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Our Strategic Directions

Our Community Strategic Plan that informed the development of the Delivery Program is based on four key Strategic Directions. Together, these provide a strong foundation for planning the *social, environmental, economic and civic leadership* outcomes for our Shire with the purpose of achieving our shared vision and strategic directions.

These Strategic Directions align with our Community Vision. They also recognise that all our communities share similar aspirations, including a safe and inclusive place to live, a sustainable environment, opportunities for employment and tourism, as well as proactive leadership and essential service and infrastructure delivery.

Under each Strategic Direction are a number of Strategic Objectives, and for each Strategic Objective are a series of Strategies which demonstrate Narrabri Shire's focus for the next 10 years.

Our Vision

A strong and vibrant regional growth centre providing a quality living environment for the entire Shire community.

Our Strategic Direction



Theme 1: Our Society

Strategic Direction 1: Safe, Inclusive and Connected Community

A safe, supportive community where everyone feels welcomed, valued and connected.



Theme 2: Our Environment

Strategic Direction 2: Environmentally Sustainable and Productive Shire Maintaining an healthy balance between our natural and built environments.



Theme 3: Our Economy

Strategic Direction 3: Progressive and Diverse EconomyA strong, diverse economy that attracts, retains and inspires business, industry and tourism growth.



Theme 4: Our Civic Leadership

Strategic Direction 4: Collaborative and Proactive Leadership Working pro-actively together to achieve our shared vision with strong strategic direction.

Our Delivery Program

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

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

Four key strategic themes Community Strategic Plan **Delivery** Program Objectives supported by Strategies Operational Strategies Plan supported by 10 Years Actions 2017-27 4 Years **Detailed Actions** 2017-21 1 Year 2020-21

Figure 2: Integrated Planning and Reporting Elements

Measuring and Monitoring our Success

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

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

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



THEME 1: Our Society

Strategic Direction 1: Safe, Inclusive and Connected Community

By 2027, Safe, Inclusive and Connected Community

COMMUNITY ENGAGEMENT

Through extensive community engagement, the Narrabri Shire Community identified several social priority areas to be addressed over the following four years.

COMMUNITY SERVICES

Current services provided within the Narrabri Shire community include:

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

COMMUNITY OUTCOMES

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

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

Our Society

Strategic Direction 1: Safe, Inclusive and Connected Community

Objective 1.1 - Community health, safety and support services will adequately meet changing community needs

1.1.1 - Support and encourage health and wellbeing programs and services to improve resident lifestyles

Measure	Measured Against	Target Jun 2021	Measure Status Comments
SO01 - Dedicated walking and cycling trails: Kilometres of dedicated walking and cycling trails in the Shire.	National Parks and Wildlife Service and Council data	> 2,085 Kms	25002003200320032032033203
SO02 - Participation in Sporting and Recreational Activities: Percentage of adult population that participated in sport and recreational activities during the last 12 months.	survey	> 60 %	Participation has been affected by the COVID-19 pandemic which has had a greater impact on organized sport there has been an increase in oval bookings in the summer season with cricket and touch football numbers on the rise. Recreational activities have increased with the construction of the creek and lake pathways.
SO03 - Library Utilisation: Increase in Library memberships as a percentage of the population.		> 65 %	80 60 65 65 65 66.16% for the shire is 11274 = 86.16%
			Dec-17 Jun-18 Jun-20 Dec-19 Jun-21 Dec-21 Jun-22 Jun-22

Measure	Measured Against	Target Jun 2021	Measure Status	Comments
SO04 - Lifestyle Satisfaction: Level of satisfaction with recreation and lifestyle opportunities.	Community survey	> 75 %	100 71 71 71 71 82 82 82 82 75 60 40 20 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Council has included several upgrades to recreational parks in the shire in the Capital works and grant funding plans. The additional assets will include shade shelters and new equipment. The recent installation new shared pathways at the Narrabri Creek and Narrabri lake has increased patronage in the two sites, the completion of a tennis court in Pilliga and a playground in Bellata will increase social participation in both towns.

1.1.2 - Maximise community safety through the implementation of crime prevention and risk management actions

Measure	Measured Against	Target Jun 2021	Measure Status	Comments
SO05 - Illicit drug use: Decrease in the number of reported incidents of the use of illicit drugs in Narrabri Shire annually.	Crime Statistics and Research	< 40	Jun-13 Jun-21 Dec-21	BOCSAR NSW figures show a total of 60 drug related offences within the January 2020 to December 2020 period. These offence types are: Possession and/or use of cocaine (2) Possession and/or use of narcotics (0) Possession and/or use of cannabis (40) Possession and/or use of amphetamines (14) Possession and/or use of ecstasy (1) Possession and/or use of other drugs (3)
SO06 - Crime Incidents: Reduction in overall crime incidents reported.	Bureau of Crime Statistics and Research data	< 740	1400 1200 1200 1000 778- 778- 778 778 677 672 740 800 600 400 200 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	BOCSAR NSW Figures indicate a total of 1171 offences across all crime incidents, from the period January 2020 to December 2020. Highest reported offences being Domestic Violence Related Assaults, Intimidation, Stalking and
				Harassment. Malicious Damage to property and Breach Bail Conditions.

Measure	Measured Against	Target Jun 2021	Measure Status Comments	
SO07 - Safety Perception: Positive increase in resident perception of safety identified in community surveys.	Community survey	> 75 %	Council held community survey determined that community had a good perception of safety with their community howeved the satisfaction rating of 74% falls just short of the 75% benchmark. As perthe survey, community safety and crime prevention is one of the highest importance rating sitting at 91%.	thin ver of he r
SO08 - Road Safety: Road safety fatalities and major injuries per 100,000 population in NSW.		< 25		12) f 0 five 970 nal 1 in nad s ng

1.1.3 - Child and aged care supply meets community needs

Measure	Measured Against	Target Jun 2021	Measure Status	Comments
SO09 - Child care availability: Number of available child care spaces across the Shire increased to ensure waiting lists are less than 5% of total capacity.	Service provider data	< 5 %	60 Dec-18 Dec-28	There continue to be significant waiting lists across all child care centers within the LGA which has been identified as a significant issue. On average (conservative) it is estimated that there are more than 20% of children on waiting lists compared to places available. Nurruby in Boggabri has recently opened up their center which has vacancies for local families. Where a provider does have vacancies they are limited with significant waiting lists for ages 0-2.
SO10 - Aged care availability: Number of available aged care spaces across the Shire increased to ensure waiting lists are less than 5% of total capacity.	Service provider data	< 5 %	Dec-17-0	Council is in contact with the aged care industry and engages with individual aged care providers. Council has previously written and forwarded letters to three lifestyle village operators promoting Narrabri Shire as a suitable location for them to expand their operations and develop a new facility in Narrabri. Conversations were held after letters sent with invitations extended to all parties to visit Narrabri Shire. Council has liaised with aged care providers within the Shire to ascertain waiting list numbers. When waiting lists numbers are compared with spaces available, there is a waiting list of approximately 3%, with no waitlist at the major Aged Care Provider in Narrabri.

1.1.4 - Youth of the shire are engaged and supported through the provision of adequate programs and training services to facilitate the retention of our young people

Measure	Measured Against	Target Jun 2021	Measure Status Comments
SO11 - Training Services: Increase in the number of formal training opportunities available for youth within the Shire.	Australian Bureau of Statistics data	> 300	TAFE NSW in Narrabri currently offers 17 Cert IV courses and 13 Cert III Courses (approx 450 places if each course takes in 15 students). Community College (Northern Inland) is currently advertising one Cert III Course (15 places if the course takes in 15 students). Further, students within the Narrabri LGA also have access to the Country Universities Centre which allows students enrolled in a University Course to access staff, center resources and assistance with their studies.

Measure	Measured Against	Target Jun 2021	Measure Status	Comments										
SO12 - Voluntary Programs: Increase in youth volunteer activity across the Shire.	Community survey	> 65 %	100 77 77 77 77 80 60 60 60 60 60 60 40	Councils Community Survey which was undertaken by Micromex in 2019 shows a 77% satisfaacion rate with										
			Dec-17 Jun-18 Jun-19 Dec-19 Jun-21 Dec-21	Youth Support . Council facilitates a range of youth related activities throughout the year, as well as recognising the importance of volunteerism.										
				The Youth Council has been successfully launched with its inaugural meeting to be held in August 2021.										
				The Lillian Hulbert Memorial Prize encourages young people to excel in a range of pursuits inclusive of charitable works and volunteering within Narrabri Shire. This year's award winner was for charitable activities across the community. Council's continued facilitation in the promotion and administration of this prize contributes to youth participation in voluntary activites. This memorial prize is awarded on an annual basis.										
SO13 - Youth Perception: Level of satisfaction with programs and training opportunities available locally.	> 4 Mean Score												5 4 3 3 3 3 3 3 3 3 3 2	Council undertook a community survey facilitated by Micromex in 2019. This reflected a mean score of 3.11
			Jun-18 Dec-18 Jun-21 Jun-21 Dec-21	regarding the level of satisfaction with youth related program and training provision.										

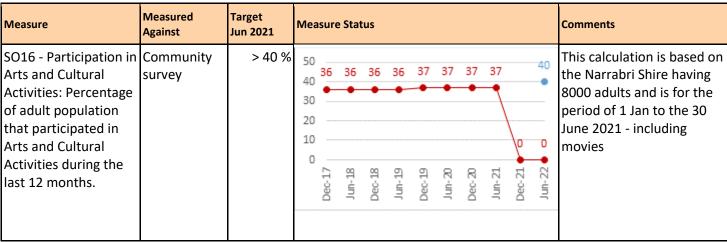
Objective 1.2 - Our vibrant country lifestyle will be enhanced through embracing our recreational and cultural diversity

1.2.1 - Major towns have attractive and welcoming CBD areas that provide opportunities for social interaction

Measure		Target Jun 2021	Measure Status Comments
SO14 - CBD Satisfaction: 80% of shop customers surveyed consider the CBD attractive and welcoming.	Targeted survey	> 80 %	opened another round of grant applications for the CBD Beautification Program. A CBD satisfaction specific community survey conducted in June 2019 that showed that 55.29% of those who completed the survey thought that their relevant CBD was attractive and welcoming. A further survey conducted by Micromex on behalf of Council in September 2019 found that 86% were satisfied with public area appearance and 76% were satisfied with enhancing town/village centers.

1.2.2 - Promote and support the development of and access to creative arts

Measure	Measured Against	Target Jun 2021	Measure Status	Comments
SO15 - Opportunities to engage in Arts and Cultural Activities: Increase the quality and/or number of Arts and Cultural activities per annum.	Council and community data	> 45	40 29 31 31	COVID is still impacting on the venue. The Crossing Theatre have held the following cultural events: - Margaret Fulton The Musical - 30 April 2021 - theatre production - Movie screening at Namoi Christian School at Wee Waa - 8 May 2021 - 72 Hours - Film and exhibition based on Human Rights - 15 to 30 May 2021 - Colin Buchanan Concert - 5 June - Musica Viva - Saxophone performance and school workshop - 11 June 2021 - Flickerfest - short film festival - 19 June 2021



1.2.3 - Maximise community access to existing natural environmental assets across the Shire

Measure	Measured Against	Target Jun 2021	Measure Status	Comments
SO17 - Community Access Satisfaction: Level of satisfaction with access to natural assets increased.	Community survey	> 85 %	Dec-17 0 00 00 00 00 00 00 00 00 00 00 00 00	The satisfaction level from the Community has increased by 6 percent Council believes this is due to the construction of the Narrabri Creek shared pathway and upgrades to the Narrabri Lake pathway which has seen an increase of user groups at both sites.

1.2.4 - Promote and support Reconciliation in partnership with the aboriginal community

Measure	Measured Against	Target Jun 2021	Measure Status Comments
SO18 - Reconciliation Perception: 90% people surveyed are satisfied with reconciliation activities undertaken within the community.	Community survey	> 90 %	Micromex Community Survey provided an 88% satisfaction rate with reconciliation activities within the community. Council is continuously working on reconciliation activities with local Indigenous communities and have invited various Aboriginal Leaders to participate in the development of the Reconciliation Action Plan Council successfully facilitated events for both Reconciliation Week and NAIDOC Week.

Objective 1.3 - Our communities will be provided with facilities and services to increase social connectivity and accessibility

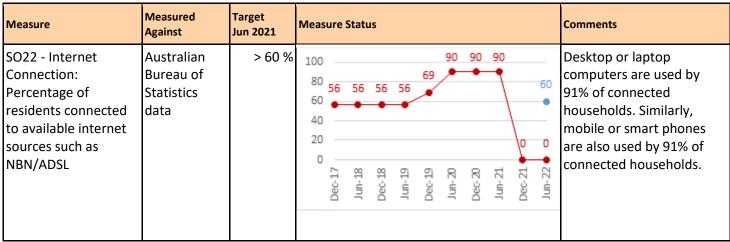
1.3.1 - Ensure adequate community transport is available to access essential health care and social needs

Measure	Measured Against	Target Jun 2021	Me	easui	re St	atus								Comments
SO19 - Community Transport Perception: Percentage of community members who believe that an appropriate range of community transport options are available locally to access health care and social needs.	Against Community	_	6 8 6 4 2	0 69 0 -	69	9 69	69 • 61-mnr	71 • Dec-19	71 • 02-unr	71 • Dec-20	71 T2-unr	Dec-21	75 • O • 27-unr	Comments Council residents have access to two major transport providers to assist them with health related transport. These include Wee Waa Community Care Service and North West Community Transport. Council regularly liaise with Wee Waa Community Transport Services to organise transportation for local residents for community events. Wee Waa Community Care Service provides transport support for older people living at home, for people living at home, for people who have limited or no access to private or public transport, people who have limited financial capacity, people who need a meal service, people who have functional limitations and people with disabilities. The last community satisfaction survey undertaken by Council indicate a 71% satisfaction rate with
														community transport (that meet social needs).

Measure	Measured Against	Target Jun 2021	Mea	sure	Stat	us								Comments
SO20 - Transport Limitations: Percentage of adult population that experienced transport limitations in the last 12 months.	Community survey	< 25 %	40 30 10 0		36 • 181-unf	96-18 Dec-18	36 • 6T-unf	37 61-09Q	0Z-unr	02-0-00	37 TZ-unr	Dec-21	25 • O • ZZ-unr	Council works with community transport providers within the Shire to ensure adequate services are provided. Correspondence has been forwarded to CountryLink to reinforce their existing service and request additional train services. Air flights between Narrabri, Sydney and Brisbane provide regular and fast services to two eastern seaboard capital cities. These have been reduced due to the impact of COVID and travel restrictions, however air travel from surrounding towns continue to be available. In the recent Disability Access and Inclusion Survey and Community Consult (and taking into account 2016 Census Data) indicated approximately 10% of the adult population has difficult accessing appropriate transport and therefore difficulty accessing their community.

1.3.2 - Strengthen access to services through enhanced use of technology

Measure		Target Jun 2021	Measure Status Comments
SO21 - Enhanced Service Provision: Increased percentage of services accessed via technology.	Australian Bureau of Statistics data	> 5 %	After completing the implementation of the ne Cloud-based Corporate Information System, we have increased access to the system via internet. Now our focus is increase accessibility via Mobile technology using Tablets/Mobile devices, especially for outdoor starmembers.



1.3.3 - All towns and villages have access to at least one quality meeting place to facilitate social gathering

Measure	Measured Against	Target Jun 2021	Measure Status Comments
SO23 - Social Connection: 90% of surveyed community members are satisfied with the quality and availability of meeting places in their town or village.		> 90 %	In the last Community Satisfaction survey undertaken by Council, 81% of people were satisfied with the quality and availability of meeting placed in their town or village.

1.3.4 - Continually improve access to community facilities and services across the Shire

Measure	Measured Against	Target Jun 2021	Measure Status Comments
SO24 - Community Accessibility: 90% of surveyed community members are satisfied with the accessibility of community facilities and services in their town or village.	Community survey	> 90 %	92 92 92 90 Community survey conducted with positive results.

Objective 1.4 - A diverse range of quality learning options will be available to improve knowledge and skills within the community

1.4.1 - Ensure our schools are provided with the resources required to deliver quality learning outcomes and retain student numbers

Measure	Measured Against	Target Jun 2021	Meas	ure	Statu	ıs								Comments
SO27 - Education Services: Residents' level of satisfaction with educational services. SO28 - Learning Outcomes: Improved NAPLAN results across the Narrabri Shire LGA. Community survey Australian Curriculum Assessment and Reporting Authority data	Community > 8	> 85 %	100 80 60 40 20 0	Dec-17	81 •	Dec-18	81 6T-unf	87 Dec-19	87 • 02-unr	87 • 02-590	17-unr	Dec-21	Jun-22 • •	The Community Survey undertaken by Micromex in 2019 indicates a community satisfaction level of 87% which is 2% above target. Council continues to engage with education providers to ensure a high standard of services. The Country
	> 473 Average	500 400 300	473	473	473	460	460	473	473	447		473	Universities Centre is open and attracting students, further bolstering education services for the Shire. Education ministers made the decision to cancel NAPLAN in 2020 due to the	
	Reporting Authority		200 100 0	Dec-17	Jun-18	Dec-18	Jun-19	Dec-19	Jun-20	Dec-20	Jun-21	Dec-21	Jun-22 • •	ongoing COVID-19 pandemic. 2021 results are not available. Average NAPLAN Results for schools across the Narrabri LGA for 2019 is 447. NAPLAN Data obtained
														from the Good Schools Guide (goodschools.com.au)
SO29 - School Serv Retention: Percentage of students from Years 7 to Year 12 still attending secondary school across the Narrabri Shire LGA.	provider data	> 65 %	70 5 60 50 40 30 20	59	60	60	41	41	45	45	45	_	65	The percentage of students who started high school in year 7 and completed their secondary education in year 12 remains static at
			10	Dec-17	Jun-18	Dec-18	Jun-19	Dec-19	Jun-20	Dec-20	Jun-21	Dec-21	Jun-22 •	approximately 45%.

Measure	Measured Against	Target Jun 2021	Meası	ıre S	tatu	s								Comments
SO30 - Early Childhood Development: Percentage of children who are developmentally on track (AEDC Domains) across the Narrabri Shire LGA.	Australian Early Development Census data	> 85 %	80 60 40 20		84 • 8T-unr	Dec-18	84 6T-unr	76 GI-0-0-0	76 • QZ-Unf	76 OZ-590	76 TZ-unr	Dec-21	95 o o o o o o o o o o o o o o o o o o o	2018 AEDC data shows several areas of significant increase and decrease markers. The result is a decrease in the average percentage, from 84.2% down to 76.38%. The majority of childcare providers within Narrabri Shire provide early childhood teachers to assist with developmental growth. The decrease could be attribute to a range of factors including socio-economics, changes in staffing and movements of families to or from the Shire (2018 data is the latest data available).
1 4 2 - Improve access to	laamina antian	. f	"aa:da											

1.4.2 - Improve access to learning options for mature residents

Measure	Measured Against	Target Jun 2021	Measure Status	Comments
SO31 - Educational Qualifications: People >25 years old who have a non-school qualification.	REMPLAN	> 2,500	3000241924192419241924192450 2500 2000 1000 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Data obtained through REMPLAN which analyses and collates data across a range of platforms including data sources from the Australian Bureau of Statistics. REMPLAN indicates 3775 people who work within the Narrabri LGA have a qualification, including from certificate to post graduate degree.
SO32 - Vocational Education & Training Enrolments: Percentage of community members aged 15 to 64 enrolled in vocational education and training.	Training providers	> 13 %	15	Students have the opportunity to enroll in courses being delivered through various Registered Training Organisations with an increase in external organisations who outreach to Narrabri to deliver training. The Country Universities Centre is being increasingly utilized by students enrolled with a wide range of universities.

Measure	Measured Against	Target Jun 2021	Measure Status	Comments
SO33 - Learning Needs Perception: Percentage of community members who believe a range of learning options are available to meet their needs.	Community survey	> 75 %	100	All education requirements are catered for in Narrabri Shire by both private enterprise and government organisations. Council supports education programmes for all age ranges in the Shire inclusive of STEM, computing, robotics, writing, art, music, drug and alcohol education. The 2019 Micromex survey reflects a satisfaction result of 87%, with a mean score of 3.58.

1.4.3 - Work with training providers and industry to focus on the delivery of local industry training requirements

Measure		Target Jun 2021	Measure Status Comments
Placements: Increase in training placements within the Narrabri	National Centre for Vocational Education and Training	> 2,300	James Programment 1000 100

1.4.4 - Leverage off established research facilities to grow industry training hubs

Measure	Measured Against	Target Jun 2021	Measure Status	Comments
SO35 - Research Program Participation: Increased participation in STEM programs.	Council data	> 688 (172 each financial year)	1400 1200 1000 825 1000 1000 825 1000 1000 825 1000 1000 1000 1000 1000 1000 1000 10	The Library provides STEM programs to school age children

Measure		Target Jun 2021	Measure Status Comments
SO36 - Research Training Provision: Increased participation in provision of training by research facilities.	Council data	> 79	400 342 342 342 342 300 197 197 200 75 81 79 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0



THEME 2: Our Environment

Strategic Direction 2: Environmentally Sustainable and Productive Shire

By 2027, Environmentally Sustainable and Productive Shire

COMMUNITY ENGAGEMENT

Through extensive community engagement, the Narrabri Shire Community identified several environmental priority areas to be addressed over the following four years.

COMMUNITY SERVICES

Current services provided within the Narrabri Shire community include:

- Waste management and recycling
- Environmental planning
- Planning and development
- Parks and open spaces
- Noxious weeds control
- Floodplain management
- Water and sewer management
- Stormwater management

COMMUNITY OUTCOMES

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

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

Our Environment

Strategic Direction 2: Environmentally Sustainable and Productive Shire

Objective 2.1 - We will maintain our open spaces, natural environment and heritage for future generations

2.1.1 - Conserve our aboriginal heritage through improved awareness

Measure	Measured Against	Target Jun 2021	Mea	sure	Stat	us								Comments		
EN01 - Aboriginal Heritage Count: Increase in the number of heritage items and areas listed in the Local Environmental Plan.	Council data	> 10	12 10 8 6 4 2	Dec-17 • •			Jun-19 • o							The Waterloo Creek Massacre Site has been successfully gazetted and listed on the State Heritage Register.		
EN02 - Aboriginal Heritage Satisfaction: Level of satisfaction with protection of heritage items.	Community survey	> 85 %	100 80 60 40 20) —) —) —	85 •	•	85 •	87 61-090	87 • 02-unr	87 • 02-50	17-unr	Dec-21	32 • o	As per Councils last Community Satisfaction survey the level of community satisfaction in regards to the protection of Aboriginal heritage items was 87%.		
EN03 - Aboriginal Heritage Signage: Total number of Aboriginal heritage sites with information signs installed increased.	IP Australia data	>8	14 12 10 8 6 4 2 0	Dec-17	Jun-18	Dec-18	Jun-19	12 61-09Q	02-unr	12 02-090	13 nn-21	Dec-21	Jun-22 • • • •	The T-Qual Aboriginal Study identified significant Aboriginal areas along the Kamilaroi Highway for future development. The Kamilaroi Highway Group is developing Kamilaroi trails to educate and encourage visitation into the region. Total number of Kamilaroi heritage sites with information is 13, with the Waterloo Creek Massacre Site now being gazetted.		

2.1.2 - Planning controls appropriately identify and conserve open spaces and natural environmental areas

Measure	Measured Against	Target Jun 2021	Measure Status	Comments
EN04 - Planning Controls: Planning controls reviewed and updated annually.	Council data	>4	Dec-17 Dec-18 Dec-19 Dec-20 Dec-21 Dec-21 Dec-21 Dec-21	Local Strategic Planning Statement (LSPS) and Local Growth Management Strategy (LGMS) adopted in June 2020 and implementation commenced. Local Environmental Plan (LEP) "Health Check" completed as part of this process. Comprehensive review of LEP can now commence now that LSPS and LGMS are in place. LEP No. 16 for N2IP site developed and gazetted on 15 May 2021.

2.1.3 - Passive recreational open spaces are well maintained and accessible for public use

Measure	Measured Against	Target Jun 2021	Measure Status	Comments
EN05 - Public Accessibility: Level of satisfaction with access to walkways and cycleways.	Community survey	> 70 %	100 83 83 83 83 70 80 57 57 57 57 60 40 20 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Satisfaction levels have increased by 13 percent in this area with the installation of the Narrabri Creek shared pathway and upgrades to the Narrabri Lake path. Further extensions to this pathway network will increase participation and satisfaction rates.
EN06 - Appearance of Public Spaces: Percentage of adults who express satisfaction with the accessibility and appearance of public areas.	Community survey	> 80 %	100 76 76 76 76 76 76 76 76 76 76 76 76 76	Council has delivered a number of upgrades to the open spaces assets with replacement of older structures and equipment this work has the effect of visual upgrades and patron usage of these Council sites .

2.1.4 - Minimise the impacts of noxious weeds and feral and domestic animals on the environment

Measure	Measured Against	Target Jun 2021	Measure Status	Comments
EN07 - Animal Education: Increase in the number of educational sessions per annum conducted by Council for animal owners.		> 4	Dec-17	No sessions conducted between 1 July 2020 and June 2021due to ongoing gathering restrictions and staff limitations. Regulatory Compliance staff continue to mail-out educational material on registration and desexing along with microchipping certificates (or on an as needs basis) to pet owners.
· '	Office of Local Government data	< 15	20 16 15	Six attacks reported between 1 July 2020 and 30 June 2021.
EN09 - Weed Management: Area of land without a Priority Weeds Management Program reduced in the Narrabri Shire Local Government Area.		< 20 %	30 20 20 20 20 20 20 20 20 10 0 0 0 1 1 N	Council conducts inspections to prevent, eliminate and restrict biosecurity matters following the North West Regional Strategic Weed Management Plan. Data from regular inspections conducted by Council. Council has received two grants in Combating weeds and invasive species this work has has continued on from the Pilliga region into the Yarrie Lake area.

Measure	Measured Against	Target Jun 2021	Measure Status Comments
EN10 - Biosecurity Management: Decrease in the number of priority weed types through	Council data	< 3	road and river inspections to ensure Narrabri Shire is protected from Sagittaria Platyphylla, Salvinia
eradication.			Molesta, Water Lettuce, Alligator weed and Hudsor Pear. Council uses Facebook and the newspaper to advise the community about weed infestations and new incursions. These weeds are still a threat for the Shire. Hudson Pear and Alligator Weed are Narrabri Shire Councils biggest threat due to the proximity of our closest infestations in neighbouring shires. Surveillance/inspections are continual to ensure that these weeds do not enter our shire. New infestations of Harrisia Cactus and Boxing glove have been discovered in the past financial year and were eradicated. Parthenium weed was located in the Narrabri shire Council conducted arintensive program in location eradication and inspection to remove all the Parthenium weed identified and will concentrate future inspections on feed out areas on private property who received hay from Queensland.

Objective 2.2 - We will protect our environment through sustainable planning and well-resourced emergency services

2.2.1 - Community emergency service providers are well resourced to adequately prepare and respond to natural disasters and emergencies

Measure	Measured Against	Target Jun 2021	Measure Status Comments
EN11 - Emergency Response: 100% emergency response rate to situations.	Council data	> 100 %	To date there has been zero complaints in response to emergency situations.

2.2.2 - Protect and rehabilitate degraded and fragmented areas and enhance corridors that connect remnant bushland

Measure	Measured Against	Target Jun 2021	Measure Status	Comments
EN12 - Land Care Participation: Number of active groups in land care.	Council data	> 4	2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	There are 2 groups; Merrimborough Landcare group and the Yarrie Lake Landcare group that exist in the Shire.
EN13 - Rehabilitation: Area of land where rehabilitation is completed (per annum).	Council data	> 350 Hectares	700	Mining rehabilitation is being completed by the responsible mine. Data unable to be quantified.

2.2.3 - Ensure Council and government agencies have a robust compliance program to protect environmental assets

Measure	Measured Against	Target Jun 2021	Measure Status Comments
EN14 - Environmental Reporting: Annual reports are provided on environmental outcomes for all major projects.	Council data	> 100% Compliance	120 100 100

2.2.4 - Decision making will be informed by the principles of Ecologically Sustainable Development and the precautionary principle

Measure	Measured Against	Target Jun 2021	Measure Status	Comments
EN15 - Environmental Concern: Percentage of surveyed residents with a high degree of concern about the environment is decreased.	Community survey	< 15 %	26 26 26 26 26 26 26 26 27 21 21 21 21 21 20 4 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5	Council has used the principles of sustainable development in the decision-making process. Council increased community awareness of environmental issues through media advertisements, the local newspaper, Facebook and correspondence. No community survey undertaken.

Measure	Measured Against	Target Jun 2021	Measure Status	Comments
EN16 - Ecological Sustainability Compliance: Demonstrated inclusion of Ecologically Sustainable Development and precautionary principle analysis in relevant Council Reports.	Council data	> 100	120 100 100 100 100 100 100 100 100 100	Council submission on the Vickery Coal Mine Extension Project included a requirement that: "The NSW Government should apply the principles of ecologically sustainable development and the precautionary principle to the assessment of the Project." Council submission on the Narrabri Gas Project included a requirement that: " the precautionary principle should be applied in this matter and indefinite monitoring of decommissioned coal seam gas wells by a public authority should be required until there is a sufficient body of evidence by way of long-term studies to conclude that the risk of contamination of water resource aquifers is negligible." Precautionary principle considerations are embedded within section 4.15 planning assessments in accordance with the requirements of the Environmental Planning & Assessment Act 1979.

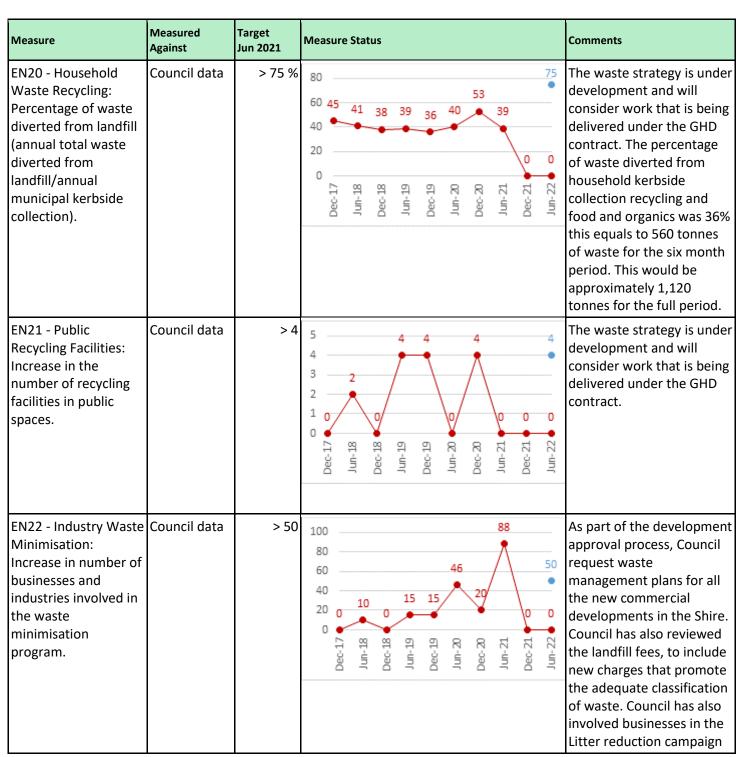
Objective 2.3 - Our natural resource consumption will be reduced and waste well managed

2.3.1 - Investigate and implement alternative energy technologies to reduce Council's carbon footprint

Measure	Measured Against	Target Jun 2021	Measure Status	Comments
EN17 - Fuel Usage: Reduction in fuel usage on prior year.	Council data	> 400,000 Litres	700000 600000 491462 3972927223 400000 20000047180 100000 0 LT	With a few fuel accounts outstanding, it is expected that 546176 litres of fuel will have been consumed in 20/21 FY. This represents an average of 45514 litres per month based on the average for the 11 month period. This represents a reduction of 59932 Litres for the year 20/21 v 19/20 or 4994 litres per month. 606108 litres of fuel was consumed in 19-20 FY. This represents an average of 50509 litres per month.
EN18 - Total Energy Usage: 15% reduction in Council's total energy usage on 2016/17 levels by 2020/21.	Council data	> 15 %	25	New energy efficiency measures have been delayed due to budget constraints.

2.3.2 - Implement a waste management strategy focusing on waste avoidance, reusing and recycling to minimise the proportion of waste sent to landfill and to maximise the use of our natural resources

Measure	Measured Against	Target Jun 2021	Meas	ure S	Statu	s							Comments
EN19 - Household Waste Generation: Reducing average volume (kilograms) per household.	Council data	> 490 Kilograms	500 500 400 300 200 100	Dec-17	8T-unr	519 Dec-18	Dec-19	352	354	72-unr	0	490 • CZ • O	The waste strategy is under development and will consider work that is being delivered under the GHD contract. However, Council is focused on a waste minimisation campaign that includes promoting the use of the recycling and green bins as well as reducing the percentage of contamination.



2.3.3 - Conserve and manage our natural water resources for environmental and agricultural sustainability

Measure	Measured Against	Target Jun 2021	Measure Status	Comments
EN23 - Council Water Consumption: Percentage reduction on 2016/2017 levels in mains water consumed by Council operations.	Council data	< 15 % Unaccounted	50 40 40 21 21 24 26 26 29 30 19 21 21 24 26 26 29 10 0 0 02-unr 61-unr 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Water use across the Shire remains consistent with past years however automated meters are recording greater use by residential and industrial premises due to their accuracy. Greatly improving visibility for unaccounted water.

Measure	Measured Against	Target Jun 2021	Measure Status Comments
EN24 - Water Quality: Water quality improvement in the Namoi River. Measured by the positive displacement of rubbish.	Council data	> 1 Tonne	No gross pollutant traps have been installed. A total of 93 potential sources of stormwater outflow to the catchment of the Namoi River within Narrabri town limits have been identified. No stormwater catchment models have been created or analysed, these estimates are based solely on existing storm water pipes and assuming they are sufficiently sized. Further work is required to scope the full extent of works.

Objective 2.4 - The impacts of extractive industries on the environment will be minimised

2.4.1 - The community is informed by real time regional dust monitoring data to inform personal decisions

Measure	Measured Against	Target Jun 2021	Measure Status	Comments
EN25 - Air Quality: Number of days polluting concentrations exceed National Environment Protection Measure (NEPM) guidelines.	Environment al Protection Agency data	< 0	30 25 27 20 15 10 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	According to the NSW DPIE website, air quality in Narrabri was generally good in spring 2020, meeting national benchmarks on all 91 days (100%), compared to 54 days (59%) in spring 2019 and 86 days (95%) in spring 2018. Air quality improved at all seven air quality monitoring stations across the north west region, compared with spring—summer 2019—20, following above average rainfall in February and autumn 2020. No PM2.5 exceedances were identified. Air quality in Narrabri was also generally good in summer 2020—21, meeting national benchmarks on all 91 days (100%), compared to 58 days (63%) in summer 2019—20 and 82 days (90%) in summer 2019—20 and 82 days (90%) in summer 2018—19. Air quality improved at all seven air quality monitoring stations across the north west region, compared with spring—summer 2019—20, following above average rainfall in December 2020 and throughout 2020. No PM2.5 exceedances were identified.

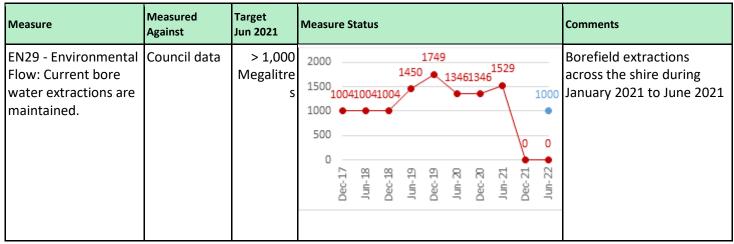
Measure	Measured Against	Target Jun 2021	Measure Status Comments
EN26 - Dust Monitoring: Real time regional monitoring system in place and available in easy to understand language.	Council data	> 85 % Compliance	Narrabri is now part of the NSW Air Quality Monitoring Network. The Narrabri air monitoring station was built in December 2017 near Narrabri Airport. Real-time Regional monitoring data has been available online since the equipment was installed.

2.4.2 - Projects are managed to minimise active disturbance areas and limit time to revegetation

Measure	Measured Against	Target Jun 2021	Measure Status	Comments
EN27 - Mine Rehabilitation Compliance: Mines adhere to agreed rehabilitation schedules.	Council data	> 100 % Compliance	Dec-17 Jun-18 Dec-17 Jun-19 Dec-18 Jun-20 Dec-20 Jun-21 Dec-21 Jun-21 Dec-21 Jun-22	Council has not had sufficient resources to review Mine Rehabilitation Plans; however, the NSW Resource Regulator has conducted targeted assessments at mine sites to ensure that operators are effectively undertaking progressive rehabilitation in accordance with the obligations set out in their approved plans. Assumption made for 100% adherence.

2.4.3 - Ground water extractions are maintained in an environmentally sustainable manner to ensure long term viability and quality

Measure	Measured Against	Target Jun 2021	Measure Status Con	omments
EN28 - Water Resourcing: Current groundwater extractions are maintained.	Council data	< 400 Litres Per Day	500 403 403 403 446 400 per 400 327 Ass bas bas Vol	verage Litres per resident er day Shire wide. ssumed population 10729 ased on ABS 2016 data. ol extracted since last eriod 382.15ML



2.4.4 - Potential environmental and community impacts are minimised through thorough assessment and independent monitoring

Measure	Measured Against	Target Jun 2021	Measure Status Comments
EN30 - Community Confidence: Community confidence in assessment and monitoring.	Community survey	> 75 %	Council have taken a publiand proactive role in advocating on the Vickery Extension Project, Narrabi Gas Project and Inland Rai environmental requirements. No community survey undertaken.



THEME 3: Our Economy

Strategic Direction 3: Progressive and Diverse Economy

By 2027, Progressive and Diverse Economy

COMMUNITY ENGAGEMENT

Through extensive community engagement, the Narrabri Shire Community identified several economic priority areas to be addressed over the following four years.

COMMUNITY SERVICES

Current services provided within the Narrabri Shire community include:

- Economic development
- Planning and development
- Entertainment and conferences
- Local and regional tourism and events
- Saleyards
- Airport

COMMUNITY OUTCOMES

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

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

Broadened economic base

Our Economy

Strategic Direction 3: Progressive and Diverse Economy

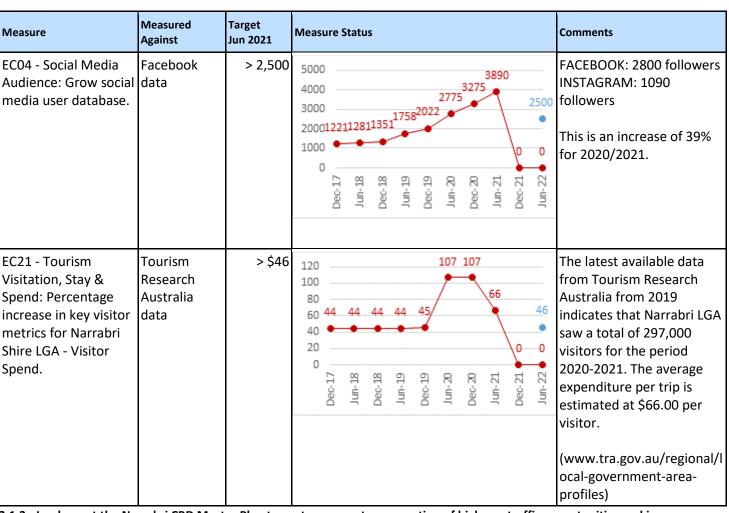
Objective 3.1 - We will stimulate business and tourism by maximising our assets and attracting regional events

3.1.1 - Identify and facilitate a diverse event, conference and entertainment program

Measure	Measured Against	Target Jun 2021	Measure Status	Comments
EC01 - Events, Conferences & Entertainments: Percentage increase in the number of events, conferences and entertainment activities per annum.	Council data	> 10 %	Dec-19 Dec-20 De	The Crossing Theatre has hosted 52 events between 1 January 2021 and 30 June 2021 which is well over a 100% improvement as last year was the middle of COVID, where 7 events were held
EC02 - Events, Conferences & Entertainment Patronage: Percentage increase in patrons at The Crossing Theatre for events, conferences and entertainment per annum.	Council data	> 5 %	100	Patronage increased by well over 100% due to last year being in the middle of COVID-19 restrictions. Between 1 April 2021 and 30 June 2021 there were 4881 people attending events/workshops/confere nces/films at The Crossing Theatre

3.1.2 - Facilitate the provision of a quality tourism product to present to visitors

Measure	Measured Against	Target Jun 2021	Measure Status Comments
EC03 - Tourism Visitation, Stay & Spend: Percentage increase in key visitor metrics for Narrabri Shire LGA - Number of Visitors.	Tourism Research Australia data	> 235,000 Visitors	550000



3.1.3 - Implement the Narrabri CBD Master Plan to capture a greater proportion of highway traffic opportunities and improve shopping experience

Measure	Measured Against	Target Jun 2021	Measure Status Comments
EC05 - CBD Customer Satisfaction: Increased satisfaction with CBD experience reflected in customer surveys.	Community survey	> 75 %	The 2019 Micromex survey undertaken on behalf of Council shows a satisfaction rate of 76% with an increase of mean score when compared to the 2017 survey.
EC06 - CBD Shop Usage: Number of vacant shops decreased from June 2017 level. Shops facing Maitland Street, Narrabri.	Council data	< 9	There are currently 7 vacant shops facing Maitland Street in Narrabri which is a decrease from 9 during the last reporting period.

3.1.4 - Airport facilities and services provide connectivity to capital city markets

Measure	Measured Against	Target Jun 2021	Measure Status	Comments
EC07 - Airport Usage: Increased RPT numbers by 3% per annum.	Avdata Australia	> 6,500 Per Annum	80006500 6000 4000 2000 0 1477 3902 2648 2000 0 0 0 0 0 0 0 0 0 0 0 0	Reduced numbers due to COVID 19, however the last quarter showed signs of recovery, with June recording 436 passengers for the month, being the highest of the year. 45% of passengers for the year, flew in the June quarter (April - June).
EC08 - Airport Satisfaction: Positive rating of airport by users.	Targeted survey	> 80 %	100 Dec-17 Dec-18 Dec-20 O O O O O O O O O O O O O O O O O O O	Positive responses to Airport Management

Objective 3.2 - We will become a logistics hub for the northern inland region

3.2.1 - Promote Narrabri Shire as a national and state significant Manufacturing and Logistics Hub.

Measure	Measured Against	Target Jun 2021	Measure Status	Comments
EC09 - Logistical Operations: New or expanding logistics operations commenced.	Council data	>2	2.5 Dec-13 Dec-14 Dec-15 Dec-17 Dec-18 Dec-27 Dec-2	Council has finalised a Strategic Business Case and Master Plan study of Council's industrial estate called the Northern NSW Inland Port (N2IP). Council has purchased 240ha of land and exercised options on a further 134 hectares making the N2IP site approximately 370 hectares in size. Council is currently working with EY on the Interface Improvement Programme to connect N2IP with Inland Rail. Successfully passed through 3 Gates and currently working on Gate 4. Council has received Growing Local Economies funds of \$16.8 million and Commonwealth Budget funds of \$7.8 million for infrastructure works at the N2IP development.

3.2.2 - Develop at least one flood free intermodal site that has access to quality infrastructure and the proposed inland rail network

Measure	Measured Against	Target Jun 2021	Measure Status	Comments
EC10 - Intermodal Site: Additional intermodal site established.	Council data	> 4	2	Narrabri Shire has 3 operational intermodal sites. The Northern NSW Inland Port (N2IP) development has the capability of providing further intermodal capabilities with direct connectivity to Inland Rail infrastructure. Council is currently working with EY on a Federally funded Interface Improvement Programme that will link Council's N2IP site to the Inland Rail infrastructure. Council has purchased a combined 374 hectares that will make up the N2IP site. Council is working with the State Government on making the N2IP site a Special Activation Precinct
2.2.2. 5	*:			for NSW.

3.2.3 - Explore opportunities for increasing the efficiency of freight movements

Measure	Measured Against	Target Jun 2021	Measure Status Comments
EC11 - Freight Movement: Increased percentage of road network available for longer freight vehicles.	Council data	> 100 %	Heavy vehicle permits are assessed based on the National Heavy Vehicle Regulator (NHVR) requirements. Routes are generally approved with the exception of routes that impact Councils infrastructure (e.g. load limited bridges), or the local community (e.g. within the town residential areas and school zones).

Objective 3.3 - Value adding and industry innovation will drive employment

3.3.1 - Value adding opportunities will be researched and pursued

Measure	Measured Against	Target Jun 2021	Measure Status	Comments
EC12 - Value Adding: Number of value adding opportunities assessed through the development application process and/or State Significant developments.	Council data	>8	Dec-13 Dec-21 Dec-21 Dec-21 Dec-21 Dec-22 Dec-22	In the 6 months to June 2021, Council has been working with 6 organisations that are administratively progressing to development. Council has assisted through rezoning, modifications, occupational certificates and general development application lodgements. Council has held a number of meetings with other potential developers in relation to general assistance and predevelopment application meetings.

3.3.2 - Industry innovation trends will be determined, monitored and referenced to identify opportunities

Measure	Measured Against	Target Jun 2021	Measure Status	Comments
EC13 - Industry Trends: Annual production of documents identifying industry trends.	Council data	> 4	Dec-13	A Strategic Business Case in relation to the Industrial and Logistics Hub has been undertaken. Within this document is a list and review of industry trends pertaining to organisations that would benefit from establishing in the Industrial and Logistics Hub. Council is currently working with EY on a report looking at optimising the connectivity of N2IP to Inland Rail called the Interface Improvement Programme. Narrabri Shire was endorsed by the NSW State Government as a Special Activation Precinct (SAP) investigation area in late 2020. A part of the investigation will look at business and industry able to be attracted to Narrabri Shire. Council now has access to localised economic data through a REMPLAN subscription.

3.3.3 - Local industry leaders will be regularly consulted to determine emerging competitive advantages

Measure	Measured Against	Target Jun 2021	Me	asur	e Sta	tus								Comments
EC14 - Industry Innovation and Collaboration: Annual 'Think Tank' industry leader forum held and documented.	Council data	> 4	5 4 3 2 1 0	Dec-17 •	Jun-18 • o	Dec-18 •	Jun-19	Dec-19	1 02-unr	Dec-20	Jun-21	Dec-21	Jun-22 • •	Council has recently employed a Small Business Liaison Officer who is actively working with Business and Industry across the Shire and holds monthly business meetings. Council ran numerous successful workshops throughout
														October 2020 which is Small Business Month, finishing with a well attended Business Networking Evening where the Online B2B Localised Platform was officially launched. Council continues to attend all Chamber of Commerce Meetings in Narrabri, Boggabri and Wee Waa.

3.3.4 - Promote opportunities created through abundant supply of energy and easy access to transport logistics

Measure	Measured Against	Target Jun 2021	Measure Status Comments
registered businesses	Australian Bureau of Statistics data	> 1,700	Data obtained from REMPLAN indicate a total of 1,782 businesses registered within the Narrabri LGA. O LT S LET COMMENT OF THE STATE OF

Objective 3.4 - Adequate housing options will be available to meet demands across the Shire

3.4.1 - Available residential land is adequate to meet demand in the local market

Measure	Measured Against	Target Jun 2021	Measure Status	Comments
EC16 - Median Sales Price: Median sales prices are in line with comparable areas.	Real Estate data	=/-10 %	14 12 12 10 10 10 10 10 10 10 10 10 10 10 10 10	As of 25 June 2021: Narrabri median house price is \$344,500 (increase from \$330K) Gunnedah median house price is \$338,750 (up from \$330K) Moree median house price is \$245,000 (increase from \$208K) Inverell median house price is \$285,000.00 (increase from \$265k)

3.4.2 - Public housing stock is adequate to meet current and projected demand across all demographics

Measure	Measured Against	Target Jun 2021	Measure Status Comments	
EC17 - Housing Affordability: Affordability of housing in the Narrabri Shire calculated by median weekly rent divided by median weekly household income.	Council data	> 15 %	The median week (realestate.com.are the 13 July 2021 is The median week as per the last cen (abs.gov.au) is \$12 indicating that approximately 30. the average week is spent on rent. To increase from the reporting period of 29.78%.	u) as of s \$380. Ily income asus data 242, 5% of Ily income This is an last

3.4.3 - Housing stock will reflect the changing demographic trend of smaller low maintenance properties

lMeasure	Measured Against	Target Jun 2021	Measure Status	Comments
EC18 - Housing Stock: New approvals for housing reflect increased percentage of unit/villa stock.	Council data	> 5 %	Dec-17	No unit developments received or approved.

3.4.4 - Housing stocks will be maintained to a suitable standard

Measure	Measured Against	Target Jun 2021	Measure Status	Comments
EC19 - Residential Development: Increase in residential investment per year. Measured by number of new dwelling applications.	Council data	> 15	Dec. 12 12 14 - 15 15 12 15 15 10 10 10 10 10 10 10 10 10 10 10 10 10 1	In 2020/2021 there were 17 new dwellings across the Shire indicating consistent residential investment.
EC20 - Public Complaints: Decreasing trend of public complaints about buildings.	Council data	< 5	Dec-13 Dec-13 Dec-21 Dec-21 Dec-21 Dec-21 Dec-21 Dec-21 Dec-21	Planning and Environment managing complaints as lodged.



THEME 4: Our Civic Leadership

Strategic Direction 4: Collaborative and Proactive Leadership

By 2027, Collaborative and Proactive Leadership

COMMUNITY ENGAGEMENT

Through extensive community engagement, the Narrabri Shire community identified several civic leadership priority areas to be addressed over the following four years.

COMMUNITY SERVICES

Current services provided within the Narrabri Shire Community include:

- Integrated strategic planning and reporting
- Community engagement and consultation
- Representation and governance
- Human resource management
- Customer services
- Information services
- Financial services
- Risk management
- Compliance and regulation

COMMUNITY OUTCOMES

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

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

Our Civic Leadership Strategic Direction 4: Collaborative and Proactive Leadership

Objective 4.1 - We will proactively engage and partner with the community and government to achieve our strategic goals

4.1.1 - Provide customer service excellence that is responsive to community needs

Measure		Target Jun 2021	Measure Status	Comments
CL02 - Community Satisfaction: Community satisfaction with operations of Council.	Community survey	> 75 %	0 Pec-13 Dec-13 Dec-14 Dec-15 Dec-17 Dec-17 Dec-17 Dec-17 Dec-18 Dec-27 Dec-18 Dec-27	The Community Survey was undertaken in September 2019. 84% of residents are at least somewhat satisfied with the overall performance of Council over the past 12 months. This is a 2% increase from the previous survey conducted in 2017. Residents are at least satisfied with 35 out of 45 Council services/facilities. 85% of residents rate their overall quality of life good to excellent.
CL01 - Customer Response: Percentage of customer requests attended to within adopted customer service level standards.	Council data	> 85 %	100 90 88 85 80 52 52 52 57 57 57 65 40 20 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Responsiveness can be increased and monitored in the Corporate Information System. Follow-up action has to be taken to ensure requests are closed out in the system once completed. Customer response workflows are continuing to be built in CRM and reporting of this data is being tested to ensure accuracy.

4.1.2 - Ensure the community is informed and involved in Council activities through implementing quality consultation

Measure	Measured Against	Target Jun 2021	Measure Status	Comments
CL03 - Community Satisfaction: Level of satisfaction with Council's provision of information to residents about activities, services and community services.	Community survey	> 75 %	Dec-18 Dec-20 Dec-20 Dec-20 Dec-20 Dec-21	Council continues to distribute information on Council-specific activities through Your Council, media releases, the Council website, fact sheets, social media and community radio sponsored announcements. In August 2018 Council commenced a radio segment fortnightly with local community radio station 2maxFM where the GM provides an update on Council related activities.
CL04 - Website Usage: Increasing trend of visits to the Narrabri Shire Council website homepage.	Google analytics	> 41,000	80000 71237910 60000 46799 41000 40000 35000 0 16854 0 0 0 0 16854 0 0 0 1 10 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Google Analytics was applied to the Narrabri Shire Council website from January 1 2021 to June 30 2021. This has provided accurate data on users accessing the Narrabri Shire Council homepage for the reporting period.
CL05 - Social Media Usage: Number of people following the Narrabri Shire Council Facebook page and other platforms.	Council data	> 0	6000 4000 3000 2000 1000 0 1000 0 1000 0 100	Council continues to provide regular updates on its social media platforms of interesting and relevant information. Council provides posts that inform the community on upcoming events, career opportunities, project updates, emergencies and other matters of interest.

4.1.3 - Develop and build strong, productive partnerships with State and Federal Governments

Measure	Measured Against	Target Jun 2021	Measure Status	Comments
CL06 - Grant Funding: Grant funding levels maintained (per annum).	Council data	> \$6 million	±11	During the period 1 January 2021 to 30 June 2021 Council was successful in receiving grant funding to the total of \$1,904,375, and received confirmation of successful funding in the amount of \$9,549,794 for applications lodged in 2019/2020 as well as 1 July 202 to December 2020. This provides an overall total of \$11,454,169 in successful grant funding received for the reporting period.

4.1.4 - Grow volunteer capacity to achieve community outcomes

Measure	Measured Against	Target Jun 2021	Measure Status	Comments
CL07 - Volunteering: Percentage of adult population who volunteer.	Community survey	> 70 %	Jun-18 Jun-19 Dec-18 Jun-20 Ope-20 Jun-22 Jun-22 Ope-21 Jun-22 Ope-21 Jun-22 Ope-21 Op	Data obtained from Micromex Research Community Survey, held October 2019. 65% of residents stated they had volunteered in their local community in the last 12 months. Those living in towns were significantly more likely to have participated in local sport/recreational activities than those living in villages. Experience with local transport limitations decreased with age. Participation in arts and cultural activities was significantly higher among females compared to males.

Objective 4.2 - Decision making will ensure Council remains financially sustainable

4.2.1 - Maintain and improve Council's financial sustainability with a focus on core business

Measure	Measured Against	Target Jun 2021	Measure Status	Comments
CL08 - Council Fitness: Council meeting Fit For The Future (FFTF) Ratios.	Council data	100 %	100 100 100 100 100 100 100 100 100 100	Council is currently meeting only three of the six benchmark indicators for Performance Measures reported in note 26 of the 2020 audited Financial Statements. Covid-19 restrictions and the affects of the prolonged drought have had a significant impact, particularly for Council's operating performance ratio and the outstanding rates and charges percentage.

4.2.2 - Proposed expansions in Council services are evaluated after consideration of asset renewal and operational costs

Measure	Measured Against	Target Jun 2021	Measure Status Comments
CL09 - Service Expansions: No service expansion occurs without full lifecycle costing considerations.	Council data	< 0	Council has considered one (1) business case assessment during the Delivery Program period (2017-2021) and agreed not to proceed due to the poor business case.

Measure	Measured Against	Target Jun 2021	Mea	sure	Statu	us								Comments
CL21 - Council Performance: Increased Community satisfaction with	Community survey	> 80 %	100 80 60 40	•	82	82	82	84	84	84	84		80	The Community Survey was undertaken in September 2019. 84% of residents are at least somewhat satisfied with
Council performance.	Council performance.	Dec-19	Jun-20	Dec-20	Jun-21	Dec-21	Jun-22 •	Council ever the past 12						
CL11 - Councillor Satisfaction: Percentage of Community satisfaction with	Community survey	> 75 %	80 60 40 20	68	68	68	68	65	65	65	65	\ ₀	75	The Community Survey undertaken in September 2019 reported that satisfaction is currently highter among 65+ year
elected representatives.			0	Dec-17	Jun-18	Dec-18	Jun-19	Dec-19	Jun-20	Dec-20	Jun-21	Dec-21	Jun-22 •	olds and lower among 50- 64 year olds.
CL13 - Organisational Review: Organisational structure reviewed according to Service	Council data	100 %	100	_	20	30	30	75	100	100	100	\	100	Organisational restructure implemented effective from November 2019 giving consideration to 8 previous service reviews.
Review schedule.			200	-	Jun-18	Dec-18	Jun-19	Dec-19	Jun-20	Dec-20	Jun-21	Dec-21	Jun-22 • •	Extensive recruitment processes undertaken between implementation date to fill vacancies within the determines structure. Informal service reviews have continued to occur to monitor the effectiveness of new organisational structure, with minor amendments required particularly in consideration of labour market factors.

Measure	Measured Against	Target Jun 2021	Mea	sure	Stat	us								Comments
CL12 - Service Review: Service Review Program undertaken.	Council data	> 12 Reviews		1	2/	8	8	8	8	8	8	\0	12	Service reviews completed for The Crossing Theatre, Tourism Services, Swimming Pools, Fleet Management, Road Services, Fleet, Project
			0	Dec-17	Jun-18	Dec-18	Jun-19	Dec-19	Jun-20	Dec-20	Jun-21	Dec-21	Jun-22 •	Management and Parks and Open Spaces.Full organisational restructure undertaken in 2019 considering the completed service review and other organisational feedback.Informal service reviews have continued to occur to monitor the effectiveness of new organisational structure, with minor amendments required particularly in consideration of labour market factors.

4.3.1 - Develop and integrate a methodology that measures and reports to communities on equitable distribution of Council funding

Measure	Measured Against	Target Jun 2021	Measure Status	Comments
CL14 - Spending Distribution: Increased community understanding of Council's spending distribution throughout the Shire.	Community survey	> 75 %	60 61 61 61 61 61 55 55 55 55 60 0 0 0 0 0 0 0 0 0 0 0 0	Council has introduced service-based costings as part of its budget. budget review and year end reporting processes. This will be further enhanced with further development of Council's new Corporate Information system.

4.3.2 - Service outcomes are maintained by regular market testing of delivery methods and regional inter-Council cooperation

Measure	Measured Against	Target Jun 2021	Measure Status	Comments
CL15 - Council Efficiency: Efficiency gains are identified and quantified.	Council data	>\$0	800000 696700 7540554058 600000 487800 487800 400000 163000 200000 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Council has reached it's goal of \$600,000 efficiency savings, noting that Council sold a building asset for an amount significantly under the carrying book value. This sale resulted in the reduction of Council's efficiency savings by \$280,000.
CL16 - Market Testing: Annual market testing of services.	Council data	> 4	Dec-17 Dec-18 Jun-20 Dec-20 Jun-22 Jun-22 Dec-21 Dec-21 Dec-21 Dec-21 Dec-21 Dec-21	Council is in receipt of the FY2019 Local Government Performance Excellence Program report. The report provides appropriate comparisons between Narrabri Shire and a benchmark set of councils, in terms of location, size and revenue. Areas of analysis included workforce, finance, service delivery and corporate leadership. The report summarised performance year-on-year and against the benchmark set. Council has also recently decided to participate in Council Comparison Windows, based on Council's OLG Grouping and mining affected councils.

Objective 4.4 - Our strategic goals will be achieved through transparent and accountable planning and reporting

4.4.1 - Engage with the community to determine affordable and acceptable levels of service

Measure	Measured Against	Target Jun 2021	Measure	Stati	ıs								Comments
CL10 - Community Satisfaction: Community satisfaction with overall Council service delivery.	Community survey	> 80 %	100 82 80 • 60 40	82	82	82	84	84	84	84	\ ₀	80	The Community Survey was undertaken in September 2019. 84% of residents are at least somewhat satisfied with the overall performance of Council over the past 12 months. This is a 2% increase from the previous survey conducted in 2017. Residents are at least satisfied with 35 out of 45 Council services/facilities. Council have commenced a program of Service Reviews to review areas for efficiency, effectiveness and relevance. A priority list to schedule service areas for review up until 2023 has been endorsed by
			Dec.17	Jun-18	Dec-18	Jun-19	Dec-19	Jun-20	Dec-20	Jun-21	Dec-21	Jun-22	

4.4.2 - Ensure effective and sound local governance practice

Measure	Measured Against	Target Jun 2021	Measure Status	Comments
CL17 - Local Governance: No breaches of Code of Conduct identified in compliance with the requirements of the Local Government Act 1993.	Council data	< 0	1.2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	All staff were granted access to the online Code of Conduct training in 2021. Staff are required to undertake annual Code of Conduct refreshment training.

4.4.3 - Report in a clear, concise manner that is easily understood

Measure	Measured Against	Target Jun 2021	Measu	re Sta	tus								Comments
CL18 - Council Reporting: Survey of Councillors indicates reporting is easy to understand.	Council data	> 80 %	80 60 40 20	Dec-1/	Dec.18	Jun-19 • o	Dec-19 • •	Jun-20 • •	Dec-20 •	Jun-21 • •	Dec-21 • •	Jun-22 • • 8	Survey of Councillors not undertaken.

4.4.4 - Implement Strategic Asset Management Plans focusing on renewal of assets

Measure	Measured Against	Target Jun 2021	Measure Status	Comments
CL19 - Council Infrastructure Satisfaction: Percentage of adult population who are satisfied with core infrastructure including roads and footpaths.	Community survey	> 75 %	Dec-17 Jun-18 Jun-19 Jun-21 Jun-21 Jun-22 Jun-22 Jun-22 Jun-22	Asset Management Plans are under continued review. A Condition Assessment of Shire Roads was commissioned in late 2017 and completed in une 2018. The data is currently being analysed before engagement with the public to determine future service levels. Flood Damage has hurt the standard of roads, which may cause a dip in road satisfaction particularly on unsealed roads. This unfortunately is out of NSC control as it stands. Satisfaction is expected to have decreased due to the recent heavy and persistent rainfall, accompanied with the previous 2 x flood claims that have severely affected the network.

Measure		Target Jun 2021	Measure Status Comments
CL20 - Asset Renewal Ratio: Infrastructure Renewal Ratio exceeds 100%.	Council data	> 100 %	Council's capital works renewal budget for 2020/2021 exceeds the depreciation expense for infrastructure assets. Council has been very successful in grant applications, further boosting renewals. The final result will not be confirmed until Council's annual financial statements have been prepared and audited.





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