16	16/17			
	Works							
	SE2.11.30 Narrabri Sewer Treatment Works - Drum Screen and Screw Replacement - Narrabri Treatment Works	*				Engineering Services	Completed within budget	
	SE2.11.31 Narrabri Sewer Treatment Works - Telemetry Upgrade - Narrabri Treatment Works	*				Engineering Services	Completed within budget	
	SE2.11.32 Wee Waa Sewer Treatment Works - Upgrade Telemetry - Wee Waa Treatment Works	*				Engineering Services	Completed within budget	
	SE2.11.33 Wee Waa Sewer Treatment Works - Replace STW No1 Well	*				Engineering Services	Completed within budget	
	SE2.11.34 Federation Farm Sewer Treatment Works - Upgrade Telemetry - Federation Farm	*				Engineering Services	Completed within budget	



Theme 3: A place to thrive - A strong diverse economy that attracts and retains businesses, services and tourists

Principal activities – projects and services

Strategies	4 Year Actions	Delivery Program				Responsible Council Division	Partner Organisations	Measures of Success
		13/14	14/15	15/16	16/17			
Strategic Objective PT1 Narrabri Shire to be a regional centre								
PT1.1 Engage with local business and industry representatives to grow and facilitate opportunities	PT1.1.1 Meet with local businesses	*	*	*	*	Planning and Development	Local business and industry	Increased economic growth and diversity Assist existing business to develop
	PT1.1.2 Engage with Narrabri Chamber of Commerce, Wee Waa Chamber of Commerce and Boggabri Business Promotions Group	*	*	*	*	Planning and Development	Chambers of Commerce	Broader economic base Monitor and report regularly on the health of the local economy
	PT1.1.3 Meet with research organisations	*	*	*	*	Planning and Development	Local research organisations	Build strong relationships with local groups
	PT1.1.4 Meet regularly with industry representatives	*	*	*	*	Planning and Development		Build strong relationships with industry sectors
	PT1.1.5 Attend business events organised by local organisations	*	*	*	*	Planning and Development		Build strong relationships with industry sectors
	PT1.1.6 Support business appreciation event held by Narrabri Chamber of Commerce	*	*	*	*	Planning and Development	Chamber of Commerce	Event ongoing and successful
	PT1.1.7 Facilitate meeting between Narrabri Chamber of Commerce and Council	*	*	*	*	Planning and Development	Narrabri Chamber of Commerce	Meeting held or attended twice per year
	PT1.1.8 Facilitate meeting between Wee Waa Chamber of Commerce and Council	*	*	*	*	Planning and Development	Wee Waa Chamber of Commerce	Meeting held or attended twice per year
	PT1.1.9 Facilitate meeting between Boggabri Business Promotions Group and Council	*	*	*	*	Planning and Development	Boggabri Business and Promotions Group	Meeting held or attended twice per year
	PT1.1.10 Meet with coordinator of the New England Tablelands renewable energy precinct project	*	*			Planning and Development		Build strong relationship with industry sector
PT1.2 Provide assistance to business looking to expand	PT1.2.1 Assist local business organisations with local projects	*	*	*	*	Planning and Development		Assist with local projects
	PT1.2.2 Participate in local business functions as	*	*	*	*	Planning and		Attend local and regional



Strategies	4 Year Actions	Delivery Program				Responsible Council Division	Partner Organisations	Measures of Success
		13/14	14/15	15/16	16/17			
	invited					Development		functions
	PT1.2.3 Send emails to local businesses regarding newly released State and Federal assistance programs	*	*	*	*	Planning and Development		Conveyed funding programmes to industry
	PT1.2.4 Conduct seminars and workshops for businesses in conjunction with partners	*	*	*	*	Planning and Development		Facilitate business workshops
PT1.3 Actively market and promote Narrabri Shire as a business destination	PT1.3.1 Develop business location profile	*	*	*	*	Planning and Development		Regular production of brochures
	PT1.3.2 Develop marketing material regarding available employment lands	*	*	*	*	Planning and Development		Regular production of brochures
	PT1.3.3 Develop marketing materials promoting a range of business and community aspects	*				Planning and Development		Regular production of brochures and distributed
	PT1.3.4 Prepare business news/economic updates	*	*	*	*	Planning and Development		Regular production of brochures
	PT1.3.5 Prepare news announcements on economic successes	*	*	*	*	Planning and Development		Articles in paper, radio and TV as appropriate
	PT1.3.6 Maintain existing Shire website	*	*	*	*	Planning and Development		Keep website up to date
	PT1.3.7 Undertake Boggabri business community plan	*	*			Planning and Development		Complete the Boggabri township marketing plan
	PT1.3.8 Undertake Wee Waa business community plan	*	*	*	*	Planning and Development		Complete the Wee Waa township marketing plan
	PT1.3.9 Work with the agricultural sector to attract further investment	*	*	*	*	Planning and Development	Agricultural sector	Increase in additional agricultural service related industries
	PT1.3.10 Distribution of Council information through social media platforms	*	*	*	*	Planning and Development		Provide ongoing relevant information
PT1.4 Ensure that the Council is well represented at Regional, State and Federal Forums to promote the interests of Narrabri Shire	PT1.4.1 Participate in Regional and State Forums including: - Namoi Councils - Association of Mine Related Councils	*	*	*	*	General Manager	State and Federal Government Agencies	Continued membership involvement and attendance at meetings
	PT1.4.2 Advocate for the interests of the Shire with other Government Departments and organisations on relevant issues as they arise	*	*	*	*	General Manager	State and Federal Government Agencies	Ongoing and as opportunities arise



Strategies	4 Year Actions	Delivery Program				Responsible Council Division	Partner Organisations	Measures of Success
		13/14	14/15	15/16	16/17			
PT1.5 Review and monitor the implementation of the Tourism Plan 2013-2018	PT1.5.1 Complete and have Council adopt the Narrabri Shire Tourism Destination Management Plan Commence implementation	*				Corporate Services		Completed plan Tourism marketing materials developed and utilised Develop positive tourism outcomes for the Shire
PT1.6 Participate in the development of Regional and State tourism marketing and Destination Management Plans and in tourism and other committees, working parties etc	PT1.6.1 Continue to participate in Tourism related organisations relevant to Narrabri Shire	*	*	*	*	Corporate Services		Council's continued representation
	PT1.6.2 Participate in the development of DMPs for the Inland NSW Region, New England-North West and sub regions	*	*	*	*	Corporate Services		Deliver positive tourism outcomes for Narrabri Shire
PT1.7 Participate in the development of touring routes, products and experiences at a local, sub-regional, regional and state level	PT1.7.1 Continued involvement in the Newell Highway Promotions Committee	*	*	*	*	Corporate Services		Council's continued representation
	PT1.7.2 Continue involvement in the Kamilaroi Highway Promotions Committee	*				Corporate Services		Council's continued representation
	PT1.7.3 Complete the Kamilaroi Highway Aboriginal Tourism Scoping Study	*				Corporate Services		Study completed on time
	PT1.7.4 Continued involvement in the development of the Great Artesian Drive	*	*	*	*	Corporate Services		Council's continued representation
	PT1.7.5 Completion of the Signage along the Great Artesian Drive	*				Corporate Services		Signage erected at Pilliga Bore Baths
	PT1.7.6 Commence development of State Touring Route 3 – and extend route to the west	*				Corporate Services		Route developed and promotional program formulated
	PT1.7.7 Continue to promote the Baradine – Pilliga link	*	*	*	*	Corporate Services		Tourists using the link
	PT1.7.8 Support the joint Council funding submission for the Baradine to Mungindi Road	*	*	*	*	Corporate Services		Baradine to Mungindi Road receives funding
	PT1.7.9 Continue to lobby for MR127 – Pilliga Road to be a designated Tourist Route			*		Corporate Services		Road classified as Tourist Route
PT1.8 Continued liaison with	PT1.8.1 Continue to work with relevant State Government organisations	*	*	*	*	Corporate Services		Deliver positive tourism outcomes for Narrabri Shire



Strategies	4 Year Actions	Delivery Program 13/14 14/15 15/16 16/17				Responsible Council Division	Partner Organisations	Measures of Success
Government Agencies and other agencies that manage tourism assets	PT1.8.2 Provide input from a tourism perspective into Plans Of Management prepared for areas within the Shire	*	*	*	*	Corporate Services		Deliver positive tourism outcomes for Narrabri Shire
PT1.9 Develop and implement marketing and promotional strategies and campaigns in conjunction with Destination NSW, the Regional Tourism Organisation, Touring Route marketing groups, surrounding LGAs and the local tourism sector	PT1.9.1 Continue to be involved in the development of marketing campaigns and participate in relevant cooperative marketing initiatives with the following organisations: <ul style="list-style-type: none"> • Destination NSW • Inland RTO • NE-NW Tourism • Warrumbungle Cluster • Tourism route marketing committees • Surrounding LGAs • Tourism and business operators 	*	*	*	*	Corporate Services		Deliver positive tourism outcomes for Narrabri Shire
	PT1.9.2 Attend relevant trade and consumer shows throughout Australia	*	*	*	*	Corporate Services		
	PT1.9.3 Participate in journalist and industry families where relevant	*	*	*	*	Corporate Services		
	PT1.9.4 Work with CountryLink to develop new packages for Narrabri Shire	*	*			Corporate Services		
	PT1.9.5 Continue to produce information on Narrabri Shire including updating visitors guides and information fliers, maintain and continue to develop touch screen and DVDs, maintain and expand image (photo and film) library etc	*	*	*	*	Corporate Services		
	PT1.9.6 Continue to maintain and update tourism website, and use social media to communicate with the market	*	*	*	*	Corporate Services		
	PT1.9.7 Continue to update State Tourism Data Warehouse data base	*	*	*	*	Corporate Services		
PT1.10 Encourage involvement of tourism	PT1.10.1 Continue to work with Tourism operators to produce information and marketing and promotional collateral	*	*	*	*	Corporate Services		Continue to ensure that visitor information is available in each of the towns and villages



Strategies	4 Year Actions	Delivery Program				Responsible Council Division	Partner Organisations	Measures of Success
		13/14	14/15	15/16	16/17			
operators/attractions and other key partners in the production of information and marketing collateral and marketing and promoting the Shire								throughout the Shire
PT1.11 Continue to showcase local industries and products through the Narrabri Visitor Information Centre	PT1.11.1 Ensure that all major industries / economic activities that are of interest to visitors are showcased in the Narrabri Visitor Information Centre	*	*	*	*	Corporate Services	Local business	Local business supported by Tourism
	PT1.11.2 Continue to develop exhibits – including an Aboriginal art / artefact display	*	*	*	*	Corporate Services	Indigenous community	Promotion of aboriginal culture and history
PT1.12 Encourage involvement of the community and other key partners	PT1.12.1 Inclusion in historical exhibits across the Shire	*	*	*	*	Corporate Services	Indigenous community	Indigenous community included and engaged in tourism activities
	PT1.12.2 Support the Friends of the Crossing Theatre	*	*	*	*	Corporate Services		Attend meetings and support where possible
	PT1.12.3 Investigate a Volunteers Development Program in conjunction with other areas of Council	*				Corporate Services		Program investigated
	PT1.12.4 Collaborate with Narrabri Tourism to develop and implement training for businesses	*				Corporate Services		Training developed and implemented
PT1.13 Review and implement the Community Economic Development Strategic Plans for Pilliga and Gwabegar, Narrabri, Boggabri and Wee Waa	PT1.13.1 Appropriate funding identified and applied for	*				Corporate Services / Planning and Development	Chambers, Business Progress Groups	Funding sourced Collaboration with community
PT1.14 Develop Community Economic Development Strategic Plans for Bellata and Baan Baa	PT1.14.1 Appropriate funding identified and applied for	*				Corporate Services / Planning and Development	Chambers, Business Progress Groups	Funding sourced Collaboration with community



Strategies	4 Year Actions	Delivery Program 13/14 14/15 15/16 16/17				Responsible Council Division	Partner Organisations	Measures of Success
Strategic Objective PT2 Airport to be of regional quality (similar to Newcastle)								
PT2.1 Develop and implement Airport Asset Management Plan	PT2.1.1 Develop an Asset Management Plan recognising the life cycle cost and total maintenance and capital renewal cost of the Airport over the next 10 years	*				Engineering Services		Asset Management Airport Master Plan is developed and fully implemented
PT2.2 Potential airlines supported and encouraged through improved infrastructure	PT2.2.1 Lobby government agencies to provide support for a regional standard airport	*	*	*	*	General Manager		Funding secured for upgrades to Narrabri Airport recognising its regional significance
	PT2.2.2 Design and construct extension to Narrabri Airport Apron	*				Engineering Services		Narrabri Airport Apron extended in compliance with all relevant standards
	PT2.2.3 Design and construct strengthening and extension of Narrabri Airport Runway 18/36 and Taxiway including PAPI lighting system	*				Engineering Services		Narrabri Airport Runway strengthened and extended in compliance with all relevant standards
	PT2.2.4 Implement interim measures to the existing Terminal to ensure its structural integrity whilst planning for a new terminal is underway			*		Engineering Services		Airport Terminal remains functional prior to new Terminal completion
	PT2.2.5 Design and construct new Narrabri Airport Terminal (750m2) and stage one (1) car parking in accordance with Airport Master Plan	*	*			Engineering Services		New Airport Terminal and car parking constructed
	PT2.2.6 Design and construct grass taxiway network including parallel taxiways for both runways with sections of all-weather surface		*	*		Engineering Services		Grass taxiways support safe Apron and Runway use
	PT2.2.7 Manage Narrabri Airport operations in accordance with relevant federal and state legislation, regulations and the Aerodrome Manual	*	*	*	*	Engineering Services		Annual CASA Audits result in nil or minimal Corrective Actions
	PT2.2.8 Construct Rural Fire Service at Narrabri Airport	*				Engineering Services	Rural Fire Service	Rural Fire Service shed constructed and operational
	PT2.2.9 Review the Airport Services Contract to determine the most efficient delivery method for Airport Reporting Officer duties and other relevant operational tasks	*				Engineering Services		Airport Services Contract reviewed
Strategic Objective PT3 Regional standard infrastructure								



Strategies	4 Year Actions	Delivery Program				Responsible Council Division	Partner Organisations	Measures of Success
		13/14	14/15	15/16	16/17			
PT3.1 Lobby State and Commonwealth Government for infrastructure and service provision	PT3.1.1 Meet with local State and Federal MPs	*	*	*	*	Planning and Development		Economic growth and diversity Share best practices and successes with other Councils
	PT3.1.2 Travel to Sydney to meet with State Government Ministers and Agencies	*	*	*	*	Planning and Development		Meetings held
	PT3.1.3 Travel to Canberra to meet with Commonwealth Government Ministers and Agencies	*	*	*	*	Planning and Development		Meetings held
PT3.2 Ensure that all public buildings are developed, renewed and maintained at adopted service levels for the use of Council and the community	PT3.2.1 Develop a works schedule for the long-term development, renewal and maintenance of all public buildings	*				Planning and Development / Engineering Services		Agreed service levels achieved and community satisfied
	PT3.2.2 Ensure that all buildings are safe in terms of the provision of electricity supply and develop maintenance work schedule		*			Planning and Development / Engineering Services		Agreed service levels achieved Inspection of all buildings undertaken and schedule developed. Completed as per works schedule
	PT3.2.3 Develop and implement a painting schedule for all painted public buildings and structures			*		Planning and Development / Engineering Services		Agreed service levels achieved All painted buildings and structures inspected and schedule developed Completed as per works schedule
	PT3.2.4 Carry out routine maintenance on The Crossing Theatre	*	*	*	*	Corporate Services / Planning and Development		Maintenance carried out within budget
	PT3.2.5 Develop a ten year plan for major renewal and upgrade works as part of the Asset Management Plan for The Crossing Theatre	*				Corporate Services		Plan developed
	PT3.2.6 Upgrade internal and external signage at The Crossing Theatre				*	Corporate Services		External signage upgraded
	PT3.2.7 Finalise the refurbishment of the Exhibition Room at The Crossing Theatre		*	*		Corporate Services		Refurbishment of Exhibition Room
	PT3.2.8 Replace café furniture at The Crossing		*			Corporate		Café furniture replaced



Strategies	4 Year Actions	Delivery Program				Responsible Council Division	Partner Organisations	Measures of Success
		13/14	14/15	15/16	16/17			
	Theatre					Services		
	PT3.2.9 Replace the carpet in the Green Room/Performers Dressing Rooms at The Crossing Theatre		*			Corporate Services		Carpet in the Green Room replaced within budget
	PT3.2.10 Construct new kitchen infrastructure in back of house hallways at The Crossing Theatre				*	Corporate Services		Kitchen infrastructure constructed
	PT3.2.11 Install new freezers and chilled prep fridges in kitchen at The Crossing Theatre				*	Corporate Services		Installed
	PT3.2.12 Find suitable area for the art collection to be displayed at The Crossing Theatre	*				Corporate Services		The art collection is available to be viewed by the community
	PT3.2.13 External and Internal repainting at The Crossing Theatre		*	*		Corporate Services		Completed within budget
	PT3.2.14 Generators for Backup Power Supply at The Crossing Theatre		*			Corporate Services		Completed within budget
	PT3.2.15 Solar Panels gorkw at The Crossing Theatre			*		Corporate Services		Completed within budget
	PT3.2.16 Rainwater tanks for toilets at The Crossing Theatre				*	Corporate Services		Completed within budget
	PT3.2.17 Outdoor Movie Equipment				*	Corporate Services		Completed within budget
	PT3.2.18 Boggabri Courthouse Upgrade		*	*		Planning and Development		Completed within budget
	PT3.2.19 Demolish Boggabri Courthouse Ext Toilets		*			Planning and Development		Completed within budget
	PT3.2.20 97 Cowper Street Drainage Rehab			*		Planning and Development		Completed within budget
	PT3.2.21 Boggabri Urban Area Rooms Electrical Upgrade		*			Planning and Development		Completed within budget
	PT3.2.22 72 Gibbons Street Carpet Replacement		*			Planning and Development		Completed within budget
	PT3.2.23 72 Gibbons Street Replace Storage Shed			*		Planning and Development		Completed within budget



Strategies	4 Year Actions	Delivery Program				Responsible Council Division	Partner Organisations	Measures of Success
		13/14	14/15	15/16	16/17			
PT3.3 Develop and maintain visitor facilities and infrastructure within the Narrabri Shire	PT3.3.1 Develop walking track and viewing areas at Gins Leap			*		Corporate Services		Seek funding for project
	PT3.3.2 Further develop the Pilliga Bore Baths, camping area and the Pilliga Wetlands Walk including a dump point, security cameras, additional gravel capping on the camping area, access points on the walk	*				Corporate Services		Completed
	PT3.3.3 Installation of picnic facilities at Dripping Rock		*			Corporate Services		Completed
	PT3.3.4 Wee Waa Lagoon – commence implementation of Plan of Management recommendations	*				Corporate Services		Completed
	PT3.3.5 Complete the redevelopment of the Cotton Centre as the Narrabri Visitor Information Centre – install solar energy panels, landscaping, replace windows, external digital signage, new veranda and walkways. Work with service clubs to install a disabled swing				*	Corporate Services		Completed
	PT3.3.6 Improve presentation and signpost lookouts within the Shire	*	*	*	*	Corporate Services		Completed
	PT3.3.7 Continued upgrading of the Boggabri Caravan Park as per the Plan of Management and Business Plan	*				Corporate Services		Completed
	PT3.3.8 Organise and administer leases for Council Caravan Parks	*	*	*	*	Corporate Services		Completed
	PT3.3.9 Continued monitoring of tourism signs and notification to Council / RMS when signs are damaged or missing	*	*	*	*	Corporate Services		Damaged/ removed signs are replaced in a timely manner
	PT3.3.10 Where requested, assist tourist attraction operators to prepare funding submissions for tourist attraction signage	*	*	*	*	Corporate Services		Funding secured for tourism attraction signage
	PT3.3.11 Caravan Park - Narrabri Disabled Ablutions Facility	*				Planning and Development		Completed within budget



Strategies	4 Year Actions	Delivery Program 13/14 14/15 15/16 16/17				Responsible Council Division	Partner Organisations	Measures of Success
	PT3.3.12 Caravan Park - Narrabri Electrical Upgrade	*				Planning and Development		Completed within budget
	PT3.3.13 Visitor Information Centre – outside verandah upgrade			*		Corporate Services		Completed within budget
PT3.4 Improve flood immunity for remote communities	PT3.4.1 Determine priority links for upgrade		*			Engineering Services		Priorities adopted by Council for flood events
	PT3.4.2 Lobby State Government for funding to improve flood immunity at Glencoe Channel (SH29 Kamilaroi Highway)	*	*	*	*	Engineering Services		
PT3.5 Provide a secure, reliable water supply to the community	PT3.5.1 Operate and maintain water sources, water treatment plants, reservoirs and distributions systems to provide potable water to consumers with water meeting Australian Drinking Water Guidelines health standards	*	*	*	*	Engineering Services		No health related drinking water quality incidents
	PT3.5.2 Review WH&S systems, operations and maintenance manuals for each bore site	*			*	Engineering Services / General Manager		WH&S systems, operations and maintenance manuals reviewed
	PT3.5.3 Review Narrabri Water Services Standard Work Methods (SWM) associated with reticulation maintenance activities			*		Engineering Services / Human Resources		SWPs reviewed
	PT3.5.4 Develop Narrabri Risk Based Water Management Plan & implement	*				Engineering Services		Plan developed and implemented
	PT3.5.5 Review Narrabri Risk Based Water Management Plan				*	Engineering Services		Plan reviewed and amendments implemented
	PT3.5.6 Review, investigate and undertake any required improvements to water storage infrastructure, water treatment processes and control systems to meet demand and growth	*	*	*	*	Engineering Services / Planning and Development		Priority works planned, designed and completed on time, to a satisfactory standard and within the allocated budget
	PT3.5.7 Complete programmed upgrades of Narrabri Shire water: <ul style="list-style-type: none"> Supervisory, Control And Data Acquisition (SCADA) telemetry system 	*	*	*	*	Engineering Services		Works completed on time, to a satisfactory standard and within the allocated budget



Strategies	4 Year Actions	Delivery Program 13/14 14/15 15/16 16/17				Responsible Council Division	Partner Organisations	Measures of Success
	<ul style="list-style-type: none"> Treatment processes and components Reservoirs, booster stations, bore pump stations Water Meters 							
	PT3.5.8 Complete design and associated documentation to improve the quantity of the Narrabri township drinking water to consistently comply with ADWS and Health Department requirements	*	*			Engineering Services		Design Complete, Tender/Contract and Specifications Complete
	PT3.5.9 Report to Council re: Gwabegar and Pilliga Supply viability	*				Engineering Services		Report presented to Council
	PT3.5.10 Report to Council re: Baan Baa Water Supply	*				Engineering Services		Report presented to Council
	PT3.5.11 Maintain the reticulation systems to serve consumers and meet fire fighting requirements as appropriate	*	*	*	*	Engineering Services		Maintenance targets and upgrade programs achieved within allocated timeframes, to a satisfactory standard and within the allocated budget
	PT3.5.12 Service and when necessary replace Hydrants and Mains Valves	*	*	*	*	Engineering Services		Completed
	PT3.5.13 Produce preventive maintenance program	*				Engineering Services		Maintenance targets and upgrade programs produced within allocated timeframes, to a satisfactory standard and within the allocated budget
	PT3.5.14 Adhere to preventive maintenance program		*	*	*	Engineering Services		Maintenance targets and upgrade programs produced within allocated timeframes, to a satisfactory standard and within the allocated budget
	PT3.5.15 Reactive and preventive maintenance carried out as programmed and as required	*	*	*	*	Engineering Services		Work documented to comply with licence requirements and times taken to responded to/complete works recorded and analysed



Strategies	4 Year Actions	Delivery Program 13/14 14/15 15/16 16/17				Responsible Council Division	Partner Organisations	Measures of Success
	PT3.5.16 Replace CBD stop valves as required - Wee Waa	*			*	Engineering Services		Work completed on time, to a satisfactory standard and within the allocated budget
	PT3.5.17 Replace water supply infrastructure in: - Gabo Place - Wee Waa (250m)	*				Engineering Services		Work completed on time, to a satisfactory standard and within the allocated budget
	PT3.5.18 Replace water supply infrastructure in: - Empire Place - Wee Waa (250m)		*			Engineering Services		Work completed on time, to a satisfactory standard and within the allocated budget
	PT3.5.19 Replace water supply infrastructure in: - Charles Street between Boundary and Mitchell-Wee Waa (500m)			*		Engineering Services		Work completed on time, to a satisfactory standard and within the allocated budget
	PT3.5.20 Replace water supply infrastructure in: - James Hibbens Avenue - Wee Waa (450m)				*	Engineering Services		Work completed on time, to a satisfactory standard and within the allocated budget
	PT3.5.21 Replace water supply infrastructure in: - Nth Side Boolcarrol Road, Louis Street to Depot - Wee Waa (650m)			*	*	Engineering Services		Work completed on time, to a satisfactory standard and within the allocated budget
	PT3.5.22 Replace water supply infrastructure in: - Mitchell Street between Warrior and Church Streets - Wee Waa (500m)		*			Engineering Services		Work completed on time, to a satisfactory standard and within the allocated budget
	PT3.5.23 Replace water supply infrastructure in: - Alma Street Bore to Alma Street Reservoir + valves at reservoir - Wee Waa (200m)			*		Engineering Services		Work completed on time, to a satisfactory standard and within the allocated budget
	PT3.5.24 Replace water supply infrastructure in: - Oakham St – Boggabri, between Boston Street to Burton Street (270m)	*				Engineering Services		Work completed on time, to a satisfactory standard and within the allocated budget
	PT3.5.25 Replace water supply infrastructure in: - Oakham St – Boggabri, between Burton Street to Dalton Street (270m)		*			Engineering Services		Work completed on time, to a satisfactory standard and within the allocated budget
	PT3.5.26 Replace water supply infrastructure in: - Oakham St – Boggabri, between Dalton Street Brent Street (270m)			*		Engineering Services		Work completed on time, to a satisfactory standard and within the allocated budget
	PT3.5.27 Replace water supply infrastructure in:				*	Engineering		Work completed on time, to a



Strategies	4 Year Actions	Delivery Program 13/14 14/15 15/16 16/17				Responsible Council Division	Partner Organisations	Measures of Success
	- Oakham St – Boggabri, between Brent Street to Caxton Street (285m)					Services		satisfactory standard and within the allocated budget
	PT3.5.28 Replace water supply infrastructure in: -Goldman Street - Narrabri (750m)			*		Engineering Services		Work completed on time, to a satisfactory standard and within the allocated budget
	PT3.5.29 Undertake long-term planning of future water infrastructure works including supply to village areas, water security for urban areas to meet legislative drought management and capital works planning requirements and future growth	*	*	*	*	Engineering Services / Planning and Development		Strategies prepared, reviewed and implemented as required
	PT3.5.30 Prepare an integrated Water Cycle Management Plan including water conservation and demand management		*	*		Engineering Services		Water Cycle Management Plan Completed
	PT3.5.31 Assess and issue conditions and ensure compliance with water related aspects of Development and new subdivisions	*	*	*	*	Engineering Services / Planning & Development		New developments conform with Council requirements
	PT3.5.32 Investigate and undertake improvements to enhance the drought emergency supply to meet legislative drought management and capital works planning requirements		*	*		Engineering Services		Work program delivered on time within budget and report to council
	PT3.5.33 Review Drought Management Plan as it relates to potable water			*	*	Engineering Services		Work program delivered on time within budget and report to council
	PT3.5.34 Undertake and review Water Supply Modelling for towns/villages and update Development Servicing Plans for Towns/villages to meet legislative demand management and capital works planning requirements	*	*	*		Engineering Services		Servicing plans updated within allocated time frames
	PT3.5.35 Engage Consultancy Firm to undertake a review of Narrabri Shire water supply network	*	*			Engineering Services		Report to Council Strategies prepared, reviewed and implemented as required
	PT3.5.36 Provide WaterWise education programs	*	*	*	*	Engineering Services		Programs delivered on time, to a satisfactory standard and within the allocated budget



Strategies	4 Year Actions	Delivery Program				Responsible Council Division	Partner Organisations	Measures of Success
		13/14	14/15	15/16	16/17			
	PT3.5.37 Bellata water - Bellata Replace Bore Shed	*				Engineering Services		Completed within budget
	PT3.5.38 Bellata water - Upgrade Telemetry	*				Engineering Services		Completed within budget
	PT3.5.39 Bellata water - Replace Water Tank	*				Engineering Services		Completed within budget
	PT3.5.40 Bellata water - Bellata Bore Fence	*				Engineering Services		Completed within budget
	PT3.5.41 Boggabri Water - Upgrade Telemetry	*				Engineering Services		Completed within budget
	PT3.5.42 Boggabri Water - Various Renewals	*				Engineering Services		Completed within budget
	PT3.5.43 Gwabegar Water - Upgrade Telemetry	*				Engineering Services		Completed within budget
	PT3.5.44 Narrabri Water - Upgrade Telemetry	*				Engineering Services		Completed within budget
	PT3.5.45 Narrabri Water - Asbestos Mains Replacement	*				Engineering Services		Completed within budget
	PT3.5.46 Pilliga Water - Telemetry Upgrade	*				Engineering Services		Completed within budget
	PT3.5.47 Wee Waa Water - Upgrade Telemetry	*				Engineering Services		Completed within budget
PT3.6 Develop and adopt Business Plan for the Narrabri Livestock Selling Centre (Saleyards)	PT3.6.1 Implement actions resulting from Council's adopted preferred option (from NLSC business plan) into fees and charges and operating protocols	*	*			Engineering Services	Agents Association	Completed
	PT3.6.2 Pending the adopted preferred option above, implement the recommendations of the NLSC Safety Management System	*	*	*	*	Engineering Services	Agents Association	Completed
	PT3.6.3 Grant Co-contribution to Ramp	*				Engineering Services		Completed within budget
	PT3.6.4 Upgrade Effluent Control Box	*				Engineering Services		Completed within budget
	PT3.6.5 Ramp No 3 Pedestrian Access	*				Engineering Services		Completed within budget



Strategies	4 Year Actions	Delivery Program				Responsible Council Division	Partner Organisations	Measures of Success
		13/14	14/15	15/16	16/17			
	PT3.6.6 Walkway Kick and Knee Rails	*				Engineering Services		Completed within budget
	PT3.6.7 New Draft Facilities	*				Engineering Services		Completed within budget
	PT3.6.8 Safety Signage	*				Engineering Services		Completed within budget
	PT3.6.9 Upgrade weighbridge draft		*			Engineering Services		Completed within budget
	PT3.6.10 Mouting facility upgrade		*			Engineering Services		Completed within budget
	PT3.6.11 Increase Floodlighting		*			Engineering Services		Completed within budget
	PT3.6.12 Water trough to paddock		*			Engineering Services		Completed within budget
	PT3.6.13 Control access to yards		*			Engineering Services		Completed within budget
PT3.7 Provide modern depots and reliable Plant to support the infrastructure activities to meet best practice management principles	PT3.7.1 Install security perimeter fencing for Narrabri depot		*			Engineering Services		Completed
	PT3.7.2 Develop and implement 10 year Depot Plan for all Council Depots				*	Engineering Services		Completed
	PT3.7.3 Construct the Water and Waste Water Maintenance building facility and compound at Narrabri Depot			*		Engineering Services		Completed
	PT3.7.4 Complete a review of the whole of life cycle Plant Management Plan for Plant in accordance with Institute Of Public Works Engineering Australia Guidelines.	*				Engineering Services		Completed and Adopted by Council
	PT3.7.5 Construct operational compounds for Roads Section within the Narrabri Depot		*			Engineering Services		Completed
	PT3.7.6 Construct operational compounds for Parks and Open Space Sections within the Narrabri Depot		*			Engineering Services		Completed
	PT3.7.7 Review operational requirements for the Wee Waa and Boggabri Depots		*			Engineering Services		Completed
	PT3.7.8 Complete the Plant replacement program.	*				Engineering		Completed within defined



Strategies	4 Year Actions	Delivery Program				Responsible Council Division	Partner Organisations	Measures of Success
		13/14	14/15	15/16	16/17			
	Develop plant replacement plan in conjunction with IPWEA Fleet Management benchmark (To industry best practice)					Services		budget and timeframes
	PT3.7.9 Develop and implement Plant safety inspection program	*				Engineering Services		Maintenance schedules undertaken
	PT3.7.10 Develop and implement ongoing plant operational training needs for all plant		*			Engineering Services		Developed
	PT3.7.11 Review workshop infrastructure and operations to be in line with Workcover requirements		*			Engineering Services		Reviewed
	PT3.7.12 Leaseback Vehicle Replacements	*				Engineering Services		Completed within budget
	PT3.7.13 Operational Vehicle Replacements	*				Engineering Services		Completed within budget
	PT3.7.14 Small Plant Replacements	*				Engineering Services		Completed within budget
	PT3.7.15 Plant# 363, 372, 373, 379	*				Engineering Services		Completed within budget
	PT3.7.16 Sucker Truck	*				Engineering Services		Completed within budget
	PT3.7.17 Graders #3101 & 3111	*				Engineering Services		Completed within budget
	PT3.7.18 6" Pump	*				Engineering Services		Completed within budget
	PT3.7.19 Trailers	*				Engineering Services		Completed within budget
	PT3.7.20 Zipper	*				Engineering Services		Completed within budget
	PT3.7.21 Tracscavator for Narrabri Tip	*				Engineering Services		Completed within budget
	PT3.7.22 2 x Zero Turn Mowers	*				Engineering Services		Completed within budget
	PT3.7.23 Narrabri Depot Improvements			*	*	Engineering Services		Completed within budget



Strategies	4 Year Actions	Delivery Program 13/14 14/15 15/16 16/17				Responsible Council Division	Partner Organisations	Measures of Success
	PT3.7.24 Narrabri Depot – Move Pressure Cleaner		*			Engineering Services		Completed within budget
	PT3.7.25 Narrabri Depot – shed gardens		*			Engineering Services		Completed within budget
	PT3.7.26 Tractor for Grids		*			Engineering Services		Completed within budget
	PT3.7.27 Grid Roller		*			Engineering Services		Completed within budget
PT3.8 Provide lasting repair solutions to Council owned roads	PT3.8.1 Work with and influence government agencies to improve roads	*	*	*	*	Engineering Services		Increase in external roads funding
	PT3.8.2 Maintain & improve Road Infrastructure	*	*	*	*	Engineering Services		Road infrastructure maintained and improved where possible
	PT3.8.3 Review levels of service through community consultation	*				Engineering Services		Reduction in complaints about roads
	PT3.8.4 Review & implement routine road inspection program	*				Engineering Services		Road inspections are regularly completed and documented
	PT3.8.5 Review routine rural road grading program		*			Engineering Services		Rural unsealed roads are maintained according to agreed service standards
	PT3.8.6 Develop & implement gravel road re-sheeting program in accordance with Asset Management Plan			*		Engineering Services		Funds are available to undertake re-sheeting
	PT3.8.7 Implement advanced road warning sign program	*				Engineering Services		Project completed on time & on budget
	PT3.8.8 Review & implement rural road unsealed floodway program		*			Engineering Services		Funds are available to undertake upgrades
	PT3.8.9 Develop dust suppression seal program		*			Engineering Services		Funds are available to undertake upgrades
	PT3.8.10 Review an annual bitumen resealing program for sealed roads & streets	*	*	*	*	Engineering Services		Funds are available to undertake upgrades
	PT3.8.11 Annual reseal program (including forecast annual renewal plus 10% of reseal backlog)	*	*	*	*	Engineering Services		Project completed on time & on budget
	PT3.8.12 Review kerb & gutter replacement program		*			Engineering Services		Funds are available to undertake upgrades



Strategies	4 Year Actions	Delivery Program 13/14 14/15 15/16 16/17				Responsible Council Division	Partner Organisations	Measures of Success
	PT3.8.13 Review priority roads, town & village streets upgrade program	*				Engineering Services		Funds are available to undertake upgrades
	PT3.8.14 Liaise with industry to promote investment in road infrastructure	*	*	*	*	Engineering Services		Industry views upgraded road infrastructure as a worthy investment
	PT3.8.15 Review sealed road & street renewal program	*				Engineering Services		Funds are available to undertake upgrades
	PT3.8.16 Review bridge upgrade & replacement program	*				Engineering Services		Funds are available to undertake upgrades
	PT3.8.17 Implement bridge renewal program	*				Engineering Services		Funds are available to undertake upgrades
	PT3.8.18 Maintain Council participation in RMS RMCC contract	*	*	*	*	Engineering Services		State Highways are maintained to an acceptable standard
	PT3.8.19 Develop & implement routine culvert inspection program	*				Engineering Services		Culvert inspections are regularly completed & documented
	PT3.8.20 Deliver appropriate stormwater services for existing residential, commercial and industrial development.	*	*	*	*	Engineering Services		Services delivered
	PT3.8.21 Liaise with developers regarding stormwater infrastructure who are considering new estates or properties for residential, commercial and industrial development	*	*	*	*	Engineering Services		Liaising where required
	PT3.8.22 Maintain and improve stormwater infrastructure	*	*	*	*	Engineering Services		Infrastructure maintained and improved
	PT3.8.23 Plan for future works to ensure flood management infrastructure is in place and maintained	*	*	*	*	Engineering Services		Future works planned for
	PT3.8.24 Ensure compliance of all legal access, stormwater, water and sewer engineering conditions are included in DAs	*	*	*	*	Engineering Services		Development Applications comply
	PT3.8.25 Develop an action plan for the renewal and repair of stormwater systems that are identified as high priority works from the revised AMP	*				Engineering Services		Priority works identified and programmed and reported upon annually
	PT3.8.26 Develop a long-term plan for the upgrade	*				Engineering		Long-term plan developed



Strategies	4 Year Actions	Delivery Program 13/14 14/15 15/16 16/17				Responsible Council Division	Partner Organisations	Measures of Success
	of all stormwater assets to at least "Level 2 - good"					Services		
	PT3.8.27 Develop Voluntary Planning Agreements and s94 Plans to assist with the provision of stormwater systems	*				Engineering Services	Plans developed	
	PT3.8.28 Assess Development Applications for compliance with engineering conditions	*				Engineering Services	Development Applications comply	
	PT3.8.29 Upgrade Reid & Dewhurst Street intersection stormwater system (Narrabri)		*			Engineering Services	Project completed on time & on budget	
	PT3.8.30 Stormwater drainage realignment at Maitland & Namoi Streets (Narrabri)	*				Engineering Services	Project completed on time & on budget	
	PT3.8.31 Construct & Seal MR 357 - Rangari Road missing link	*	*			Engineering Services	Project completed on time & on budget	
	PT3.8.32 Various town street intersection upgrades including removal of traffic domes	*				Engineering Services	Project completed on time & on budget	
	PT3.8.33 Lobby federal government for application of funding for upgrades to infrastructure which is repeatedly damaged by flooding	*	*	*	*	General Manager	Betterment funding applied to flood damage restoration projects	
	PT3.8.34 Supplement flood damage restoration funds to achieve infrastructure upgrades instead of renewals	*	*	*	*	Engineering Services	Upgrades are incorporated with flood damage restoration	
	PT3.8.35 Maintain staff training in the application of up to date technology	*	*	*	*	Engineering Services	Continuous improvement	
	PT3.8.36 Collaborate with other local Government agencies to achieve industry best practice	*	*	*	*	Engineering Services	Continuous improvement	
	PT3.8.37 Stormwater drainage realignment at Maitland & Namoi Streets, Narrabri	*				Engineering Services	Project completed on time & on budget	
	PT3.8.38 Regional Roads West - Various Reseals	*				Engineering Services	Project completed on time and within budget	
	PT3.8.39 Shire Roads East – Sealed - Reseal SR8 - Airport Rd	*				Engineering Services	Project completed on time and within budget	
	PT3.8.40 Shire Roads East – Sealed - Reseal SR19 - Maules Creek Road	*				Engineering Services	Project completed on time and within budget	
	PT3.8.41 Shire Roads East – Sealed - Upgrade of Therribri Road and replacement of Harparary Bridge	*	*	*		Engineering Services	Project completed on time and within budget	



Strategies	4 Year Actions	Delivery Program				Responsible Council Division	Partner Organisations	Measures of Success
		13/14	14/15	15/16	16/17			
	(VPA - Maules Creek)							
	PT3.8.42 Shire Roads East – Sealed - Seal 4.1km of Manilla Rd & associated works in mining precinct (VPA Turrawonga)	*	*			Engineering Services		Project completed on time and within budget
	PT3.8.43 Shire Roads East – Sealed - Various Shire Road Reseals	*	*			Engineering Services		Project completed on time and within budget
	PT3.8.44 Shire Roads East – Unsealed - SR18 – Wave Hill Rd – Construct and Seal end of seal to Boral Quarry	*				Engineering Services		Project completed on time and within budget
	PT3.8.45 Shire Roads West – Sealed - Reseal SR4 (SR44 to SR103)	*				Engineering Services		Project completed on time and within budget
	PT3.8.46 Shire Roads West – Sealed - Reseal SR4 (last 2km of seal)	*				Engineering Services		Project completed on time and within budget
	PT3.8.47 Shire Roads West – Sealed - Reseal SR29 - Yarrie Lake Rd	*				Engineering Services		Project completed on time and within budget
	PT3.8.48 Shire Roads West – Unsealed - Spongs Lane Reconstruction	*				Engineering Services		Project completed on time and within budget
	PT3.8.49 Boggabri Streets Reseals	*				Engineering Services		Project completed on time and within budget
	PT3.8.50 Boggabri Streets – Lyn Street Drainage between Burton and Boston Streets	*				Engineering Services		Project completed on time and within budget
	PT3.8.51 Narrabri Streets – Sealed - Various Town Street Intersection Upgrades including removal of traffic domes	*				Engineering Services		Project completed on time and within budget
	PT3.8.52 Narrabri Streets – Sealed - Narrabri Street Reseals	*				Engineering Services		Project completed on time and within budget
	PT3.8.53 Wee Waa Streets – Sealed - Wee Waa Streets Reseals	*				Engineering Services		Project completed on time and within budget
	PT3.8.54 Regional Roads West – MR133 Rehab 1.5km		*			Engineering Services		Project completed on time and within budget
	PT3.8.55 Regional Roads West – Regional Roads repair grant		*			Engineering Services		Project completed on time and within budget
	PT3.8.56 Regional Roads West – MR 329 Cypress Way, Baradine Creek Bridge		*			Engineering Services		Project completed on time and within budget



Strategies	4 Year Actions	Delivery Program 13/14 14/15 15/16 16/17				Responsible Council Division	Partner Organisations	Measures of Success
	PT3.8.57 Regional Roads West - Rangari Road, Barneys Spring Creek Bridge			*		Engineering Services		Project completed on time and within budget
	PT3.8.58 Shire Roads East – Sealed – Road curve advance warning signs		*			Engineering Services		Project completed on time and within budget
	PT3.8.59 Shire Roads East – Sealed –SR 6 – Eulah Creek Road, Eulah Creek Bridge		*			Engineering Services		Project completed on time and within budget
	PT3.8.60 Shire Roads East – Sealed –SR17 – Old Narrabri Road, Tullamullen Bridge		*			Engineering Services		Project completed on time and within budget
	PT3.8.61 Shire Roads East – Sealed –SR11 – Harparary Road, Namoi River, Harparary Bridge			*		Engineering Services		Project completed on time and within budget
	PT3.8.62 Shire Roads East – Sealed –Replace Harparary Bridge and associated roadworks (VPA Boggabri Coal)		*			Engineering Services		Project completed on time and within budget
	PT3.8.63 Shire Roads West – Sealed – Road curve advance warning signs		*			Engineering Services		Project completed on time and within budget
	PT3.8.64 Shire Roads West – Sealed – SR 207 Trucking Yards Mane extension and realignment			*		Engineering Services		Project completed on time and within budget
	PT3.8.65 Shire Roads West – Stormwater – c/way f/way signposting west		*			Engineering Services		Project completed on time and within budget
	PT3.8.66 Narrabri Streets Sealed – Upgrade Reid and Dewhurst Intersection Stormwater System (Narrabri)		*			Engineering Services		Project completed on time and within budget
	PT3.8.67 Narrabri Streets Sealed –Stormwater Drainage realignment at Maitland and Namoi Streets, Narrabri		*			Engineering Services		Project completed on time and within budget
	PT3.8.68 Narrabri Streets Sealed –Kerb and Gutter Replacement Program (priorities to come from condition rating)		*	*	*	Engineering Services		Project completed on time and within budget
	PT3.8.69 Narrabri Streets Sealed –Drainage Wee Waa Road, Francis-Newell			*		Engineering Services		Project completed on time and within budget
	PT3.8.70 Narrabri Streets Sealed – Doyle Street, Horse Arm Creek Bridge		*			Engineering Services		Project completed on time and within budget
	PT3.8.71 Wee Waa Streets Sealed – Drain Charles-Boundary		*			Engineering Services		Project completed on time and within budget



Strategies	4 Year Actions	Delivery Program				Responsible Council Division	Partner Organisations	Measures of Success
		13/14	14/15	15/16	16/17			
	PT3.8.72 Wee Waa Streets Stormwater – Rose Street Ext Drain Repair West end			*		Engineering Services		Project completed on time and within budget
PT3.9 Reduction in property and infrastructure damage due to floods	PT3.9.1 Develop flood management strategies	*	*	*	*	Engineering Services		Reduced disruption to residents and businesses
	PT3.9.2 Consider flood immunity in the design of all new works	*	*	*	*	Engineering Services		Reduced disruption to residents and businesses
	PT3.9.3 Maintain Wee Waa Levee to ensure it protects people and property from flood	*	*	*	*	Engineering Services		Regularly inspect the Wee Waa town levee
	PT3.9.4 Commission a Flood Bypass Study for Narrabri township urban area	*				Engineering Services		Commissioned
	PT3.9.5 Develop a Floodplain Management Program of Works based on strategies identified in the Flood Management Studies for Narrabri and Wee Waa and utilise and determine priorities for future projects	*				Engineering Services		Program of Works completed Works prioritised
	PT3.9.6 Maintain and repair flood protection infrastructure as per the Floodplain Management study	*				Engineering Services		Report annually on findings through the annual Roads Capital Works Budget
	PT3.9.7 Plan for future flood bypass management in Narrabri township	*	*			Engineering Services		Future flood bypass management in Narrabri township planned for
	PT3.9.8 Utilise recycled materials in construction & maintenance works where practical	*	*	*	*	Engineering Services		Recycled materials in construction & maintenance works utilised where practical
PT3.10 Mitigate concerns about the quality and availability of water supplies with the Shire	PT3.10.1 Prepare and execute a long term, cost effective, sustainable water supply infrastructure expansion program	*	*	*	*	Engineering Services		Program prepared
PT3.11 Mitigate concerns about the quality and availability of sewage collection and treatment systems with the Shire	PT3.11.1 Prepare and execute a long term, cost effective, sustainable sewage collection and treatment infrastructure expansion program	*	*	*	*	Engineering Services		Program prepared



Strategies	4 Year Actions	Delivery Program				Responsible Council Division	Partner Organisations	Measures of Success
		13/14	14/15	15/16	16/17			
PT3.12 Identify infrastructure Improvements	PT3.12.1 Assess future growth & demand for infrastructure improvements	*	*	*	*	Planning and Development / Engineering Services		Engage with existing and new local business
PT3.13 Benchmark performance/ standards against other Councils	PT3.13.1 Share best practice and successes with other Councils	*	*	*	*	Appropriate Division		Continuous improvement
	PT3.13.2 Continue regular attendance at peer exchange group meetings	*	*	*	*	Appropriate Division		Continuous improvement
PT3.14 Improve funding for infrastructure and services	PT3.14.1 Develop 1-2 page Fact Sheets on key strategic issues for the Community/Council to allow Councillors, Senior Management and Community Representatives to lobby State and Federal Members	*	*	*	*	Planning and Development		Funding identified and applied for



Theme 4: Proactive leadership and advocacy - Managing for all and standing up for our Shire

Principal activities – projects and services

Strategies	4 Year Actions	Delivery Program 13/14 14/15 15/16 16/17				Responsible Council Division	Partner Organisations	Measures of Success
Strategic Objective LA1 Established and sustainable investment program in place								
LA1.1 Identify prospective investors to grow economy	LA1.1.1 Subscribe to and review industry publications for target industries	*	*	*	*	Planning and Development		Keep updated through industry publications
	LA1.1.2 Conduct industry market research	*	*	*	*	Planning and Development		Increase economic growth and diversity
	LA1.1.3 Conduct market research (lead generation) to identify prospective investors	*	*	*	*	Planning and Development		Economic growth and diversity
LA1.2 Engage with prospective investors	LA1.2.1 Attend regular industry networking events Conduct business development trips to engage with prospective investors and partners	*	*	*	*	Planning and Development		Build strong relationships with industry sectors
	LA1.2.2 Attend industry specific trade shows or conferences for target industries to identify prospective investors	*	*	*	*	Planning and Development		Economic growth and diversity
	LA1.2.3 Engage with partners (business multipliers) to identify partners and prospective investors	*	*	*	*	Planning and Development		Economic growth and diversity
	LA1.2.4 Conduct familiarisation tours of the region	*	*	*	*	Planning and Development		Facilitate employment growth
	LA1.2.5 Provide packages of information specific to development projects	*	*	*	*	Planning and Development		Economic growth and diversity
LA1.3 Proactively work towards attracting investment to the Shire	LA1.3.1 Meet with potential businesses	*	*	*	*	Planning and Development		Investment in Narrabri Shire is facilitated by Council
LA1.4 Ensure that investment in community infrastructure is fairly and transparently distributed around the Shire	LA1.4.1 Community feedback on distribution of funds	*	*	*	*	General Manager		Community satisfaction survey
LA1.5 Provide assistance to facilitate	LA1.5.1 Provide assistance to businesses in finding suitable sites	*	*	*	*	Planning and Development		Economic growth and diversity New jobs created



Strategies	4 Year Actions	Delivery Program 13/14 14/15 15/16 16/17				Responsible Council Division	Partner Organisations	Measures of Success
investment and increase total jobs in Shire	Offer to organise pre-lodgement meetings between businesses and planning department	*	*	*	*	Planning and Development		Economic growth and diversity More employment opportunities
Strategic Objective LA2 Revenue and income growth strategy in place								
LA2.1 Maintain a high performing workforce that is responsive to the needs of the organisation and the community	LA2.1.1 Develop and maintain a highly skilled workforce	*	*	*	*	General Manager	ABS Recruitment Organisations	Actions from Delivery Program and Operational Plans implemented
	LA2.1.2 Align employee performance with organisational plans and goals	*	*	*	*	General Manager	ABS Recruitment Organisations	Realign management and organisation structure to be in line with Council services offered
	LA2.1.3 Develop and maintain a current and relevant workforce plan	*	*	*	*	General Manager	ABS Recruitment Organisations	
	LA2.1.4 Provide a range of resources, services and systems that support the attraction and retention of employees and knowledge	*	*	*	*	General Manager	ABS Recruitment Organisations	
LA2.2 Seek funding from external sources to support Council programs	LA2.2.1 Apply for funding from Government Departments, Authorities and Private Enterprise	*	*	*	*	Corporate Services		When opportunities arise
	LA2.2.2 Identify and apply for funding and grants including from government and private sponsorship for programs at The Crossing Theatre	*	*	*	*	Corporate Services		When opportunities arise
LA2.3 Ensure Council's procurement practices achieve best value for the Council and Community	LA2.3.1 Review procurement practices	*	*	*	*	Corporate Services		Annual review completed
LA2.4 Plan for long term provision of Information Services	LA2.4.1 Develop a long term replacement and maintenance programme for systems, servers and software for Council	*	*	*	*	Corporate Services		All systems are current and meet Councils requirements
	LA2.4.2 Assist with the assessment and implementation of new systems and software. (eg Asset Management Software)	*	*			Corporate Services		Asset Management software operational by 30/6/15
	LA2.4.3 Review Information Services policies and procedures	*	*	*	*	Corporate Services		Annual review completed



Strategies	4 Year Actions	Delivery Program				Responsible Council Division	Partner Organisations	Measures of Success
		13/14	14/15	15/16	16/17			
LA2.5 Maintain and coordinate the renewal of information technology software and systems	LA2.5.1 Renew/upgrade during 2013/14 the following items: Asset Management Program	*	*	*	*	Corporate Services		Renewed/upgraded
	LA2.5.2 Ensure annual licence fees are up to date	*	*	*	*	Corporate Services		Annual review completed
	LA2.5.3 Install Exponare Public mapping software		*			Corporate Services		Completed with budget
	LA2.5.4 Electronic Business Papers			*		Corporate Services		Completed with budget
LA2.6 Maintain and coordinate the renewal of information technology infrastructure	LA2.6.1 Maintain an asset register of all information technology infrastructure/items	*	*	*	*	Corporate Services		Register maintained and up to date
	LA2.6.2 Workgroup Printers		*			Corporate Services		Completed with budget
	LA2.6.3 Server Consolidation Project		*			Corporate Services		Completed with budget
LA2.7 Assist staff to remain up to date with new information technology advances	LA2.7.1 Coordinate training for staff as new technology is implemented	*	*	*	*	Corporate Services		Ongoing and as required
LA2.8 Ensure staff have sound knowledge of Council process and procedures	LA2.8.1 Provide training to staff as required	*	*	*	*	Corporate Services		Staff are using InfoXpert to its full potential
LA2.9 Develop and review plans for the effective long term development and management of commercial business units	LA2.9.1 Finalise the Business Plan for The Crossing Theatre (including Cinemas, Candy Bar, Café and Event areas.)	*				Corporate Services		Plan finalised
	LA2.9.2 Finalise the Marketing Plan for the Crossing Theatre	*				Corporate Services		Plan finalised
	LA2.9.3 Develop an Asset Management Plan for The Crossing Theatre that links with Council's Asset Management Strategy		*			Planning and Development / Corporate Services		Plan developed
	LA2.9.4 Develop policies and Standard Operating Procedures for the Crossing Theatre	*				Corporate Services		Policies and procedures developed



Strategies	4 Year Actions	Delivery Program 13/14 14/15 15/16 16/17				Responsible Council Division	Partner Organisations	Measures of Success
	LA2.9.5 Develop a procurement policy for the Crossing Theatre that links to Council's Procurement Policy	*				Corporate Services		Policy developed
Strategic Objective LA3 Ensure Council is compliant with statutory regulations								
LA3.1 Council leads by example	LA3.1.1 Ensure Council HR operations and management meets legislative compliance and best practice standards	*	*	*	*	General Manager	LGSA Statewide StateCover	Council is recognised as an employer of choice
	LA3.1.2 Develop staff skills and expertise and ensure safe work practices and conditions	*	*	*	*	General Manager	LGSA Statewide StateCover	Council is a safe place to work
	LA3.1.7 Enable a workforce that reflects the composition of the community	*	*	*	*	General Manager		Work experience opportunities Inclusion and engagement of indigenous communities
LA3.2 Adopt a service attitude across Council	LA3.2.1 Ensure council systems, policies, processes and workforce support a business requirement	*	*	*	*	General Manager		Desired culture achieved Employee satisfaction Low turnover of staff Customer first approach is realised Customer Service training "How can we help" attitude
LA3.3 Effective and efficient council operations	LA3.3.1 Identify possibilities for improvement and change	*	*	*	*	General Manager		Improvements identified and implemented successfully
LA3.4 Exercise Council's regulatory functions to ensure compliance with statutory requirements	LA3.4.1 Implement and conduct an illegal dumping program to identify, manage and prosecute illegal dumping	*	*	*	*	Planning and Development		Illegal Dumping Program Conducted
	LA3.4.2 Implement and conduct a parking control program to identify, manage and prosecute illegal parking within the CBD areas	*	*	*	*	Planning and Development		Parking Control Program conducted
	LA3.4.3 Implement a swimming pool monitoring and inspection regime for all domestic and commercial swimming pools within the urban areas of the LGA	*	*	*	*	Planning and Development		Swimming Pool Program conducted
	LA3.4.4 Implement a program for the review of abandoned vehicles within the LGA upon roads and	*	*	*	*	Planning and Development		Program for abandoned vehicles undertaken



Strategies	4 Year Actions	Delivery Program				Responsible Council Division	Partner Organisations	Measures of Success
		13/14	14/15	15/16	16/17			
	road related areas							
	LA3.4.5 Implement a program for the monitoring and review of Liquid Trade Waste premises within the shire	*	*	*	*	Planning and Development	Office of Water	Program implemented for Liquid Trade Waste
LA3.5 Maintain and improve food safety standards in accordance with the NSW partnership program	LA3.5.1 Undertake inspections of regulated businesses to ensure appropriate public health standards are met	*	*	*	*	Planning and Development	Food Safety Authority	Food Premises Inspections undertaken Education and awareness of food safety has been implemented
	LA3.5.2 Implement education and awareness activities on food safety and handling	*	*	*	*	Planning and Development	Food Safety Authority	Food safety standards within Narrabri Shire are to a standard required by the food authority
LA3.6 Ensure Council adheres to all Legislation under which it operates	LA3.6.1 Ensure that Council officers comply with the Local Government Act and any legislative framework under which they operate	*	*	*	*	Corporate Services		No reported breaches
	LA3.6.2 Ensure that delegations for Council officers are up to date	*	*	*	*	Corporate Services		Annual Review completed
	LA3.6.3 Meet statutory requirements of Government Information Public Access Act (GIPA), Privacy & Personal Information Protection Act (PPIPA) & Public Interest Disclosure (PID)	*	*	*	*	Corporate Services		No reported breaches Annual returns completed on time
LA3.7 Ensure that sound systems and processes are in place for good governance at Councillor level	LA3.7.1 An allocation for Local Government Elections is provided for annually and support is provided to the Electoral Office for the running of elections as required	*	*	*	*	Corporate Services		Budget allocation adopted each year
	LA3.7.2 Provide training and support for the Mayor and Councillors	*	*	*	*	General Manager		Access to training provided each year
	LA3.7.3 Provide administrative support to the Mayor to enable the Mayor to undertake his role	*	*	*	*	General Manager		Position of Personal Assistant to Mayor and GM be retained
	LA3.7.4 Provide financial payment to Councillors as per legislative constraints and Council's Policy – Payment of Expenses and Provision of Facilities to Councillors	*	*	*	*	Corporate Services		Councillors Fees and Reimbursement of expenses are made
	LA3.7.5 Ensure Council agendas and reports are prepared in such a way that they enable sound decision making	*	*	*	*	General Manager		Ongoing review of agendas and reports before distribution Comprehensively prepared



Strategies	4 Year Actions	Delivery Program				Responsible Council Division	Partner Organisations	Measures of Success
		13/14	14/15	15/16	16/17			
								reports
	LA3.7.6 Ensure Code of Meeting Practice and Code of Conduct are current and relevant	*	*	*	*	Corporate Services		Annual reviews are undertaken
LA3.8 Develop and review Integrated Planning Documents to cover all of Council's responsibilities, current and into the future	LA3.8.1 Ensure Council decisions are consistent with Community Strategic Plan	*	*	*	*	General Manager	NSW Division of Local Government	Ongoing
	LA3.8.2 Review Workforce Plan to meet Council's human resource requirements	*	*	*	*	General Manager	NSW Division of Local Government	Annual review completed
	LA3.8.3 Review Asset Management Strategy and Policy	*	*	*	*	Planning and Development	NSW Division of Local Government	Annual review completed
	LA3.8.4 Review Long-term Financial Plan (10 years)	*	*	*	*	Corporate Services	NSW Division of Local Government	Annual review completed
	LA3.8.5 Review and report on achievements of 4 year Delivery Program	*	*	*	*	Corporate Services	NSW Division of Local Government	6 monthly reviews completed
	LA3.8.6 Review annually in line with preparation of Operational Plan	*	*	*	*	Corporate Services	NSW Division of Local Government	Quarterly reviews completed
	LA3.8.7 Review and develop Operational Plan including budget estimates	*	*	*	*	Corporate Services	NSW Division of Local Government	Annual review completed
	LA3.8.8 Review and report on annual budget	*	*	*	*	Corporate Services	NSW Division of Local Government	Quarterly reviews completed
	LA3.8.9 Prepare Annual Report	*	*	*	*	Corporate Services	NSW Division of Local Government	Annual review completed
	LA3.8.10 Prepare State of Environment Report	*	*	*	*	Planning and Development	NSW Division of Local Government	Annual review completed
LA3.9 Ensure Council is	LA3.9.1 Review (and develop as required) Council	*	*	*	*	General		Statutory review within first 12



Strategies	4 Year Actions	Delivery Program				Responsible Council Division	Partner Organisations	Measures of Success
		13/14	14/15	15/16	16/17			
guided by relevant and current Policies	policies, statement of business ethics and customer service charter as required					Manager		months of Elections is completed Review /development of new policies is undertaken when required
LA3.10 Implement and maintain Accounting Best Practice and financial management principles to ensure all performance, legislative and reporting requirements are satisfied	LA3.10.1 Provide financial and performance reporting in accordance with management and statutory requirements	*	*	*	*	Corporate Services		Quarterly reports to Council Six monthly report on Delivery Plan to Council Annual Report endorsed by Council by 30 November each year
	LA3.10.2 Implement financial processes and systems to assist in the control and management of operating budgets	*				Corporate Services		Monthly budget reports prepared for managers. Monthly reports submitted to Council
	LA3.10.3 Ensure debtors, creditors and payroll systems and processes are in place	*	*	*	*	Corporate Services		Timely completion of processes
	LA3.10.4 Review policies that direct financial operations (eg investment, purchasing, debt collection, hardship, contributions)	*	*	*	*	Corporate Services		Annual review completed
	LA3.10.5 Administer Council's Audit contract		*			Corporate Services		6 year tender to be awarded during 2014/15
	LA3.10.6 Review Fees and Charges annually	*	*	*	*	Corporate Services		Annual review completed
	LA3.10.7 Accurate monthly income and expenditure report provided to Council	*	*	*	*	General Manager		Councillors know what things cost
	LA3.10.8 Internal audit review process	*	*	*	*	General Manager		Internal reviews occur to ensure compliance
	LA3.10.9 Projects delivered on time within ± 10% of budget or report must be provided to Council	*	*	*	*	General Manager		Much better financial management Deliver projects on time and on budget Local roads funding stop reducing
LA3.11 Ensure that Council's Long Term	LA3.11.1 Ensure that Council's financial system integrates with Council's long term financial plan	*	*	*	*	Corporate Services		Annual review completed



Strategies	4 Year Actions	Delivery Program				Responsible Council Division	Partner Organisations	Measures of Success
		13/14	14/15	15/16	16/17			
Financial Plan aligns with long term and annual budget requirements	LA3.11.2 Undertake an annual review of Council's Long Term Financial Plan in conjunction with the preparation of the Annual Operational Plan	*	*	*	*	Corporate Services		Annual review completed Long term financial plan is completed and accurate
	LA3.11.3 Develop and review a loan strategy in line with the Council's Long Term Financial Plan	*	*	*	*	Corporate Services		Strategy developed by 30/6/14 Annual review completed
	LA3.11.4 Identify any need for and develop plan if applicable for a special rates variation application	*	*	*	*	Corporate Services		Annual review completed
LA3.12 Maintain an assets register that includes all of the Council's assets	LA3.12.1 Review asset listing and record valuations of assets	*	*	*	*	Corporate Services		Annually and as Class of Assets Revaluations become due as per legislation
	LA3.12.2 Develop and maintain a register of leases of Council property	*	*	*	*	Planning and Development		Register developed by 30/6/14 Annual review completed
LA3.13 Maintain appropriate insurance levels for Council	LA3.13.1 Renew Council's insurance	*	*	*	*	Corporate Services		Annual review completed
LA3.14 Provide quality, comprehensive, accessible and relevant records	LA3.14.1 Develop a Records Management Plan to ensure compliance with relevant Acts and legislation	*				Corporate Services		Records Management Plan completed internally and utilised
	LA3.14.2 Ensure registration of all council written and electronic correspondence	*	*	*	*	Corporate Services		Documents registered
	LA3.14.3 Retention and disposal project to commence for all files from previous records system, RecFind	*	*	*	*	Corporate Services		RecFind
	LA3.14.4 Review requirements for the upgrade to next version of InfoXpert	*	*	*	*	Corporate Services		As required
LA1.15 Ensure Asset Management Strategy, Policy and Plans provide best practice directions for the development, renewal and	LA3.15.1 Review the Asset Management Strategy and Policy annually prior to the preparation of the annual Operations Plan	*	*	*	*	Planning and Development		Lifecycle plans developed with 10+ years focus Captured as part of the GIS
	LA3.15.2 Review the 'Roads & Road Assets' Asset Management Plan	*				Planning and Development		Initial review completed on time then as per DLG requirements
	LA3.15.3 Review the 'Bridges & Box Culverts >6m'	*				Planning and		Initial review completed on time



Strategies	4 Year Actions	Delivery Program 13/14 14/15 15/16 16/17				Responsible Council Division	Partner Organisations	Measures of Success
maintenance of all of Council's infrastructure assets	Asset Management Plan					Development		then as per DLG requirements
	LA3.15.4 Review the 'Stormwater' Asset Management Plan	*				Planning and Development		Initial review completed on time then as per DLG requirements
	LA3.15.5 Review the 'Parks & Gardens and Open Space' Asset Management Plan	*				Planning and Development		Initial review completed on time then as per DLG requirements
	LA3.15.6 Review the 'Buildings and Land Improvements' Asset Management Plan	*				Planning and Development		Initial review completed on time then as per DLG requirements
	LA3.15.7 Review the 'Water' Asset Management Plan	*				Planning and Development		Initial review completed on time then as per DLG requirements
	LA3.15.8 Review the 'Sewer' Asset Management Plan	*				Planning and Development		Initial review completed on time then as per DLG requirements
	LA3.15.9 Review the 'Waste Facilities' Asset Management Plan	*				Planning and Development		Initial review completed on time then as per DLG requirements
	LA3.15.10 Develop the 'Narrabri Airport' Asset Management Plan	*				Planning and Development		Initial review completed on time then as per DLG requirements
	LA3.15.11 Develop the 'Narrabri Livestock Selling Centre' Asset Management Plan	*				Planning and Development		Initial review completed on time then as per DLG requirements
LA3.16 Develop and implement an Asset Management Program that identifies all factors required for implementing the Asset Management Strategy and Plans	LA3.16.1 Undertake a gap analysis for all Asset Management Plans to identify gaps in data including: <ul style="list-style-type: none"> • Asset register • Asset condition assessments • Asset maintenance and management systems • Predictive modelling • Deterioration modelling • Risk analysis Lifecycle costing's	*				Planning and Development		Assets upgraded to meet identified service levels
	LA3.16.2 Investigate and implement a software program to assist with best practice management of assets		*			Planning and Development		Assets upgraded to meet identified service levels



Strategies	4 Year Actions	Delivery Program 13/14 14/15 15/16 16/17				Responsible Council Division	Partner Organisations	Measures of Success
LA3.17 Implement Buildings and Land Improvements Asset Management Plan	LA3.17.1 Examine renewal backlog and categorise into renewal, replacement and disposal	*				Engineering Services/Planning and Development		Completed
	LA3.17.2 Review capital works proposed for 2013-2022 referencing the renewal demands in the Asset Management Plan	*				Planning and Development		Completed
	LA3.17.3 Collect better data and financial variables for each asset class and category and update the Building and Land Improvements Asset Management Plan		*			Planning and Development		Completed
LA3.18 Put in place policies and procedures within Council that will streamline and facilitate the hosting of events in the Shire	LA3.18.1 Put in place the policies and procedures within Council to support events – including an events manual and templates and internal protocols and procedure guidelines		*			Corporate Services		Events manual and templates and internal protocols and procedure guidelines produced
	LA3.18.2 Ensure that the Events Manual is available on-line from the Council and Tourism websites			*		Corporate Services		Available on website
LA3.19 Ensure that Plans of Management produced for Council and Crown Reserves permit the use of the parks and reserves for events	LA3.19.1 Ensure that Plans of Management produced for Council and Crown Reserves permit the use of the parks and reserves for events and activities			*		Corporate Services		Parks and reserves permit events
LA3.20 Maintain & update Asset Management Plans	LA3.20.1 Review roads asset management plan	*	*	*	*	Engineering Services		Asset management plan reviewed annually
	LA3.20.2 Review and update Stormwater Asset Management Plan	*				Engineering Services		Plan developed
	LA3.20.3 Review bridge asset management plan	*	*	*	*	Engineering Services		Asset management plan reviewed annually
LA3.21 Develop and adopt Waste Asset Management Plan	LA3.21.1 Develop an Asset Management Plan recognising the life cycle cost and total maintenance and capital renewal cost of Waste over the next 10 years	*				Engineering Services		Plan developed



Strategies	4 Year Actions	Delivery Program 13/14 14/15 15/16 16/17				Responsible Council Division	Partner Organisations	Measures of Success
LA3.22 Manage and operate cemeteries to meet all legislative requirements	LA3.22.1 Manage interments, reservations, liaison with funeral directors, record keeping, and genealogy enquiries for cemeteries in Narrabri Shire	*	*	*	*	Engineering Services		Legislative requirements are complied with
	LA3.22.2 Implement required maintenance at Council Cemeteries in accordance with adopted Levels of Service	*	*	*	*	Engineering Services		Narrabri Cemeteries are kept neat and tidy
	LA3.22.3 Construct and landscape future section of Narrabri Lawn Cemetery to meet design		*			Engineering Services		Project completed to required standard, on time and within budget
	LA3.22.4 Bellata Cemetery – Ash Internment		*			Engineering Services		Completed within budget
Strategic Objective LA4 Proactively engage with the community								
LA4.1 Support effective and transparent information to the public on Development Matters	LA4.1.1 Implement an electronic DA tracking and assessment system to support internal operational procedures and provision of information to the public	*	*	*	*	Planning and Development		Electronic DA tracking System implemented
	LA4.1.2 Conduct a review of information on Council's website to ensure appropriate information delivery to the community	*	*	*	*	Planning and Development		Information on Council's website reviewed
LA4.2 Regularly communicate with the community on activities of Council	LA4.2.1 Inform the community of Council activities through local media (newspaper and radio), Council website and social media	*	*	*	*	Planning and Development	Local Media outlets	Proactively engage with and transparently inform the community about Council activities
	LA4.2.2 Proactively engage with and transparently inform the Community about Council activities	*	*	*	*	Planning and Development		Community kept informed of Council activities
	LA4.2.3 Develop a Communication Plan for all Council Officers to implement detailing the who, when, how, why and what using various communication mediums for application to promote all services, programs and projects of Council	*	*	*	*	Planning and Development		Communication Plan documented which provides clear expectations and guidelines to Council Officers
LA4.3 Council encourages the dissemination of community	LA4.3.1 Attend meetings with various community groups and provide opportunities for service providers to share information and professional development on a regular basis	*	*	*	*	Planning and Development	Community groups	Community Groups are supported by Council and community information is shared



Strategies	4 Year Actions	Delivery Program				Responsible Council Division	Partner Organisations	Measures of Success
		13/14	14/15	15/16	16/17			
information and awareness of activities, programs and trends within Narrabri Shire	LA4.3.2 Community Directory regularly updated and distributed	*	*	*	*	Planning and Development		
	LA4.3.3 Community information generated and received by Council is displayed where applicable throughout the Administration Building, Tourism, Libraries and The Crossing Theatre and on Council's website	*	*	*	*	Planning and Development		
LA4.4 Undertake community focussed strategies	LA4.4.1 Undertake Community Economic Development Strategic Plans			*		Planning and Development	Chambers, Business Progress Groups	Successfully facilitated the undertaking of the CEDSP
LA4.5 Council to actively encourage community activity and promote the participation, involvement and engagement of the community	LA4.5.1 Participate in the NSW Rural Doctors Network Bush Bursary Scheme	*	*	*	*	Planning and Development	NSW Rural Doctors Network	Improved medical services and more practitioners in Narrabri Shire
	LA4.5.2 Council to facilitate a yearly International Women's Day event	*	*	*	*	Planning and Development		Council to actively promote the participation, involvement and engagement of women
	LA4.5.3 Council to apply for funding for Youth Week and facilitate Youth Week activities	*	*	*	*	Planning and Development	Narrabri and Community District Aid Service	Provide opportunities for youth
	LA4.5.4 Organise Shire Snapshot Competition	*	*	*	*	Planning and Development		Provide opportunity for community involvement
	LA4.5.5 Council to assist and support Seniors Week activities within Narrabri Shire	*	*	*	*	Planning and Development	Home and Community Care (HACC)	Celebrate older people
	LA4.5.6 Update Sporting Wall of Fame				*	Planning and Development		Sport is encouraged in Narrabri Shire
	LA4.5.7 Review Social Plan 2010-2015			*		Planning and Development		Social plan reviewed and updated
	LA4.5.8 Engage with community groups	*	*	*	*	Planning and Development		Meetings attended
LA4.6 Celebrate and acknowledge	LA4.6.1 Carry out Civic ceremonies and Functions to celebrate and acknowledge achievements of the	*	*	*	*	Corporate Services /		Council to acknowledge and recognise the work of volunteers



Strategies	4 Year Actions	Delivery Program				Responsible Council Division	Partner Organisations	Measures of Success
		13/14	14/15	15/16	16/17			
achievements of the community	community					Planning and Development		
	LA4.6.2 Annual volunteer celebration held	*	*	*	*	Corporate Services / Planning and Development		Council to encourage and recognise the work of volunteers
	LA4.6.3 Annual NAIDOC Week celebration held	*	*	*	*	Corporate Services / Planning and Development		Involvement of indigenous community
LA4.7 Ensure that the community has a range of opportunities to engage with the Council	LA4.7.1 Review Community Engagement Strategy to ensure it remains relevant to Council's consultation requirements	*	*	*	*	General Manager		Annual review completed
	LA4.7.2 Convene and/or support 535 Committees of the Council	*	*	*	*	General Manager		Regular meetings are held and reported to Council
	LA4.7.3 Councillors and/or officers attend community forums including: - Chambers of Commerce - Crime Prevention - Medical Taskforce	*	*	*	*	General Manager		Regular attendance at meetings reported to Council
LA4.8 Prepare and Promote Council meetings	LA4.8.1 Distribute and advertise business papers and meeting dates	*	*	*	*	General Manager		Provide easy access to Council for total community
LA4.9 Provide quality, comprehensive, accessible and relevant customer services	LA4.9.1 Maintain a Customer Request System that monitors enquiries and response times	*	*	*	*	Corporate Services		Improvement in quality and response times to queries
	LA4.9.2 Undertake bookings for council facilities	*	*	*	*	Corporate Services		Minimal complaints
	LA4.9.3 Provide Customer service training to all staff and adopt a "How can we help?" attitude	*	*	*	*	Corporate Services		Perception that Council staff are friendly and helpful All staff adhere to Customer Service Policy
	LA4.9.4 Acknowledgement letters sent on day on receipt of correspondence received from the public. 14 day response time set for staff to reply to all general correspondence	*	*	*	*	Corporate Services		Community Satisfaction with enquiries



Strategies	4 Year Actions	Delivery Program 13/14 14/15 15/16 16/17				Responsible Council Division	Partner Organisations	Measures of Success
	Adhere to Customer Service Policy							
LA4.10 Provide quality information to customers	LA4.10.1 Develop and maintain a suite of commonly asked questions and answers for dissemination to customer inquiries	*	*	*	*	Corporate Services		Annual review completed All staff adhere to Customer Service Policy
LA4.11 Ensure the community can be kept informed via web based media	LA4.11.1 Review and maintain the contract with the third party provider to ensure Council's web server operates efficiently	*	*	*	*	Information Services		Ongoing and as required
LA4.12 Develop and implement Marketing and Promotions Program at The Crossing Theatre	LA4.12.1 Implement the Marketing Plan in the following ways: Develop annual program of activities and promote	*	*	*	*	Corporate Services		Marketing and Promotions Program developed and utilised
	LA4.12.2 Promote program through advertising in local, regional and state media	*	*	*	*	Corporate Services		
	LA4.12.3 Participate in the Australian Business Events Expo	*	*	*	*	Corporate Services		
	LA4.12.4 Promote the use of The Crossing Theatre to regional touring shows and as a performance venue	*	*	*	*	Corporate Services		
	LA4.12.5 Promote the use of The Crossing Theatre to the Weddings and Special Occasions Market	*	*	*	*	Corporate Services		
	LA4.12.6 Promote the use of The Crossing Theatre to the Meetings and Conference Market	*	*	*	*	Corporate Services		
	LA4.12.7 Promote the use of The Crossing Theatre with an Annual Membership Subscription Program	*	*	*	*	Corporate Services		
LA4.13 Increased use of Council website and web based services	LA4.13.1 Recognise and utilise Council's website as a powerful tool in disseminating information worldwide regarding the community and Council services, programs and projects	*	*	*	*	Planning and Development		Website is current and is accessed regularly by people independently sourcing information to their questions about the community and council services, programs and projects
	LA4.13.2 Continue to publicise events locally and regionally through print, digital, radio and television advertising	*	*	*	*	Corporate Services		
LA4.14 Develop and	LA4.14.1 Prepare and implement marketing	*				Corporate		Marketing program implemented



Strategies	4 Year Actions	Delivery Program				Responsible Council Division	Partner Organisations	Measures of Success
		13/14	14/15	15/16	16/17			
implement Marketing and Promotions Program (refer to Tourism Plan 2013-2018)	program for 2013/2014					Services		
LA4.15 Clear & up to date information is available across the region regarding road conditions & closures	LA4.15.1 Liaise with RMS & neighbouring Councils to develop road status communication system			*		Engineering Services		System is implemented



Note:

Appendix 1 of the 2013/14 to 2016/17 Delivery Program contains the original adopted 4 Year Financial Forecast.

Council has provided in Appendix 2 the 2015/16 Budget and 10 Year Financial Forecast and in Appendix 3 the 2015/16 10 year Capital Works Program.