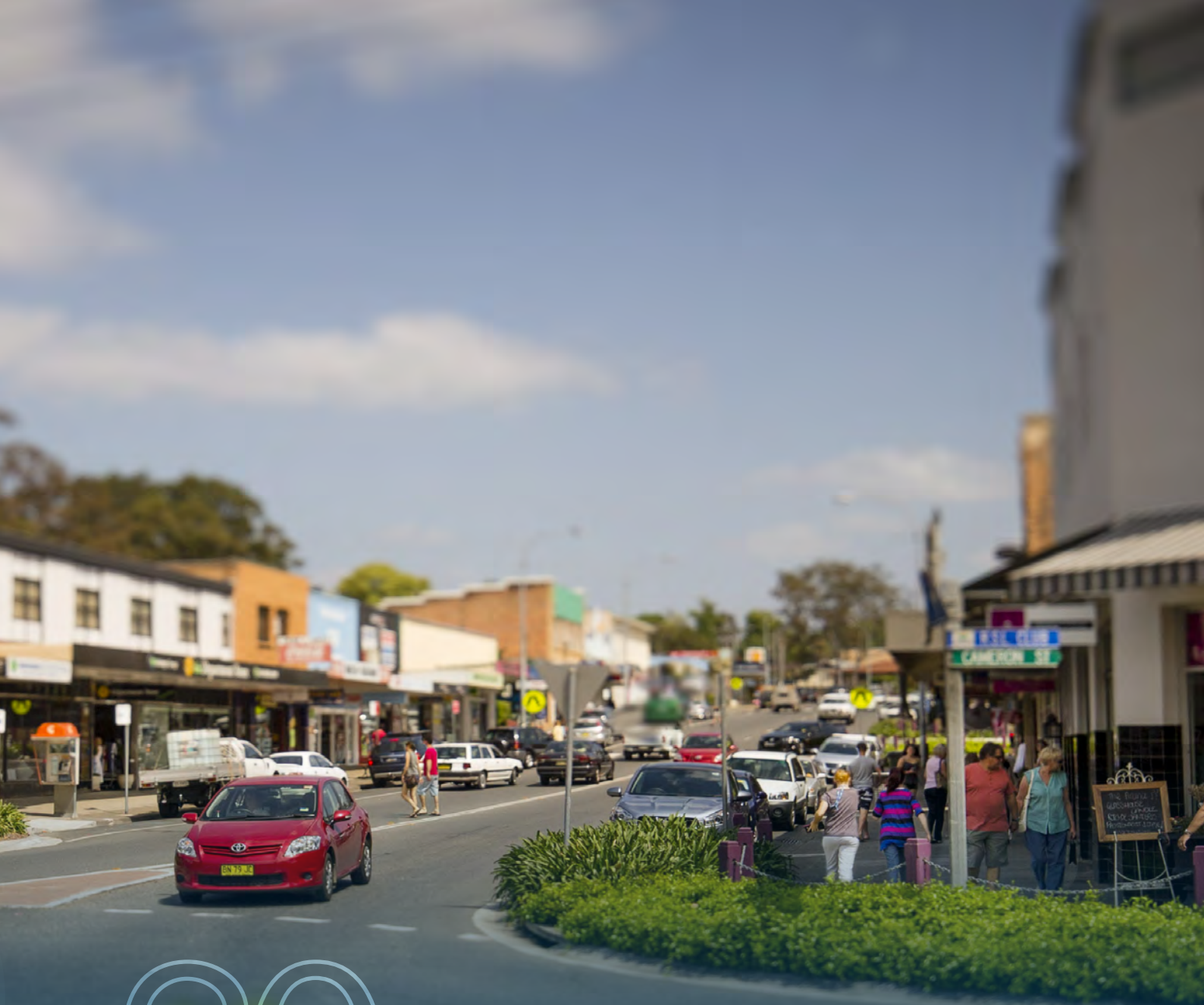




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ANNUAL REPORT

PART B - STATUTORY INFORMATION



PORT MACQUARIE
HASTINGS

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Achievements in implementing the 2013-2017 Delivery Program and 2013-2014 Operational Plan

In accordance with the Local Government Act 1993 section 428 (1)

The end of year report (Appendix 1 - page 43) outlines Council's achievement against the actions and performance measures detailed in the 2013-2014 Operational Plan. These actions contribute to the overall outcomes in the 2013-2017 Delivery Program, which are summarised in the highlights by Focus Area in Part A Community Report Card.

The performance report covers the period from July 2013 to June 2014 and provides concise information, focusing on reporting back to the community. The statistical snapshot below represents the performance measurement data across all focus areas for the whole of Council.

There were 253 performance measures included in the 2013-2014 Operational Plan and of that, 81% were achieved and delivered. In summary, the table below shows the overall performance measurement achievement by focus area for the period:

Focus Area	Performance Measures	✓	%	✗	%
Ensuring good governance	62	57	92	5	8
Looking after our people	92	86	93	6	7
Helping our community prosper	26	16	62	10	38
Looking after our environment	31	19	61	12	39
Planning and providing our infrastructure	42	27	64	15	36
Totals	253	205	81%	48	19%

Legend	Indicator
Achieved and On target	✓
Behind schedule or Behind target	✗

Rates and Charges Written-Off

In accordance with the Local Government (General) Regulation Clause 132

In circumstances of extended time, eligible rebates or a ruling that payment would cause hardship, Council is authorised to write off rates and interest charges. The breakdown of these write offs (including rates reduced or waived for pensioners) for 2013-2014 were as follows;

Rates and Charges Abandoned - Pensioners	
General Fund Rates	\$1,520,131.94
Sewerage Services Annual Charges	\$633,359.59
Domestic Waste Annual Charges	\$556,151.61
Other Waste Annual Charges	\$1,151.88
Water Supply Usage Charges	\$8,599.24
Water Supply Annual Charges	\$665,643.14
	\$3,385,037.40
Rates and Chargers Abandoned - Other	
General Fund Rates	\$39,832.19
Water Supply Annual Charges	\$-17,232.73
Sewerage Services Annual Charges	\$0.17
Domestic Waste Annual Charges	\$0.07
Other Waste Annual Charges	\$0.01
Onsite Effluent Annual Charges	\$0.02
Water Supply Usage Charges	\$70,520.02
Sewerage Services Usage Charges	\$21,559.14
	\$114,678.89
Rates and Charges Abandoned - Interest	
General Fund	\$10,489.14
Water Supply	\$-3,239.27
	\$7,249.87
Total Rates and Charges written-off	\$3,506,966.16

Mayor and Councillor Expenses

In accordance with the Local Government (General) Regulation Clause 217 (1) (a1)

The total amount of money spent on providing facilities and payment of expenses is outlined in the table below.

Mayoral Allowance	\$37,825.20
Councillor Fees	<u>\$157,410.00</u>
Sub Total	\$195,235.20

Mayor and Councillor Expenses

Details	Expenses
Dedicated office equipment allocated to councillors	\$1,827.27
Telephone calls made by councillors	\$10,048.58
Councillor attendance at conferences and seminars	\$8,290.07
Training of councillors and provision of skill development	\$28,648.98
Interstate visits by councillors, including transport, accommodation and other out-of-pocket travelling expenses	\$2,011.14
Overseas visits by councillors, including transport, accommodation and other out-of-pocket travelling expenses	\$0.00
Expenses of any spouse, partner or other person who accompanied a councillor, being expenses payable in accordance with the Guidelines	\$50.00
Expenses involved in the provision of care for a child or an immediate family member of a councillor	\$0.00
Other expenses (including catering, stationery, printing, sundries)	\$35,689.00
Out of pocket expenses	\$18,576.80
Sub Total	\$105,141.84
Total Costs	\$300,377.04

Mayoral Discretionary Fund

Pursuant to the reporting requirements of Council's Mayoral Discretionary Fund Policy, a total of \$10,312 was discretionally allocated by the Mayor for the 2013-2014 period.

Register of overseas travel

In accordance with the Local Government (General) Regulation Clause 217(1)(a1)

There were no overseas visits undertaken by councillors, council staff or other persons representing the Council during 2013-2014.

Contracts awarded greater than \$150,000

**In accordance with the Local Government (General) Regulation
Clause 217(1)(a2)**

Contractor	Goods or Services	Amount (\$)
Eames Constructions PTY LTD	Construction of amenities building and portal frame shed at the Camden Haven Treatment Works. T-13-08 17/07/2013	\$377,743.00
Ditchfield Contracting PTY LTD	The Ruins Way Road Construction T-13-11 21/08/2013	\$1,099,965.00
Youngsons Civil PTY LTD	Separable portion one (1) to complete earthworks and associated works for the constructions of the 20ML Sancrox Reservoir T-13-14 17/07/2014	\$282,584.00
Australian Surface Testing PTY LTD	Annual Road Condition Survey T-13-16 21/08/2014	\$177,917.30
Roadnet PTY LTD	Environmental Assessment and concept design - Ocean Drive Port Macquarie T-13-07 21/08/2013	\$149,800
Aquatec Maxcon PTY LTD	Supply and Install of three floating surface aerators at Wauchope Sewage Treatment Plant T-13-18 21/08/2013	\$281,963.64
Deklax PTY LTD (Bridle Group)	Construction of a new car park for rental cars and staff vehicles at the Port Macquarie Airport T-13-26 16/10/2013	\$394,305
Curran and Curran PTY LTD	Supply and Installation of traffic signals at the Boundary Street Intersection, Port Macquarie T-13-33 20/11/2013	\$147,590
Hyder Consulting PTY LTD	Design and Documentation of Kew Waste Management Facility T-13-25 20/11/2013	\$235,173
JR and EG Richards PTY LTD T/As JR Richards and Sons	Waste Services (Part A): Waste Collection Services	\$48,543,000
Remondis Australia PTY LTD	Waste Services (Part B): Organics Reveal and Processing T-13-21 18/12/2013	\$27,100,000
Midcoast Trucks PTY LTD	Supply and Delivery of One (1) 12 Tonne Tipping Truck T-13-42 18/12/2013	\$197,542
MacDonald Johnston PTY LTD	Supply and Delivery of one (1) CN201 Small Compact Sweeping Machine T-13-43 18/12/2013	\$170,002
Hornick Constructions Pty Ltd	Construction of the 20 Megalitre Sancrox Reservoir. T-13-24 19/02/2014	\$4,011,090.91
Ecological Australia	Biodiversity Certification Assessment and	\$218,150

Contractor	Goods or Services	Amount (\$)
PTY LTD	Strategy, Port Macquarie Airport T-14-09 16/04/2014	
Deklax Pty Ltd	Flood damage repairs at Rocks Ferry Reserve, Wauchope T-14-07 16/04/2014	\$268,090
Ferryman PTY LTD	Operation of the Settlement Point and Hibbard Ferries. T-14-06 21/05/2014	\$815,451.60
Swimwell PTY LTD	Management and Operations of Kendall Swimming Pool	\$281,612
Swimwell PTY LTD	Management and Operations of Laurieton Swimming Pool	\$406,084
Swimwell PTY LTD	Management and Operations of Wauchope Swimming Pool	\$343,046
Golder Associates Pty Ltd	North Shore Sewerage Scheme Geotechnical and Seismic Refraction Investigation T-13-14 18/06/2014	\$169,109
SMEC Australia Pty Ltd	Detailed Design, Geotechnical Investigations, Survey and Cost Estimation for Comboyne, Long Flat and Telegraph Point Sewerage Schemes	\$508,028.18

Legal proceedings

In accordance with the Local Government (General) Regulation Clause 217 (1) (a3)

Expenses incurred in relation to legal proceedings were as follows:

Matter	Nature of proceeding	Status/Outcome	Costs (\$)
PMHC ats Notley	Prosecution for unauthorised development	Matter now finalised	26,391.57
PMHC ats Lehmann Brothers	Financial Matter	This matter is still being assessed	1,071.84
PMHC ats Fabcot Pty Ltd	Property Matter	Matter now finalised in Council's favour	79,668.70
PMHC vs Mid Coast Road Services	Tender Matter	Ongoing	6,018.13
PMHC vs Jusdoy	Prosecution for damages	Ongoing	111,775.00

Resolutions made under Section 67 concerning work carried out on private land

**In accordance with the Local Government (General) Regulation
Clause 217(1)(a4)**

Description/detail of work	Cost	Council subsidised
Nil	n/a	n/a

Statement of external bodies exercising delegated function by Council

**In accordance with the Local Government (General) Regulation
Clause 217(1)(a6)**

No external bodies exercised functions delegated by Council during 2013-2014.

Statement of all corporations, partnerships, trusts, joint ventures, syndicates or other bodies in which council held a controlling interest

**In accordance with the Local Government (General) Regulation
Clause 217(1)(a7)**

There are no companies which Council held a controlling interest during 2013-2014.

Statement of all corporations, partnerships, trusts, joint ventures, syndicates or other bodies in which the Council participated

**In accordance with the Local Government (General) Regulation
Clause 217(1)(a8)**

Arts Mid North Coast (AMNC)

Council continues to support Arts Mid North Coast (AMNC). AMNC is a regional non profit, incorporated organisation and a peak body for Arts and Cultural Development across the Mid North Coast region. The organisation works within the following seven local government areas (LGA'S): Great Lakes, Greater Taree, Port Macquarie-Hastings, Kempsey, Nambucca, Bellingen and Coffs Harbour.

AMNC has been in existence for over 11 years and is part of a state network of 13 Regional Arts Boards that provide the framework for Arts and Cultural Development across regional and rural NSW. Each Council contributes financially to the running of the organisation according to a per capita formula applied to all LGA's, and has a representative member on the Board.

The Executive Officer works across all seven local government areas, and aims to engage with all relevant sectors of the regional community to promote, facilitate and advocate for excellence in arts and cultural development across the Mid North Coast region, by assisting with grant applications, project plans, implementation and support to cultural development in the areas through strengthening local cultural groups.

Mid North Coast Library Cooperative

Council is a part of the Mid North Coast Cooperative Library Service which enables rationalised purchasing of resources which are then shared with all residents in Kempsey and Port Macquarie-Hastings local government areas. All branch libraries are on-line so that readers can reserve or request items from any location.

Mid North Coast Regional Organisation of councils (MIDROC)

Council is a member of the Mid North Coast Regional Organisation of councils (MIDROC) and has continued to actively participate in the strategic alliance with Great Lakes, Taree, Gloucester, Kempsey, Nambucca, Bellingen and Coffs Harbour councils. The objective of MIDROC is in achieving cost savings and/or improved service delivery of identified functions, within the participating organisations. There are a number of sub groups actively working together to achieve both direct and indirect benefits. These benefits range from the sharing of information, networking shared tenders and benchmarking.

The Open House Project, Glasshouse

At the beginning of 2012, Council signed a three year Memorandum of Understanding with the Sydney Opera House to establish the "Open House Project" partnership. This project has the objective of enhancing cultural, educational and entertainment experiences for the local community by enabling access to a range of cultural and educational experiences from the Sydney Opera House. The first of its kind in Australia, this partnership highlights the professional standard and value of the Glasshouse Performing Arts program as the Glasshouse aligns with one of the world's leading cultural institutions. The partnership is valid until 31 December 2014.

Council Art Collection

Council continued to develop the Council Art Collection through the Cultural Gift Fund Tax Incentive Scheme and during 2013-2014 accepted nine donations of art works, thereby increasing the value of the collection by \$65,500. The art donations are by highly regarded artists and many of the works are exhibited regularly in the Glasshouse and Gallery foyers and conference/meeting rooms.

Headspace

Council continues to work in collaboration with Each Social and Community Health who lead a consortium to support the operation of Headspace in Port Macquarie.

Headspace commenced delivering services to young people in January 2013 and has been successful in increasing awareness of young people's mental health in the community.

Council are now working closely with Headspace to develop activities and programs for young people through partnerships with the Youth Advisory Council and our Community Place Team.

Grants, Financial Assistance and Contributions

In accordance with the Local Government (General) Regulation Clause 217(1)(a5)

Council recognises the importance of assisting Not-For-Profit community groups and organisations that are interested in and working towards, the enhancement of facilities and improve community well-being of its residents. Each year, Council provide financial assistance to a broad range of groups to boost their ability to make a difference in our local community.

Total amount granted under section 356 of the Local Government Act	
For the year ended 30 June 2014	\$ value
Arts Mid North Coast	12,900.00
BBRC Affordable Housing Contributions	1,036,000.00
Bonny Hills Surf Life Saving Club	10,000.00
Camden Haven Chamber of Commerce	3,500.00
Camden Haven Concert Band	7,224.00
Camden Haven Surf Life Saving Club	10,000.00
Donation of Rates	25,773.08
Donation of Waste Depot Tipping Fees	3,180.90
Donations - Other Community Grants Program - (Round 1 & Round 2)	112,931.54
Donations to Educational Institutions	2,840.00
Donations for DA/BA fees	16,274.00
Glasshouse Vouchers	1,790.00
Glasshouse Community Discount	47,497
Hastings District Pipe Band	7,224.00
Koala Orchestra	5,676.00
Lake Cathie/Bonny Hills Lions Club	1,500.00
Maritime Museum - Rates	24,816.19
North Coast Academy of Sport	9,375.00
Mayors Sporting Fund	15,550.00
Port Macquarie Football Club	14,882.18
Port Saints Soccer Club	7,381.20
Port Macquarie Surf Life Saving Club	10,000.00
Port Macquarie Town Band	10,000.00
Rotary Lodge	65,000.00
Tacking Point Surf Life Saving Club	10,000.00
Wauchope Chamber of Commerce	3,900.00
Wauchope Info & Neighbourhood Centre	2,400.00
Werin Aboriginal Corporation	3,000.00
	1,480,615.09

Statement of activities to implement Equal Employment Opportunity (EEO) Management Plan

In accordance with the Local Government (General) Regulation Clause 217(1)(a9)

Council's Equal Employment Opportunity (EEO) Management Plan seeks to create a positive work culture within the organisation, by ensuring all employees adopt fair practices and demonstrate ethical behaviour while respecting the social, personal and cultural attributes of those they interact with.

Key achievements during 2013-2014 have been:

- An update of Council's EEO Policy.
- One work experience placement provided for a person with a disability.
- Recruitment of two school based trainees through the Elsa Dixon Aboriginal Employment Strategy.
- Working with NSW Health to recruit, employ and train an Aboriginal Environmental Health trainee, in which the appointee undertakes a combination of work and study, attaining high level on-the-job skills and a degree level qualification.
- Attainment of Bronze Award in *50:50 Vision - Councils for Gender Equity Program*.
- Implementation of a Breastfeeding Friendly Workplace Policy, including the provision of a dedicated onsite facility.
- Provision of work experience placements in a wide range of Council operations.
- Attendance at a careers expo and ongoing liaison with school careers advisors.
- Ongoing provision of apprenticeships and traineeships in a range of disciplines.
- Ongoing provision of transition to retirement arrangements, to help ease the transition from working life to retirement for our staff, while assisting the organisation in knowledge transfer and reducing the impact of skills shortage.
- EEO training and Aboriginal Awareness training included in Council's two day staff induction programs for new starters.
- Code of Conduct training delivered to all Council employees.
- Continuing to offer flexible work practices including working from home, revised hours of work and part-time work to accommodate carers' responsibilities.
- Attainment of specific EEO demographic targets as outlined in our 2013-2017 EEO Management Plan, relating to; female employees at grade 7 and above, and employees from Aboriginal Torres Strait Islander backgrounds.

General Manager remuneration package

In accordance with the Local Government (General) Regulation Clause 217 (1)(b)

The remuneration for the General Manager for the year ended 30 June 2014* is broken down as below;

Detail	\$ value
Salary component	\$164,840
Total amount of any bonus payments, performance payments or other payments made to the general manager that do not form part of the salary component	Nil
Total amount payable by the council by way of the employer's contribution or salary sacrifice to any superannuation scheme to which the General Manager may be a contributor	\$15,275
Total value of any non-cash benefits for which the General Manager may elect under the package	\$9,000
Total amount payable by the council by way of fringe benefits tax for any such non-cash benefits	\$1,270
Total Remuneration Package	190,386

*The General Manager package refers to the period 1 July 2013 to the date of termination being 10 February 2014. This does not include the termination payment made to the outgoing General Manager pursuant to the terms of his Contract.

Senior staff remuneration packages

In accordance with the Local Government (General) Regulation Clause 217 (1)(c)

In addition to the General Manager, Council has classified four Directors as senior staff positions under Section 428 (1)(c) of the Local Government Act 1993. The total combined remuneration packages for the four senior staff was \$868,426

Total remuneration for all four senior staff members includes the following:

Detail	\$ value
Salary components	\$707,624
Total amount of any bonus payments, performance payments or other payments made that do not form part of the salary components.	Nil
Total amount payable by the council by way of the employer's contribution or salary sacrifice to any superannuation scheme	\$116,379
Total value of any non-cash benefits	\$36,000
Total amount payable by way of fringe benefits tax	\$8,424

Statement of Stormwater Management Services

In accordance with the Local Government (General) Regulation Clause 217(1)(e)

Annual charges for stormwater management service were used to fund operational stormwater maintenance, design, investigation and capital works across all urban areas of the region in accordance with Council's Operational Plan.

A dedicated stormwater works crew provides a specific focus on the delivery of stormwater maintenance services to the community, to improve actual stormwater service levels, environmental health and customer response times.

Below is a summary of key works/investigations undertaken during the 2013-2014 Financial year;

- Belah Rd, Port Macquarie - Construction of stormwater overflow channel
- Kindee Close / Mahogany Hill - Stormwater remedial works and easement creation to address local flooding
- Amira Dr / Koala Street Port Macquarie - Stormwater remedial works to address local flooding
- Stormwater Drainage Design - Mountain View Road, Kew
- Open drain maintenance / regrading works to North Shore flood mitigation drain
- Blackbutt Creek, Wauchope - Relocation of services on Cameron Street Bridge to improve flow capacity and decrease extent of local flooding
- Kemp Street Reserve - Open drain realignment and revegetation works to prevent environmental degradation
- Kirmington Tce, Westhaven - Works to clear, stabilise and concrete line an existing swale drain to address local flooding and erosion issues

Statement detailing the Coastal Protection Services provided

In accordance with the Local Government (General) Regulation Clause 217 (1)(e1)

Council did not levy services for coastal protection during 2013-2014.

Particulars of any Environmental Upgrade Agreement entered into

In accordance with any requirements imposed under s406. s54P

Council did not entered into any arrangements during 2013-2014.

Report on Capital Works Projects

Capital Expenditure Guidelines

Council's capital projects for infrastructure facilities, including renovations and extensions have not exceeded 10% of Council's annual rate revenue.

Special variation of rating income

In accordance with the Local Government (General) Regulation S508(2) s508(a)

In 2012, Council received approval for two special rating variations, 7.30% as a permanent increase and a 4.43% increase for a period of 5 years. The tables below outlines how the total amount of the rating increases have been expended during the 2013-2014 financial year according to Council's funding future services program.

Year	Special Variation %	\$ Amount	Detail
2013-14	7.30%	2,595,679	Infrastructure maintenance/renewal
2013-14	4.43%	517,000	Additional Unsealed Road Maintenance
		827,200	High Traffic Road Resurfacing
		206,800	Pavement rejuvenation
		186,120	Road Construction

2013-2014 Approval - 7.3%

Beach Safety	10,383
Bushfire Management	20,765
Parks, Reserves & Sporting Field Maintenance	436,071
Tree Maintenance	51,914
Road Maintenance - Heavy Patching	519,132
Road Maintenance - Resealing Program	1,194,024
Unsealed Road Maintenance Program	363,391
	2,595,679

2013-2014 Approval - 4.43%

Additional Unsealed Roads Maintenance	517,000
Continuation of High Traffic Road Resurfacing	827,200
Pavement Rejuvenation	206,800
Road Construction	186,120
	1,737,120

The following projects and outcomes have been achieved using funding from the special rating increases.

7.3% Special Rate Variation (SRV) Activity Breakdown

Beach Safety - Lifeguard Funding

2013-2014 funding spend \$10,383: School Education Programs delivered school visits and educational resources to over 4,400 students.

Bushfire Management

2013-2014 funding spend \$20,765: The additional funding provided for Bushfire Management has allowed Council to construct additional Asset Protection Zones in the local government area which has reduced Council's risk in this area and provided improved bushfire protection for people and properties adjacent to these areas.

Parks, Reserves and Sporting Field maintenance

2013-2014 funding spend \$436,071: This additional funding has allowed Council to increase maintenance levels of service, particularly mowing maintenance, which has resulted in a significant reduction in the number of customer requests that have been generated this financial year. High use areas have been targeted for higher levels of service primarily associated with mowing activities improving usability of public open space across the local government area.

Tree Management

2013-2014 funding spend \$51,914: The number of jobs in Council's tree works list reduced from 754 (2012-2013) to 671 for the 2013-2014 financial year. The decrease in the number of listed tree works has resulted from fewer storm events and extreme wet weather conditions experienced during the year, allowing a focus on the jobs on hand.

7.3% SRV - Roads

Road/Street	Description	Location	Activity
Bago Rd	Bago Rd and Production Dr	Wauchope	Rehabilitation - Asphalt
Belangry Rd	near Fishers Ridge Rd	Beechwood	Rehabilitation - Gravel Plus Seal
Bindi Cl		Wauchope	Rehabilitation - Asphalt
Burrawan Forest Dr	near Oxley Hwy	King Creek/Sancrox	Rehabilitation - Asphalt
Cameron St	Cameron St and High St	Wauchope	Rehabilitation - Asphalt
Fiona Cr	southern end	Lake Cathie	Rehabilitation - Gravel Plus Seal
Fiona Cr	entire length of seal	Lake Cathie	10mm Sprayed Emulsion Reseal
Jindalee Rd	near Belah Rd	Port Macquarie	Rehabilitation - Asphalt
Kennedy Dr	Kennedy Dr and Hillcrest Ave	Port Macquarie	Rehabilitation - Asphalt
King Creek Rd	King Creek and Old King Creek Rd	King Creek/Sancrox	Rehabilitation - Asphalt
Lake Rd	Lake Rd and Gordon St	Port Macquarie	Rehabilitation - Asphalt
Lorne Rd	Off Comboyne Rd	Comboyne	10mm Sprayed Emulsion Reseal
Ocean Dr	Mission Tce to Waterview Cr	West Haven	10mm Sprayed Emulsion Reseal
Ocean Dr	south of Miala St	Lake Cathie	10mm Sprayed Emulsion Reseal
Rawdon Island Rd	Rawdon Island	King Creek/Sancrox	Rehabilitation - Gravel Plus Seal
Rawdon Island Rd	near Oxley Hwy	King Creek/Sancrox	Rehabilitation - Asphalt
Sancrox Rd	halfway along Sancrox Rd	King Creek/Sancrox	Rehabilitation - Gravel Plus Seal
Sarabs Cr	East of Cadaga	King Creek/Sancrox	Rehabilitation - Gravel Plus Seal
Sarabs Cr	King Creek Rd to Cadaga	King Creek/Sancrox	10mm Sprayed Emulsion Reseal
Waugh St	Waugh St and Cowdrey St	Wauchope	Rehabilitation - Gravel Plus Seal

Heavy Patching - Road Maintenance

2013-2014 Funding spend \$519,132: Works addressed the sealed road repairs maintenance backlog in accordance with Council's risk based prioritisation system. Additional road repair works (including heavy patching and road drainage repairs) were implemented utilising special rating variation funds allocated to operational roads maintenance budgets.

Resealing Program - Road Maintenance

2013-2014 funding spend \$1,194,028: As part of Council's "back to basics" program, a plan was adopted to attempt to bring local roads back to an appropriate standard. This program targets the 850 kilometres of sealed and 450 kilometres of unsealed roads Council are responsible for.

Unsealed Road Maintenance

2013-2014 funding spend \$363,391: Maintenance grading of high priority unsealed roads continued. Grading high priority roads twice per annum and lower priority roads once per annum has been achieved during the year.

4.3% Special Rate Variation Activity Breakdown

4.43% SRV (5 Year)

Road/Street	Description	Location	Activity
Bago Rd	South of King Creek	Wauchope	Rehabilitation - Asphalt
Koala St	Kennedy to Shearer St	Port Macquarie	Rehabilitation - Asphalt
Lake Rd	Lake Rd and Jindalee Rd	Port Macquarie	Rehabilitation - Asphalt
Livingstone Rd	Entire length	Port Macquarie	10mm Sprayed Emulsion Reseal
Pacific Dr	Pacific Dr and Flynn St	Port Macquarie	Rehabilitation - Stabilised Gravels with Asphalt Surface
Pacific Dr	Waterview to Bangalay	Port Macquarie	Rehabilitation - Stabilised Gravels with Two Coat Sprayed Seal
Pacific Dr	Livingstone to bus bay	Port Macquarie	10mm Sprayed Emulsion Reseal

Additional Unsealed Road Maintenance

2013-2014 funding spend \$517,000: Allocation of two additional grading crews to continue the grading program.

Continuation of High Traffic Road Resurfacing

2013-2014 funding spend \$827,200: High traffic road resurfacing has been undertaken with priorities based on condition data, roads hierarchy and traffic volumes.

Pavement Rejuvenation

2013-2014 funding spend \$206,800: Pavement rejuvenation has been carried out across the region according to priority rankings.

Road Construction

2013-2014 funding spend \$186,120: Funding supported design requirements for new road construction.

Statement regarding activities relating to enforcing and ensuring compliance with the Companion Animals Act and Regulation

In accordance with the Local Government (General) Regulation Clause 217(1)(f)

Council Rangers are responsible for enforcing companion animal laws, as well as educating the community about responsible pet ownership. Council spent \$196,344.00 on companion animal management and activities during 2013-2014.

Animals impounded:

When rangers have been unable to identify the owners of stray animals, cats and dogs are taken to the RSPCA pound. During the year, this totalled:

- Cats: 56
- Dogs: 665

Dog attacks:

Over the past year, rangers received 36 reports of alleged dog attacks. 18 of these were classified as minor attacks and 18 were assessed as major, requiring further investigation.

Responsible pet ownership education:

Council conducted a School Education Program targeting Year 3, 4 and 5 students. This program was run in term three with visits to 12 schools across the Hastings region which included presenting to over 500 students. In addition to the School Education program, Council is working closely with the Office of Local Government to conduct joint education programs. This program is funded by the NSW State Government and conducted by the Department of Primary Industries.

Promoting the desexing of dogs and cats:

Council conducted one discounted microchipping day which allowed companion animal owners to have their pets microchipped at a reduced rate. This program is primarily targeted toward low income and disadvantaged families throughout the local government area.

Council also conducted an education stall at the Town Green in Port Macquarie during Local Government Week and also at the Port Macquarie Panthers Club during Seniors Week and the RSPCA million paws walk at the Port Macquarie racecourse. In addition to these education programs and initiatives, rangers were also in attendance at both Port Macquarie and Laurieton libraries to conduct story time talks with preschool children as part of Local Government Week.

Council works closely with the local branch of the RSPCA in nominating low income residents for discounted pet desexing of companion animals. This program is primarily run and funded by the RSPCA.

Alternatives to euthanasia for unclaimed animals:

Council's impounding facility is run under contract by the state branch of the RSPCA. This allows for all unclaimed animals to be released to them for assessment and suitability for re-housing. With this procedure in place, it allows for all suitable unclaimed dogs and cats to be

placed on the state wide rehousing network. Euthanasia rates for impounded animals are therefore kept to an absolute minimum.

Dog off-leash areas:

Council has a number of beaches that are identified as off-leash areas throughout the local government area and, following public consultation, has also identified three public reserve areas at Wauchope, Laurieton and Port Macquarie for future development as off-leash dog exercise areas.

Funding from the Companion Animals reserve and grants will be utilised to establish and fit out these three areas.

The existing off-leash exercise areas for dogs are:

- North Shore Beach - from northern end of Corilla housing estate north to Queens Head 4WD access point
- North Shore Beach - from southern end of Corilla housing estate south to the northern break wall
- Nobby's Beach
- Lighthouse Beach - from Watonga Rocks south to Dirah Street Access, Lake Cathie
- Rainbow Beach, Bonny Hills - from Middle Rock south to Duchess Creek
- North Haven - from 200m north of the surf club car park to Grants Head
- Dunbogan Beach - from Seaview Avenue beach access point south to Beach Street access point
- Washhouse Beach, Dunbogan - from break wall to boundary of Katang Nature Reserve

Government Information (Public Access) Act 2009

Section 125(1) – Clause 13 – Scheduled 1

The Government Information (Public Access) Act (GIPA Act) replaced the Freedom of Information Act 1989 on 1 July 2010. The GIPA Act provided widespread reform for the public sector in the way community members access Government information.

Port Macquarie-Hastings Council holds information, in various formats, that relates to wide range of functions undertaken by Council and information which is pertinent to different issues affecting the Port Macquarie-Hastings local government area. Under the provisions of the GIPA Act there is a right of access to certain information held by Council, unless there is an overriding public interest against its disclosure.

Mandatory Proactive Release

Council must make information classified as *open access information*, under the GIPA Act, publicly available unless there is an overriding public interest against disclosure.

Open access information is required to be published on Council's website (unless to do so would impose an unreasonable additional cost on Council). In instances where unreasonable additional cost would be incurred, Council's website will indicate where and how the information can be obtained.

Open Access Information

- Information Guide
- Documents tabled in Parliament by or on behalf of Council
- Council's policy documents
- Disclosure log of access applications
- Register of Government contracts
- Council's record of open access information that it has not made publicly due to an overriding public interest against disclosure

Other information can be classified under the Government Information (Public Access) Regulation as open access information. Currently Schedule 1 of the regulation identifies the following documents as open access:

Information about Council

- Model Code of Conduct (Local Government Act 1993, s440(1))
- Council's Code of Conduct (Local Government Act 1993, s440(3))
- Council's Code of Meeting Practice
- Annual Report
- Annual Financial Reports
- Auditor's Report
- Management Plan
- Integrated Planning and Reporting documents
- EEO Management Plan
- Annual Reports of bodies exercising functions delegated by Council (for example Section 355 Committees)
- Any Codes referred to in the Local Government Act 1993
- Returns of the Interests of Councillors, designated persons and delegates
- Business Papers, agendas and minutes of Council/Committee meetings (except meetings that are closed to the public)

- Departmental representative reports presented at a meeting of Council (Local Government Act 1993, s433)
- Land register
- Register of investments
- Register of delegations
- Register of graffiti removal works ([Graffiti Control Act 2008](#), s13)
- Register of current declarations of disclosures of political donations (Local Government Act 1993, s328A)
- Register of voting on planning matters (Local Government Act 1993, s375A)

Plans and Policies

- Local policies adopted by the Council concerning approvals and orders
- Plans of management for Community Land
- Environmental Planning Instruments, Development Control Plans and Contributions Plans

Information about Development Applications

- Development applications (within the meaning of the Environmental Planning and Assessment Act 1979) and associated documents
- Records of decisions on Development Applications including decisions of appeals
- Records describing general nature of documents that Council decides to exclude from public view including internal specifications/configurations and commercially sensitive information.

Approvals, orders and other documents

- Applications for approvals under Part 7 of the Local Government Act 1993
- Applications for approvals under any other Act and any associated documents received
- Records of approvals granted or refused, any variation from Council Policies with reasons for the variation, and decisions made on appeals concerning approvals
- Orders given under Part 2 of Chapter 2 of the Local Government Act 1993, and any reasons given under Section 136 of the Local Government Act 1993
- Orders given under the Authority of any other Act
- Records of Building Certificates under the Environmental Planning and Assessment Act 1979
- Plans of land proposed to be compulsorily acquired by Council
- Compulsory acquisition notices
- Leases and licenses for use of public land classified as community land

Authorised Proactive Release

Council is authorised to make publicly available any information held unless there is an overriding public interest against disclosure.

Every 12 months Council will review the current release of information and endeavour to identify the kinds of information it holds that should, in the public interest, be made publicly available and that can be released without imposing unreasonable additional costs on Council.

Informal Release

Access to information which is not available as Mandatory Proactive Release or Authorised Proactive Release information may be provided through Informal Release. Applicants can request informal release of information by submitting an informal access application to Council.

Under informal release, again, Council is authorised to release information unless there is an overriding public interest against disclosure. To enable the release of as much information as possible, Council is also authorised to redact content from a copy of information to be released, if inclusion of the redacted information would otherwise result in an overriding public interest against disclosure.

Under informal release, Council has the right to decide by what means information is to be released and can release information subject to any reasonable conditions deemed fit.

Council, in response to an informal access application, cannot be required to disclose the information requested or cannot be required to consider the application.

Formal Access Applications

Initially, a person seeking information from Council should check if the information being sought is already available or could easily be made available by Council.

If the information:

- is not made available through mandatory, proactive or informal release, or
- is of a sensitive nature that requires careful weighing of the considerations in favour of and against disclosure, or
- contains personal or confidential information about a third party that requires consultation, or
- would involve an unreasonable amount of time and resources to produce a formal access application will need to be made.

Applicants can request formal access by submitting the relevant application along with the application fee. Additional costs may also be incurred for formal applications, where processing time exceeds the allocated uncharged allowance. Further detail relating to charges is available in Council's adopted Schedule of Fees and Charges.

An applicant making a formal access application has a legally enforceable right to be provided with access to the information, unless there is an overriding public interest against disclosure.

Copies of documents provided are given for information purposes only and are provided by Council to meet its requirements under relevant legislation. Copyright laws still apply to each document. The copyright-owner's consent is required if any part of the document is used for any other purpose.

Where information is released to an applicant under a formal access application and Council considers that it will be of interest to other members of the public, Council will provide details of the information in a disclosure log for inspection by the public.

Port Macquarie-Hastings Council Government Information (Public Access) Obligations

Port Macquarie-Hastings Council has completed a desktop review of the current information available and has determined the release to be sufficient at this time.

Council has replaced its electronic filing system with the TRIM electronic document management system. Compliance with the GIPA Act was identified and is being progressively addressed through the implementation plan.

Throughout the implementation, access to Council Business Papers and Policies has been available from the Council's website.

In addition to the advancement in the electronic document management, Council has implemented a new module for its applications and property system that allows the direct publishing of development application information to Council's website. This initiative has significantly improved the level of information proactively released to the community. A thorough review, under Section 7(3) will commence once implementation is finalised.

The total number of access applications received by Council during the reporting year (including withdrawn applications but not including invalid applications) was 11.

The total number of access applications received by Council that were refused, either wholly or partly, because the application was for the disclosure of information referred to in Schedule 1 of the Act, was nil.

Schedule 2 Statistical overview of access applications

Table A: Number of applications by type of applicant and outcome*								
	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/deny whether information is held	Application withdrawn
Media	0	0	0	0	0	0	0	0
Members of Parliament	0	0	0	0	0	0	0	0
Private sector business	0	0	0	0	0	0	0	0
Not for profit organisations or community groups	0	0	0	0	0	0	0	0
Members of the public (application by legal representative)	0	0	0	0	3	1	0	0
Members of the public (other)	0	4	0	1	2	1	0	0

* More than one decision can be made in respect of a particular access application. If so, a recording must be made in relation to each such decision. This also applies to Table B.

Table B: Number of applications by type of application and outcome								
	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/deny whether information is held	Application withdrawn
Personal information applications*	0	1	0	0	0	0	0	0
Access applications (other than personal information applications)	0	3	0	1	5	2	0	0
Access applications that are partly personal information applications and partly other	0	0	0	0	0	0	0	0

* A personal information application is an access application for personal information (as defined in clause 4 of Schedule 4 to the Act) about the applicant (the applicant being an individual).

Table C: Invalid applications	
Reason for invalidity	No of applications
Application does not comply with formal requirements (section 41 of the Act)	0
Application is for excluded information of the agency (section 43 of the Act)	0
Application contravenes restraint order (section 110 of the Act)	0
Total number of invalid applications received	0
Invalid applications that subsequently became valid applications	0

Table D: Conclusive presumption of overriding public interest against disclosure: matters listed in Schedule 1 of Act	
	Number of times consideration used*
Overriding secrecy laws	0
Cabinet information	0
Executive Council information	0
Contempt	0
Legal professional privilege	0
Excluded information	0
Documents affecting law enforcement and public safety	0
Transport safety	0
Adoption	0
Care and protection of children	0
Ministerial code of conduct	0
Aboriginal and environmental heritage	0

* More than one public interest consideration may apply in relation to a particular access application and, if so, each such consideration is to be recorded (but only once per application). This also applies in relation to Table E.

Table E: Other public interest considerations against disclosure: matters listed in table to section 14 of Act

	Number of occasions when application not successful
Responsible and effective government	2
Law enforcement and security	0
Individual rights, judicial processes and natural justice	2
Business interests of agencies and other persons	2
Environment, culture, economy and general matters	0
Secrecy provisions	2
Exempt documents under interstate Freedom of Information legislation	0

Table F: Timeliness

	Number of applications
Decided within the statutory timeframe (20 days plus any extensions)	8
Decided after 35 days (by agreement with applicant)	0
Not decided within time (deemed refusal)	3
Total	1

Table G: Number of applications reviewed under Part 5 of the Act (by type of review and outcome)

	Decision varied	Decision upheld	Total
Internal review	0	0	0
Review by Information Commissioner*	0	0	0
Internal review following recommendation under section 93 of Act	0	0	0
Review by ADT	0	0	0
Total	0	0	0

* The Information Commissioner does not have the authority to vary decisions, but can make recommendations to the original decision-maker. The data in this case indicates that a recommendation to vary or uphold the original decision has been made by the Information Commissioner.

Table H: Applications for review under Part 5 of the Act (by type of applicant)

	Number of applications for review
Applications by access applicants	0
Applications by persons to whom information the subject of access application relates (see section 54 of the Act)	0

Public Interest Disclosures Act 1994

As at 1 January 2012, all public authorities were required to collect certain information in relation to their handling of public interest disclosures. Under section 31 of the *Public Interest Disclosures Act 1994*, public authorities are to provide the NSW Ombudsman with statistical information every six months and complete an Annual Report in line with legislation. This Annual Report includes statistical information for the period 1 July 2013 to 30 June 2014. Council also have an internal Public Interest Disclosure reporting policy in place.

Report to the NSW Ombudsman Reporting period July 2013 - June 2014	
Number of public officials who made public interest disclosures to your public authority	0
Number of public interest disclosure received by your public authority	0
Of public interest disclosures received, how many were primarily about: • Corrupt conduct • Maladministration • Serious and substantial waste • Government information contravention • Local government pecuniary interest contravention	0 0 0 0 0
Number of public interest disclosures that have been finalised in this reporting period	0
Have you established an internal reporting policy?	Yes
Has the head of your public authority taken action to meet their staff awareness obligations? How have staff been made aware? • Staff have read and understood the organisation's internal reporting policy • Training previously provided by the Ombudsman • Training provided to new staff during induction • Posters have been located in common areas throughout Council buildings.	Yes

Environmental Planning and Assessment Act 1979

Particulars of compliance with and effect of planning agreements in force during the year

**In accordance with the Environmental Planning and Assessment Act
Section 93G (5)**

Title	Land to which agreement applies	Description of Agreement	Status
Sovereign Hills Estate Highway Works Planning Agreement	Parts of Lot 2 Deposited Plan 1065263, Lot 4 Deposited Plan 588214, Lot 52 Deposited Plan 776844, Lot 2 Deposited Plan 603648 and the Oxley Highway Road Reserve, Thrumster	The planning agreement allows for the early provision of an upgraded section of the Oxley Highway and the provision of a major intersection to serve a proposed new Town Centre identified in the Area 13 Urban Investigation Area Structure Plan Urban Design Guidelines. The developer will bear the full cost of the proposed works with offsets to development contributions being received over time as development within the structure plan area proceeds.	The highway upgrading has been completed.
Sovereign Hills Estate Planning Agreement	Lot 1 DP 603648, Lot 32 DP 792453, Lot 4 DP 588214, Lot 101 DP 843811, Lot 5 DP 809815, Lot 102 DP 1106752, Lot 2 DP 1108055, Lots 1, 2 & 3 DP 1112929 Oxley Highway Thrumster.	The planning agreement relates to the early provision of infrastructure, including roads open space and community facilities, required to serve a proposed new Town Centre and urban expansion proposed by the Area 13 LEP. The developer will bear the full cost of the proposed works with offsets to development contributions being received overtime as development within the LEP area proceeds. Note: First Deed of Variation to Sovereign Hills Estate Planning Agreement executed 17 September 2012. The Deed provides for amended timing for the provision of development contributions, delivery of services and dedication of land. Amended provisions relating to the Charge Land. The developers to guarantee the payment of water supply contributions for a minimum number of lots. Payment of affordable housing contributions and	The development has commenced. Part contributions have been paid.

Title	Land to which agreement applies	Description of Agreement	Status
		offset of water supply contributions, offered in conjunction with Council's offer for funding under the Federal Government's Building Better Regional Cities (BBRC) Program.	
Area 13 Environmental Land Management Planning Agreement	Lot 1 DP 603648, Lot 32 DP 792453, Lot 4 DP 588214, Lot 101 DP 843811, Lot 5 DP 809815, Lot 102 DP 1106752, Lot 2 DP 1108055, Lots 1, 2 & 3 DP 1112929 Oxley Highway Thrumster.	The planning agreement provides for payment of a contribution for management of environmental areas following establishment, dedication and initial maintenance.	The development has commenced. Part contributions have been paid.
Area 13 Environmental Land Management Planning Agreement	Lot 4 DP 613304 Oxley Highway Thrumster	The planning agreement provides for payment of a contribution for management of environmental areas following establishment, dedication and initial maintenance.	The development had not commenced during the financial year.
Area 13 Environmental Land Management Planning Agreement	Lot 3 DP 565437 & Lot 206 DP 754434 Oxley Highway Port Macquarie	The planning agreement provides for payment of a contribution for management of environmental areas following establishment, dedication and initial maintenance.	The development had not commenced during the financial year.
Area 13 Environmental Land Management Planning Agreement	Lot 2 DP 701760 Thrumster St Thrumster	The planning agreement provides for payment of a contribution for management of environmental areas following establishment, dedication and initial maintenance.	The development had not commenced during the financial year.
Area 13 Environmental Land Management Planning Agreement	Lot 1 DP 565437 Thrumster St Thrumster	The planning agreement provides for payment of a contribution for management of environmental areas following establishment, dedication and initial maintenance.	The development had not commenced during the financial year.

Title	Land to which agreement applies	Description of Agreement	Status
Area 13 Environmental Land Management Planning Agreement	Lots 8 & 9 DP 22692 Oxley Highway Port Macquarie	The planning agreement provides for payment of a contribution for management of environmental areas following establishment, dedication and initial maintenance.	The development had not commenced during the financial year.
Area 13 Environmental Land Management Planning Agreement	Lot 147 DP 754434 Oxley Highway Port Macquarie.	The planning agreement provides for payment of a contribution for management of environmental areas following establishment, dedication and initial maintenance.	The development had not commenced during the financial year.
Area 13 Environmental Land Management Planning Agreement	Lot 5 DP 809161 Oxley Highway Port Macquarie	The planning agreement provides for payment of a contribution for management of environmental areas following establishment, dedication and initial maintenance.	The development had not commenced during the financial year.
Area 13 Environmental Land Management Planning Agreement	Lot 6 DP 809161 Thrumster St Thrumster	The planning agreement provides for payment of a contribution for management of environmental areas following establishment, dedication and initial maintenance.	The development had not commenced during the financial year.
Area 13 Environmental Land Management Planning Agreement	Lot 1 DP 505954 Oxley Highway Port Macquarie	The planning agreement provides for payment of a contribution for management of environmental areas following establishment, dedication and initial maintenance.	The development had not commenced during the financial year.
Area 13 Environmental Land Management Planning Agreement	Lot 1 DP 619643 Oxley Highway Port Macquarie	The planning agreement provides for payment of a contribution for management of environmental areas following establishment, dedication and initial maintenance.	The development had not commenced during the financial year.
Area 13 Environmental Land Management Planning Agreement	Lot 1 DP 119272, Oxley Highway Port Macquarie	The planning agreement provides for payment of a contribution for management of environmental areas following establishment, dedication and initial maintenance.	The development had not commenced during the financial year.
Area 13 Environmental Land Management Planning Agreement	Lot G DP 400213 & Lots 22, 23 & 24 DP 1089272 Oxley Highway Port Macquarie	The planning agreement provides for payment of a contribution for management of environmental areas following establishment, dedication and initial maintenance.	The development had not commenced during the financial year.

Title	Land to which agreement applies	Description of Agreement	Status
Area 13 Environmental Land Management Planning Agreement	Lot 1 DP 552051 Oxley Highway Port Macquarie	The planning agreement provides for payment of a contribution for management of environmental areas following establishment, dedication and initial maintenance.	The development had not commenced during the financial year.
Area 13 Environmental Land Management Planning Agreement	Lots 10,11 & 12 DP 22692 Oxley Highway Port Macquarie	The planning agreement provides for payment of a contribution for management of environmental areas following establishment, dedication and initial maintenance.	The development had not commenced during the financial year.
Area 13 Environmental Land Management Planning Agreement	Lot 2 DP 613304 Bestglen Pl Thrumster	The planning agreement provides for payment of a contribution for management of environmental areas following establishment, dedication and initial maintenance.	The development had not commenced during the financial year.
Area 13 Environmental Land Management Planning Agreement	Lot 1 DP 574816 Oxley Highway Thrumster	The planning agreement provides for payment of a contribution for management of environmental areas following establishment, dedication and initial maintenance.	The development had not commenced during the financial year.
Area 13 Environmental Land Management Planning Agreement	Lot 3 DP 619643 Oxley Highway Port Macquarie	The planning agreement provides for payment of a contribution for management of environmental areas following establishment, dedication and initial maintenance.	The development had not commenced during the financial year.
Area 13 Environmental Land Management Planning Agreement	Lot 2 DP 619643, Oxley Highway Port Macquarie	The planning agreement provides for payment of a contribution for management of environmental areas following establishment, dedication and initial maintenance.	The development had not commenced during the financial year.
Macquarie Park Planning Agreement	Lot 2 DP 1112365, Grant St Port Macquarie	The planning agreement provides for payment of a contribution for the provision of new or upgraded public parking facilities within a designated area.	Development Commenced. Part Contributions received.
Area 13 Environmental Land Management Planning Agreement	Lot 71 DP 1061516 Oxley Highway Thrumster	The planning agreement provides for payment of a contribution for management of environmental areas following establishment, dedication and initial maintenance.	The development had not commenced during the financial year.

Title	Land to which agreement applies	Description of Agreement	Status
Area 13 Environmental Land Management Planning Agreement	Lot 1 DP 6133304 Oxley Highway Thrumster	The planning agreement provides for payment of a contribution for management of environmental areas following establishment, dedication and initial maintenance.	The development had not commenced during the financial year.
Timber Town Estate Planning Agreement	Lot 21 DP 245751, Part Lot 328 and Lots 329 and 330 DP 1120104 and Lot 319 DP 1065651, Colonial Circuit and Bullock Drive Wauchope	The planning agreement provides for payment of contributions for local roads and open space, construction of a watermain with contribution offsets, dedication and construction of link roads to adjoining property, construction of footpaths and cycleways and establishment, dedication and maintenance of environmental open space.	Development Commenced. Part Contributions received.
Maxwell Residential Subdivision Planning Agreement	Lot 12 DP 812134 and Lot 1 DP 1125021, Beechwood Road Wauchope	The planning agreement provides for payment of contributions for local roads and open space, construction of an intersection with Beechwood Road, construction of a watermain with contribution offsets, dedication and construction of a link road to adjoining property, construction of footpaths and cycleways and establishment, dedication and maintenance of environmental open space.	The development had not commenced during the financial year.
Beechwood Water Supply, Sewerage Services and Roadworks Planning Agreement	Lot 3 DP 800211, Beechwood Road Beechwood	The planning agreement provides for payment of contributions for local water supply and local roads, construction of intersections with Beechwood Road, construction of a watermain with contribution offsets and dedication of a link road to adjoining property.	The development had not commenced during the financial year.
Beechwood Water Supply, Sewerage Services and Roadworks Planning Agreement	Lot 1 DP 789484, Beechwood Road Beechwood	The planning agreement provides for payment of contributions for local water supply and local roads, construction of intersections with Beechwood Road, construction of a watermain with contribution offsets and dedication of a link road to adjoining property.	The development had not commenced during the financial year.

Title	Land to which agreement applies	Description of Agreement	Status
Beechwood Water Supply, Sewerage Services and Roadworks Planning Agreement	Lot A DP 382960, Beechwood Road Beechwood	The planning agreement provides for payment of contributions for local water supply and local roads, construction of intersections with Beechwood Road, construction of a watermain with contribution offsets and dedication of a link road to adjoining property.	The development had not commenced during the financial year.
Beechwood Water Supply, Sewerage Services and Roadworks Planning Agreement	Lot 4 DP 831325, Beechwood Road Beechwood	The planning agreement provides for payment of contributions for local water supply and local roads, construction of intersections with Beechwood Road, construction of a water main with contribution offsets and dedication of a link road to adjoining property.	The development had not commenced during the financial year.
Newport Resort Park	Lot 2 DP 1095632, Lots 11 & 12 DP 792325	The planning agreement provides for payment of a contribution for local sewerage services.	Part contribution has been paid.
King Creek Road Planning Agreement	Lot 65 DP 250978	The planning agreement provides for payment of a contribution towards the cost of constructing an intersection on King Creek Road to serve the development	The development has commenced.
King Creek Road Planning Agreement	Lot 23 DP 248284 & Crown Road	The planning agreement provides for payment of a contribution towards the cost of constructing an intersection on King Creek Road to serve the development	The development had not commenced during the financial year.
King Creek Road Planning Agreement	Lot 22 DP 248284	The planning agreement provides for payment of a contribution towards the cost of constructing an intersection on King Creek Road to serve the development	The development had not commenced during the financial year.
King Creek Road Planning Agreement	Lot 64 DP 250978	The planning agreement provides for payment of a contribution towards the cost of constructing an intersection on King Creek Road to serve the development	The development had not commenced during the financial year.
Beechwood Residential Development Planning Agreement	Lot 3 DP 831325	The planning agreement provides for payment of a contribution for local water supply and local roads, construction of intersections with Beechwood Road and construction of a watermain with contribution offsets.	The development had not commenced during the financial year.

Title	Land to which agreement applies	Description of Agreement	Status
Beechwood Residential Development Planning Agreement	Lot 5 DP 21925	The planning agreement provides for payment of a contribution for local water supply and local roads, construction of intersections with Beechwood Road and construction of a watermain with contribution offsets.	The development had not commenced during the financial year.
Yippin Creek Residential Community Planning Agreement	Lot 2 DP 1036844	The planning agreement provides for the carrying out of specified works by the Developer for the purposes of constructing water supply works, sewer pump station, sewerage rising main, road works, pedestrian footpaths and footbridge, establishment and management of Yippin Creek corridor land & arrangements for payment of contributions. Proposed offsets of a specified percentage against specified monetary Development Contributions, in consideration of the works carried out by the Developer. Note: The Deed of Variation amends the definition of Development to include the subdivision of the future residential land along the eastern side of the site and specifies how monetary contributions will be calculated for proposed dwellings in the approved manufactured home estate.	The development had not commenced during the financial year.
Walters Street Planning Agreement	Lot 108 DP 1083464	The planning agreement provides for restrictions on retail floor space. Refer to Clauses 6.1 & 6.2.	The development had not commenced during the financial year.
Ocean Club Residential Community Planning Agreement	Lot 5 DP 594793, lot 4 DP 255923 & Lot 1 DP 1145106	The planning agreement provides for payment of contributions for local sewerage services and major roads, construction of an intersection with Ocean Drive, construction of a watermain with contribution offsets, dedication of a link road to adjoining property and establishment, dedication and maintenance of environmental open space. Proposed offsets of a specified percentage against specified monetary Development Contributions, in consideration of the works carried out by the Developer. This agreement revokes the Lake Cathie Residential Community Planning Agreement.	The development has commenced. Part contributions have been paid.

Title	Land to which agreement applies	Description of Agreement	Status
Port Oxley Developments Area 14 Stage 1A Planning Agreement	Lot 1 DP 255923	The planning agreement provides for carrying out of specified works by the Landowner for the purposes of establishing and maintaining environmental lands, road works, sewerage works and water supply works, dedication of specified land to Council by the Landowner on which some Works will be situated. Monetary Development Contributions of a specified minimum amount to be made towards management of environmental lands and arrangements for payment of contributions. Proposed offsets of a specified percentage against specified monetary Development Contributions, in consideration of the works carried out by the Developer.	The development had not commenced during the financial year.
Sydmart Area 14 Stage 1A Planning Agreement	Part Lot 33 & Lot 34 DP 803801	The planning agreement provides for carrying out of specified works by the Landowner for the purposes of establishing and maintaining environmental lands, road works, sewerage works and water supply works, dedication of specified land to Council by the Landowner on which some Works will be situated. Monetary Development Contributions of a specified minimum amount to be made towards management of environmental lands and arrangements for payment of contributions. Proposed offsets of a specified percentage against specified monetary Development Contributions, in consideration of the works carried out by the Developer.	The development had not commenced during the financial year.
Tolone Area 14 Stage 1A Planning Agreement,	Lot 3 DP 706357	The planning agreement provides for carrying out of specified works by the Landowner for the purposes of establishing and maintaining environmental lands, road works, sewerage works and water supply works, dedication of specified land to Council by the Landowner on which some Works will be situated. Monetary Development Contributions of a specified minimum amount to be made towards management of environmental lands and arrangements for payment of contributions. Proposed offsets of a	The development had not commenced during the financial year.

Title	Land to which agreement applies	Description of Agreement	Status
		specified percentage against specified monetary Development Contributions, in consideration of the works carried out by the Developer.	
Mifsud Area 14 Stage 1A Planning Agreement	Lot 2 DP 706357	The planning agreement provides for the carrying out of specified works by the Landowner for the purposes of establishing and maintaining environmental lands, road works, local park embellishment works and pedestrian beach access., the dedication of specified land to Council by the Landowner on which some Works will be situated, monetary Development Contributions of a specified minimum amount to be made towards management of environmental lands, proposed arrangements for payment of contributions. Proposed offsets of a specified percentage against specified monetary Development Contributions, in consideration of the works carried out by the Developer.	The development had not commenced during the financial year.
Seawide Area 14 Stage 1B Planning Agreement	Lot 4 DP 615261	The planning agreement provides for the carrying out of specified works by the Landowner for the purposes of establishing and maintaining environmental lands, road works, local park embellishment works and pedestrian beach access., the dedication of specified land to Council by the Landowner on which some Works will be situated, monetary Development Contributions of a specified minimum amount to be made towards management of environmental lands, proposed arrangements for payment of contributions. Proposed offsets of a specified percentage against specified monetary Development Contributions, in consideration of the works carried out by the Developer.	The development had not commenced during the financial year.

Title	Land to which agreement applies	Description of Agreement	Status
Milland Area 14 Stage 1B Planning Agreement	Lot 1 DP 374315	The planning agreement provides for the carrying out of specified works by the Landowner for the purposes of establishing and maintaining environmental lands, road works, local park embellishment works and pedestrian beach access, the dedication of specified land to Council by the Landowner on which some Works will be situated, monetary Development Contributions of a specified minimum amount to be made towards management of environmental lands, proposed arrangements for payment of contributions. Proposed offsets of a specified percentage against specified monetary Development Contributions, in consideration of the works carried out by the Developer.	The development had not commenced during the financial year.
Sancrox Employment Land Road Construction Planning Agreement	Lot 62 DP 754434, Lot 1 DP 226821, Lot 1 DP 124543, Lot 1 DP 1131036, Lot 1 DP 1144490, Lot 2 DP 222740, Lot 30 DP 255774 and part Lot 31 DP 255774	The planning agreement provides for dedication of specified land to Council by the Landowner, monetary development contributions or the construction of a road works and the Landowner to provide the Council with a security for works.	The development had not commenced during the financial year.
Sancrox Employment Land and Quarry Planning Agreement	Lot 1 DP 124543, Lot 2 DP 222740	The planning agreement provides for the dedication of an access road, imposition of obligations in relation to the ongoing operation of a quarry, and the Landowner to provide the Council with a security for works.	The development had not commenced during the financial year.

Title	Land to which agreement applies	Description of Agreement	Status
Sancrox Employment Land Environmental Lands and Services McMullen Land Planning Agreement	Lot 1 DP 555095	The planning agreement provides for the construction of water and sewerage infrastructure, the carrying out of specified works by the Landowner for the purposes of establishing and maintaining environmental lands, monetary development contributions for the maintenance of environmental lands, the dedication of specified land to Council by the Landowner on which some Works will be situated and the Landowner to provide the Council with a security for works.	The development had not commenced during the financial year.
Sancrox Employment Land Environmental Lands and Services Planning Agreement	Lot 62 DP 754434, Lot 1 DP 226821, Lot 1 DP 124543, Lot 1 DP 1131036, Lot 1 DP 1144490, Lot 2 DP 222740, Lot 30 DP 255774 and Lot 31 DP 255774	The planning agreement provides for the construction of water and sewerage infrastructure, the carrying out of specified works by the Landowner for the purposes of establishing and maintaining environmental lands, monetary development contributions for the maintenance of environmental lands, the dedication of specified land to Council by the Landowner on which some Works will be situated and the Landowner to provide the Council with a security for works.	The development had not commenced during the financial year.
West Haven Planning Agreement	Lot 1 DP 827937	The planning agreement provides for the carrying out of specified works by the Landowner for the purposes of establishing and maintaining environmental lands, the dedication of specified land to Council by the Landowner on which some Works will be situated, monetary development contributions of a specified minimum amount to be made towards management of environmental lands, and requires the Landowner to provide the Council with a security in the event that the Council is required to enforce the terms of the agreement. Note: Deed of Variation dated 4 July 2013 amends timing of dedication of land and payment of contributions and also provides for the carrying out of water supply works and sewer services work to serve the development.	The development had not commenced during the financial year.

Title	Land to which agreement applies	Description of Agreement	Status
Area 15 Planning Agreement	Lot 33 DP 754405	The planning agreement provides for the carrying out of specified works by the Landowner for the purposes of establishing and maintaining environmental lands, local parks, road works, sewerage works and water supply works, dedication of specified land to Council, dedication of Environmental Offset Land, establishment, management and dedication of environmental lands & arrangements for payment of contributions.	The development had not commenced during the financial year.
Area 15 Planning Agreement	Lot 3 DP 794077	The planning agreement provides for the carrying out of specified works by the Landowner for the purposes of establishing and maintaining environmental lands, local parks, road works, sewerage works and water supply works, dedication of specified land to Council, dedication of Environmental Offset Land, establishment, management and dedication of environmental lands & arrangements for payment of contributions.	The development had not commenced during the financial year.
Area 15 Planning Agreement	Lot 12 DP 1091444	The planning agreement provides for the carrying out of specified works by the Landowner for the purposes of establishing and maintaining environmental lands, local parks, road works, sewerage works and water supply works, dedication of specified land to Council, dedication of Environmental Offset Land, establishment, management and dedication of environmental lands & arrangements for payment of contributions.	The development had not commenced during the financial year.
Area 15 Planning Agreement	Lot 5 DP 24500	The planning agreement provides for the carrying out of specified works by the Landowner for the purposes of establishing and maintaining environmental lands, local parks, road works, sewerage works and water supply works, dedication of specified land to Council, dedication of Environmental Offset Land, establishment, management and dedication of environmental lands &	The development had not commenced during the financial year.

Title	Land to which agreement applies	Description of Agreement	Status
		arrangements for payment of contributions.	
Area 15 Planning Agreement	Lot 2 DP 504042	The planning agreement provides for the carrying out of specified works by the Landowner for the purposes of establishing and maintaining environmental lands, local parks, road works, sewerage works and water supply works, dedication of specified land to Council, dedication of Environmental Offset Land, establishment, management and dedication of environmental lands & arrangements for payment of contributions.	The development had not commenced during the financial year.
Area 15 Planning Agreement	Lot 2 DP 594388	The planning agreement provides for the carrying out of specified works by the Landowner for the purposes of establishing and maintaining environmental lands, local parks, road works, sewerage works and water supply works, dedication of specified land to Council, dedication of Environmental Offset Land, establishment, management and dedication of environmental lands & arrangements for payment of contributions.	The development had not commenced during the financial year.
Rainbow Beach Central Corridor Planning Agreement	Lot 1232 DP 1142133, Lot 5 DP 25886, Lots 1-4 DP 1150758	The planning agreement provides for the establishment, embellishment and dedication of a local community park, establishment and dedication of district sporting fields. Provision of road access to the sporting fields. Establishment, management and dedication of environmental lands, including ongoing management of environmental lands for 20 years. Provision of a \$200,000 security for rectification of any significant environmental events that occur during the establishment period or 20 year management period in or adjacent to the environmental land to be dedicated. Provision of a security to secure the performance of obligations under the agreement. Payment of Administration Levy, Open Space, and Roads Contributions in accordance with contributions plans in force at the time of the approval for a stage in the	The development had not commenced during the financial year.

Title	Land to which agreement applies	Description of Agreement	Status
		development. Offsets against Development Contributions, in consideration of the provision of the local park and sporting fields and provided that the sporting field access road intersection is constructed in a location consistent with Council's road strategy for the area, an offset for a component of the intersection.	
Lindfield Park Road Planning Agreement	Lot 2 DP 244442.	Payment of monetary Management Contributions to be held and applied by the Council towards the ongoing management of environmental management land. Provision of a security to secure performance of obligations under the agreement. Replacement of previous planning agreement. This agreement revokes the Area 13 Environmental Land Management Planning Agreement between Council and AM & CK Smith dated 18 June 2008 relating to Lot 2 DP 244442.	The development had not commenced during the financial year.
Lindfield Park Road Planning Agreement	Lot 35 DP 1157283.	Payment of monetary Management Contributions to be held and applied by the Council towards the ongoing management of environmental management land. Provision of a security to secure performance of obligations under the agreement. Replacement of previous planning agreement. This agreement revokes the Area 13 Environmental Land Management Planning Agreement between Council and DL Fanning dated 18 June 2008 relating to Lot 35 DP 1157283.	The development had not commenced during the financial year.
Lord Street Parking Planning Agreement	Lot 13 DP 624504 and Lot 1 DP 780770, 63-65 Lord Street, Port Macquarie.	The planning agreement will allow a monetary contribution to be made in lieu of the shortfall in on-site parking. The planning agreement will address the parking shortfall via the payment to Council by the Developer of a development contribution of \$52,062 towards the cost of the provision by the Council of public car parking, or the upgrading of pedestrian or traffic facilities, in the local area of the Development.	The development has commenced. Contributions have been paid.

Title	Land to which agreement applies	Description of Agreement	Status
Lakeside Woods Planning Agreement	Lot 128 DP 1078884	The Planning Agreement provides for establishment, management and dedication of environmental lands, construction of a fire trail, payment of administration levy, open space, roads and management contributions and provision of a security to secure performance of obligations under the agreement.	The development had not commenced during the financial year.
Innes Peninsula Planning Agreement - Diteleigh	Lot 5 DP 998125	The developers to guarantee the development of a minimum number of lots. Payment of affordable housing development contributions and offset of water supply contributions.	The development has commenced. Part contributions have been paid.
Innes Peninsula Planning Agreement - Brierley Hill	Lot 92 DP 1175588, Lot 2 DP 1089664 & Lot 1 DP 515602	The developers to guarantee the development of a minimum number of lots. Payment of affordable housing development contributions and offset of water supply contributions.	The development has commenced. Part contributions have been paid.
Coastside Environmental Land Planning Agreement	Lot 1 DP 1102031 Oxley Highway Thrumster	The planning agreement provides for payment of monetary development contributions to be held and applied by Council for ongoing management of Environmental Management Land. Arrangements for access to land for construction of public road, sewer infrastructure, environmental management works and noise barrier. Establishment, management and dedication of Environmental Management Land and dedication of land for public road. This agreement revokes the Area 13 Environmental Land Planning Agreement between PMHC and Christian Outreach Centre dated 18 June 2008.	The development had not commenced during the financial year.
The Stunned Mullet Planning Agreement	Lot 65 in Strata Plan 80160	The Planning Agreement provides for the payment to Council by the Developer of a development contribution towards the cost of the provision by the Council of public car parking, or the upgrading of pedestrian or traffic facilities, in the local area of the Development.	The development has commenced. Contributions have been paid.

Title	Land to which agreement applies	Description of Agreement	Status
Grants Head Quarry Planning Agreement	Lot 1 DP 1107705	The Planning Agreement provides for payment of a monetary contribution to Council for maintenance of a haulage route to be used in connection with the carrying out of the development.	The development has commenced.
Fernbank Park Planning Agreement	Part Lot 376 DP 754434, Lot 6 DP 809161, Lot 101 DP 1106752	The Agreement provides for establishment, management and dedication of environmental lands, arrangements for payment of environmental land management, water supply and sewer services contributions, construction of water supply work, sewerage services work, provision of a security to secure performance of obligations under the agreement and dedication of Highway Upgrade Land.	The development had not commenced during the financial year.
Pacific Drive Integrated Housing Environmental Land Planning Agreement	Lot 666 DP 722669, Lot 665 DP 722669	The Landowner has made a Development Application DA 2013/0216 for a 24 lot Torrens Title subdivision and construction of 23 dwellings on the land. The Planning Agreement provides for payment of monetary development contributions to be held and applied by the Council towards the ongoing management of Environmental Management Land and establishment, management and dedication of Environmental Management Land.	The development has commenced. Contributions have been paid.
Kmart Settlement City Precinct Planning Agreement	Lot 2 DP 1163062	The Landowner has proposed amendments to PMHC LEP 2011 and made a Development Application 2013/0300 for the subject land. The agreement includes provisions relating to aspects of future development of the site including the east west pedestrian connection, mainstreet, Town Square, Intersection Works, and Warlters Street upgrade works, dedication of land and splay corners and pedestrian works.	The development had not commenced during the financial year.
Sancrox Employment Land Road Construction Planning Agreement	Lot 62 DP 754434, Lot 1 DP 226821, Lot 1 DP 124543, Lot 1 DP 1131036, Lot 1 DP	The planning agreement provides for dedication of specified land to Council by the Landowner, monetary development contributions or the construction of a road works and the Landowner to provide the Council with a security for works. This agreement revokes original Sancrox Employment Land Road Construction Planning	The development had not commenced during the financial year.

Title	Land to which agreement applies	Description of Agreement	Status
	1144490, Lot 2 DP 222740, Lot 30 DP 255774 part Lot 31 DP 255774, Lot 3 DP 1000080, part Lot 6 DP 1000080 & part Lot 1 DP 1141072	Agreement dated 15 July 2011.	
Sancrox Employment Land and Quarry Planning Agreement	Lot 1 DP 124543, Lot 2 DP 222740, Lot 1 DP 704890, Lot 1 DP 720807 & Lot 353 DP 754434	The planning agreement provides for the dedication of an access road imposition of obligations in relation to the ongoing operation of a quarry, and the Landowner to provide the Council with a security for works.	The development had not commenced during the financial year.

Appendix 1 - 2013-2014 Operational Plan - End of Year Report



Port Macquarie-Hastings Council

2013 - 2014 Operational Plan

End of Year Report as at 30 June 2014



PORT MACQUARIE
HASTINGS

GUIDING PRINCIPLE – Ensuring good governance

What are we trying to achieve?

A collaborative community that works together and recognises opportunities for community participation in decision making that is defined as ethically, socially and environmentally responsible.

Community Strategic Plan: 1.1 Engage the community in decision making by using varied communication channels that are relevant to residents

Delivery Program Objective: 1.1.1 Use a variety of tools to engage with the community in a manner that is transparent, effective, relevant and inclusive

Operational Plan Activity 2013 - 2014	Lead Responsibility	Success Measures	Target	YTD Actual	Comment on Progress
1.1.1.1 Use consistent and relevant communication channels to keep the community informed	Community Engagement & Planning	1. Capture the frequency and variation of channels used	1. 36#	1. 74#	Achieved. A wide range of channels have been used to convey Council's key messages. Media releases/media alerts (409), printed marketing material, weekly Council Matters page in Port News, Camden Haven Courier and Wauchope Gazette, a weekly Mayoral Column, the Mayor's weekly spot on Radio 2MC and updated website and social media interactions. A new e-newsletter is being trailed and is scheduled for soft launch to a test audience in July 2014.
		2. Review effectiveness of communication channels used.	2. 1#	2. 1#	Achieved. The Communications section is progressing new ways of communicating with the community such as YouTube messages, e-bulletins etc. A new e-newsletter will be piloted in July 2014. Work has commenced on a new Communications Strategy with a focus on new and innovative ways of messaging to the community.

Community Strategic Plan: 1.1 Engage the community in decision making by using varied communication channels that are relevant to residents

Delivery Program Objective: 1.1.1 Use a variety of tools to engage with the community in a manner that is transparent, effective, relevant and inclusive

Operational Plan Activity 2013 - 2014	Lead Responsibility	Success Measures	Target	YTD Actual	Comment on Progress
1.1.1.2 Continue liaison and consultation with the Community Reference Group (CRG)	Community Engagement & Planning	1. Number of CRG consultation processes undertaken	1. 2#	1. 7#	Achieved. Community Reference Group (CRG) participated in the website test run session for new Council website in December. Information also sent regarding the Draft Destination Management Plan and advising of pending projects including the Integrated Transport Strategy and Wauchope Traffic Management Strategy. Workshop facilitated in relation to the annual Operational Plan and review of Community Engagement Policy.
		2. Publish quarterly newsletter to the CRG	2. 4#	2. 4#	Achieved. Letter of introduction of new Community Engagement Officer sent in lieu of newsletter for the first quarter. Additional newsletters were sent for December, March and June.
1.1.1.3 Publish four (4) 'Community Connect' newsletters annually	Community Engagement & Planning	1. Publish 'Community Connect' newsletters	1. 4#	1. 4#	Achieved. Four Community Connect newsletters were published during 2013 - 2014.
1.1.1.4 Publish Mayor's Column	Community Engagement & Planning	1. Publish a weekly Mayoral Column	1. 48#	1. 50#	Achieved. 50 Mayoral columns published this year in the Port Express and Wauchope Gazette. They were also used on Council's website, Facebook page and included in the weekly staff newsletter (Staff Connect). There were no columns published week commencing 30 December or week commencing 6 January.

Community Strategic Plan: 1.1 Engage the community in decision making by using varied communication channels that are relevant to residents

Delivery Program Objective: 1.1.1 Use a variety of tools to engage with the community in a manner that is transparent, effective, relevant and inclusive

Operational Plan Activity 2013 - 2014	Lead Responsibility	Success Measures	Target	YTD Actual	Comment on Progress
1.1.1.5 Maintain an up to date interactive web presence	Community Engagement & Planning	1. Conduct a social media marketing campaign	1. 1#	1. 1#	Achieved. Social Media "choose your bin" waste campaign conducted through the month of April. As a result, a significant increase in likes per page and engagement on the social media platform. Organic reach, i.e. no paid advertising for all posts on facebook, reached 41,837 people. With paid advertising, this increased to 150,869 people with a viral reach, i.e. people sharing posts and information to 485,019 people.
		2. Number of unique visitors to website	2. 100,000#	2. 257,663#	Achieved. Unique visitors to the website has exceeded the target for 2013 - 2014 period.

Delivery Program Objective: 1.1.2 Support community involvement in decision making through education around Council matters and services

Operational Plan Activity 2013 - 2014	Lead Responsibility	Success Measures	Target	YTD Actual	Comment on Progress
1.1.2.1 Use a combination of online, face to face and hardcopy engagement methods to facilitate community involvement in decision making	Community Engagement & Planning	1. Number of activities using a combination of engagement methods undertaken	1. 24#	1. 122#	Achieved. A wide range of Community forums have been used to reach a variety of audiences across Port Macquarie-Hastings and have included Community workshops, drop in information sessions, PMHC listening. Community engagement sessions and surveys were used to seek feedback on a range of topics such as Stingray Creek Bridge, Port Macquarie Town Centre Masterplan, the Recreation Plan, Noxious Weed Management, Draft Bike Plan 2014, Wauchope Skate Park design and the Plaza Car Park along with numerous community based events and activities.

Community Strategic Plan: 1.2 Create professional development opportunities and networks to support future community leaders

Delivery Program Objective: 1.2.1 Provide effective leadership that supports the community

Operational Plan Activity 2013 - 2014	Lead Responsibility	Success Measures	Target	YTD Actual	Comment on Progress
1.2.1.1 Implement the Councillor Training plan	Governance & Executive Services	1. >75% overall attendance by Councillors to training proposed	1. 75%	1. 0%	Not available. The 2014 - 2015 Councillor Professional Development Program was adopted at the April Ordinary Meeting of Council. Implementation of the program has commenced. As previously reported, a number of professional development activities have taken place during the financial year.

Community Strategic Plan: 1.3 Create strong partnerships between all levels of government and their agencies so that they are effective advocates for the community.

Delivery Program Objective: 1.3.1 Participate in active alliances with other agencies to make effective decisions that address the needs of our community

Operational Plan Activity 2013 - 2014	Lead Responsibility	Success Measures	Target	YTD Actual	Comment on Progress
1.3.1.1 Participate in the Mid North Coast Regional Organisation of Councils meetings	Governance & Executive Services	1. MIDROC and General Manager Advisory Committee meetings attended	1. 100%	1. 95%	Achieved. All meetings attended with the exception of two as the General Manager or delegates were unavailable to attend.
1.3.1.2 Collaborative opportunities are undertaken to improve efficiencies and resource sharing	Governance & Executive Services	1. Number of collaborative opportunities undertaken to improve efficiencies	1. 12#	1. 13#	Achieved. Meetings were held with: Port Macquarie Chamber of Commerce (4), Camden Haven Chamber of Commerce (3), Wauchope Chamber of Commerce (3), Northside Progress Association (1), Lake Cathie Progress Association (1), Wauchope Historical Society (1).
1.3.1.3 Attend quarterly meetings with State and Federal Members of Parliament	Governance & Executive Services	1. Quarterly meetings with State and Federal members	1. 4#	1. 11#	Achieved. Meetings held with the following State and Federal Members: Federal Member for Lyne (6), Member for Port Macquarie (4), Member for Oxley (1).

Community Strategic Plan: 1.4 Demonstrate conscientious and receptive civic leadership

Delivery Program Objective: 1.4.1 Engage with the community on impacts and changes of operations

Operational Plan Activity 2013 - 2014	Lead Responsibility	Success Measures	Target	YTD Actual	Comment on Progress
1.4.1.1 Produce Annual Reports in line with the legislation	Community Engagement & Planning, Governance & Executive Services	1. Annual Report adopted by Council and submitted to Office of Local Government 2. GIPA Annual Report submitted to the Information and Privacy Commission (IPC)	1. 1# 2. 100%	1. 1# 2. 100%	Achieved. The 2012 - 2013 Annual Report was adopted at the Ordinary Council meeting on 20 November and submitted to the Office of Local Government by 30 November 2013 in line with legislation. Achieved. The GIPA Annual Report was submitted in October 2013 to both the Office of Local Government and the Information and Privacy Commission.
1.4.1.2 Report progress on the implementation of the Delivery Program	Community Engagement & Planning	1. Report bi-annually on progress of Delivery Program	1. 2#	1. 2#	Achieved. The end of year six monthly progress report on the 2011 - 2015 Delivery Program was presented to the August 2013 Ordinary Council Meeting. The first six monthly progress report on the 2013 - 2017 Delivery Program was presented to the March 2014 Ordinary Council Meeting.
1.4.1.3 Annual review of the Legislative Compliance Register	Governance & Executive Services	1. Review of Compliance Register undertaken and presented to Council	1. 100%	1. 100%	Achieved. Legislative Compliance Register has been reviewed and updated.

Delivery Program Objective: 1.4.2 Manage Council's financial assets, provide accurate, timely and reliable financial information for management purposes and provide plain English community reporting

Operational Plan Activity 2013 - 2014	Lead Responsibility	Success Measures	Target	YTD Actual	Comment on Progress
1.4.2.1 Monitor and report on Council's financial Position	Financial Services	1. Quarterly Budget Review Statement and Major Projects Report to Council on a quarterly basis (noting the 4th Quarter report is the annual report)	1. 3#	1. 3#	Achieved. Quarterly budget reviews presented to Council at the October, February and April meetings.

Community Strategic Plan: 1.4 Demonstrate conscientious and receptive civic leadership

Delivery Program Objective: 1.4.2 Manage Council's financial assets, provide accurate, timely and reliable financial information for management purposes and provide plain English community reporting

Operational Plan Activity 2013 - 2014	Lead Responsibility	Success Measures	Target	YTD Actual	Comment on Progress
		2. Review of financial position submitted each month. (noting no meeting in January)	2. 11#	2. 11#	Achieved. Monthly reviews have been presented on time.
1.4.2.2 Optimise Council's investment returns (within policy, the Local Government Act and Regulations)	Financial Services	1. Investment report tabled at Council 2. Investment return to exceed benchmark 3. Review Councils Investment Policy	1. 11# 2. 100% 3. 100%	1. 11# 2. 100% 3. 100%	Achieved. Report presented to Council on a monthly basis. Achieved. Investment returns above benchmark. Achieved. Investment policy review complete.
1.4.2.3 Ensure all statutory financial reports and returns are completed in an accurate and timely manner	Financial Services	1. Audited Financial Statements lodged with the DLG 2. BAS, Payroll Tax, FBT return and ABS returns lodged by relevant due dates 3. Financial statements prepared and audited 4. Revaluation of property, plant and equipment, operational land and buildings finalised as per DLG requirements	1. 100% 2. 100% 3. 100% 4. 100%	1. 100% 2. 100% 3. 100% 4. 100%	Achieved. Achieved. All reports lodged by due dates. Achieved. 2012 - 2013 financial statements were prepared, audited and presented to Council in November 2013. The 2013 - 2014 financial statements will be prepared following the end of the current financial year. Achieved. The valuation was completed in August 2013.
1.4.2.4 Develop Annual Budget and update Long Term Financial Plan	Financial Services	1. Develop draft 2014 - 2015 Annual Budget	1. 100%	1. 100%	Achieved.

Community Strategic Plan: 1.4 Demonstrate conscientious and receptive civic leadership

Delivery Program Objective: 1.4.2 Manage Council's financial assets, provide accurate, timely and reliable financial information for management purposes and provide plain English community reporting

Operational Plan Activity 2013 - 2014	Lead Responsibility	Success Measures	Target	YTD Actual	Comment on Progress
		2. Develop draft 2014 - 2015 Fees and Charges	2. 100%	2. 100%	Achieved. Fees and Charges adopted at June Council meeting.
		3. Final 2014 - 2015 budget adopted by Council	3. 100%	3. 100%	Achieved. Budget adopted by Council at June Council Meeting.
		4. Table the draft 2014 - 2015 budget by April Council meeting for placing on public exhibition	4. 100%	4. 100%	Achieved. Draft budget tabled at March Council Meeting for exhibition.
		5. Update the Long Term Financial Plan in line with the draft 2014 - 2015 draft budget	5. 100%	5. 100%	Achieved. LTFP updated in line with the budget.

Delivery Program Objective: 1.4.3 Build trust and improving Council's public reputation through transparency and accountability

Operational Plan Activity 2013 - 2014	Lead Responsibility	Success Measures	Target	YTD Actual	Comment on Progress
1.4.3.1 Coordinate lodgement of Annual Disclosure of Interest Returns	Governance & Executive Services	1. Update Disclosure Register	1. 100%	1. 100%	Achieved. Annual Disclosure Returns tabled at the October Ordinary Meeting of Council. Register has been updated.
1.4.3.2 Review Payment of Expenses and Provision of Facilities for Councillors Policy	Governance & Executive Services	1. Payment of Expenses and Provision of Facilities for Councillors Policy submitted to OLG	1. 100%	1. 100%	Achieved. Policy submitted to the Office of Local Government.
		2. Payment of Expenses and Provision of Facilities Policy reviewed and adopted	2. 100%	2. 100%	Achieved. Policy adopted at the November Ordinary Meeting of Council.

Community Strategic Plan: 1.4 Demonstrate conscientious and receptive civic leadership

Delivery Program Objective: 1.4.3 Build trust and improving Council's public reputation through transparency and accountability

Operational Plan Activity 2013 - 2014	Lead Responsibility	Success Measures	Target	YTD Actual	Comment on Progress
1.4.3.3 Report on Public Interest Disclosures (PID)	Governance & Executive Services	1. PID Annual Report submitted to NSW Ombudsman	1. 100%	1. 100%	Achieved. The PID Annual Report was submitted in October 2013 to the NSW Ombudsman and the Office of Local Government.
		2. Report bi-annually on any PIDs	2. 2#	2. 2#	Achieved. Both half yearly reports have been submitted to the NSW Ombudsman, as required.

Delivery Program Objective: 1.4.4 Promote the visibility and profile of councillors through improved access by the community

Operational Plan Activity 2013 - 2014	Lead Responsibility	Success Measures	Target	YTD Actual	Comment on Progress
1.4.4.1 Conduct off-site Council Meetings	Governance & Executive Services	1. Number of off-site Council Meetings held	1. 2#	1. 2#	Achieved. Two (2) off-site Council Meetings have been held. The first in August at Laurieton and the second at Wauchope in March.
1.4.4.2 Coordinate Civic Events	Governance & Executive Services	1. Civic events held	1. 100%	1. 100%	Achieved. Citizenship ceremonies were held July 2013, September 2013 (National Citizenship Day) October 2013 and May 2014 as well as, Australia Day in Port Macquarie, Wauchope and Laurieton. Two Centenarian celebration have also been held.

Community Strategic Plan: 1.5 Implement innovative, fact based business practices

Delivery Program Objective: 1.5.1 Address community needs with a transparent, responsive, efficient and effective organisation that is customer focused, and aspires to deliver best practice service

Operational Plan Activity 2013 - 2014	Lead Responsibility	Success Measures	Target	YTD Actual	Comment on Progress
1.5.1.1 Customer Service Centre and Call Centre to deliver high quality client interactions by phone and at counter	Community Engagement & Planning	1. Initial interaction are dealt with at first point of contact	1. 75%	1. 93%	Achieved. A high level of dealing with clients at the initial contact point has been maintained.

Community Strategic Plan: 1.5 Implement innovative, fact based business practices

Delivery Program Objective: 1.5.1 Address community needs with a transparent, responsive, efficient and effective organisation that is customer focused, and aspires to deliver best practice service

Operational Plan Activity 2013 - 2014	Lead Responsibility	Success Measures	Target	YTD Actual	Comment on Progress
		2. Standard of Service targets are to be measured on a quarterly basis	2. 75%	2. 71%	Behind target. High call volumes, unexpected staff turnover, coupled with recruitment, training of new staff and unplanned sick leave has impacted on the ability to achieve the service standard for the year. Redeploying staff from other duties as well as accessing branch office support has seen improvements with 81% and 85% achieved for April and May.
1.5.1.2 Calls answered within service level standards	Community Engagement & Planning	1. 75% of calls answered within service level standards (currently 20 secs).	1. 75%	1. 73%	Behind target. High call volumes, unexpected staff turnover coupled with recruitment, training of new staff and unplanned sick leave has impacted on the ability to achieve the service standard. In addition, system outages in February and a severe storm in March resulted in an influx of calls affecting the ability to answer the calls within the service level. Additional casual staff have been recruited which has enabled the target to be achieved for the last two months of the year.
		2. Abandoned calls less than 3%	2. 3%	2. 3%	Achieved. A strong focus on increasing the pick up rate of calls as a number of the newer staff gain experience and familiarity with the phone system has enabled this target to be achieved.

Community Strategic Plan: 1.5 Implement innovative, fact based business practices

Delivery Program Objective: 1.5.1 Address community needs with a transparent, responsive, efficient and effective organisation that is customer focused, and aspires to deliver best practice service

Operational Plan Activity 2013 - 2014	Lead Responsibility	Success Measures	Target	YTD Actual	Comment on Progress
1.5.1.3 Implement the Customer Experience Charter and customer service policy in responding to customer inquiries by correspondence	Community Engagement & Planning	1. Correspondence dealt with in 10 working days	1. 100%	1. 0%	Not available. This information is not currently available from Council's Customer Request Management system, accordingly it has not been possible to report on the measure. All supervisors and managers are aware of the service standards and do monitor their staff to ensure that it is implemented.
1.5.1.4 Implement the Customer Experience Charter and customer service policy in responding to customer inquiry phone calls	Community Engagement & Planning	1. Telephone inquiries responded to within one working day *	1. 100%	1. 0%	Not available. This information is not able to be captured from Council's Customer Request Management or Telephony systems, accordingly it has not been reported on. All staff are aware of the service standard and are encouraged to meet it. There are regular reminders about implementing the Customer Service Charter to all staff.
1.5.1.5 Review and evaluate referrals, complaints and compliments on a quarterly basis.	Community Engagement & Planning	1. Reports provided to Council on a quarterly basis	1. 1#	1. 1#	Achieved. Annual Compliments and Complaints Report presented to Council on the 18 September 2013

Delivery Program Objective: 1.5.2 Provide and maintain efficient and effective information management systems that are accessible, user friendly and meet community and organisational requirements

Operational Plan Activity 2013 - 2014	Lead Responsibility	Success Measures	Target	YTD Actual	Comment on Progress
1.5.2.1 Develop Council's website that meets the needs of the community	Community Engagement & Planning	1. Number of unique visitors and length of stay on the website (Increase in numbers in comparison to 2012 - 2013)	1. 100,000#	1. 257,663#	Achieved. Above target in comparison to the same time last year (2013). The average length of stay on the website was 3 minutes and 2 seconds.

Community Strategic Plan: 1.5 Implement innovative, fact based business practices

Delivery Program Objective: 1.5.2 Provide and maintain efficient and effective information management systems that are accessible, user friendly and meet community and organisational requirements

Operational Plan Activity 2013 - 2014	Lead Responsibility	Success Measures	Target	YTD Actual	Comment on Progress
		2. Volume of unique negative feedback received through the website about the website - Reduction in negative feedback (>12) received in comparison to 2012 - 2013	2. 12#	2. 12#	Achieved. The new website has been implemented in February 2014 and feedback has been provided from the community about how to continue to enhance the content. All issues are being resolved immediately.
1.5.2.2 Support the delivery of Council's services through access to technology that supports the efficient and effective execution of business processes and decision making	Information, Communications and Technology	1. Define service levels for existing services	1. 100%	1. 80%	Behind target. Development of the ICT Service Catalogue has begun and is expected to be finished by 31 July 2014
		2. Service levels to be measured on quarterly basis	2. 75%	2. 0%	Not available. The measurement of service levels will only begin after the service levels are agreed.
1.5.2.3 Capture, manage, retain and dispose of corporate information	Information, Communications and Technology	1. Number of unique files requests (Target of 500 per quarter modified to 250 per quarter - Adopted at ORD Council Meeting 19/2/14)	1. 1,000#	1. 1292#	Achieved.
		2. Percentage of file requests actioned within 24 hours	2. 75%	2. 75%	Achieved.

Community Strategic Plan: 1.5 Implement innovative, fact based business practices

Delivery Program Objective: 1.5.3 Ensure ratepayer value for money through continuous improvement in quality, effectiveness and efficiency of delivery of Council services

Operational Plan Activity 2013 - 2014	Lead Responsibility	Success Measures	Target	YTD Actual	Comment on Progress
1.5.3.1 Ensure efficient processing of development applications, construction certificates and complying development certificates.	Development Assessment	1. Average Complying Development processing time <20 days - NOTE: This target was changed from 7 days to 20 days as per Council Resolution at the ORD Meeting 16/4/2014 - Item 9.10	1. 20d	1. 7d	Achieved. 165 Complying Development applications were determined up until 30 June 2014, with an average processing time of 7 days.
		2. Average Construction Certificate processing time of <14 days	2. 14d	2. 7d	Achieved. Total Construction Certificates (Building) determined up until 30 June 2014 was 448, with a average processing time of 7 days.
		3. Average gross DA processing time of <70 days	3. 70d	3. 53d	Achieved. Total Development Applications determined up until 30 June 2014 was 690, with a average processing time of 53 days (does not include modification applications).
		4. Median net DA processing time of <40 days	4. 40d	4. 27d	Achieved. Total Development Applications determined up until 30 June 2014 was 724, with a median processing time of just over 27 days (does not include modification applications).

Community Strategic Plan: 1.5 Implement innovative, fact based business practices

Delivery Program Objective: 1.5.3 Ensure ratepayer value for money through continuous improvement in quality, effectiveness and efficiency of delivery of Council services

Operational Plan Activity 2013 - 2014	Lead Responsibility	Success Measures	Target	YTD Actual	Comment on Progress
1.5.3.2 Work across the organisation to drive Business Process Improvement by delivering service reviews, Asset Management and Financial Accountability projects	Business Improvement Office	1. Communication strategy and plan developed and communicated	1. 100%	1. 100%	Achieved. Council resolution (May 2014) to move to new Service Summary Methodology. Update to staff will continue on all three projects via Staff Matters Newsletter, Face to Face briefings and Business Improvement Unit Updates. Intranet is updated with information on business improvement projects. Ongoing communication to occur with the Organisational Efficiency Portfolio, monthly Steering Committee Meetings, Senior Leadership Team briefing (as required) and a Councillor briefing sessions (scheduled for 6 August and 1 October 2014).

GUIDING PRINCIPLE

Ensuring good governance

Community Strategic Plan: 1.5 Implement innovative, fact based business practices

Delivery Program Objective: 1.5.3 Ensure ratepayer value for money through continuous improvement in quality, effectiveness and efficiency of delivery of Council services

Operational Plan Activity 2013 - 2014	Lead Responsibility	Success Measures	Target	YTD Actual	Comment on Progress
		2. Detailed project plans developed for each project	2. 100%	2. 100%	Achieved. Services Review: Project Charter has been developed and approved by the Steering committee. Phase 1 documentation has been completed, signed-off and prioritised. Phase 2 Project Plan has been developed with project timeframes and milestones approved. Project Sponsor and Executive: Monitoring of project's progress in place against the project plan and reported to the Executive monthly. Financial Accountability: Project Charter and Outcomes have been approved and signed-off. Project Plan has been developed with project timeframes and milestones. Monitoring of project's progress in place against the project plan and reported to the Executive monthly. Asset Management: Project Charter and Outcomes have been approved and signed-off. Project Plan has been developed with project timeframes and milestones. Monitoring of project's progress in place against the project.
		3. Governance structure established	3. 100%	3. 100%	Achieved. Services Review Project, Financial Accountability Project and Asset Management Project Governance: Project governance has been set and is fully operational for all three projects. Services Review Methodology for the delivery of the project including key responsibilities has been developed and approved by the Project Sponsor and Executive.
		4. Projects commenced	4. 100%	4. 100%	Achieved. The Services Review Project, Financial Accountability and Asset Management Project have all commenced.

GUIDING PRINCIPLE

Ensuring good governance

Community Strategic Plan: 1.5 Implement innovative, fact based business practices

Delivery Program Objective: 1.5.3 Ensure ratepayer value for money through continuous improvement in quality, effectiveness and efficiency of delivery of Council services

Operational Plan Activity 2013 - 2014	Lead Responsibility	Success Measures	Target	YTD Actual	Comment on Progress
		5. Reporting timeframes and data requirements stipulated for each project	5. 100%	5. 100%	Achieved. Services Review Project, Financial Accountability Project and Asset Management Project: Project plans with nominated milestones and timeframes have been developed and implemented. Monthly reporting on the project is presented to the Executive (focus on exception reporting). Quarterly (highlight) reports are developed and presented to the Executive and Audit Committee for each project.
		6. Working groups established	6. 100%	6. 100%	Achieved. Services Review Project, Financial Accountability Project and Asset Management Project: All projects have established working groups.
1.5.3.3 Develop a Workforce Management Plan that allows Council to resource it's service delivery appropriately	Employee Engagement	1. Workforce Management plan developed	1. 100%	1. 100%	Achieved. Reporting completed as per annual plan.

Delivery Program Objective: 1.5.4 Use procurement, tendering and purchasing approaches that provide best value to the community

Operational Plan Activity 2013 - 2014	Lead Responsibility	Success Measures	Target	YTD Actual	Comment on Progress
1.5.4.1 Complete review of Local Government Procurement Tender Toolbox and it's application at Port Macquarie-Hastings Council	Financial Services	1. Review of the Local Government Procurement Tender Toolbox review completed	1. 100%	1. 100%	Achieved. Review undertaken in Procurement Strategy development. Ongoing review will be required.

GUIDING PRINCIPLE

Ensuring good governance

Community Strategic Plan: 1.5 Implement innovative, fact based business practices

Delivery Program Objective: 1.5.5 Ensure there is appropriate management of risk for Council and the community

Operational Plan Activity 2013 - 2014	Lead Responsibility	Success Measures	Target	YTD Actual	Comment on Progress
1.5.5.1 Review the Corporate Risk Register on quarterly basis	Governance & Executive Services	1. Review the risk register on a quarterly basis and report to the Audit Committee	1. 4#	1. 3#	Behind target. Three (3) quarterly reviews have been completed. Reviews were completed in October, March and May. The Risk Register underwent realignment with the organisational structure in the first quarter, due to this, a quarterly review was not completed.

Delivery Program Objective: 1.5.6 Create a workplace that reflects Human Resources current best practices

Operational Plan Activity 2013 - 2014	Lead Responsibility	Success Measures	Target	YTD Actual	Comment on Progress
1.5.6.1 Manage diversity in our workforce in alignment with Equal Employment Opportunity (EEO) principles	Employee Engagement	1. EEO statistics in comparison with Region Demographics (Annual Report 30 November 2013)	1. 1#	1. 1#	Achieved. Reporting completed as per annual plan.

GUIDING PRINCIPAL - Looking after our people

What are we trying to achieve?

Our social infrastructure and community programs create a healthy and vibrant community.

Community Strategic Plan: 2.1 Create an environment and culture that allows the Port Macquarie-Hastings community to feel safe

Delivery Program Objective: 2.1.1 Provide leadership in implementing safety initiatives

Operational Plan Activity 2013 - 2014	Lead Responsibility	Success Measures	Target	YTD Actual	Comment on Progress
2.1.1.1 Undertake crime risk assessments and Crime Prevention Through Environmental Design (CPTED) assessments on new developments or on request	Community Development	1. Crime risk assessments completed within one month of application	1. 100%	1. 100%	Achieved. All crime risk assessments completed within the required timeframes.
2.1.1.2 Act as a consent authority for liquor licences and make assessment on liquor licence applications	Community Development	1. All application processed within 14 days	1. 100%	1. 100%	Achieved. All licences completed within timeframes.
2.1.1.3 Improve existing public spaces and ensure future public spaces are safe and accessible	Community Development	1. Number of interactions involving Recreation & Building and Community Development projects by 30th June 2014	1. 5#	1. 24#	Achieved. To ensure that future public spaces are safe and accessible, interactions have occurred for Westport Park play space, Wauchope Skate Park, Beach Wheel Chair launch to provide access for all to Town Beach, Town Beach and Rainbow Beach Play Space, Town Beach Amenities, Tacking Point Lighthouse, Goal Point, The Second Burial Ground and The Youth Hub at Wauchope.
2.1.1.4 Manage and deliver approved lifeguard services	Recreation & Buildings	1. Deliver approved lifeguard services 2. Deliver lifeguard education programs to schools and community groups	1. 100% 2. 1,250#	1. 100% 2. 4,480#	Achieved. The lifeguard season concluded on 27 April. Achieved. The beach education program was delivered to 4480 students across the local government area and is now complete for the 2013 - 2014 season.
2.1.1.5 Review the alcohol free zone in the CBD	Community Development	1. Review of the alcohol free zones completed and reported to Council	1. 100%	1. 100%	Achieved. Report presented to June Ordinary Council Meeting and approved for public exhibition from 30 June to 22 August.

Community Strategic Plan: 2.1 Create an environment and culture that allows the Port Macquarie-Hastings community to feel safe

Delivery Program Objective: 2.1.1 Provide leadership in implementing safety initiatives

Operational Plan Activity 2013 - 2014	Lead Responsibility	Success Measures	Target	YTD Actual	Comment on Progress
2.1.1.6 Undertake safety audits and implement strategies to improve safety and amenity of public spaces	Community Development	1. Number of strategies implemented relating to safety initiatives	1. 3#	1. 6#	Achieved. Review and implementation in partnership with Road Maritime Services and Liquor Accord for Annual Nightrider bus. Launch of the Smoke free beaches on Town Beach, to improve the safety and amenity of our beaches. Launch of the Youth Advisory Committee Youth App to assist the youth of our community access services that will assist them in feeling safe and manage their wellbeing. Also a presentation on Place Making which ties in with the Economic Development Strategy around creating vibrant, resilient places that improve public perception of a space including improved safety and amenity. Alcohol Prohibition for Australia Day. Review of Town Beach Kiosk.
2.1.1.7 Implement strategies in the 2010 - 2015 Crime Prevention Strategy including implementation of 3 crime prevention forums	Community Development	1. Number of strategies implemented from the Crime Prevention Strategy	1. 3#	1. 5#	Achieved. A review on the location of the Wauchope Skate Park - Site Matrix developed. The Annual Night Rider program was implemented to reduce drink driving over the festive season in partnership with Roads Maritime Services and the NSW Police. Discussions with local Police regarding Sundowner Caravan Park and increase in break ins. Looking at solutions through the Town Centre Master Plan and working with community. Also report to Council on proposed alcohol free zones.

GUIDING PRINCIPLE
Looking after our people

Community Strategic Plan: 2.1 Create an environment and culture that allows the Port Macquarie-Hastings community to feel safe

Delivery Program Objective: 2.1.2 Advocate for, support and coordinate emergency management services

Operational Plan Activity 2013 - 2014	Lead Responsibility	Success Measures	Target	YTD Actual	Comment on Progress
2.1.2.1 Provide and maintain buildings for Rural Fire Service and State Emergency Service	Recreation & Buildings	1. Works in line with Buildings Asset Management Plans (BAMP) Condition Levels	1. 100%	1. 100%	Achieved. Building maintenance work as identified in the 2013 - 2014 Building Asset Management Plan has been performed across the Hastings at a number of Emergency Services buildings during the year.
2.1.2.2 Implement Council actions included within the LGA Bush Fire Risk Management Plan	Recreation & Buildings	1. Risk Management Plan actions for current financial year implemented	1. 100%	1. 100%	Achieved. Hazard reduction burns that met requirements for weather conditions, fuel moisture and fire authority resourcing support were conducted.
2.1.2.3 Deliver annual maintenance program for bushfire risk mitigation works on Council land in accordance with Bushfire Risk Management Plan, adopted maintenance schedule and fuel load benchmarks	Recreation & Buildings	1. Develop priority listing in relation to bushfire risk	1. 100%	1. 100%	Achieved. Hazard reduction burn priorities set for the burning window end of winter and beginning of spring. 2014-2015 financial year priority planning commenced.
		2. Site monitoring and assessment undertaken to identify risk rating.	2. 100%	2. 100%	Achieved. Priority listings can change based on external inputs such as community impacts and unplanned fuel level changes. This process is ongoing.
		3. Works delivered in accordance with relevant standards	3. 100%	3. 100%	Achieved. All mechanical works delivered in accordance with standards. Hazard reduction burns completed in accordance with fire authority and environmental standards. Post-burn management in accordance with environmental guidelines within resourcing capabilities. Additional hazard reduction burns prioritised for implementation as conditions and resources permit.

GUIDING PRINCIPLE
Looking after our people

Community Strategic Plan: 2.1 Create an environment and culture that allows the Port Macquarie-Hastings community to feel safe

Delivery Program Objective: 2.1.2 Advocate for, support and coordinate emergency management services

Operational Plan Activity 2013 - 2014	Lead Responsibility	Success Measures	Target	YTD Actual	Comment on Progress
2.1.2.4 Deliver bushfire preparedness and planning educational programs and advise to external customers	Recreation & Buildings	1. Number of bushfire preparedness educational programs delivered	1. 2#	1. 3#	Achieved. An information session was held at North Haven. Two on site meetings regarding the bush fire planning program were also held. Customer request actions also provide an avenue for informal education around bush-fire preparedness.

Delivery Program Objective: 2.1.3 Implement inspection, compliance and education practices that ensure acceptable levels of public and environmental health; meet building and fire safety standards

Operational Plan Activity 2013 - 2014	Lead Responsibility	Success Measures	Target	YTD Actual	Comment on Progress
2.1.3.1 Monitor and report on community compliance with development approvals and building standards, including fire and swimming pool safety requirements	Compliance	1. >80% of building related complaints responded to within set customer service standards	1. 80%	1. 52%	Behind target. The volume of work on hand and continuing to be received has impacted on the ability to achieve target.
		2. 40 fire safety audit inspections conducted	2. 40#	2. 1#	Behind target. Data had been unavailable. New reporting mechanism being tested.
		3. 50 pool inspections conducted	3. 50#	3. 264#	Achieved. An increased number of requests for swimming pool inspections was noted for the year. (Figure has been extracted from State Government Report which only provides figures for final inspection, in general multiple inspections are required).
2.1.3.2 Monitor and report on community compliance with environmental standards in relation to issues such as noise, water, land and air pollution	Compliance	1. >80% of complaints regarding environmental issues responded to within set customer service standards	1. 80%	1. 61%	Behind target. The volume of work on-hand and continuing to be received has impacted on the ability to achieve target.

GUIDING PRINCIPLE
Looking after our people

Community Strategic Plan: 2.1 Create an environment and culture that allows the Port Macquarie-Hastings community to feel safe

Delivery Program Objective: 2.1.3 Implement inspection, compliance and education practices that ensure acceptable levels of public and environmental health; meet building and fire safety standards

Operational Plan Activity 2013 - 2014	Lead Responsibility	Success Measures	Target	YTD Actual	Comment on Progress
2.1.3.3 Monitor and report on community compliance with environmental standards in relation to on-site sewage management	Compliance	1. >80% of on-site sewage management issues responded to within set customer service standards 2. 110 risk-based audit inspections conducted	1. 80% 2. 110#	1. 57% 2. 235#	Behind target. The volume of work on-hand and continuing to be received has impacted on the ability to achieve target. Achieved. The proactive inspection regime for on-site sewer systems is continuing based on an identified risk management process.
2.1.3.4 Monitor and report on community compliance with public health standards	Compliance	1. >80% of public health issues responded to within set customer service standards 2. 195 risk-based audit inspections conducted	1. 80% 2. 195#	1. 54% 2. 276#	Behind target. The volume of work on-hand and continuing to be received has impacted on the ability to achieve target. Achieved. Public health inspections completed according to a set rotating inspection regime.
2.1.3.5 Provide Ranger and local law enforcement services to achieve compliance with legislation and regulations	Compliance	1. >80% of regulatory and companion animals issues responded to within the set customer service standards 2. Number of actions taken in relation to the issues identified in the roster (Conduct regular patrols to address issues identified in the proactive patrol roster)	1. 80% 2. 100%	1. 96% 2. 100%	Achieved. All reports responded to within the set customer response time. Achieved. Proactive patrols of beaches, dog areas and illegal camping has been extended to cover from 6am to 6pm on a new roster.

GUIDING PRINCIPLE
Looking after our people

Community Strategic Plan: 2.1 Create an environment and culture that allows the Port Macquarie-Hastings community to feel safe

Delivery Program Objective: 2.1.3 Implement inspection, compliance and education practices that ensure acceptable levels of public and environmental health; meet building and fire safety standards

Operational Plan Activity 2013 - 2014	Lead Responsibility	Success Measures	Target	YTD Actual	Comment on Progress
2.1.3.6 Deliver water and sewer services to ensure public health and safety	Water & Sewer	1. Number of environmental issues relating to the operation of the sewer network reported	1. 0#	1. 6#	Behind target. Ongoing monitoring and maintenance has been carried out to minimise sewer overflows with the use of closed circuit television (CCTV) technology which allows appropriate rectification to be taken when issues are identified. Waterways monitoring is also carried out, with any issues being rectified and reported as they arise.
		2. Number of public health issues relating to water quality reported	2. 0#	2. 0#	Achieved. No public health issues have been reported during the July 2013 - June 2014 period.

Community Strategic Plan: 2.2 Provide young people with a range of leisure activities and opportunities for personal development

Delivery Program Objective: 2.2.1 Build capacity in the community to support young people

Operational Plan Activity 2013 - 2014	Lead Responsibility	Success Measures	Target	YTD Actual	Comment on Progress
2.2.1.1 Coordinate and mentor the Youth Advisory Committee (YAC)	Community Development	1. 12 YAC meetings held by 30th June 2014	1. 12#	1. 15#	Achieved. Regular meetings held throughout the year. Recent focus on YAC working as a self sustaining group with a committee being established. This sees the group meeting independently every fortnight at the library with monthly support from Council staff.
		2. Four (4) training/mentoring opportunities provided to the YAC	2. 4#	2. 9#	Achieved. The YAC team attended the Luminosity Youth Forum held at the Glasshouse. Guest speakers attending YAC meetings included a TAFE counsellor to discuss pathways into university. Team members attended the NSW YAC Conference in Dubbo, the Halogen National Young Leaders Conference in November and were involved in event design and management training for the National Youth Week held in April.

Community Strategic Plan: 2.2 Provide young people with a range of leisure activities and opportunities for personal development

Delivery Program Objective: 2.2.1 Build capacity in the community to support young people

Operational Plan Activity 2013 - 2014	Lead Responsibility	Success Measures	Target	YTD Actual	Comment on Progress
2.2.1.2 Provide a range of youth focused events, programs and forums that provide opportunity to develop and learn	Community Development	1. Capacity building activities to be undertaken by the 30th June 2014	1. 4#	1. 13#	Achieved. YAC team attended the NSW YAC Conference held in Dubbo in November and the Halogen National Young Leaders Day Conference. A 'Networking and Think Tank' for 18+ young people was held in February, drawing 17 young people aged 18 - 29. Nine capacity building activities were undertaken during April as part of the 2014 Youth Week program.
		2. Evaluation of all Youth focused events undertaken by 30th June 2014	2. 100%	2. 100%	Achieved. Report on Youth Week provided to Council. The Youth Week final report was completed for National Youth Week and was forwarded to the relevant body.
		3. YAC sponsored events/programs held by 30th June 2014	3. 4#	3. 11#	Achieved. All programmed activities for 2014 were delivered.

GUIDING PRINCIPLE
Looking after our people

Community Strategic Plan: 2.2 Provide young people with a range of leisure activities and opportunities for personal development

Delivery Program Objective: 2.2.1 Build capacity in the community to support young people

Operational Plan Activity 2013 - 2014	Lead Responsibility	Success Measures	Target	YTD Actual	Comment on Progress
2.2.1.3 Undertake skills building activities with Aboriginal young people	Community Development	1. Two (2) Skills building activities undertaken with Aboriginal young people by 30th June 2014	1. 2#	1. 12#	Achieved. Attended Wauchope High School in December for an Aboriginal girls cultural day. Council staff member shared Gathang Language (traditional Birpai language), Shared learning journey and the importance of traditional language and also shared the collaboration that took place with the development of the Dhaanbaan Duumul Nyriiun - Everyone Keeping Strong Cook book that was developed by the Aboriginal Move Eat Live Well program. Walking the talk from the Mountains to the Sea - Reconciliation Artwork. Three workshop sessions, over three weeks, were held at the Artlab Glasshouse with the Burraydjarr Aboriginal Youth Group. On average 20 children participated each week. The artwork was on exhibition in the Visitor Information Centre Glasshouse and was officially opened on National Sorry Day (26 May 2014) by the Mayor.

Community Strategic Plan: 2.3 Provide medical and social services for all members of the community

Delivery Program Objective: 2.3.1 Advocate, support and/or implement wellness and healthy lifestyles in accordance with the 2013-2017 social strategy

Operational Plan Activity 2013 - 2014	Lead Responsibility	Success Measures	Target	YTD Actual	Comment on Progress
2.3.1.1 Implement healthy lifestyle programs/campaigns	Community Development	1. Two (2) healthy lifestyle initiatives implemented by 30th June 2014	1. 2#	1. 2#	Achieved. All project components completed within funding agreements. Report presented to the Ordinary Council Meeting in June 2014.

GUIDING PRINCIPLE
Looking after our people

Community Strategic Plan: 2.3 Provide medical and social services for all members of the community

Delivery Program Objective: 2.3.1 Advocate, support and/or implement wellness and healthy lifestyles in accordance with the 2013-2017 social strategy

Operational Plan Activity 2013 - 2014	Lead Responsibility	Success Measures	Target	YTD Actual	Comment on Progress
2.3.1.2 Advocate for increased social & health services such as housing, education, integrated transport, employment and health.	Community Development	1. Two (2) social and/or health advocacy activities undertaken by 30th June 2014	1. 2#	1. 9#	Achieved. A variety of meetings attended for the July 2013 - December 2014 period including: Headspace, Medical Services Steering Committee and Hastings Macleay Community Transport Strategic Planning. There was a focus on work in partnership with Headspace and developing the Community Liaison Committee. This will place an increased focus in the community on Youth Mental Health and how to access support. Launch of a cookbook, which was a collaboration between the Aboriginal Move, Eat, Live Well and Wauchope TAFE students.

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Looking after our people

Community Strategic Plan: 2.4 Develop partnerships within the community to build on existing strengths and improve areas of social disadvantage

Delivery Program Objective: 2.4.1 Work with community groups to build capacity on social justice issues

Operational Plan Activity 2013 - 2014	Lead Responsibility	Success Measures	Target	YTD Actual	Comment on Progress
2.4.1.1 Advocate for special needs groups in the community and develop partnerships to implement programs relating to special needs groups	Community Development	1. Two (2) emerging issues for special needs groups in the community addressed by 30th June 2014	1. 2#	1. 7#	Achieved. Provided information to the Hastings Homelessness Network about the Building Better Regional Cities Affordable Housing Incentive Scheme process and addressed Homelessness and Housing issues. Provided social impact comments relating to proposed Lake Cathie School. Submitted comments to the Parliamentary inquiry into Social, Public and Affordable Housing. Also working with a number of networks to highlight needs: Dementia Friendly City, Westport Park all abilities play space and the Homeshare initiative.
2.4.1.2 Connect with relevant stakeholders to address social issues identified in the 2013-2017 Social Strategy	Community Development	1. Two (2) social issues addressed that were identified in the 2013-2017 Social Strategy	1. 2#	1. 10#	Achieved. Advocated for social needs of local residents regarding K-Mart development and application supporting the community engagement for Settlement Point Ferry service review. Submission to the Office of Liquor Gaming and Racing regarding additional gaming machines. Social impacts addressed through Development Application process. Planning has commenced for Positive Ageing Action Plan and Affordable Housing. A review on Homeshare housing commenced to look at affordable housing options into the future. Alcohol free zone report was also prepared.
2.4.1.3 Implement the agreed and funded actions from the Disability Discrimination Act (DDA) Action Plan 2008-2018	Community Development	1. Annual report of achievements for the previous financial year tabled at a Council meeting	1. 100%	1. 100%	Achieved. Annual Report to Ordinary Council Meeting in December 2013 including achievements in implementing the DDA Action Plan.

GUIDING PRINCIPLE
Looking after our people

Community Strategic Plan: 2.4 Develop partnerships within the community to build on existing strengths and improve areas of social disadvantage

Delivery Program Objective: 2.4.1 Work with community groups to build capacity on social justice issues

Operational Plan Activity 2013 - 2014	Lead Responsibility	Success Measures	Target	YTD Actual	Comment on Progress
		2. Number of strategies implemented on time and on budget	2. 100%	2. 100%	Achieved. Projects include the completion of Yellow Brick Road, the installation of kerb ramp at the Community Garden, developing the Disability Strategy, participation at the Dementia Steering Committee, accessible arts workshop at the Glasshouse, Accessible Curators talk at the Glasshouse, meeting with the deaf society and participation at the Hastings Aboriginal Disability Network.
		3. Quarterly reports prepared for Executive	3. 4#	3. 4#	Achieved. Quarterly reports provided on time.
2.4.1.4 Participate in a range of community networks to raise awareness of social issues	Community Development	1. Ten networks supported	1. 10#	1. 23#	Achieved. Numerous network meetings attended to highlight social issues across the community, including the Rural Network, Hamilton Green User Group, the AUSLAN Ally Deaf Community, Bearlay and attendance at the Teddy Bear Picnic. The team were at the Community Connect which accesses the whole community on many social issues including health and wellbeing. A fun day at Westport Park was held where the focus was on inclusion. Headspace Consortium, Beach to Beach and North Haven Resident Action group meetings attended. The opening of the Lost Plot and subsequent events to raise awareness of social issues including Family Picnic and a Disability Day in the garden. Also engaged the community on the Positive Again Strategy and the Youth Strategy. The Fall Prevention Campaign was also run.
2.4.1.5 Coordinate and facilitate the Access Committee and its activities/projects	Community Development	1. Six (6) access committee meetings held by 30th June 2014	1. 6#	1. 8#	Achieved. Meetings held regularly during the July 2013 - June 2014 period.

GUIDING PRINCIPLE
Looking after our people

Community Strategic Plan: 2.4 Develop partnerships within the community to build on existing strengths and improve areas of social disadvantage

Delivery Program Objective: 2.4.1 Work with community groups to build capacity on social justice issues

Operational Plan Activity 2013 - 2014	Lead Responsibility	Success Measures	Target	YTD Actual	Comment on Progress
		2. Three (3) projects commenced and managed	2. 3#	2. 19#	Achieved. Access friendly project launched and the beach wheelchair launched at Town Beach in September. Beach Wheelchair project completed in October. The Access Committee projects included disability assessment for 'Access Friendly' at two local businesses and the distribution of the beach wheelchair brochures to the Disability Interagency Network. Development of the Positive Ageing Strategy, Community Engagement planning for the Integrated Transport Strategy, development of the Falls Prevention collateral. The Access Committee conducted an access friendly business review of Job Centre Australia, Majestic Cinemas and the Glasshouse. The Yellow Brick Road project continues and the Dunbogan Wheelchair Accessible Fishing Platform Funding deed of \$100k was signed and accepted. New projects for June include Place Making in Wauchope.

Community Strategic Plan: 2.4 Develop partnerships within the community to build on existing strengths and improve areas of social disadvantage

Delivery Program Objective: 2.4.1 Work with community groups to build capacity on social justice issues

Operational Plan Activity 2013 - 2014	Lead Responsibility	Success Measures	Target	YTD Actual	Comment on Progress
2.4.1.6 Promote programs that are child and family friendly	Community Development	1. 20 child and family friendly programs promoted	1. 20#	1. 31#	Achieved. A large variety of programs have been supported and include, Westport Play Space and Community Connect Day provided information on Move Eat Live Well, Aboriginal Move Eat Live Well and community gardens. As well as the healthy BBQ challenge, Go 4 Fun program, Wayne Richards Sporting Scholarship, regular children story time and activities undertaken at the Libraries. Promoted and supported the Hastings Moonlight Movies, Australia Day Celebrations, Kids Corner, Parenting Program Children and Young people who have experienced trauma, Jamie Oliver's competition kids cooking at Birpai, Bring up great kids program, Drug and Alcohol training, Cyber Safety Workshop and Keeping Safe in Cyberspace, Family Picnic and Lost Plot opening, Family Fun Days - April School holidays, Bago Magic Performance Group Friday workshops and Walk the Talk from the mountains to the sea.

Community Strategic Plan: 2.4 Develop partnerships within the community to build on existing strengths and improve areas of social disadvantage

Delivery Program Objective: 2.4.1 Work with community groups to build capacity on social justice issues

Operational Plan Activity 2013 - 2014	Lead Responsibility	Success Measures	Target	YTD Actual	Comment on Progress
2.4.1.7 Work with the Bearlay Interagency to identify and prioritise strategies in the Aboriginal Reconciliation Strategy 2013 - 2017	Community Development	1. Three (3) reconciliation strategies implemented by 30th June 2014	1. 3#	1. 14#	Achieved. Project plan has been developed and highlights short term actions for delivery by December 2014. Three actions identified and achieved are: Port Macquarie-Hastings Council will work with Aboriginal Education Consultative Group (AECG) and service providers to support initiatives aimed at increasing Aboriginal student access, retention and outcomes levels. Port Macquarie-Hastings Council will continue to participate and work with Bearlay Aboriginal Interagency to address Aboriginal community needs. Participate and support annual National Sorry Day and National Reconciliation week activities.
2.4.1.8 Coordinate community development funding programs	Community Development	1. Funding allocated in accordance with the community grants program guidelines, within approved budgets and within designated timeframes	1. 100%	1. 100%	Achieved. Successful grant applicants (Round 1: 2013 - 2014) endorsed by Council at the September 2013 Ordinary Meeting. 23 agencies received grants across the four categories totaling \$96,665. Guidelines for Neighbourhood specific projects (\$56,000) for Round 2 finalised. Round 2 grants (2013 - 2014) closed 13 December with seven information sessions held with representatives from approximately 32 organisations. Successful grant applications (Round 2: 2013 - 2014) endorsed by Council at the February 2014 Ordinary Meeting. 2014 - 2015 funding opened 12 May 2014 and closed 22 June 2014.

Community Strategic Plan: 2.5 Create events and activities that promote interaction and education

Delivery Program Objective: 2.5.1 Provide sponsorship and expertise to community groups that coordinate social and community events

Operational Plan Activity 2013 - 2014	Lead Responsibility	Success Measures	Target	YTD Actual	Comment on Progress
2.5.1.1 Seniors Week program developed, implemented and evaluated	Community Development	1. Evaluation undertaken for Seniors Week	1. 1#	1. 1#	Achieved. The Seniors Week Expo and Short Film Festival occurred in March. A survey to all stallholders resulted in 100% eager to participate in 2015. Over 1150 people visited the Sensational Seniors Expo and 70 stallholders participated.
		2. Seniors Week program developed	2. 1#	2. 1#	Achieved. The Sensational Seniors Expo and the Young at Heart Film Festival were delivered on time and within budget and attracted over 1100 attendees at the Expo and 338 tickets issued to the Seniors Film Festival (a vast leap from the 34 patrons who attended in 2013).
2.5.1.2 Develop, implement and evaluate a program of activities for Youth week	Community Development	1. Evaluation undertaken for Youth Week	1. 1#	1. 1#	Achieved. Evaluation completed in conjunction with YAC.
		2. Youth Week program developed	2. 1#	2. 1#	Achieved. 2014 saw another successful Youth Week program delivered by Council and the community.
2.5.1.3 Encourage community access to the Glasshouse	Glasshouse	1. Increase in community utilisation	1. 10%	1. 68%	Achieved. 37 Community events were held in July 2013 - June 2014 compared to 22 Community events in the previous year, representing a YTD increase of 68% on the previous year comparable period.
2.5.1.4 NAIDOC Week program developed, implemented and evaluated	Community Development	1. NAIDOC Week program implemented and evaluated by 31 July	1. 100%	1. 100%	Achieved. NAIDOC Week program delivered 8 - 13 July 2013. Planning has commenced for 2014 NAIDOC Week program.
2.5.1.5 Reconciliation Week program of activities developed, implemented and evaluated	Community Development	1. Reconciliation Week program implemented and evaluated	1. 100%	1. 100%	Achieved. Reconciliation week program has been delivered and evaluated. 3 events were delivered.

GUIDING PRINCIPLE
Looking after our people

Community Strategic Plan: 2.5 Create events and activities that promote interaction and education

Delivery Program Objective: 2.5.1 Provide sponsorship and expertise to community groups that coordinate social and community events

Operational Plan Activity 2013 - 2014	Lead Responsibility	Success Measures	Target	YTD Actual	Comment on Progress
2.5.1.6 Provide a readily accessible liaison point for the Aboriginal community on community, heritage and cultural issues	Community Development	1. Number and nature of issues raised with Council by the Aboriginal community	1. 100%	1. 100%	Achieved. A number of issues raised with Council by the Aboriginal Community and is ongoing. Database is maintained with detailed information on the issues that are raised.
2.5.1.7 Develop, implement and evaluate a program of activities for the International Day for People with a Disability (IDPWD)	Community Development	1. IDPWD program implemented	1. 1#	1. 2#	Achieved. Two successful events were co-ordinated to celebrate the 2013 - 2014 International Day of People with Disability. Access All Areas short film festival at the Glasshouse in December was so popular attendees requested the event occur again in 2014. (\$500 sponsorship acquired from Job Centre Australia) and a Disability Disco with Bago Magic was held in December. Planning for the 2014 - 2015 event will occur in the later part of the year with the Access Committee and the Disability Interagency Network.
2.5.1.8 Coordination of ANZAC Centenary to be held 25 April 2015	Community Development	1. Coordination of Council involvement in ANZAC Centenary	1. 100%	1. 100%	Achieved. Liaising with community and Port Macquarie-Hastings Council stakeholders. Primary concept developed, grant application for partial funding submitted. Also developing contingency options.

GUIDING PRINCIPLE
Looking after our people

Community Strategic Plan: 2.5 Create events and activities that promote interaction and education

Delivery Program Objective: 2.5.2 Facilitate, support and/or advocate for cultural and heritage education within the community

Operational Plan Activity 2013 - 2014	Lead Responsibility	Success Measures	Target	YTD Actual	Comment on Progress
2.5.2.1 Manage the Handa Sister City Relationship	Community Development	1. Coordinate annual cultural exchange	1. 1#	1. 1#	Achieved. As part of Council's Sister City Agreement, 12 Students, three teachers and one representative from Handa Higashi Senior High School, Japan, visited Port Macquarie during July/August 2013. The study tour was a success with all events planned and staged over the study tour, coordinated within the allotted time frames and within budget. Positive feedback received from host school and host families. Host school secured for 2014 and 2015 study tour. Research into 15th anniversary being conducted.
2.5.2.2 Coordinate the development of the Heritage Festival program and promotion of the festival	Community Development	1. Evaluation of Heritage festival program undertaken	1. 100%	1. 100%	Achieved. Heritage Festival complete, liaising with stakeholders to undertake evaluation. Finalising stakeholder survey and collating feedback.
		2. Heritage festival program developed	2. 100%	2. 100%	Achieved. 2014 Festival complete. Currently undertaking 2014 Festival review. Working with stakeholders to begin planning 2015 Festival.
2.5.2.3 Provide a readily accessible liaison point for the community on heritage and cultural issues	Community Development	1. Number and nature of issues addressed	1. 100%	1. 100%	Achieved. Continuing to liaise closely with community members and organisations on Heritage and Culture issues.
2.5.2.4 Facilitate, support and/or advocate for cultural and heritage education within the community	Community Development	1. Number and type of initiatives implemented	1. 100%	1. 100%	Achieved. A number of initiatives are currently being developed.
		2. Oversight of second burial ground	2. 100%	2. 100%	Achieved. Currently reviewing maintenance program and requirements for the Second Burial Ground.

GUIDING PRINCIPLE
Looking after our people

Community Strategic Plan: 2.6 Provide social and community infrastructure and services

Delivery Program Objective: 2.6.1 Work with rural community's to identify, evaluate and address community needs

Operational Plan Activity 2013 - 2014	Lead Responsibility	Success Measures	Target	YTD Actual	Comment on Progress
2.6.1.1 Participate in the rural communities network	Community Development	1. Six (6) rural network meetings attended by 30th June 2014	1. 6#	1. 6#	Achieved. Six meetings organised and attended for 2013 - 2014.

Delivery Program Objective: 2.6.2 Create access to community facilities that allow a range of social, health and wellbeing activities

Operational Plan Activity 2013 - 2014	Lead Responsibility	Success Measures	Target	YTD Actual	Comment on Progress
2.6.2.1 Complete the Port Macquarie Community Garden on time and on budget and in accordance with the grant funding agreement	Community Development	1. Community Garden delivered in accordance with funding agreement by 30 June 2014	1. 100%	1. 100%	Achieved. Community Garden was opened in April and report presented to June Ordinary Council Meeting.
2.6.2.2 Seek grant funding to sustain and improve public halls and community buildings	Community Development	1. Five (5) grant applications supported by 30th June 2014	1. 5#	1. 7#	Achieved. A total of seven grant applications have been made during 2013 - 2014 period.
2.6.2.3 Support s355 committees in the operation of existing community facilities	Community Development	1. Attend a minimum of two s355 committee meetings	1. 24#	1. 20#	Achieved. s355 committee meetings attended as scheduled.
		2. Number of facilities managed/inspected annually	2. 100%	2. 100%	Achieved. All facilities have been managed and maintained during 2013 - 2014.
		3. Quarterly financial reports provided to s355 Committee	3. 4#	3. 8#	Achieved. Financial reporting is provided to the s355 committees as required.
2.6.2.4 Undertake a review of community hall usage	Community Development	1. Review of community hall usage completed and delivered to Council	1. 100%	1. 100%	Achieved. Review of halls completed.

GUIDING PRINCIPLE

Looking after our people

Community Strategic Plan: 2.6 Provide social and community infrastructure and services

Delivery Program Objective: 2.6.2 Create access to community facilities that allow a range of social, health and wellbeing activities

Operational Plan Activity 2013 - 2014	Lead Responsibility	Success Measures	Target	YTD Actual	Comment on Progress
2.6.2.5 Work with health services to support and promote mental health initiatives for young people in the local government area	Community Development	1. Mental health initiatives for young people supported	1. 1#	1. 3#	Achieved. The development, launch and promotion of the Hastings Youth Directory smart phone App in December 2013. The App was created to help support local young people over the summer break. Working with Headspace Port Macquarie to help organise, coordinate and advertise the centre's first birthday.
2.6.2.6 Work with Youth network to promote and support take up of activities by young people across the Local Government Area	Community Development	1. Type and number of activities undertaken to support young people	1. 2#	1. 12#	Achieved. Program completed through the year with ongoing support of Youth week, youth leadership opportunities and YAC.
2.6.2.7 Undertake disability access assessments on relevant Development Applications	Community Development	1. Assessments analysed within 14 days of receipt	1. 100%	1. 100%	Achieved. Disability access assessments have been undertaken including review of plans for Lake Cathie Public School, Port Macquarie Private Hospital, Garden Village and Charles Stuart University Stage 1. Disability Assessment completed of Highfield Circuit units, Garden Village extension of 2 x 4 storey building and Oceanview Club Resort. Disability Assessment of proposed Stingray Creek Bridge design and Lighthouse Beach Road Footpath disability assessment, Town Square and Town Green submission and Short Street (Hastings River end) proposed footpath construction assessment and Flynn's Beach Seawall were also assessed on time.

Community Strategic Plan: 2.7 Empower the community to be active and involved in community life

Delivery Program Objective: 2.7.1 Encourage and build capacity for community groups to be active, successful and sustainable and support growth of the volunteer base

Operational Plan Activity 2013 - 2014	Lead Responsibility	Success Measures	Target	YTD Actual	Comment on Progress
2.7.1.1 Build capacity within community and cultural groups by working with these groups to access grant funding	Community Development, Recreation & Buildings, Environmental Services	1. Number of community, sporting, cultural and recreational groups given support / assistance	1. 100%	1. 100%	Achieved. A number of network meetings to discuss community grants including Rural Network, Youth Advisory Council, Bearlay, Community Connects, 355 committees. Teddy Bear Picnic, Comboyne Community and Bunyah Land Council. Community Information session were held to assist groups in applying for grants and managing projects.
2.7.1.4 Provide information to community groups regarding grant programs, healthy lifestyle and community training opportunities	Community Development	1. 150 information sources distributed during the year	1. 150#	1. 257#	Achieved. Over 250 items of information were circulated from a variety of sources over the year.
2.7.1.5 Manage and allocate parks, reserves, beaches and sports fields for events and community use	Recreation & Buildings	1. Applications for use are actioned in accordance with relevant service standard	1. 100%	1. 100%	Achieved. All park and reserve applications for use were processed in accordance with adopted service standards.
		2. Increase in number of parks/reserve based events (Target number of parks/reserves events exceeds 2012-2013 total)	2. 447#	2. 479#	Achieved.

GUIDING PRINCIPLE
Looking after our people

Community Strategic Plan: 2.8 Promote cultural and artistic expression

Delivery Program Objective: 2.8.1 Support, facilitate and advocate for arts and cultural programs that engage the community and deliver a range of high quality performing, visual arts and cultural development services

Operational Plan Activity 2013 - 2014	Lead Responsibility	Success Measures	Target	YTD Actual	Comment on Progress
2.8.1.1 Develop an annual exhibition program that shows a diverse mix of contemporary art	Glasshouse	1. Number of exhibitions by 30th June 2014	1. 6#	1. 27#	Achieved. 27 exhibitions were installed during the year and included Christo: John Kaldor Family Collection Artist Room, The Wandering: Moving Images from the MCA Collection, Its a small world, Pam Tippet A Survey, Kathy Temin: Black Gardens, Daniel Boyd: A Darker Shade of Dark, 'Creatability, and 'A Drifting Tide', 'Arthur Boyd: An Active Witness', 'Alun Laexch-Jones: Modernism Redux' and 'Operation Art', 'Bodywork:Australian Jewellery 1970-2010' and 'Sea of Faces' and the 'Archibald Prize', 'Shadowline: Contemporary Drawing', 'ACO Virtual", & 'Still of the Night: Mic Rees', 'Under the Influence and: Hastings Vallery Fine Art' and 'New Acquisitions: Works from the Port Macquarie Hastings Council Collection', 'Marion Borgelt: Wab-Sabi And Other Influences', 'Seasons: Gail English' and 'Northern Exposure 3", 'Unseen Sculptures', 'Uploaded: Julie Rrap', 'Spirit of Place', "Twelve + 3' and "Direction Now".

Community Strategic Plan: 2.8 Promote cultural and artistic expression

Delivery Program Objective: 2.8.1 Support, facilitate and advocate for arts and cultural programs that engage the community and deliver a range of high quality performing, visual arts and cultural development services

Operational Plan Activity 2013 - 2014	Lead Responsibility	Success Measures	Target	YTD Actual	Comment on Progress
2.8.1.2 Develop and deliver an annual professional performing arts season	Glasshouse	1. Number of theatre programs performed by 30th June 2014	1. 12#	1. 32#	Achieved. 32 performances have been held for the year and have included, two performances of The Club and two Morning Music Performance - Stardust with Melinda Pavey and (Cheek to Chic), Marina Prior and two performances of Emily Eyefinge, Blue Grassy Knoll, Morning Music Program: one performance of The Great Tenor, 2013 Season Program: two performances of 39 Steps, Education Program: two performances of Steadfast Tin Soldier, Pirates to Pinafores (546 participants), one performance of When Dad Married Fury, one performance of Both Sides: Rachel Beck & David Hobson, two education performances of TASHI, and one show reel of Flickerfest, Marion Martin, It's Dark Outside and 13 Storey Treehouse.
2.8.1.3 Implement strategies to increase revenue streams	Glasshouse	1. Number of sponsorships entered into (10% increase on 2012-2013) 2. Revenue from external commercial hire (10% increase on 2012-2013)	1. 10% 2. 10%	1. 75% 2. 66%	Achieved. Lapsed sponsorships have been renegotiated since the comparable period in the prior year. Achieved. On a year to date basis for July 2013 - June 2014 income is 66% higher than the previous period. External hire varies from month to month depending on industry cycles, events and functions booked. However, overall strategies are to increase revenue over time.

Community Strategic Plan: 2.9 Promote a healthy lifestyle, through education, support networks and facilities

Delivery Program Objective: 2.9.1 Provide a range of sporting and recreational opportunities

Operational Plan Activity 2013 - 2014	Lead Responsibility	Success Measures	Target	YTD Actual	Comment on Progress
2.9.1.2 Management of the Mayor's Sporting Fund	Community Development	1. Award the Wayne Richards Sporting Talent Grant	1. 1#	1. 1#	Achieved. 20 applications received with 18 proceeding through the full assessment stage. Recipient announced at the presentation event held 26 Feb at Pier One Panthers, One runner up also announced. Event attended by 60 people.
		2. Coordinate fund raising activities for the Mayors Sporting Fund	2. 2#	2. 2#	Achieved. Annual fundraising golf day raised \$10,000 and was held 3 November 2013. The second event was a successful bowls day held April 2014 and raised over \$4,300 towards the Mayors Sporting Fund.
		3. Provide an Annual Report on activities of the Mayor's Sporting Funds	3. 1#	3. 1#	Achieved. 2012 - 2013 Annual Report prepared and presented to the Council Ordinary Meeting held 20 August 2013. The 2013 - 2014 Annual Report is due August 2014.

Delivery Program Objective: 2.9.2 Plan and deliver innovative Library Services which cater for new technology and growth areas

Operational Plan Activity 2013 - 2014	Lead Responsibility	Success Measures	Target	YTD Actual	Comment on Progress
2.9.2.1 Provide library programs and lending services across the LGA	Community Development	1. Activities undertaken are within 10% of the previous year	1. 10%	1. 28%	Achieved. 22 activities as compared to 15 last year.
		2. Circulation figures within 10% of previous year	2. 10%	2. 1%	Achieved. Up from 63441 to 64052.
		3. Review the collection development policy annually	3. 100%	3. 100%	Achieved.
		4. Visits within 10% of previous years	4. 10%	4. 3%	Achieved. Up from 32162 to 33072.

Community Strategic Plan: 2.9 Promote a healthy lifestyle, through education, support networks and facilities

Delivery Program Objective: 2.9.2 Plan and deliver innovative Library Services which cater for new technology and growth areas

Operational Plan Activity 2013 - 2014	Lead Responsibility	Success Measures	Target	YTD Actual	Comment on Progress
2.9.2.2 Undertake a review of the mobile library service for rural schools in February 2014	Community Development	1. Number of loans issued from the van are within 10% circulation figures of previous year 2. Service provided 2 days per week during school term (65 days per year)	1. 10% 2. 100%	1. 10% 2. 100%	Achieved. Library van loans are consistent with the first year of operation and is providing a valuable service to schools across the Hastings. Achieved.
2.9.2.3 Provide access to range of Library online services	Community Development	1. 15 reference databases provided 2. Increase downloads 3. Public access to internet supplied	1. 100% 2. 5% 3. 100%	1. 100% 2. 22% 3. 100%	Achieved. 15 reference databases were provided for 2013 - 2014 period. Achieved. 3805 compared to 3119 last year. Achieved.
2.9.2.4 Undertake an evaluation of suitable Council sites/facilities to provide wifi capability	Community Development	1. Evaluation of suitable Council sites/facilities to provide wifi capabilities report completed	1. 100%	1. 100%	Achieved. Suitable sites were identified, but no action was taken as to implementation.

GUIDING PRINCIPLE - Helping our community prosper

What are we trying to achieve?

The Port Macquarie-Hastings region is able to thrive through access to a range educational, employment and business opportunities.

Community Strategic Plan: 3.1 Create opportunities for lifelong learning and skill enhancement with availability of a broad range of education and training facilities

Delivery Program Objective: 3.1.1 Investigate and plan for expansion of the higher education industry and actively explore and facilitate optimal local partnerships, together with Universities and other educational institutions

Operational Plan Activity 2013 - 2014	Lead Responsibility	Success Measures	Target	YTD Actual	Comment on Progress
3.1.1.1 In consultation with the Economic Development Steering Group (EDSG), continue to work towards the expansion of the Higher Education sector.	Economic Development	1. Continued engagement with the Higher Education Skills Forum	1. 6#	1. 21#	Achieved. All scheduled meetings were attended during the year. A Higher Education Rep also attends Economic Development Steering Group meetings.

Community Strategic Plan: 3.2 Promote and support an increase in business capacity in order to generate ongoing economic growth

Delivery Program Objective: 3.2.1 Identify, support and advocate for effective programs that assist the growth of appropriate business and industry

Operational Plan Activity 2013 - 2014	Lead Responsibility	Success Measures	Target	YTD Actual	Comment on Progress
3.2.1.1 In consultation with the Economic Development Steering Group, lead the development of a renewed Economic Development strategy for the LGA with consideration given to the current programs	Economic Development	1. Economic development strategy developed	1. 100%	1. 100%	Achieved. Economic Development Strategy 2013 - 2016 was finalised in November 2013. First six monthly implementation report presented to the Ordinary Council Meeting in June.

Community Strategic Plan: 3.2 Promote and support an increase in business capacity in order to generate ongoing economic growth

Delivery Program Objective: 3.2.2 Develop, manage and maintain Council business units to optimise commercial return and community benefit

Operational Plan Activity 2013 - 2014	Lead Responsibility	Success Measures	Target	YTD Actual	Comment on Progress
3.2.2.1 Increase operating revenue on Council business units	Commercial and Business Services	1. Increase operating revenue by >3% on 2012-2013 figures	1. 3%	1. 7%	Achieved. Operating revenue of the Airport, Innes Gardens Crematorium and Memorial Park and Glasshouse commercial business units is 7% greater than 30 June 2013 year to date figures.

Delivery Program Objective: 3.2.3 Facilitate growth in retail and commercial business through the provision of appropriately zoned land that meets the needs of sustainable business

Operational Plan Activity 2013 - 2014	Lead Responsibility	Success Measures	Target	YTD Actual	Comment on Progress
3.2.3.1 Local Environmental Plan (LEP) and Development Control Plan (DCP) amendments in relation to a business park near Port Macquarie Airport	Strategic Land Use Planning	1. LEP and DCP amendments in relation to a business park near Port Macquarie Airport completed	1. 100%	1. 40%	Behind schedule. Awaiting Council determination on infrastructure planning and future airport operations. Will carry over to 2014 - 2015.
3.2.3.2 LEP and DCP amendments in relation to Birdon Marine Precinct	Strategic Land Use Planning	1. LEP and DCP amendments in relation to Birdon Marine Precinct completed	1. 100%	1. 93%	Behind schedule. Outcome of public exhibition expected to be reported to Ordinary Council Meeting in August. Will carry over to 2014 - 2015.
3.2.3.3 LEP and DCP amendments in relation to Cassegrain Winery plus associated tourism development	Strategic Land Use Planning	1. LEP and DCP amendments in relation to Cassegrain Winery plus associated tourism development completed	1. 100%	1. 81%	Behind schedule. Delayed due to ongoing negotiations in relation to infrastructure issues and finalisation of planning agreement offer. Project currently on public display until 4 August 2014. This project will carry over to 2014 - 2015.
3.2.3.4 Preparation of LEP and DCP provisions for Fernbank Creek Industrial Precinct	Strategic Land Use Planning	1. Fernbank Creek Industrial Precinct. Report to Council for adoption	1. 100%	1. 100%	Achieved. Rezoning notified on the NSW Legislation website and site-specific development control provisions commenced 20 December 2013.
3.2.3.5 Preparation of LEP and DCP amendments for core commercial land at Warlters St, Port Macquarie	Strategic Land Use Planning	1. Warlters Street. Report to Council for adoption	1. 100%	1. 100%	Achieved. Reported to Council following public exhibition and referred to Parliamentary Counsel prior to finalisation. DCP to commence on notification of the rezoning.

Community Strategic Plan: 3.2 Promote and support an increase in business capacity in order to generate ongoing economic growth

Delivery Program Objective: 3.2.3 Facilitate growth in retail and commercial business through the provision of appropriately zoned land that meets the needs of sustainable business

Operational Plan Activity 2013 - 2014	Lead Responsibility	Success Measures	Target	YTD Actual	Comment on Progress
3.2.3.6 Preparation of LEP amendment for proposed bulky goods retail site at John Oxley Drive (Wrights Rd), Port Macquarie	Strategic Land Use Planning	1. John Oxley Drive. Exhibition of draft Plans, review and report to Council for adoption	1. 100%	1. 93%	Behind schedule. December 2013 Council Meeting deferred action until adjoining intersection upgrade strategy resolved. In early June State Government announced commitment to upgrade intersection. Planning Agreement offer received - expect exhibition in July and report to Council in August 2014. Will carry over to 2014 - 2015.
3.2.3.7 Preparation of the Precinct DCP provisions for the Wauchope Town Centre	Strategic Land Use Planning	1. Wauchope Town Centre. Report to Council for adoption	1. 100%	1. 100%	Achieved. Project finalised,
3.2.3.8 Preparation of an LEP amendment in relation to land at Park St, Port Macquarie	Strategic Planning Land Use	1. LEP amendments completed to land at Park St Port Macquarie and reported to Council	1. 100%	1. 40%	Behind schedule. Council report deferred at June Ordinary Meeting pending further consultation with the NSW Department of Lands.

Delivery Program Objective: 3.2.4 Appropriately develop, manage and maintain Council's property including property sales, acquisitions, road closures, land development and management of community and commercial leases

Operational Plan Activity 2013 - 2014	Lead Responsibility	Success Measures	Target	YTD Actual	Comment on Progress
3.2.4.1 Manage Council's community and commercial leases for the most appropriate return to Council and the community	Commercial & Business Services	1. All commercial and community leases current	1. 100%	1. 100%	Achieved. All leases up to date or in the process of renewal.

Delivery Program Objective: 3.2.5 Optimise the commercial focus on Council's property portfolio to deliver improved returns to Council and the community

Operational Plan Activity 2013 - 2014	Lead Responsibility	Success Measures	Target	YTD Actual	Comment on Progress
3.2.5.1 Develop a Council property portfolio options paper detailing future potential of Council-owned land	Commercial & Business Services	1. Develop options papers for Council property portfolio's	1. 100%	1. 30%	Behind schedule. Material presented to Infrastructure Division for consideration and comment before options paper developed.

Community Strategic Plan: 3.2 Promote and support an increase in business capacity in order to generate ongoing economic growth

Delivery Program Objective: 3.2.5 Optimise the commercial focus on Council's property portfolio to deliver improved returns to Council and the community

Operational Plan Activity 2013 - 2014	Lead Responsibility	Success Measures	Target	YTD Actual	Comment on Progress
		2. Present Council property portfolio options paper to Council	2. 100%	2. 0%	Behind target. Option paper to be presented to Council following adoption of Council's Recreational Plan expected in late 2014.

Delivery Program Objective: 3.2.6 Optimise the use of appropriately zoned land

Operational Plan Activity 2013 - 2014	Lead Responsibility	Success Measures	Target	YTD Actual	Comment on Progress
3.2.6.1 DCP amendments to Major Innes Road, Charles Sturt University precinct and the Public Hospital precinct	Strategic Land Use Planning	1. LEP and DCP amendments in relation to Major Innes Road, Charles Sturt University precinct and the Public Hospital precinct completed	1. 100%	1. 38%	Behind schedule. Consultant landfill gas investigation report finalised. Probable that 12 months monitoring will be required to proceed with rezoning. Dept of Planning and Environment have granted time extension for this reason. Will carry over to 2014 - 2015.

Community Strategic Plan: 3.3 Expand tourism business opportunities and benefits through collaborative planning and promotion

Delivery Program Objective: 3.3.1 Maximise, support, facilitate and advocate for major events and conferences to ensure ongoing positive economic and tourism growth

Operational Plan Activity 2013 - 2014	Lead Responsibility	Success Measures	Target	YTD Actual	Comment on Progress
3.3.1.1 Secure two new major events/conferences	Economic Development	1. Major events or conferences secured	1. 2#	1. 4#	Achieved. Council secured the Ironman 70.3 event for Greater Port Macquarie for 2014 and 2015 and signed a letter of agreement with Surfing NSW to host the 2014 NSW Junior State Titles and also secured hosting rights for the 2014 NSW State Motocross Round. The 2015 - 2016 NSW Women's Bowls Championships has also been secured.

Community Strategic Plan: 3.3 Expand tourism business opportunities and benefits through collaborative planning and promotion

Delivery Program Objective: 3.3.2 Implement and support innovative and effective strategies and partnerships that position Port Macquarie-Hastings as a distinct and competitive destination that guides market development

Operational Plan Activity 2013 - 2014	Lead Responsibility	Success Measures	Target	YTD Actual	Comment on Progress
3.3.2.1 Undertake destination advertising and promotions to increase awareness in target markets	Economic Development	1. Implementation of destination and place marketing promotions	1. 100%	1. 100%	Achieved. Promotions conducted as scheduled.

Community Strategic Plan: 3.4 Maximise innovation and economic competitiveness by providing high quality communication technology throughout the Port Macquarie-Hastings region.

Delivery Program Objective: 3.4.1 Advocate and lobby government for implementation of the National Broadband Network as soon as possible

Operational Plan Activity 2013 - 2014	Lead Responsibility	Success Measures	Target	YTD Actual	Comment on Progress
3.4.1.1 Continue to lobby government for the implementation of the National Broadband Network (NBN)	Economic Development	1. Continued lobbying for the implementation of the National Broadband Network (NBN) undertaken	1. 100%	1. 100%	Achieved. Engagement with NBN Co continues, however, increased focus is on encouraging private industry high speed broadband infrastructure solutions. Further telecommunications gap analysis is underway.

Community Strategic Plan: 3.5 Target and encourage business enterprise by providing favourable business conditions including infrastructure and transport options.

Delivery Program Objective: 3.5.1 Develop, manage and maintain Port Macquarie Airport as a key component of the regional transport network and continue to grow the airport's contribution to the regional economy

Operational Plan Activity 2013 - 2014	Lead Responsibility	Success Measures	Target	YTD Actual	Comment on Progress
3.5.1.1 Initial Planning of Airport Land Development as a key economic driver and provision of revenue streams for Council	Commercial & Business Services	1. Initial planning and feasibility studies of Airport Land Development to be completed by 30th June 2014	1. 100%	1. 100%	Achieved. Initial planning continuing in accordance with the adopted Airport Master Plan - Addendum Report. Environmental consultant engaged to undertake biocertification project - Stage 1 desktop assessment commenced.
3.5.1.2 Continue to facilitate a range of regular public transport (RPT) airline services at Port Macquarie Airport	Commercial & Business Services	1. Increase in aircraft movements > 5,650 2. Increase in passenger numbers > 230,000	1. 5,650# 2. 230,000#	1. 5514# 2. 226,071#	Behind target. Slightly behind target overall year to date. Additional daily Qantaslink Brisbane service commenced 1 May. Behind target. Slightly below target down 0.7% on previous year.

Community Strategic Plan: 3.5 Target and encourage business enterprise by providing favourable business conditions including infrastructure and transport options.

Delivery Program Objective: 3.5.1 Develop, manage and maintain Port Macquarie Airport as a key component of the regional transport network and continue to grow the airport's contribution to the regional economy

Operational Plan Activity 2013 - 2014	Lead Responsibility	Success Measures	Target	YTD Actual	Comment on Progress
3.5.1.3 Completion of Stage1 upgrade works at the airport (subject to regulatory approval)	Commercial & Business Services	1. Airport Stage1A upgrade works complete	1. 100%	1. 100%	Achieved. Project completion formally achieved on 19 December 2013.

Delivery Program Objective: 3.5.2 Investigate options for the future management and ownership of the Port Macquarie Airport

Operational Plan Activity 2013 - 2014	Lead Responsibility	Success Measures	Target	YTD Actual	Comment on Progress
3.5.2.1- NOTE: This action will not be pursued, adopted ORD 19/2/14. Develop an options paper for the future management and / or ownership of the PMQ Airport for consideration by Council.	Commercial & Business Services	1. Completion of the options paper for the future management and / or ownership of the Port Macquarie Airport	1. 100%	1. 0%	Action deleted. Council resolved at the February 2014 Ordinary Meeting (Item 09.10), that this Operational Plan action will not proceed further until such time as the outcomes of the Environmental Strategy has been assessed.
		2. Report on options paper for the future management and / or ownership of the Port Macquarie Airport presented to Council for consideration	2. 100%	2. 0%	Action deleted. Council resolved at the February 2014 Ordinary Meeting (Item 09.10), that this Operational Plan action will not proceed further until such time as the outcomes of the Environmental Strategy has been assessed.

Community Strategic Plan: 3.5 Target and encourage business enterprise by providing favourable business conditions including infrastructure and transport options.

Delivery Program Objective: 3.5.3 Advocate for a range of high quality, safe and competitive transport services

Operational Plan Activity 2013 - 2014	Lead Responsibility	Success Measures	Target	YTD Actual	Comment on Progress
3.5.3.1 Review and update as necessary, the suite of airport operational manuals, plans, and standard operating procedures to ensure compliance with regulatory standards	Commercial & Business Services	1. Review of the suite of airport operational manuals, plans, and standard operating procedures completed	1. 100%	1. 100%	Achieved. Transport Security Program (TSP) updated and approved by the Office of Transport Security. Aeronautical Information Package (AIP) including Departure and Approach Procedures (DAP) and En Route Supplement Australia (ERSA) updated and published following Stage 1A upgrade. Update of Airport Operations Manual (AOM) prepared - publication pending final assessment of exemption applications by CASA.

Delivery Program Objective: 3.5.4 Develop partnerships with local and regional business networks to assist in maintaining existing businesses and industry in the region

Operational Plan Activity 2013 - 2014	Lead Responsibility	Success Measures	Target	YTD Actual	Comment on Progress
3.5.4.1 In consultation with the Economic Development Steering Group (EDSG), lead the development of a renewed Economic Development strategy for the Local Government Area	Economic Development	1. Engage with Economic Development Steering Group six (6) times throughout the year	1. 6#	1. 17#	Achieved. Monthly meetings or more regularly as required, have been held with the Economic Development Steering Group during the 2013 - 2014 year.
3.5.4.2 Attend, support and participate in the Regional Economic Board	Economic Development	1. Attendance at quarterly Regional Economic Board meetings	1. 4#	1. 1#	Achieved. All meetings that were scheduled were attended.

Community Strategic Plan: 3.5 Target and encourage business enterprise by providing favourable business conditions including infrastructure and transport options.

Delivery Program Objective: 3.5.5 Support and encourage continuous improvement and implementation of programs designed to support the development of all businesses and industry in partnership with the Chambers of Commerce

Operational Plan Activity 2013 - 2014	Lead Responsibility	Success Measures	Target	YTD Actual	Comment on Progress
3.5.5.1 As per 3.2.1.1 - In consultation with the Economic Development Steering Group (EDSC), lead the development of a renewed Economic Development strategy for the Local Government Area	Economic Development	1. Economic development strategy developed	1. 100%	1. 100%	Achieved. The Economic Development Strategy was adopted in November. The first six monthly implementation report was presented to the Ordinary Council Meeting in June.

GUIDING PRINCIPLE

Looking after our environment

GUIDING PRINCIPLE - Looking after our environment

What are we trying to achieve?

We understand and manage the impact that the community has on our natural environment.

We protect the environment now and in the future.

Community Strategic Plan: 4.1 Protect and restore natural areas

Delivery Program Objective: 4.1.1 Implement and advocate a range of proactive programs for the environmental management of lands within the local government area

Operational Plan Activity 2013 - 2014	Lead Responsibility	Success Measures	Target	YTD Actual	Comment on Progress
4.1.1.1 Carry out weed management program according to the Mid North Coast Invasive Plant Species Strategy 2012	Environmental Services	1. 20% of all plant nurseries in the LGA inspected for invasive weeds 2. 250 ha of land treated for invasive weeds 3. 300 properties inspected for invasive weeds 4. 600km of weed dispersal routes treated	1. 100% 2. 250ha 3. 300# 4. 600km	1. 100% 2. 895ha 3. 442# 4. 1155km	Achieved. 20% of all nurseries inspected. Achieved. Total 1127 hectares treated. Achieved. 442 properties inspected. Achieved. Total 1155 km treated.
4.1.1.2 Undertake feral animal control activity on Council controlled land	Environmental Services	1. Feral animal control undertaken at five sites in accordance with approved control plans	1. 5#	1. 5#	Achieved. Five sites have been treated during the year and include Cairncross Tip, Dunbogan Beach, Christmas Bells Plains, North Shore and Thrumster.
4.1.1.3 Implementation of the Riparian Restoration Works	Environmental Services	1. 70km (lineal) of control undertaken for riverbank vine weed on fresh & estuarine waterways	1. 70km	1. 79km	Achieved. 78.5 km treated.

GUIDING PRINCIPLE

Looking after our environment

Community Strategic Plan: 4.1 Protect and restore natural areas

Delivery Program Objective: 4.1.1 Implement and advocate a range of proactive programs for the environmental management of lands within the local government area

Operational Plan Activity 2013 - 2014	Lead Responsibility	Success Measures	Target	YTD Actual	Comment on Progress
4.1.1.4 Implementation of the Bushland Regeneration Program	Environmental Services	1. 9 bushland reserves in healthy ecological condition	1. 9#	1. 18#	Achieved. 18 reserves in healthy ecological condition.

Community Strategic Plan: 4.2 Ensure service infrastructure maximises efficiency and limits environmental impact

Delivery Program Objective: 4.2.1 Incorporate efficiency and environmental impact mitigation into project planning processes

Operational Plan Activity 2013 - 2014	Lead Responsibility	Success Measures	Target	YTD Actual	Comment on Progress
4.2.1.1 Review Project Management Guidelines Checklist and Project Plan to include a reference to an Environmental Impact Assessment	Governance & Executive Services	1. Templates modified to include Environmental Impact Assessments	1. 100%	1. 100%	Achieved. Project management templates amended to include environmental impact assessments.

Community Strategic Plan: 4.3 Implement total water cycle management practices

Delivery Program Objective: 4.3.1 Operate the sewerage system to maximum efficiency to ensure that effluent released into the environment meets EPA licence conditions

Operational Plan Activity 2013 - 2014	Lead Responsibility	Success Measures	Target	YTD Actual	Comment on Progress
4.3.1.1 Meet effluent quality requirements of Environmental Protection Licences (EPL)	Water & Sewer	1. Compliance with Environmental Protection Licences effluent quality conditions	1. 100%	1. 100%	Achieved. Effluent quality meets EPA licence discharge requirements for all schemes.

GUIDING PRINCIPLE

Looking after our environment

Community Strategic Plan: 4.3 Implement total water cycle management practices

Delivery Program Objective: 4.3.2 Increase availability and community awareness of reclaimed water and reused effluent

Operational Plan Activity 2013 - 2014	Lead Responsibility	Success Measures	Target	YTD Actual	Comment on Progress
4.3.2.1 Extend reclaimed water reticulation network	Water & Sewer	1. 500 meters of extended reclaimed water reticulation network	1. 500#	1. 0#	Behind target. Final draft submitted June 2014 and is subject to review and comments by Council which will be considered in determining future direction for the network, including extent, future works, charging philosophy.

Delivery Program Objective: 4.3.3 Incorporate integrated water management and water sensitive urban design principles into new development areas

Operational Plan Activity 2013 - 2014	Lead Responsibility	Success Measures	Target	YTD Actual	Comment on Progress
4.3.3.1 Development of an Integrated Water Cycle Management (IWCM) Plan for the Local Government Area	Water & Sewer	1. Draft Integrated Water Cycle Management Plan placed on exhibition	1. 1#	1. 0#	Behind schedule. Brief being developed for IWCM Strategy, development based on review of current investigation reports is ongoing. Comments received from Office of Water July 2014 for incorporation into brief.

Delivery Program Objective: 4.3.4 Adopt water conservation practices that maintain potable water consumption below state benchmark levels

Operational Plan Activity 2013 - 2014	Lead Responsibility	Success Measures	Target	YTD Actual	Comment on Progress
4.3.4.1 Maintain mandatory water conservation practices to achieve consumption below NSW state benchmark levels	Water & Sewer	1. Achieve below average water consumption in national performance indicators (kilolitres based on per property)	1. 155kL	1. 0kL	Not available. Consumption figures to be obtained to report accurately. Level 3 water restrictions implemented across the local government area in January. Level 4 restrictions not implemented. Storage levels at end June 2014 was 82%. Restrictions not lifted until 85%. Pumping from river ceased end May 2014 due to low river levels.

GUIDING PRINCIPLE

Looking after our environment

Community Strategic Plan: 4.4 Continue to improve waste collection and recycling practices

Delivery Program Objective: 4.4.1 Reduce waste to landfill, utilising appropriate education, facilities and strategies

Operational Plan Activity 2013 - 2014	Lead Responsibility	Success Measures	Target	YTD Actual	Comment on Progress
4.4.1.1 Develop and implement a new domestic waste collection service in consultation with the community	Environmental Services	1. New domestic waste services planned	1. 100%	1. 100%	Achieved. New services to commence 1 September 2014.
4.4.1.2 - NOTE: This action will not be pursued - Adopted ORD 18/12/13. Develop and implement alternative waste treatment systems in consultation with the community.	Environmental Services	1. Alternative waste treatment system planned	1. 100%	1. 0%	Not available. Council resolved at its Ordinary Meeting held on 18 December (Item 08.12), that this Operational Plan action will not proceed further due to the estimated high costs involved and a number of uncertainties in relation to its success.
4.4.1.3 Implement Commercial and Industrial Education Strategy to encourage source separation of waste	Environmental Services	1. Percentage increase of commercial and industrial recycling compared to previous year	1. 1%	1. 3%	Achieved. There has been a small percentage increase in Commercial recycling, compared to last year.
4.4.1.4 Implement resident education program on waste separation	Environmental Services	1. Percentage increase of household recycling compared to previous year	1. 1%	1. 0%	Behind target. There has been a large increase in recycling and resource recovery for the domestic sector. Much of this is due to the large increase in organic material coming in seasonally.
4.4.1.5 Upgrade Waste Management Facilities	Environmental Services	1. Approvals obtained for upgrade and expansion of Cairncross Waste Management Facility and new Transfer Station at Kew	1. 100%	1. 92%	Behind target. Development Consent obtained for Cairncross. Statement of Environmental effects finalised for Kew Transfer Station.

Delivery Program Objective: 4.4.2 Participate in regional cooperation for effective waste management and resource recovery at the strategic and operational level

Operational Plan Activity 2013 - 2014	Lead Responsibility	Success Measures	Target	YTD Actual	Comment on Progress
4.4.2.1 Participate in regional programs as part of the Midwaste Regional Group of Councils	Environmental Services	1. Report presented on projects undertaken. Published on the Midwaste website	1. 100%	1. 100%	Achieved. Report published.

GUIDING PRINCIPLE

Looking after our environment

Community Strategic Plan: 4.5 Provide community access and opportunities to enjoy our natural environment

Delivery Program Objective: 4.5.1 Provide and promote new and upgraded paths, facilities and access to parks and bushland/natural resources

Operational Plan Activity 2013 - 2014	Lead Responsibility	Success Measures	Target	YTD Actual	Comment on Progress
4.5.1.1 Conduct promotional activities to encourage the use of parks and recreational facilities and bushland areas	Recreation & Buildings	1. Promotional activities conducted to encourage the use of parks and recreational facilities and bushland areas undertaken	1. 3#	1. 3#	Achieved. Family Fun Day held at Westport Park on 26 October 2013 to increase community awareness of planned playground upgrade for this site. Promotional material associated with beach safety was developed and distributed to tourism providers prior to commencement of Christmas holiday period. Mid North Coast Tree Climbing Championships were held during June.

Community Strategic Plan: 4.6 Create a culture that supports and invests in renewable energy

Delivery Program Objective: 4.6.1 Investigate and implement cost effective renewable energy generation for Council assets and promote outcomes to the community

Operational Plan Activity 2013 - 2014	Lead Responsibility	Success Measures	Target	YTD Actual	Comment on Progress
4.6.1.1 Implementation of Council wide renewable energy strategy	Environmental Services	1. Minimum of one project undertaken and promoted to the community	1. 1#	1. 0#	Behind schedule. Minor delay due to changed requirement for installation design. Project to be tendered in July.

Community Strategic Plan: 4.7 Increase awareness of and plan for the preservation of local flora and fauna

Delivery Program Objective: 4.7.1 Promote the conservation of key habitats

Operational Plan Activity 2013 - 2014	Lead Responsibility	Success Measures	Target	YTD Actual	Comment on Progress
4.7.1.1 Preparation of strategic policy/Koala Plan of Management (KPOM) for Port Macquarie Hastings LGA	Strategic Land Use Planning	1. Strategic policy/Koala Plan of Management adopted	1. 100%	1. 2%	Behind schedule. Preliminary research completed. Delayed pending report to Council regarding vegetation and habitat mapping. This project will carry over to 2014 - 2015.

GUIDING PRINCIPLE

Looking after our environment

Community Strategic Plan: 4.7 Increase awareness of and plan for the preservation of local flora and fauna

Delivery Program Objective: 4.7.1 Promote the conservation of key habitats

Operational Plan Activity 2013 - 2014	Lead Responsibility	Success Measures	Target	YTD Actual	Comment on Progress
4.7.1.2 Prepare a draft Biodiversity Strategy to determine environmental priorities for conservation and restoration	Environmental Services	1. Biodiversity Strategy draft prepared	1. 100%	1. 0%	Behind schedule. Deferred pending Council resolution.
4.7.1.3 Advise and educate residents, industry and community groups on Council's Tree Management requirements within the Development Control Plan	Recreation & Buildings	1. Advice on Council's Tree Management requirements provided in accordance with service standards and industry best practice	1. 100%	1. 78%	Behind target. Increases in customer requests and also a storm event created demand for greater than available resources and therefore the target has not been met.
		2. Educational material on Council's Tree Management requirements and Delivery Program developed and implemented	2. 100%	2. 100%	Achieved. Educational material delivered via correspondence and conversations regarding different legislative requirements, including civil advice letters, Catchment Management Authority jurisdiction, meetings with contractors and residents regarding Development Control Plan provisions and application process.
		3. Investigations undertaken in relation to all reported illegal tree works	3. 100%	3. 100%	Achieved. All illegal tree works have been investigated.

Community Strategic Plan: 4.8 Plan for and take action to minimise the impact of natural events and climate change

Delivery Program Objective: 4.8.1 Carry out relevant studies to determine the likely extent of natural events and the impact of climate change, develop relevant mitigation strategies

Operational Plan Activity 2013 - 2014	Lead Responsibility	Success Measures	Target	YTD Actual	Comment on Progress
4.8.1.1 Complete the climate change management strategy	Environmental Services	1. Climate change strategy completed	1. 100%	1. 75%	Behind schedule. Minor delay due to resource issues. Project plan complete.
4.8.1.2 Undertake Landfill Gas Capture at Cairncross Landfill	Environmental Services	1. Project commenced on Land fill gas capture	1. 100%	1. 90%	Behind schedule. Tenders being assessed. Proposing to report at July council meeting.

GUIDING PRINCIPLE

Looking after our environment

Community Strategic Plan: 4.8 Plan for and take action to minimise the impact of natural events and climate change

Delivery Program Objective: 4.8.1 Carry out relevant studies to determine the likely extent of natural events and the impact of climate change, develop relevant mitigation strategies

Operational Plan Activity 2013 - 2014	Lead Responsibility	Success Measures	Target	YTD Actual	Comment on Progress
4.8.1.3 Implement Floodplain Risk Management Plan actions (NOTE: Actions 2 and 3 will not be proceeding due to lack of grant funding as per ORD Council Meeting held in April)	Environmental Services	1. Construction of first section of Dunbogan Flood Access Road complete 2. Hibbard Precinct Flood Study commenced 3. Lakewood Levy Design complete	1. 100% 2. 0% 3. 0%	1. 30% 2. 0% 3. 0%	Behind schedule. Final amendment to designs complete. New contracts being prepared. Action deleted. Council resolved at the April ORD Meeting (Item 9.10) that this action will not be proceeding due to lack of grant funding forthcoming. Action deleted. Council resolved at the April ORD Meeting (Item 9.10) that this action will not be proceeding due to lack of grant funding forthcoming.
4.8.1.4 Implement the Lake Cathie Coastal Zone Management Plan actions	Environmental Services	1. Identified Lake Cathie Coastal Zone Management Plan actions complete	1. 100%	1. 100%	Achieved. Review of coastal Hazard Study progressing.

Community Strategic Plan: 4.9 Manage development outcomes to minimise the impact on the natural environment

Delivery Program Objective: 4.9.1 Strategically and financially plan for the infrastructure that will cater for population growth

Operational Plan Activity 2013 - 2014	Lead Responsibility	Success Measures	Target	YTD Actual	Comment on Progress
4.9.1.1 Review and amend roads and open space S94 contribution plans	Environmental Services	1. Amended roads and open space S94 contribution plans adopted by Council	1. 100%	1. 100%	Achieved. Growth Area Roads Contributions Plans adopted at May Ordinary Council Meeting.
4.9.1.2 Review and amend water and sewer development servicing plans	Environmental Services	1. Amended water and sewer development servicing plans adopted by Council	1. 100%	1. 96%	Behind schedule. Plans on public exhibition.

GUIDING PRINCIPLE

Looking after our environment

Community Strategic Plan: 4.9 Manage development outcomes to minimise the impact on the natural environment

Delivery Program Objective: 4.9.2 Undertake transparent and efficient development assessment in accordance with relevant legislation

Operational Plan Activity 2013 - 2014	Lead Responsibility	Success Measures	Target	YTD Actual	Comment on Progress
4.9.2.1 Process Development Applications (DA), Construction Certificates (CC), S.68 Plumbing and Drainage applications, Complying Development Certificates (CDC), Subdivision Certificates (SC) and S138	Development Assessment	1. Number of successful legal challenges relating to process and inspection errors	1. 0#	1. 0#	Achieved. No legal appeals for the July - June 2014 period.
4.9.2.2 Ensure the Development Assessment Panel (DAP) operates in accordance with their Charter and all applications are accurately determined	Development Assessment	1. Number of successful legal appeals relating to process errors	1. 0#	1. 0#	Achieved. No appeals for the July - June 2014 period.

GUIDING PRINCIPAL - Planning and proving our infrastructure

What are we trying to achieve?

Our population growth is supported through public infrastructure, land use and development strategies that create a connected, sustainable and accessible community.

Community Strategic Plan: 5.1 Create and maintain an integrated roads and transport system that eases access between population centres and services

Delivery Program Objective: 5.1.1 Plan, investigate, design and construct road and transport assets which address pedestrian, cyclist and vehicular needs

Operational Plan Activity 2013 - 2014	Lead Responsibility	Success Measures	Target	YTD Actual	Comment on Progress
5.1.1.1 Deliver preconstruction activities for road and transport assets in line with the 2014 - 2015 delivery program	Transport Network Management, Infrastructure Projects	1. Designs completed for road and transport assets approved programs	1. 100%	1. 70%	Behind schedule. Pre-construction/planning and design works ongoing. Projects continued in June include Lighthouse Road Upgrade Matthew Flinders Drive to Pacific Drive. Various Hastings River Drive projects including Park to Aston Streets and Gordon to Park Street Rehabilitation. Replacement bridge on Forbes River Road following the natural disasters in early 2013 ongoing. The Houston Mitchell Drive/Ocean Drive Roundabout redesign and Houston Mitchell Drive corridor plan were also continued in May. Ocean drive duplication ongoing design delayed by environmental referral process and koala plan of management.

Community Strategic Plan: 5.1 Create and maintain an integrated roads and transport system that eases access between population centres and services

Delivery Program Objective: 5.1.1 Plan, investigate, design and construct road and transport assets which address pedestrian, cyclist and vehicular needs

Operational Plan Activity 2013 - 2014	Lead Responsibility	Success Measures	Target	YTD Actual	Comment on Progress
5.1.1.2 Undertake the construction of road and transport assets in line with the 2013-2014 capital works program	Infrastructure Projects	1. Each project for the construction of road and transport assets is reported on individually on a quarterly basis in the Capital Works Report	1. 100%	1. 70%	Behind schedule. Pre-construction planning and design works ongoing ahead of construction. Works continued on the Ruins Way Reconstruction. Works were completed on the original scope for the Comboyne Road Wire Barrier replacement during June. Several projects not completed within the reporting period including Stingray Creek Bridge.

Delivery Program Objective: 5.1.2 Develop and implement the annual maintenance and preventative Works Programs for Roads and Transport assets

Operational Plan Activity 2013 - 2014	Lead Responsibility	Success Measures	Target	YTD Actual	Comment on Progress
5.1.2.1 Implement sealed road maintenance program including pothole repairs, jet patching and shoulder maintenance	Transport Network Management	1. Completed in accordance with approved Sealed roads maintenance programs, the Roads Maintenance Hierarchy and within operational budget	1. 100%	1. 73%	Below target. Financial target underspent. Volume of programmed works conducted according to approved hierarchy was negatively impacted by unplanned reduction in size of work crews due to resignations, illness and leave. Cost savings have been utilised on additional delivery in the Roadside Vegetation and Bridges / Culverts programs.
5.1.2.2 Implement unsealed road maintenance program including gravel resheeting and rural maintenance grading	Transport Network Management	1. Completed in accordance with approved Unsealed Road Maintenance programs, the Roads Maintenance Hierarchy and within operational budget.	1. 100%	1. 94%	Achieved. Financial target underspent. All roads scheduled in approved grading program completed over 12 months. Expenditure was less than forecast due to dry weather causing less road surface deterioration and therefore less material cost for maintenance.

Community Strategic Plan: 5.1 Create and maintain an integrated roads and transport system that eases access between population centres and services

Delivery Program Objective: 5.1.2 Develop and implement the annual maintenance and preventative Works Programs for Roads and Transport assets

Operational Plan Activity 2013 - 2014	Lead Responsibility	Success Measures	Target	YTD Actual	Comment on Progress
		2. High priority unsealed roads graded twice within reporting period	2. 100%	2. 100%	Achieved. Maintenance grading of high priority unsealed roads completed in accordance with approved program. Grading high priority roads twice per annum and lower priority roads once per annum and lesser roads as resources allow.
5.1.2.3 Implement sealed road repairs program including heavy patching, kerb and gutter repairs, road reseals, footpaths and cycleways	Transport Network Management, Infrastructure Projects	1. Completed in accordance with approved Sealed Road Repair programs, the Roads Maintenance Hierarchy and within operational budget.	1. 100%	1. 99%	Achieved. Financial target underspent. Programmed works completed according to the approved roads hierarchy and established priorities including major reseals and repairs at Flynn's Beach, Ocean Drive intersection and Fiona Crescent. Minor savings will be used in other components of road maintenance program.

Community Strategic Plan: 5.1 Create and maintain an integrated roads and transport system that eases access between population centres and services

Delivery Program Objective: 5.1.2 Develop and implement the annual maintenance and preventative Works Programs for Roads and Transport assets

Operational Plan Activity 2013 - 2014	Lead Responsibility	Success Measures	Target	YTD Actual	Comment on Progress
		2. Percentage of sealed road network resealed (10% - currently 3%)	2. 10%	2. 2.2%	Below target. Below target. Funding provided in 2013 - 2014 allowed for reseat of 3% of the road network taking into account current costs and estimates on minor preparation work such as patching and or kerb and gutter prior to reseat. Blackbutt Drive and Granite Street reseals were deferred until September due to impact of low temperatures with funding used on deep AC patching. The 2014 -2015 budget has allocated an additional \$921,000 for proactive maintenance to allow for an increase in reseat beyond 3% of the network.
5.1.2.4 Implement roadside vegetation management program including median maintenance, roadside mowing and slashing, tree maintenance	Transport Network Management	1. Completed in accordance with approved Vegetation Management programs, the Roads Maintenance Hierarchy and within operational budget	1. 100%	1. 128%	Achieved. Financial target exceeded. Delivery on the approved vegetation management program exceeded due to requests for debris and dangerous tree limb removal post storm events in March / April and extensive tree loping in road reserves. Additional funding provided from 5.1.2.1.

Community Strategic Plan: 5.1 Create and maintain an integrated roads and transport system that eases access between population centres and services

Delivery Program Objective: 5.1.2 Develop and implement the annual maintenance and preventative Works Programs for Roads and Transport assets

Operational Plan Activity 2013 - 2014	Lead Responsibility	Success Measures	Target	YTD Actual	Comment on Progress
5.1.2.5 Implement roadside furnishing program including barriers, guideposts, line marking, signs, bus stops and seats	Transport Network Management	1. Completed in accordance with approved Roadside Furnishing programs, the Roads Maintenance Hierarchy and within operational budget.	1. 100%	1. 77%	Achieved. Financial target underspent. Works program was completed according to schedule and level of demand but a reduction in requests for signage and line marking replacement resulted in excess funding. Savings used to support overspend in Roadside Vegetation and Bridges / Culverts programs.
5.1.2.6 Implement Bridges and Culverts maintenance and repair program including inspections, monitoring and bridge repair works	Transport Network Management	1. Completed in accordance with approved Bridge, Culverts and Repair programs, the Roads/bridges Maintenance Hierarchy and within operational budget	1. 100%	1. 126%	Achieved. Financial target exceeded. Bridge and culverts repair program was completed according to schedule and in doing so exceeded allocated funding. Loggy Creek project has been transferred to the capital works program 2014 - 2015 financial year. Savings in other components of road maintenance program funded overrun.
5.1.2.7 Implement roads drainage maintenance program including inspections, repairs, cleaning and clearing	Transport Network Management	1. Completed in accordance with approved Drainage Maintenance programs, the Roads Maintenance Hierarchy and within operational budget	1. 100%	1. 104%	Achieved. Financial target exceeded. Approved program completed along with additional customer requests relating to roads drainage. Savings in other components of road maintenance program funded overrun.

Community Strategic Plan: 5.2 Ensure transport options are safe, functional and meet access needs across the Local Government Area

Delivery Program Objective: 5.2.1 Plan and implement traffic and road safety programs and activities addressing pedestrian, cyclist and vehicular needs

Operational Plan Activity 2013 - 2014	Lead Responsibility	Success Measures	Target	YTD Actual	Comment on Progress
5.2.1.1 Implement Road Safety education & awareness programs as scheduled in the Road Safety Action Plan	Transport Network Management	1. Completed actions as scheduled in the Road Safety Action Plan	1. 100%	1. 100%	Achieved.
5.2.1.3 Install and maintain street lights in accordance with the Street Lighting program	Transport Network Management	1. Completed in accordance with the Street Lighting program	1. 100%	1. 100%	Achieved.

Community Strategic Plan: 5.3 Develop and enhance quality open space and recreational facilities

Delivery Program Objective: 5.3.1 Plan, investigate, design and construct open spaces and recreational facilities

Operational Plan Activity 2013 - 2014	Lead Responsibility	Success Measures	Target	YTD Actual	Comment on Progress
5.3.1.1 Deliver preconstruction activities for open space and recreational assets in line with the 2014 - 2015 delivery program	Infrastructure Projects, Recreation & Buildings	1. Designs completed for open space and recreational assets approved programs	1. 100%	1. 65%	Behind schedule. Pre-construction planning and design works are ongoing and will result in carry-over of projects including Town Beach Kiosk / Sea Rescue, Town Beach Amenities (north), Port Macquarie Historic Cemetery upgrade. Detailed update and mitigation strategies including additional resourcing were reported to Council in May 2014.
5.3.1.2 Undertake the construction & upgrade of existing open spaces and recreational facilities in line with the 2013-2014 capital works program	Infrastructure Projects, Recreation & Buildings	1. Each project for the construction and upgrade of existing open spaces and recreational facilities is reported on individually on a quarterly basis in the Capital Works report	1. 100%	1. 55%	Behind schedule. Due to delays in preconstruction planning and design prior to construction several projects have not been completed including North Haven Community Hall, Town Green Masterworks and Town Beach Amenities (North and South). Detailed update and mitigation strategies including additional resourcing were reported to Council in May 2014.

Community Strategic Plan: 5.3 Develop and enhance quality open space and recreational facilities

Delivery Program Objective: 5.3.2 Develop and implement programs for the annual maintenance and operation of open spaces and recreational facilities

Operational Plan Activity 2013 - 2014	Lead Responsibility	Success Measures	Target	YTD Actual	Comment on Progress
5.3.2.1 Deliver maintenance program for parks, reserves, sporting fields and beaches	Recreation & Buildings	1. Works for parks, reserves, sporting fields and beaches completed within operational budget	1. 100%	1. 100%	Achieved. Works completed on budget.
		2. Works undertaken in accordance with Open Space Hierarchy and Maintenance Schedule	2. 100%	2. 100%	Achieved. Works undertaken as per open space hierarchy and maintenance schedule.
5.3.2.2 Implement maintenance programs for boat ramps, wharves and jetties	Transport Network Management	1. Maintenance works completed in accordance with approved Boat Ramps, Wharves and Jetties programs, and within operational budget	1. 100%	1. 100%	Achieved. Budget for the maintenance of wharves and jetties is currently at budget limit.

Community Strategic Plan: 5.4 Plan settlements to accommodate a range of compatible land uses and projected population growth

Delivery Program Objective: 5.4.1 Plan settlements to accommodate a range of compatible land uses that meets projected population growth for new and existing developments

Operational Plan Activity 2013 - 2014	Lead Responsibility	Success Measures	Target	YTD Actual	Comment on Progress
5.4.1.1 Commence formal review of Port Macquarie-Hastings Urban Growth Management Strategy (UGMS)	Strategic Land Use Planning	1. Initial community engagement regarding the Urban Growth Management Strategy (UGMS) review is completed	1. 100%	1. 40%	Behind schedule. The program for review of the UGMS has been delayed to coincide with the review of the Mid North Coast Regional Strategy by NSW Planning and Infrastructure. Preliminary research ongoing, including revision of draft project and community consultation plans in response to internal feedback and inclusion of place making initiatives. Awaiting directions from NSW Planning and Infrastructure in relation to Regional boundaries, population and dwelling targets. This project will carry over to 2014 - 2015.
5.4.1.2 Monitor development activity and the availability of suitable land for major development types	Strategic Land Use Planning	1. Monitoring data provided to Department of Planning and Infrastructure and communicated to Port Macquarie-Hastings community	1. 100%	1. 100%	Achieved.
5.4.1.3 Community consultation and input to State government review of the Mid North Coast Regional Strategy	Strategic Land Use Planning	1. Clear communication of Port Macquarie-Hastings community priorities as part of regional planning	1. 100%	1. 37%	Behind schedule. Preliminary research and local growth monitoring ongoing but opportunities for input by Council are subject to the program established by NSW Planning and Infrastructure. Council is awaiting release of Discussion Paper and request for input. This project will carry over to 2014 - 2015.
5.4.1.4 Finalise structure plan and proceed with any proposed preparation of LEP and DCP provisions for the Greater Sancroix area	Strategic Land Use Planning	1. Structure plan finalised and LEP and DCP amendments progressed	1. 100%	1. 78%	Behind schedule. Draft structure plan to be reported to the Ordinary Council Meeting in August 2014 for a decision on whether or not to proceed to exhibition. Will carry over to 2014 - 2015.

Community Strategic Plan: 5.4 Plan settlements to accommodate a range of compatible land uses and projected population growth

Delivery Program Objective: 5.4.1 Plan settlements to accommodate a range of compatible land uses that meets projected population growth for new and existing developments

Operational Plan Activity 2013 - 2014	Lead Responsibility	Success Measures	Target	YTD Actual	Comment on Progress
5.4.1.5 Preparation of LEP and DCP amendments for the South Lindfield urban releases area	Strategic Land Use Planning	1. South Lindfield. Exhibition of draft plans, review and report to Council for adoption	1. 100%	1. 30%	Behind schedule. Initiating preparation of Koala Plan of Management prior to drafting planning proposal for Council consideration. Will carry over to 2014 - 2015.

Delivery Program Objective: 5.4.2 Review planning instruments and strategies to ensure currency and facilitate sustainable development outcomes whilst acknowledging the impact on community affordability

Operational Plan Activity 2013 - 2014	Lead Responsibility	Success Measures	Target	YTD Actual	Comment on Progress
5.4.2.1 Review implementation and neighbourhood planning for Thrumster (Area 13) and amend the LEP and DCP accordingly	Strategic Land Use Planning	1. LEP and DCP amendments completed in relation to neighbourhood planning at Thrumster	1. 100%	1. 100%	Achieved. Local Environmental Plan changes reported to the Ordinary Council Meeting in April and referred to NSW State Government Parliamentary Counsel. Submissions report on DCP amendments anticipated to July Council meeting.
5.4.2.2 Complete a review of urban consolidation planning for Port Macquarie CBD fringe and Town Beach Precincts	Strategic Land Use Planning	1. LEP and DCP amendments completed in relation to urban consolidation planning for Port Macquarie CBD fringe	1. 100%	1. 100%	Achieved. Liveable Neighbourhoods report completed and reviewed following community engagement. Town Centre Fringe Liveable Neighbourhoods LEP changes being prepared. Town Beach preliminary investigations continuing.
5.4.2.3 Preparation of a report to Council regarding Urban Design Report and draft LEP and DCP recommendations	Strategic Land Use Planning	1. Port Macquarie Town Centre Fringe. Preparation of a report to Council regarding Urban Design report and draft LEP and DCP recommendations	1. 100%	1. 100%	Achieved. Draft LEP and DCP recommendations reported to Council in May.

Community Strategic Plan: 5.4 Plan settlements to accommodate a range of compatible land uses and projected population growth

Delivery Program Objective: 5.4.3 Review the planning framework for decisions regarding land use and development

Operational Plan Activity 2013 - 2014	Lead Responsibility	Success Measures	Target	YTD Actual	Comment on Progress
5.4.3.1 Undertake staged review of the Port Macquarie Hastings Local Environmental Plan (LEP) 2011	Strategic Land Use Planning	1. Port Macquarie-Hastings Local Environmental Plan 2011. Staged LEP amendment completed	1. 100%	1. 100%	Achieved. Eco-tourist facilities Planning Proposal completed & published. Second staged amendment also almost completed.
5.4.3.2 Undertake staged review of Development Control Plan policy having regard to relevant legislation	Strategic Land Use Planning	1. Port Macquarie-Hastings Development Control Plan. Staged DCP amendment completed	1. 100%	1. 100%	Achieved. Staged review of Development Control Plan completed.

Community Strategic Plan: 5.5 Create and maintain public infrastructure that delivers sustainable water, sewer and stormwater services

Delivery Program Objective: 5.5.1 Plan, investigate, design and construct water supply assets

Operational Plan Activity 2013 - 2014	Lead Responsibility	Success Measures	Target	YTD Actual	Comment on Progress
5.5.1.1 Deliver preconstruction activities for water supply assets in line with the 2014 - 2015 delivery program	Water & Sewer	1. Designs for preconstruction activities for water supply assets completed for approved programs	1. 100%	1. 100%	Achieved. 2014 - 2015 works program finalised.
5.5.1.2 Undertake the construction of water supply assets in line with the 2013 - 2014 capital works program	Infrastructure Projects, Water & Sewer	1. Each project for Water Supply construction assets is reported on individually on a quarterly basis in the Capital Works report	1. 100%	1. 65%	Behind schedule. Due to ongoing delays in pre-construction planning and design works ongoing ahead of construction. The Ruins Way Watermain is practically complete and the tender has been awarded for the Sancro 20mL Reservoir. Some projects have not been completed within the reporting period due to design readiness including the Southern Arm Trunk Main and the 200mm Dunbogan Tip Road watermain.

Community Strategic Plan: 5.5 Create and maintain public infrastructure that delivers sustainable water, sewer and stormwater services

Delivery Program Objective: 5.5.2 Develop and implement the annual maintenance and preventative works program for Water Assets

Operational Plan Activity 2013 - 2014	Lead Responsibility	Success Measures	Target	YTD Actual	Comment on Progress
5.5.2.1 Undertake water assets maintenance programs on Water Treatment Plants, Reservoirs, Water Pumping Stations, River Offtake, Dams and Catchment and Reticulation Network	Water & Sewer	1. Maintenance works completed in accordance with approved program budgets	1. 100%	1. 100%	Achieved. Maintenance works undertaken within budget.

Delivery Program Objective: 5.5.3 Plan, investigate, design and construct Sewerage assets

Operational Plan Activity 2013 - 2014	Lead Responsibility	Success Measures	Target	YTD Actual	Comment on Progress
5.5.3.1 Deliver preconstruction activities for sewerage assets in line with the 2014 - 2015 delivery program	Water & Sewer	1. Designs for preconstruction activities for sewerage assets completed for approved programs	1. 100%	1. 100%	Achieved. 2014 - 2015 works program finalised.
5.5.3.2 Undertake the construction of sewerage assets in line with the 2013 - 2014 capital works program	Infrastructure Projects, Water & Sewer	1. Each project for the construction of sewerage assets is reported on individually on a quarterly basis in the Capital Works report.	1. 100%	1. 90%	Behind schedule. Pre-construction planning and design works ongoing ahead of construction. Construction works has continued during the year. Works practically completed on the Beechwood Rising Main project. The Dunbogan Tip Road Sewer Rising Main will carry over to 2014 - 2015.

Delivery Program Objective: 5.5.4 Develop and implement the annual maintenance and preventative works program for Sewerage Assets

Operational Plan Activity 2013 - 2014	Lead Responsibility	Success Measures	Target	YTD Actual	Comment on Progress
5.5.4.1 Implement sewerage assets maintenance programs on Sewage Treatment Plants, Sewer Pumping Stations, Reclaimed Water Plant, Reticulation Networks	Water & Sewer	1. Maintenance works completed in accordance with approved program budgets	1. 100%	1. 100%	Achieved. Maintenance works undertaken within budget.

Community Strategic Plan: 5.5 Create and maintain public infrastructure that delivers sustainable water, sewer and stormwater services

Delivery Program Objective: 5.5.5 Deliver water and sewerage supply services to ensure public health and safety and environmental protection

Operational Plan Activity 2013 - 2014	Lead Responsibility	Success Measures	Target	YTD Actual	Comment on Progress
5.5.5.1 Treat drinking water to meet Australian Drinking Water Guidelines (ADWG)	Water & Sewer	1. Compliance with NSW Health Memorandum of Understanding	1. 100%	1. 100%	Achieved. Drinking water quality reporting to NSW Health in accordance with Memorandum of Understanding requirements.
5.5.5.2 Operate sewerage schemes in accordance with Environmental Protection Licences (EPL)	Water & Sewer	1. Collection, reporting and monitoring of data in accordance with EPL requirements	1. 100%	1. 100%	Achieved. Data collection in accordance with licence requirements for annual reporting.

Delivery Program Objective: 5.5.6 Plan, investigate, design and construct Stormwater assets

Operational Plan Activity 2013 - 2014	Lead Responsibility	Success Measures	Target	YTD Actual	Comment on Progress
5.5.6.1 Deliver preconstruction activities for stormwater assets in line with the 2014 - 2015 delivery program	Transport Network Management, Infrastructure Projects	1. Designs for preconstruction activities for stormwater assets completed for approved programs	1. 100%	1. 85%	Behind schedule. Pre-construction/planning and design works ongoing. Design projects continued in June include North Shore Drive Drainage Improvements and Short Street localised flooding drainage improvements.
5.5.6.2 Undertake the construction of stormwater assets in line with the 2013 - 2014 capital works program	Infrastructure Projects	1. Each project for the construction of stormwater assets is reported on individually on a quarterly basis in the Capital Works report.	1. 100%	1. 95%	Behind schedule. Due to some delays in pre-construction planning and design works ongoing ahead of construction. Works were completed on the Belah Road Drainage Channel (rain effected) and Amira Drive Stage 2 works.

Community Strategic Plan: 5.5 Create and maintain public infrastructure that delivers sustainable water, sewer and stormwater services

Delivery Program Objective: 5.5.7 Develop and implement the annual maintenance and preventative works program for Stormwater Assets

Operational Plan Activity 2013 - 2014	Lead Responsibility	Success Measures	Target	YTD Actual	Comment on Progress
5.5.7.1 Implement Stormwater Maintenance and repairs program including inspections, cleaning and clearing	Transport Network Management	1. Maintenance works for Stormwater Maintenance and repairs program completed in accordance with approved program budgets	1. 100%	1. 103%	Achieved. Financial target exceeded. Scheduled program completed and additional customer requests for roadside stormwater drainage undertaken resulting in overspend. Savings in other components of Transport Network Management maintenance budget funded overrun.
		2. Stormwater Maintenance and repairs program works completed in accordance with the approved program timeframes	2. 100%	2. 102%	Achieved. Additional customer requests for roadside stormwater drainage were addressed resulting in overrun of timeframes across entire program.
5.5.7.2 Maintain National Association of Testing Authorities (NATA) Corporate Accreditation at the Environmental Laboratory	Environmental Laboratory	1. All sampling, analysis and reporting of environmental and regulatory requests completed in accordance with approved budgets	1. 100%	1. 94%	Behind target. Sampling and internal analysis target achieved. Finalisation of reports were slightly below target for the 2014 - 2015 period.
		2. NATA Corporate Accreditation maintained	2. 100%	2. 100%	Achieved. NATA Corporate Accreditation maintained.



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