




















Category	Code	Name	Progress Status	Responsible Officer																																		
<b>Theme</b>	<b>C</b>	<b>Community, People &amp; Culture</b>																																				
<b>Term Achievement</b>	<b>C1.1.1</b>	<b>Council's policies, programs and advocacy address the social and health needs of all age groups, reduce disadvantage and address gaps in service provision.</b>																																				
 <b>Critical Action</b>	<b>C1.1.1.1</b>	<b>Effective responses are made to changing needs of the community.</b>																																				
<b>Comments</b>		<b>Council develops services and programs according to recent data provided through the Australian Bureau of Statistics (ABS) Demographic Profile, Community Atlas and Economic Profile. This information is publicly available on Council's website. Specific services and programs are discussed under other Critical Actions.</b>		<b>Manager Community Development</b>																																		
 <b>Task</b>	<b>C1.1.1.1.1</b>	<b>Provide up to date demographic profile of the community.</b>	<b>50%</b>	<b>Manager Community Development</b>																																		
<b>Comments</b>		<b>Demographic, Atlas and Economy Profile are up to date and available to the public on Council's website.</b>																																				
 <b>Critical Action</b>	<b>C1.1.1.2</b>	<b>Review, evaluate and implement strategies, plans, policies, programs and services.</b>																																				
<b>Comments</b>				<b>Manager Community Development</b>																																		
		<table border="1"> <thead> <tr> <th>Code</th> <th>Performance Indicator</th> <th>Yearly Target</th> <th>Units</th> <th>Achieved to date</th> </tr> </thead> <tbody> <tr> <td>C1.1.1.2.A</td> <td>Utilisation levels for children's services.</td> <td>90</td> <td>%</td> <td>92</td> </tr> <tr> <td>C1.1.1.2.B</td> <td>Participation in youth service programs.</td> <td>5,000</td> <td>Participants</td> <td>2,445</td> </tr> <tr> <td>C1.1.1.2.C</td> <td>Participation in aged and disability service programs.</td> <td>2,100</td> <td>Participants</td> <td>1,120</td> </tr> <tr> <td>C1.1.1.2.D</td> <td>Utilisation of art-centred courses.</td> <td>90</td> <td>%</td> <td>90</td> </tr> <tr> <td>C1.1.1.2.E</td> <td>Visits to libraries.</td> <td>600,000</td> <td>Visits</td> <td>203,698</td> </tr> <tr> <td>C1.1.1.2.F</td> <td>Visits to library website.</td> <td>50,000</td> <td>Visits</td> <td>54,275</td> </tr> </tbody> </table>	Code	Performance Indicator	Yearly Target	Units	Achieved to date	C1.1.1.2.A	Utilisation levels for children's services.	90	%	92	C1.1.1.2.B	Participation in youth service programs.	5,000	Participants	2,445	C1.1.1.2.C	Participation in aged and disability service programs.	2,100	Participants	1,120	C1.1.1.2.D	Utilisation of art-centred courses.	90	%	90	C1.1.1.2.E	Visits to libraries.	600,000	Visits	203,698	C1.1.1.2.F	Visits to library website.	50,000	Visits	54,275	
Code	Performance Indicator	Yearly Target	Units	Achieved to date																																		
C1.1.1.2.A	Utilisation levels for children's services.	90	%	92																																		
C1.1.1.2.B	Participation in youth service programs.	5,000	Participants	2,445																																		
C1.1.1.2.C	Participation in aged and disability service programs.	2,100	Participants	1,120																																		
C1.1.1.2.D	Utilisation of art-centred courses.	90	%	90																																		
C1.1.1.2.E	Visits to libraries.	600,000	Visits	203,698																																		
C1.1.1.2.F	Visits to library website.	50,000	Visits	54,275																																		
<b>Comments</b>		<p>During the reporting period the draft Ku-ring-gai Ageing Strategy, consistent with the NSROC Ageing Priority Issues paper report, was finalised and will be reported to Council for exhibition in April 2014.</p> <p>The draft Ku-ring-gai Council Youth Strategy is also being updated, in co-operation with other NSROC Councils, according to the NSW Government Northern Sydney Region Youth Strategy.</p> <p>The update and preparation of the Child Care Needs Plan is scheduled to commence in February 2014, and all Council operated children services are operating effectively with high levels of utilisation.</p> <p>The period saw the continued strengthening of the popular weekly storytime and baby bounce programs. Author encounters included Richard Glover, Julia Quinn, Judy Nunn, Rena Patten and Tony Park.</p> <p>Lindfield library has run some well-received sessions to improve users' familiarity with the use of mobile devices to search for information, carry out tasks and read books and articles as well as download music.</p> <p>The Art Centre student enrolments remain on course with over 700 enrolments in each 9-week term week and approximately 200 young people attended school holiday programs.</p> <p>Exhibitions of student works covered a range of formats including pottery, drawing, mosaic and sculpture.</p> <p>Work is progressing on several of the State Library report's recommendations including investigations for improved library facilities at Lindfield, working towards increased client independence, working towards a library-wide strategy for book clubs, and a review of opening hours leading to a trial of extended hours.</p>																																				



Category	Code	Name	Progress Status	Responsible Officer
<b>Highlights</b>		<p>The major highlight of this period was the official re-opening of the Gordon Library. The Library now has expanded capacity for students, leisure users, enhanced leisure space, large display areas including a Council dedicated display area, improved quiet areas, and a communal share spaces for groups to meet. Another highlight was the launch of the newly branded Library bus. This bus is now easily identifiable as belonging to the library and promotes this special service to all when on the road.</p> <p>Increased school holiday program enrolments.</p> <p>Highly successful exhibitions, including students exhibitions and solo exhibitions by local artists and Art Centre tutor, Tania McMurtry.</p> <p>Completion of refurbishment and upgrades at the Art Centre which has improved it's appearance and functionality.</p>		
 <b>Task</b>	<b>C1.1.1.2.1</b>	<b>Implement priority recommendations and programs from Council's Ageing Strategy.</b>	<b>50%</b>	<b>Community Development Officer Aged &amp; Disability</b>
<b>Comments</b>		The draft Ku-ring-gai Ageing Strategy, including update to be consistent with North Sydney Region of Council's (NSROC) Ageing Priority Issues paper, has been prepared and will be reported to Council for exhibition in April 2014.		
 <b>Task</b>	<b>C1.1.1.2.2</b>	<b>Implement priority recommendations and programs from Council's Youth Strategy.</b>	<b>50%</b>	<b>Youth Services Co-ordinator</b>
<b>Comments</b>		The draft Ku-ring-gai Council Youth Strategy is currently being updated in cooperation with other Northern Sydney Region of Council's (NSROC) Councils to be consistent with the NSW Government Northern Region Youth Strategy and will be presented Council once this process is completed.		
 <b>Task</b>	<b>C1.1.1.2.3</b>	<b>Review and develop Childrens Services Needs Plan.</b>	<b>25%</b>	<b>Manager Community Development</b>
<b>Comments</b>		The current Children's Services Needs Plan has been in place since 2010. Preparatory work has commenced for the review of the current Plan. Due to other work program priorities the review is scheduled to commence in April 2014 with completion by the end of the year.		
<b>Reason</b>		Due to other work program priorities the resources required to undertake the review will be available in the second half of the year.		
<b>Remedial Action</b>		Preparatory work has commenced for the review of the current Plan, which is scheduled to commence in April 2014 with completion by the end of the year.		
 <b>Task</b>	<b>C1.1.1.2.4</b>	<b>Deliver quality children services to meet the needs of local families, including immunisation, vacation care, long day care and family day care.</b>	<b>50%</b>	<b>Children's Services Co-ordinator</b>
<b>Comments</b>		All Council operated children services are operating effectively and experiencing high levels of utilisation.		
 <b>Task</b>	<b>C1.1.1.2.5</b>	<b>Library programs are implemented including author talks, technology awareness, school holiday programs and storytime.</b>	<b>50%</b>	<b>Technical Services Librarian</b>
<b>Comments</b>		The Library hosted a number of activities in this period. This included author encounters by Jackie French, Rena Patten, Judy Nunn, Carol Baxter and Dr Brian Boettcher attended by over 300 people. November saw the official re-opening of the Gordon Library. This was well attended. The Library also launched the new look Library bus which has increased usage due to its greater ability to cater for less mobile users.		
 <b>Task</b>	<b>C1.1.1.2.6</b>	<b>Implement priority recommendations from State Library review within available resources.</b>	<b>50%</b>	<b>Manager Library &amp; Cultural Services</b>
<b>Comments</b>		Over the last six months work progressed on several of the report's recommendations. This included:		






Category	Code	Name	Progress Status	Responsible Officer
		<ul style="list-style-type: none"> <li>* a working group has been looking at a new library and community facility in Lindfield.</li> <li>* working towards greater client independence with Radio Frequency Identification (RFID) and self-serve reservations being rolled out in coming six months.</li> <li>* assessment undertaken to focus the collection and improve displays.</li> <li>* increased range of programs provided for children and young adults.</li> <li>* working towards a library-wide strategy for book clubs.</li> <li>* opening hours were reviewed and a trial of expanded hours is in place.</li> <li>* staff have addressed local community groups to increase awareness of the library and the range of services it can provide as part of marketing and promotion of the library.</li> <li>* enhancing online services technology training for the public and mobile devices being purchased to increase opportunities for flexible user education options.</li> <li>* collection management analysis to rebalance allocations in response to community demographics and interests.</li> </ul>		
 Task	C1.1.1.2.7	Develop and deliver Art Centre programs including classes, workshops and exhibitions.	50%	Art Centre Administration Officer
Comments	<p>The Art Centre has had a successful and busy six months leading up to the December bi-annual period. Student enrolments remained on par in the second half of the year, with over seven hundred enrolments within each nine week term. School holiday program enrolments rose in the first half of the bi-annual period, with close to two hundred students taking part. Student exhibitions at the Art Centre gallery in the second half of 2013 included Pottery and Drawing; Watercolour; Mosaic, Glass Art and Polymer Clay Jewellery; Sculpture and Painting as well as Mixed Media, Drawing, Oil Pastel and Pottery. The highlight of the exhibition calendar was Achill, Revisited- A Solo Exhibition by local artist and Art Centre tutor, Tania McMurtry. Tania is a highly regarded artist in the local community and a sort after adult and childrens' tutor at the Art Centre. The exhibition brought a number of local residents to the Centre and was extremely successful. The Art Centre had a number of refurbishments and upgrades in the last six month period which have improved the appearance and functionality of the Art Centre.</p> <ul style="list-style-type: none"> <li>* A storage shed installed in the pottery room courtyard for better access to materials and improved functionality.</li> <li>* New blinds installed in the front studio to improve working conditions.</li> <li>* The gallery and foyer areas have been painted, providing a more inviting space for students and visitors to the Centre.</li> <li>* The gallery space has been fitted with a new multi-function lighting system with LED energy efficient lights. The lighting upgrade has significantly reduced electricity consumption.</li> </ul>			
 Critical Action	C1.1.1.3	Develop partnerships with the community and key stakeholders to deliver community programs.		Manager Community Development
Comments	<p>Planning for the 2014 Seniors Festival commenced during the reporting period - activities included consultation with the Seniors Activity Committee to discuss program ideas and events, expressions of interest from community organisations to participate in the Festival, proposals for events, and nominations for Mayoral Awards. A draft program has been developed to be distributed in February and the Festival Launch will incorporate the Musical Concert and Mayoral Awards. Planning for 2014 Youth Week has also commenced involving a number of northern Sydney Councils to organise Shorefest (a regional youth week music festival) and related local events. A local band competition has been scheduled for the St Ives Youth Centre in February - this event will provide support acts for Shorefest in April 2014.</p>			
 Task	C1.1.1.3.1	Implement Youth Week program and annual Seniors Festival of events in cooperation with local community groups.	50%	
Comments	<p>Planning for the 2014 Seniors Festival commenced including consultation with the Seniors Activity Committee to discuss program ideas and events, expressions of interest from community organisations to participate in the Festival and submit proposals for events and seeking of nominations for Mayoral Awards.</p>			

Category	Code	Name	Progress Status	Responsible Officer										
<p>A draft program has been developed to be distributed in February and the Festival Launch will incorporate the Musical Concert and Mayoral Awards. Planning for 2014 Youth Week has commenced involving a number of northern Sydney Councils to organise Shorefest (a regional youth week music festival) and related local events. A local band competition has been scheduled for the St Ives Youth Centre in February that will provide support acts for Shorefest in April 2014.</p>														
	<b>Critical Action</b>	<b>C1.1.1.4</b>	<b>Identify funding gaps for program delivery and resource requirements.</b>											
<b>Manager Community Development</b>														
<table border="1"> <thead> <tr> <th>Code</th> <th>Performance Indicator</th> <th>Yearly Target</th> <th>Units</th> <th>Achieved to date</th> </tr> </thead> <tbody> <tr> <td>C1.1.1.4.A</td> <td>Support for community organisations.</td> <td>90</td> <td>Number of organisations supported</td> <td>96</td> </tr> </tbody> </table>					Code	Performance Indicator	Yearly Target	Units	Achieved to date	C1.1.1.4.A	Support for community organisations.	90	Number of organisations supported	96
Code	Performance Indicator	Yearly Target	Units	Achieved to date										
C1.1.1.4.A	Support for community organisations.	90	Number of organisations supported	96										
<b>Comments</b>	<p>The 2013 Ku-ring-gai Community Grants Program was completed during the period with over \$131,000 distributed to local groups. The range of volunteer organisations supported included children services, youth services, sporting groups, seniors and disability services, arts/ cultural groups, scouts and guides etc. Over 96 community groups attended the various capacity building workshops conducted by Council in co-operation with Macquarie University, The Sydney Alliance, Foresters Community Finance and a number of NSROC Councils. The average satisfaction rating from the various workshops was 93%.</p>													
	<b>Task</b>	<b>C1.1.1.4.1</b>	<b>Resource and support local initiatives and organisations through the Ku-ring-gai Community Grants program.</b>	<b>Manager Community Development</b>										
<b>100%</b>														
<p>This project was completed in the September quarter reporting period.</p>														
<b>Term Achievement</b>	<b>C1.1.2</b>	<b>Access has increased for communities that face barriers to using social services and facilities.</b>												
	<b>Critical Action</b>	<b>C1.1.2.1</b>	<b>Develop and implement programs that respond to community needs and address a range of accessibility issues and alleviate social isolation.</b>											
<b>Manager Community Development</b>														
<table border="1"> <thead> <tr> <th>Code</th> <th>Performance Indicator</th> <th>Yearly Target</th> <th>Units</th> <th>Achieved to date</th> </tr> </thead> <tbody> <tr> <td>C1.1.2.1.A</td> <td>Level of user satisfaction with community services and programs. These programs are inclusive of families, people with disabilities, older people, children, young people, people with culturally and linguistically diverse backgrounds.</td> <td>85</td> <td>% user satisfaction with all programs.</td> <td>92</td> </tr> </tbody> </table>					Code	Performance Indicator	Yearly Target	Units	Achieved to date	C1.1.2.1.A	Level of user satisfaction with community services and programs. These programs are inclusive of families, people with disabilities, older people, children, young people, people with culturally and linguistically diverse backgrounds.	85	% user satisfaction with all programs.	92
Code	Performance Indicator	Yearly Target	Units	Achieved to date										
C1.1.2.1.A	Level of user satisfaction with community services and programs. These programs are inclusive of families, people with disabilities, older people, children, young people, people with culturally and linguistically diverse backgrounds.	85	% user satisfaction with all programs.	92										
<b>Comments</b>	<p>Updating of the Access Policy and Disability Discrimination Act (DDA) Action Plan has commenced during the reporting period. This includes a review of new legislative and reporting requirements relating to access, consultation with various sections of Council and examination of various manuals/guidelines and other DDA Action Plans. The Home Library Service continues to deliver services to our housebound borrowers. We currently have 167 individual and 13 institutional clients utilising our service and only 2 on the waiting list. During the Christmas break and Public Holiday period the Home Library Service provided each client with a double delivery to ensure an enhanced access to the collection over this busy period. The client feedback for the period was filled with very positive and complimentary comments with our eldest client celebrating her 105th birthday in December. The new Libraribus is wheelchair accessible with improved door entry and motorised steps to improve access to people with mobility difficulties.</p>													
<b>Highlights</b>	<p>Launch of the Libraribus on November 20th. New signage and improved access for all clients. Wheelchair patrons now able to access our collections due to the wheelchair lift on the new Libraribus.</p>													

Category	Code	Name	Progress Status	Responsible Officer
Task	C1.1.2.1.1	Review, update and develop Access Policy and Disability Discrimination Act Action Plan.	Community Development Officer Disability Services 50%	
Comments	Updating of the Access Policy and Disability Discrimination Act (DDA) Action Plan has commenced including review of new legislative and reporting requirements relating to access, consultation with various sections of Council and examination of various manuals/guidelines and other DDA Action Plans.			
Task	C1.1.2.1.2	Deliver Home Library Service and Library bus service.	Librarian (Gordon) 50%	
Comments	The Home Library Service is now located on the Administrative level of Gordon Library and continues to deliver the service to our housebound borrowers. The new work area is larger with more storage and better ventilation and light. This gives access to our specialised staff for improved readers' advisory and resource recommendations to help service our Home Library borrowers. We currently have 167 individual and 13 institutional clients in our service and only 2 on the waiting list. During the Christmas break and Public Holiday period the Home Library Service provided each client with a double delivery to ensure an enhanced access to the collection over this busy period. the HLS clients also received a small gift, Christmas card and calendar for the 2014 delivery schedule. The feedback for the quarter was filled with very positive and complimentary comments. Our eldest client celebrated her 105th birthday on 16th December. Our new Libraribus was officially launched on November 20th along with the newly refurbished Gordon Library. Several of our Libraribus regulars came along to participate in the festivities and enjoy the afternoon tea. We have a regular wheelchair patron and access to the library services is now available to her due to the new Libraribus' wheelchair lift.			
Term Achievement	C1.1.3	Our community facilities are accessible and function as cultural hubs to attract a range of users.		
Critical Action	C1.1.3.1	Continue to enhance our community facilities.	Manager Community and Recreation	
Comments	Significant progress has been made throughout the reporting period as staff continue to work with the YMCA staff to design the gym, program room and aquatic facilities for the Ku-ring-gai Fitness and Aquatic Centre. Council staff and YMCA have developed a full suite of equipment and orders for the gym fitout have been placed ready for the opening in 2014.			
Highlights	The YMCA and Council staff have developed a comprehensive marketing, membership and program plan for the Ku-ring-gai Fitness and Aquatic Centre to commence in 2014, 8-10 weeks prior to the centre opening. Gordon Library refurbishment completed on time and on budget. Sustainability measures include recycling old carpet, reupholstering a majority of existing furniture, recycling unwanted furniture and reusing equipment.			
Task	C1.1.3.1.1	Coordinate the Gordon Library refurbishment.	Librarian (Gordon) 90%	
Comments	The major work of the refurbishment has now been completed. Gordon library re-opened to the public on Monday 21st October after taking a week to restock and acquaint the staff with the new layout, equipment and procedures. An official launch was held on Wednesday 20th November and the Mayor, Councillors, General Manager, Directors, Staff (current and past), Renascent (Contracted builders), Cecilia Kugler (architect/interior designer), special guests, invited local librarians and members of the public all joined in the celebrations. The reaction from our borrowing community has been positive and the look and feel of the refurbished library is one of welcome and comfort.			
Task	C1.1.3.1.2	Coordinate the West Pymble Pool fit out and engage suitable operator.	Team Leader Community & Recreation 50%	
Comments	Coordination of the Ku-ring-gai Fitness and Aquatic Centre (KFAC) fitout and ordering of required equipment is progressing to schedule. The YMCA has been engaged as the operator of the centre.			





Category	Code	Name	Progress Status	Responsible Officer
<p><b>Highlights</b></p> <p>Naming of the centre has been approved and fitout requirements. Draft Marketing and Membership plans have been prepared and a website developed by YMCA. Installation of first class gym equipment (Precor and Avanti brands) has been co-ordinated. Pavigym functional floor design has been completed including functional zones, program and running track space.</p>				
 Task	C1.1.3.1.3	Coordinate West Pymble Pool and Leisure Centre programs to provide a range of services and uses to targeted users groups.	15%	Team Leader Community & Recreation
Comments	Further constructions delays have postponed program development. Coordination with YMCA Program planning and delivery will be finalised in the next period when the centre is due for completion.			
Reason	Delay in construction and opening has forced the program and membership drive to be coordinated at a later date as per construction schedule.			
Remedial Action	The construction delay will ensure that both Council and YMCA prepare and coordinate a range of programs and services that will target a wide market of the community. Planning is underway for YMCA involvement in Australia Day.			
 Critical Action	C1.1.3.2	Investigate opportunities for a local multipurpose cultural facility.		Manager Community and Recreation
Comments	Research into existing cultural and environmental centres was undertaken. A Councillor briefing workshop is planned in 2014 to discuss the findings.			
Reason	A resvied timeline has been developed to allow internal stakeholders to clarify and determine a suitable business model for the Wildflower Garden Cultural and Environmental Centre project.			
Remedial Action	Work programs are being adjusted to take into account new timeframes.			
 Task	C1.1.3.2.1	Undertake a Feasibility Study and identify funding sources to progress the Wildflower Garden Cultural and Environmental Centre project.	30%	Environmental Levy Natural Areas Program Leader
Comments	Findings from research into, and site inspections of, existing cultural and environmental centres has been delivered to key internal stakeholders. Further consultation with Councillors will be undertaken before finalising the brief for a consultant to undertake a feasibility study for the Wildflower Garden Cultural and Environmental Centre project.			
Reason	Internal stakeholders including staff, directors and councillors are determining and clarifying a suitable business model to best address needs of the Wild Flower Garden for the community. This needs to be clear prior to seeking consultants to undertake a feasibility study. This has resulted in a revised timeline for this project.			
Remedial Action	Work programs will be adjusted to fit the new timeframe.			
Term Achievement	C2.1.1	Ku-ring-gai's rich cultural diversity and creativity is celebrated through programs and events.		
 Critical Action	C2.1.1.1	Opportunities are identified, provided and promoted for the community to share cultural experiences.		Manager Community Development






Category	Code	Name	Progress Status	Responsible Officer	
	<b>Code</b>	<b>Performance Indicator</b>	<b>Yearly Target</b>	<b>Units</b>	<b>Achieved to date</b>
	C2.1.1.1.A	Community participation at major supported community events.	30,000	Participants	5,500
	C2.1.1.1.B	Loans per resident per year.	7.8	Loans	3.7
	C2.1.1.1.C	Library loans per year.	900,000	Loans	434,582
<b>Comments</b>	<p>During the reporting period a Korean Cultural Learning Day was held in partnership with the St Andrews Uniting Church and Community Migrant Resource Centre, to promote Korean culture to young children through a variety of fun and educational activities. The activities included Korean Tradition Games, Yummy Cooking Session, Korean Mask Craft Workshop and Korean Traditional Costume Dressing Up &amp; Free Instant Photo.</p> <p>A Chinese and Korean Moon Festival and Family Fun Day was also held at the Killara High School in partnership with a number of organisations including the Community Migrant Resource Centre, Australian Asian Cultural Association, Ku-ring-gai Local Area Command - NSW Police, Korean Cultural Office, Medicare Local, Australian Korean Welfare Association. The event was attended by over 700 people during the day and involved multiple cultural performances, display stalls and exhibitions.</p> <p>Chinese Parenting Education Workshops were conducted in association with the Community Migrant Resource Centre in Lindfield, covering areas such as study stress, teenage rebellion and depression</p> <p>Planning has commenced to celebrate Reconciliation Week, International Women's Day and Harmony Day in 2014.</p> <p>The Twilight Concert at Wahroonga Park on 14 September was very popular with over 3,500 people attending, and the second concert of the series, "All That Jazz", was held on Saturday 19 October at Selkirk Park, Killara, which was a first time venue for the concert series attracting over 2,000 people.</p>				
<b>Highlights</b>	<p>The Library continued to provide a strong information and lending service during the period. Lending figures are lower than might usually be expected due to the closure of Gordon library for 10 weeks. Following the re-opening of Gordon library, the Local Studies Librarian was rostered to be available in the library as well as by appointment. The nature of information demand changed towards the end of the period as users look to leisure and recreation activities towards the Christmas period.</p> <p>Highly successful Chinese and Korean Moon Festival and Family Fun Day attended by over 700 people.</p>				
 <b>Task</b>	C2.1.1.1.1	Promote and support a range of cultural and nationally significant events through Council e.g. Reconciliation Week, International Women's Day, Refugee Week, Harmony Day.		Manager Community Development	50%
<b>Comments</b>	<p>Korean Cultural Learning Day was held in In partnership with the St Andrews Uniting Church and Community Migrant Resource Centre to promote Korean culture to young children through a variety of fun and educational activities. The activities included Korean Tradition Games, Yummy Cooking Session, Korean Mask Craft Workshop and Korean Traditional Costume Dressing Up &amp; Free Instant Photo.</p> <p>Chinese and Korean Moon Festival and Family Fun Day was held at Killara High School in partnership with a number of organisations including: Community Migrant Resource Centre, Australian Asian Cultural Association, Ku-ring-gai Local Area Command - NSW Police, Korean Cultural Office, Medicare Local, Australian Korean Welfare Association. The event was attended by over 700 people during the day and involved multiple cultural performances, display stalls and exhibitions.</p> <p>Chinese Parenting Education Workshops were conducted at Lindfield covering areas such as study stress, teenage rebellion and depression.</p> <p>Planning has commenced to celebrate Reconciliation Week, International Women's Day and Harmony Day in 2014.</p>				
 <b>Task</b>	C2.1.1.1.2	Provide free access to a range of information and lending services including Local Studies.		Technical Services Librarian	50%





Category	Code	Name	Progress Status	Responsible Officer
<b>Comments</b>		<b>During the period the Library continued to provide a strong information and lending service. The information service requirements peaked early in this period as this coincided with the Higher School Certificate and end of term assignments for most students followed by a greater emphasis on leisure activities and hobby requirements. Improved access has been provided to our specialist Local Studies Librarian following completion of the Gordon Library refurbishment.</b>		
 <b>Critical Action</b>	<b>C2.1.1.2</b>	<b>A program of cultural events is developed to celebrate our diversity.</b>		
				<b>Manager Corporate Communications</b>
<b>Comments</b>		<b>A program of events have been designed and/or implemented that celebrate the cultural diversity of the area. Planning is underway for the Wildflower Festival, The St Ives Medieval Faire and Lost in the 50's, and planning has commenced for a Silent Film Festival at the Wildflower Garden. Communications promoted Council's events via the Ku-ring-gai Update newsletter, media releases, advertising, social media, bus shelter posters, the website, electronic kiosks, flyers and library dockets.</b>		
<b>Highlights</b>		<b>Major events included the Wildflower and Garden Festival and the Twilight Concerts featuring Daryl Braithewaite and Rhonda Birchmore.</b>		
 <b>Task</b>	<b>C2.1.1.2.1</b>	<b>Develop, deliver and promote events at the St Ives Showground and Wildflower Gardens.</b>		<b>St Ives Precinct Coordinator</b>
			<b>50%</b>	
<b>Comments</b>		<b>Planning is underway for the major events Wildflower Festival, The St Ives Medieval Festival and Lost in the 50's. Silent Film Festival will be hosted at Wildflower Garden in March. Work commenced to establish a suite of events and programs that will attract large numbers of the Community through the year to the Precinct. This included the development of a Medieval Faire concept for the Showground in September 2014, 50's Theme weekend for the Showground and series of Cinema presentations for the Sydney Silent Film Festival.</b>		
 <b>Task</b>	<b>C2.1.1.2.2</b>	<b>Promote cultural events to the whole community via Council's communication methods e.g. social media and website.</b>		<b>Communications Coordinator</b>
			<b>50%</b>	
<b>Comments</b>		<b>Communications promoted Council's events via the Ku-ring-gai Update newsletter, media releases, advertising, social media, bus shelter posters, the website, electronic kiosks, flyers and library dockets. Major events included the Wildflower and Garden Festival and the Twilight Concerts featuring Daryl Braithewaite and Rhonda Birchmore.</b>		
 <b>Task</b>	<b>C2.1.1.2.3</b>	<b>Promote opportunities for cultural groups to stage events consistent with Council's Sponsorship policy.</b>		<b>Communications Coordinator</b>
			<b>50%</b>	
<b>Comments</b>		<b>Council approved the program of sponsorships for the 2013-14 financial year, which included sponsorship of the 2013 Carols in the Park event for \$10,000, the Ku-ring-gai Arts Society Annual Award Exhibition for \$2,000, the Ku-ring-gai Chase fun run for \$5,000, the Wahroonga Food and Wine Festival for \$8,000 and the St Ives Food and Wine Festival for \$2,000.</b>		
<b>Highlights</b>		<b>Sponsorship of the 2013 Carols in the Park event for \$10,000, the Ku-ring-gai Arts Society Annual Award Exhibition for \$2,000, the Ku-ring-gai Chase fun run for \$5,000, the Wahroonga Food and Wine Festival for \$8,000 and the St Ives Food and Wine Festival for \$2,000.</b>		
<b>Term Achievement</b>	<b>C3.1.1</b>	<b>Our community is engaged in shaping the identity of their local areas and feel secure and socially connected.</b>		
 <b>Critical Action</b>	<b>C3.1.1.1</b>	<b>Enhance opportunities for social interaction to foster participation and encourage a sense of pride in the community.</b>		
				<b>Manager Corporate Communications</b>













Category	Code	Name	Progress Status	Responsible Officer
 Critical Action	C3.1.1.2	Facilitate and promote community safety and social initiatives.		
<b>Manager Community Development</b>				
Comments	<p>During the reporting period a Children's Protective Behaviours Forum was held in partnership with the Ku-ring-gai Local Area Command - NSW Police, Protective Behaviours NSW and Northshore Mum's Group. The workshop was attended by over 80 parents and covered areas such as how to talk to children about self protection, recognition of signs of children in danger and local services available to parents.</p> <p>Council also supported a number of Neighbourhood Watch Groups in Ku-ring-gai to print newsletters for distribution to local residents and business. In cooperation with the Ku-ring-gai Police, a safety audit was conducted in the vicinity of Marian Street Theatre and Selkirk Park, in response to some anti-social behaviour. This also included a letter drop to local households encouraging them to report suspicious activity to Police.</p>			
 Task	C3.1.1.2.1	Resource and support local community safety initiatives e.g. Eyewatch, Neighbourhood Watch, safety expo's and seminars etc.		
<b>Manager Community Development</b>				
<b>50%</b>				
Comments	<p>A Children's Protective Behaviours Forum was held in partnership with the Ku-ring-gai Local Area Command - NSW Police, Protective Behaviours NSW and Northshore Mum's Group. The workshop was attended by over 80 parents and covered areas such as how to talk to children about self protection, recognition of signs of children in danger and local services available to parents.</p>			
Term Achievement	C3.1.2	Volunteers are valued, recognised and supported in providing services to the community.		
 Critical Action	C3.1.2.1	Volunteer programs are developed and implemented across the Local Government Area.		
<b>Manager Community Development</b>				
Comments	<p>Support was provided to community organisations and implementation of successful volunteer programs continued.</p>			
Highlights	<p>The Volunteer Training program was very successful with a total of 189 volunteers participating in a number of training sessions throughout the reporting period. An orientation session and bus trip for potential volunteers from a Culturally and Linguistically Diverse (CALD) background was held at Turramurra Seniors Centre.</p> <p>The Volunteer Awards ceremony on International Volunteer Day was well attended with 30 volunteers attending the afternoon tea with the Mayor on 5 December 2013 at Ku-ring-gai Council Chambers. 2014 diaries were distributed to over 700 HACC volunteers in Ku-ring-gai and 115 volunteers were referred to the HACC organisations in the area.</p> <p>The 2013 Ku-ring-gai Community Grants Program was completed with over \$131,000 distributed to local groups. The range of volunteer organisations supported included children services, youth services, sporting groups, seniors and disability services, arts/cultural groups, scouts and guides etc.</p> <p>Round 15 of the Environmental Levy Community Small Grants Scheme saw \$50,278 awarded to 15 successful applicants, comprising of local schools and environmental groups. Many of the grants were given to groups for weed removal or for the creation of habitat, which directly benefit Ku-ring-gai's local environment.</p> <p>There are currently 800 active Bushcare and Streetcare volunteers working on 175 sites. Bushcare held 8 events between July - December 2013, including the Bushcare Major Day Out (with 15 Bushcare groups participating), a tour of the Warrimoo catchment and the ever popular Grasses and Groundcovers workshop. The Bushcare Christmas party at the Ku-ring-gai Wildflower Garden was attended by 80 volunteers. The Lister Street Bushcare group were featured in the Hornsby Advocate in September 2013.</p>			
 Task	C3.1.2.1.1	Facilitate new opportunities for volunteering by the community to achieve community goals.		
<b>Community Development Officer Aged &amp; Disability</b>				
<b>50%</b>				




Category	Code	Name	Progress Status	Responsible Officer
<b>Comments</b>		<b>Volunteer Training program was very successful during the period, with a total of 189 volunteers participating in a number of training sessions. An orientation session and bus trip for potential volunteers from a Culturally and Linguistically (CALD) background was held at Turramurra Seniors Centre. The Volunteer Awards ceremony on International Volunteer Day was well attended with 30 volunteers attending the afternoon tea with the Mayor on 5th December 2013 at Ku-ring-gai Council Chambers. 2014 diaries were distributed to over 700 Home and Community Care (HACC) volunteers in Ku-ring-gai and were very well received. 115 volunteers were referred to the HACC organisations in the area.</b>		
 <b>Task</b>	<b>C3.1.2.1.2</b>	<b>Provide resources and support funding through grants programs.</b>	<b>50%</b>	<b>Manager Community Development</b>
<b>Comments</b>		<b>The 2013 Ku-ring-gai Community Grants Program was completed with over \$131,000 distributed to 55 local groups. The range of volunteer organisations supported included children services, youth services, sporting groups, seniors and disability services, arts/cultural groups, scouts and guides.</b>		
 <b>Task</b>	<b>C3.1.2.1.3</b>	<b>Implement bushcare and streetcare programs.</b>	<b>50%</b>	<b>Supervisor Bushcare Volunteers</b>
<b>Comments</b>		<b>There are currently 800 active Bushcare and Streetcare volunteers working on 175 sites. Bushcare held 8 events between July - December 2013, including the Bushcare Major Day Out (with 15 Bushcare groups participating), a tour of the Warrimoo catchment and the ever popular Grasses and Groundcovers workshop. The Bushcare Christmas party at the Ku-ring-gai Wildflower Garden saw 80 volunteers listen to an engaging talk from a representative of the Australian Wildlife Conservancy. The Lister Street Bushcare group were featured in the Hornsby Advocate in September 2013.</b>		
 <b>Critical Action</b>	<b>C3.1.2.2</b>	<b>Volunteers are supported through training and participation.</b>		<b>Manager Community Development</b>
<b>Comments</b>		<b>Volunteer enquiries continued to increase throughout the reporting period with growth in the Culturally and Linguistically Diverse (CALD) demographic. Referrals have been made to the Home and Community Organisations in the region which include Easy Care Gardening, Meals on Wheels, Lifeline as well as Neighbourhood Aid organisations. Over 100 enquiries were received, of which 67 were referred to Home and Community Care (HACC) organisations and the balance were referred to non HACC organisations were applicable. The Volunteer Training program was very successful with a total of 189 volunteers participating in a number of training sessions. An orientation session and bus trip for potential volunteers from a Culturally and Linguistically Diverse (CALD) background was held at Turramurra Seniors Centre. The Volunteer Awards ceremony on International Volunteer Day was attended by over 30 volunteers including an afternoon tea with the Mayor on 5th December 2013 at Ku-ring-gai Council Chambers. 2014 diaries were distributed to over 700 HACC volunteers in Ku-ring-gai.</b>		
 <b>Task</b>	<b>C3.1.2.2.1</b>	<b>Develop Volunteer Management Policy.</b>	<b>50%</b>	<b>Acting Human Resources Manager</b>
<b>Comments</b>		<b>Review and development of a corporate Volunteer Management Policy will commence once a new Human Resources Manager has been appointed.</b>		
 <b>Task</b>	<b>C3.1.2.2.2</b>	<b>Provide training and support for volunteers and volunteer organisations.</b>	<b>50%</b>	<b>Manager Community Development</b>
<b>Comments</b>		<b>Volunteer enquiries continue to increase with growth in the Culturally and Linguistically Diverse (CALD) demographic. Referrals have been made to the Home and Community Organisations in the region which include Easy Care Gardening, Meals on Wheels, Lifeline as well as Neighbourhood Aid organisations. In the 1st quarter 109 enquiries were received of which 67 were referred to Home and Community Care (HACC) organisations and the balance were referred to non HACC organisations were applicable. The Volunteer Training program was very successful with a total of 189 volunteers participating in a number of training sessions. An orientation session and bus trip for potential volunteers from a Culturally and Linguistically (CALD) background was held at Turramurra Seniors Centre. The Volunteer Awards ceremony on International Volunteer Day was attended by over 30 volunteers including an afternoon tea with the Mayor on 5th December 2013 at Ku-ring-gai Council Chambers. 2014 diaries were distributed to over 700 HACC volunteers in Ku-ring-gai and were very well received.</b>		

Category	Code	Name	Progress Status	Responsible Officer										
 Critical Action	C3.1.2.3	Volunteers are recognised for their contribution to the local community.												
<b>Manager Community Development</b>														
Comments	<p>Council's Volunteer Service in cooperation with other volunteer services in Northern Sydney and the NSW Centre for Volunteering organised 2 Volunteer Award ceremonies. These annual events are a great way to acknowledge the valuable work of volunteers and their contribution to the community. Over 150 volunteers attended both events and each received a recognition certificate and a small gift.</p> <p>Ku-ring-gai also celebrated International Volunteer Day on December 5 with an afternoon hosted by the Mayor - further acknowledging the importance of volunteering to community organisations and residents. Each volunteer received a diary and a small gift.</p> <p>In recognition of the work undertaken by volunteers over 700 diaries were distributed to over 700 Home and Community Care volunteers in Ku-ring-gai.</p>													
 Task	C3.1.2.3.1	Volunteers are recognised and rewarded for their efforts.												
<b>Manager Community Development</b>														
50%														
Comments	<p>Council's Volunteer Service in cooperation with other volunteer services in Northern Sydney and the NSW Centre for Volunteering organised 2 Volunteer Award ceremonies. These annual events are a great way to acknowledge the valuable work of volunteers and their contribution to the community. Over 150 volunteers attended both events and each received a recognition certificate, small gift and delicious morning tea .</p> <p>Ku-ring-gai also celebrated International Volunteer Day on December 5 with an afternoon hosted by the Mayor to further acknowledge the importance of volunteering to community organisations and residents. Each volunteer received a diary and a small gift.</p>													
Term Achievement	C4.1.1	A range of cultural, recreational and leisure facilities and activities are available to encourage social interaction and stimulate everyday wellbeing.												
 Critical Action	C4.1.1.1	Programs are delivered in collaboration with agencies and partners to encourage healthy and active lifestyles.												
<b>Manager Community and Recreation</b>														
<table border="1"> <thead> <tr> <th>Code</th> <th>Performance Indicator</th> <th>Yearly Target</th> <th>Units</th> <th>Achieved to date</th> </tr> </thead> <tbody> <tr> <td>C4.1.1.1.A</td> <td>Participation in active recreation programs supported by Council.</td> <td>800</td> <td>Registrations</td> <td>878</td> </tr> </tbody> </table>					Code	Performance Indicator	Yearly Target	Units	Achieved to date	C4.1.1.1.A	Participation in active recreation programs supported by Council.	800	Registrations	878
Code	Performance Indicator	Yearly Target	Units	Achieved to date										
C4.1.1.1.A	Participation in active recreation programs supported by Council.	800	Registrations	878										
Comments	<p>Throughout the reporting period the overall number of registrations in the Active Ku-ring-gai programs have increased with the addition of Gordon walking groups and growth in the junior golf program.</p> <p>All clubs, associations and schools have provided positive feedback on the provision of sports ground facilities at the halfway mark for the summer season. Allocation packs have been issued to clubs, associations and schools for the 2014 seasonal hirers, and renewal of bookings for permanent and coach hire of tennis courts for 2014 has been completed.</p> <p>A review of the Unstructured Recreational Strategy can not be undertaken this financial year due to staff resource limitations. This project is proposed to be deferred to 2014/2015.</p>													
Highlights	<p>One of Council's Active Ku-ring-gai Programs, the Gordon Walking Group, is featured in the Heart Foundation's Calendar 2013-2014.</p> <p>New family friendly and seniors programs are being developed for the Ku-ring-gai Fitness and Aquatic Centre in partnership with the YMCA, and programming for the new Charles Bean Sports field (synthetic) at Lindfield is being developed with the Northern Suburbs Football Association, University of Technology, and Defence Housing Australia.</p> <p>There has been an increase in participation in Active Ku-ring-gai programs, particularly the Gym Without Walls program.</p> <p>Opening of the new Charles Bean synthetic field at Lindfield with significant bookings for 2014.</p> <p>Positive feedback from clubs, associations and schools on condition of sportsgrounds and facilities.</p>													
 Task	C4.1.1.1.1	Develop and deliver Active Ku-ring-gai programs to support the community to lead healthy lifestyles.												
<b>Team Leader Community &amp; Recreation</b>														
50%														








Category	Code	Name	Progress Status	Responsible Officer										
<b>Comments</b>		<b>Overall numbers for Term 4 were comparable to the same time in 2012 with some noticeable growth in some classes. Gym without Walls (Wahroonga) received the highest registrants for 2013 with 39 compared to the previous 2012 year there were the following increases in total registrants. 27% increase for Gym without Walls (Wahroonga); 21% increase for Yoga; 12% increase for Active Kids; and 8% increase for Pilates.</b>												
 <b>Task</b>	<b>C4.1.1.1.2</b>	<b>Develop and implement sports programs in co-operation with local sporting clubs and providers.</b>	<b>50%</b>	<b>Team Leader Community &amp; Recreation</b>										
<b>Comments</b>		<b>December marked the halfway period in the summer season with all clubs, association and schools positive with the provision and service of sports grounds and facilities. School Allocation Packs and Winter Packs were sent to clubs, associations and schools for 2014. Bookings were renewed for permanent and coach hire of tennis courts for 2014. The Opening of the new Charles Bean Synthetic field at Lindfield will be a significant addition to the available football space. Bookings for football and University programs are all ready being locked in for 2014 at around 45 hours per week. A new series of booking procedures and fees will see a reserve of funding for future maintenance.</b>												
 <b>Task</b>	<b>C4.1.1.1.3</b>	<b>Review Unstructured Recreational Strategy and implement priority actions.</b>	<b>0%</b>	<b>Environmental Levy Natural Areas Program Leader</b>										
<b>Comments</b>		<b>This task involves the review of current stated actions in the Strategy to align more closely to Council's staff responsibilities whilst reviewing unstructured recreation on Council lands to address potential impacts and propose possible controls. A reassessment of this task has confirmed that resources required to undertake the review will not be available in the second half of the year. It is recommended that the task be carried over to the 2014/2015 Operational Plan.</b>												
<b>Reason</b>		<b>Resources required to undertake the review will not be available in the current year due to other competing project priorities.</b>												
<b>Remedial Action</b>		<b>It is recommended that the review of the Unstructured Recreational Strategy be carried over to the 2014/2015 Operational Plan.</b>												
<b>Term Achievement</b>	<b>C4.1.2</b>	<b>New and enhanced open space and recreational facilities have been delivered to increase community use and enjoyment.</b>												
 <b>Critical Action</b>	<b>C4.1.2.1</b>	<b>Continue to deliver the objectives of Council's Open Space Strategy and Open Space Acquisition Strategy.</b>												
			<b>Manager Integrated Planning, Property &amp; Assets</b>											
	<table border="1"> <thead> <tr> <th>Code</th> <th>Performance Indicator</th> <th>Yearly Target</th> <th>Units</th> <th>Achieved to date</th> </tr> </thead> <tbody> <tr> <td>C4.1.2.1.A</td> <td>Land acquired through S94 Contributions for new recreational open space.</td> <td>2,000</td> <td>m<sup>2</sup></td> <td>2,301</td> </tr> </tbody> </table>	Code	Performance Indicator	Yearly Target	Units	Achieved to date	C4.1.2.1.A	Land acquired through S94 Contributions for new recreational open space.	2,000	m <sup>2</sup>	2,301			
Code	Performance Indicator	Yearly Target	Units	Achieved to date										
C4.1.2.1.A	Land acquired through S94 Contributions for new recreational open space.	2,000	m <sup>2</sup>	2,301										
<b>Comments</b>		<b>Throughout the reporting period Council has resolved to acquire a number of properties in Lindfield for future open space and a new road link as part of the revitalisation of the Lindfield local centre. Further work has been initiated by Council with the design development for the extension of Cameron Park in Turrumurra commenced, and the funding allocated to the Lindfield Village Green project. Construction of Greengate Park, Killara was completed in December and the park is now opened to the public. The final park construction being consistent with Council's adopted concept plan. All other parks development projects are currently on track and within budget. These projects are coordinated in conjunction with staff from Council's Strategy &amp; Environment and Operations departments.</b>												








Category	Code	Name	Progress Status	Responsible Officer
<b>Highlights</b>	<b>Design and construction of Greengate Park, Killara was completed in collaboration with staff from Council's Strategy &amp; Environment &amp; Operations departments. Greengate Park is now opened to the public.</b>			
 <b>Task</b>	<b>C4.1.2.1.1</b>	<b>Undertake acquisitions for new parks.</b>	<b>50%</b>	<b>Manager Integrated Planning, Property &amp; Assets</b>
<b>Comments</b>	<b>Council resolved to acquire a number of properties in Lindfield for future open space and new road linkages as part of the revitalisation of the Lindfield local centre.</b>			
 <b>Task</b>	<b>C4.1.2.1.2</b>	<b>Complete the design for identified parks and include design principles which facilitate passive recreation activities.</b>	<b>50%</b>	<b>Team Leader Urban Design</b>
<b>Comments</b>	<b>During the period design development commenced for the Cameron Park extension and the Lindfield Village Green project scope was scoped and budget defined. Construction of Greengate Park was completed and the park opened to the public. The implemented park design is consistent with Council's adopted concept plan and includes design features to encourage passive recreation.</b>			
<b>Highlights</b>	<b>Greengate Park, Killara received positive publicity on the Vision 2020 website.</b>			
 <b>Task</b>	<b>C4.1.2.1.3</b>	<b>Construct parks at identified locations and include design principles which facilitate passive recreation activities.</b>	<b>50%</b>	<b>Manager Open Space Projects</b>
<b>Comments</b>	<b>The construction of Greengate Park, Killara was completed and opened to the public. Final construction of the park was consistent with Council's concept plan and includes design features to encourage passive recreation. At the end of the period all projects were are on track and at the appropriate point in the procurement/ construction and budget.</b>			
<b>Term Achievement</b>	<b>C5.1.1</b>	<b>Our residents and visitors enjoy clean, safe, friendly and vibrant neighbourhoods.</b>		
 <b>Critical Action</b>	<b>C5.1.1.1</b>	<b>Implement accessibility improvement actions from the Pedestrian Access and Mobility Plan (PAMP) policy and Crime Prevention Through Environmental Design (CPTED) principles.</b>		
				<b>Manager Strategic Projects</b>
<b>Comments</b>	<b>The draft Pedestrian Access and Mobility Plan (PAMP) report was received during the period and is currently being reviewed under Task T1.1.1.1.3. Scoping of the project to develop a Crime Prevention Through Environmental Design (CPTED) Policy indicates that insufficient resources are available to complete this project this financial year. It is recommended that Task C5.1.1.1.2 be carried over to the 2014/2015 Operational Plan.</b>			
<b>Reason</b>	<b>While the Pedestrian Access and Mobility Plan (PAMP) report and actions will be progressed this year the tasks related to the Crime Prevention Through Environmental Design (CPTED) Policy will not be advanced further due to resource limitations.</b>			
<b>Remedial Action</b>	<b>The Tasks C5.1.1.1.1 and C5.1.1.1.2 be carried over for completion in 2014/2015.</b>			
 <b>Task</b>	<b>C5.1.1.1.1</b>	<b>Develop Crime Prevention Through Environmental Design Policy in consultation with internal and external stakeholder's and the community.</b>	<b>10%</b>	<b>Sports &amp; Recreational Planner</b>
<b>Comments</b>	<b>Scoping for this task indicates that additional resources will be required for its full completion. Those resources will not be available in the current 2013/2014 year due to other project priorities. While a project brief will be completed in the current year it is recommended that the task be carried over to the 2014/2015 Operational Plan.</b>			
<b>Reason</b>	<b>The task will require the allocation of additional resources for its completion. Those resources are not available in the current year due to other project priorities.</b>			










Category	Code	Name	Progress Status	Responsible Officer
<p>Point Village Green, Roseville Park, Bert Oldfield Oval, Acron Oval and St Ives Showground. For example, over 200 people were spoken too in relation to various matters, such as checking of micro-chip numbers, dogs not on leads and general education processes (handing out waste disposal bags). During this reporting period, Council received 138 Barking dog complaints, 68 reports of dog roaming, 45 calls for dogs to be picked up and 51 reported dog attacks. A large number of these reported dog attacks were very minor or related to rush or harass incidents.</p>				
 Task	C5.1.1.2.2	Ensure all public buildings and multi occupancy residential buildings are compliant with Council's Annual Team Leader Compliance Health & Building Fire Safety Program.	49%	Team Leader Compliance Health & Building
Comments	Council continues to send reminder letters to property owners and managing agents 2 months prior to the annual fire safety statement being due for their properties. A review of returned statements is made to ensure they are complete and accurate. 12% of the notifications sent during this quarter remain outstanding.			
Reason	It is likely that a number of overdue statements were be due to the holiday season, properties changing hands and Council not being advised of the change of owner before the reminder letters were sent.			
Remedial Action	Follow up letters are being sent to the responsible persons and where statements are not produced within reasonable timeframes penalty notices are being issued consistent with legislative provisions.			
 Task	C5.1.1.2.3	Respond promptly to breaches of environmental and construction standards and take appropriate regulatory action.	30%	Team Leader Compliance Health & Building
Comments	Council is continuing to receive high numbers of complaints of alleged unauthorised or non-complying development. At the end of December 2013 there were 138 complaints that required action by the 2 full time Development Compliance Officers.			
Reason	Continued high numbers of complaints and the complexity of the matters is significantly impacting the time available for existing staff resources to deal with complaints in a timely manner. Where orders are issued to rectify matters, additional time is spent to revisit these jobs or determine compliance with the terms of the orders. Where appeals are made against the service of the orders, the responsible officer is then required to prepare statements of facts and contentions for court appearances. As the majority of development complaints involve Exempt or Complying Development criteria, officers are also required to explain the provisions of the legislation to educate the public.			
Remedial Action	Non technical matters will continue to be referred to the development assessment teams for investigation and the relevant Team Leader will continue to assist investigating complaints and taking the required action. Staff resources will also be enhanced with the advertising of a vacant position.			
 Task	C5.1.1.2.4	Adopt a plan for the Management of Private Swimming Pools in accordance with the Department of Local Government Guidelines.	50%	Team Leader Compliance Health & Building
Comments	The Swimming Pool Barrier Inspection Policy was adopted by Council on 22 October 2013. The policy applies to swimming pools (both indoor and outdoor) and spas that are situated or installed, on premises on which a residential building, a moveable dwelling or tourist and visitor accommodation is located. The Building unit continues to undertake inspection of swimming pool barriers during the course of their duties and where it is warranted orders are being served to have defective barriers rectified. 36 Orders have been issued from September to December with 95 issued for this reporting period. The number of requests to have barriers inspected for compliance has dropped marginally from the previous quarter. This could possibly be due to the requirement to register residential pools and part of that process provides for self certification of the pool barrier or the use of privately accredited persons being requested to undertake the inspection process. Ku-ring-gai Council has in excess of 18,000 residential swimming pools within the local government area. Despite the NSW Government and Council widely advertising the new legislative requirements, as of 31 December 2013, only 7,942 pools have been registered. The cut off date of the amnesty to register pools was 29 October 2013. This leaves a considerable number of properties with pools that have not been registered and are liable to fines for not doing so.			






Category	Code	Name	Progress Status	Responsible Officer
 Task	C5.1.1.2.5	Implement food safety protection programs in accordance with joint NSW Food Authority & Council agreement.	50%	Team Leader Compliance Health & Building
Comments	Ku-ring-gai Council has entered into a service agreement with the NSW Food Authority to undertake inspections of food premises within the Ku-ring-gai local government area and report on the inspection activities and regulatory actions taken. At the end of this period the number of inspections marginally exceeds the required number to be undertaken to date. Regulatory actions have been implemented where more serious breaches of the Food Act and Regulations have been observed and re-inspections undertaken. Educational material relating to topical compliance issues have been developed and distributed to proprietors.			
 Task	C5.1.1.2.6	Ensure register of regulated systems and premises is updated and current.	50%	Team Leader Compliance Health & Building
Comments	Development and Regulation maintain a register required under the Public Health Act, which is available for use by the NSW Public Health Unit should there be an incident in the area. The register is currently undergoing a systematic review.			
 Task	C5.1.1.2.7	Seek funding to implement Council's Abandoned Shopping Trolley Policy.	50%	Manager Regulatory Services
Comments	Council fully funded and developed in-house a design for educational posters and flyers promoting the responsible use of trolleys, urging shoppers to return trolleys to the provided trolley bays and stores. Posters have been distributed for display within stores, within bus shelters and upon notice boards in multi occupancy residential buildings. An information flyer was included in the December 2013 posting of rates notices.			
Term Achievement	C6.1.1	Council's planning approach to the provision of housing across Ku-ring-gai addresses the supply, choice and affordability needs of the community.		
 Critical Action	C6.1.1.1	Investigate opportunities/locations to provide a range of housing choices.		Manager Urban & Heritage Planning
Comments	The investigation of opportunities and locations to provide a range of housing choices is a complex and long term process. Council is progressing master plans for Council owned lands which have potential for affordable housing components and a wider range of housing choice and supply.			
 Task	C6.1.1.1.1	Undertake review of Council properties with the ability to provide alternative housing choices.	50%	Team Leader Urban Design
Comments	Master plans are being progressed for Council owned lands which have potential for an affordable housing component.			
 Task	C6.1.1.1.2	Analyse Council land holdings available for potential development.	50%	Team Leader Urban Design
Comments	Investigation has proceeded for Council land holdings. Any findings and recommendations will require Council resolution to progress further.			
 Task	C6.1.1.1.3	Identify locations and undertake pre-feasibility studies.	50%	Team Leader Urban Design
Comments	Investigations are continuing for Council land holdings. Options for different housing options are being prepared and presented to Councillors.			





Category	Code	Name	Progress Status	Responsible Officer
<b>Term Achievement</b>	<b>C6.1.2</b>	<b>Diversity and supply of new housing has been investigated to provide safe and responsive housing that addresses the changing population.</b>		
 <b>Critical Action</b>	<b>C6.1.2.1</b>	<b>Council investigates and explores opportunities to develop partnerships with stakeholders to provide affordable housing choices.</b>		
<b>Comments</b>		<b>A review of suitable Council landholdings is continuing for potential partnerships. Initial progress has been made in relation to the potential development of the Lindfield Community Hub. Other opportunities may be identified in the master planning for other Council land holdings in Gordon, St Ives and Turramurra.</b>		<b>Manager Urban &amp; Heritage Planning</b>
 <b>Task</b>	<b>C6.1.2.1.1</b>	<b>Undertake review of Council properties with the ability to identify opportunities for public/private partnerships.</b>	<b>50%</b>	<b>Team Leader Urban Design</b>
<b>Comments</b>		<b>A review of Council landholdings is continuing.</b>		
 <b>Task</b>	<b>C6.1.2.1.2</b>	<b>Analyse Council land holdings available for potential partnerships.</b>	<b>50%</b>	<b>Team Leader Urban Design</b>
<b>Comments</b>		<b>A review of Council landholdings is continuing.</b>		
 <b>Task</b>	<b>C6.1.2.1.3</b>	<b>Identify stakeholders for potential partnerships.</b>	<b>25%</b>	<b>Team Leader Urban Design</b>
<b>Comments</b>		<b>Some progress in identifying potential partnerships has occurred in relation to the potential development of the Lindfield Community Hub.</b>		
<b>Reason</b>		<b>Progress has been limited due to other project priorities and limited partnership opportunities arising to date.</b>		
<b>Remedial Action</b>		<b>Continue to investigate opportunities that may arise in partnerships with stakeholders on Council lands.</b>		
<b>Term Achievement</b>	<b>C6.1.3</b>	<b>Plans encourage enhanced adaptability to allow for ageing in place, accessibility and sustainable housing.</b>		
 <b>Critical Action</b>	<b>C6.1.3.1</b>	<b>Plans encourage enhanced adaptability to allow for ageing in place.</b>		
<b>Comments</b>		<b>Preparation of Principal Development Control Plan is progressing and is scheduled for completion in June 2014 to coincide with the anticipated making of Ku-ring-gai Local Environmental Plan 2013. Adaptability provisions are being investigated or being updated as part of the Principal Development Control Plan and Local Centres Development Control Plan - in 2014.</b>		<b>Manager Urban &amp; Heritage Planning</b>
 <b>Task</b>	<b>C6.1.3.1.1</b>	<b>Incorporate principles of adaptability in Council's planning policies.</b>	<b>50%</b>	<b>Team Leader Urban Planning</b>
<b>Comments</b>		<b>Preparation of Principal Development Control Plan is progressing and is scheduled for completion in June 2014 to coincide with the anticipated making of Ku-ring-gai Local Environmental Plan 2013.</b>		
 <b>Task</b>	<b>C6.1.3.1.2</b>	<b>Pursue adaptability provisions in residential development with key stakeholders.</b>	<b>50%</b>	<b>Team Leader Urban Planning</b>






Category	Code	Name	Progress Status	Responsible Officer
<b>Comments</b>	<b>Adaptability provisions are being investigated as part of the review of dwelling house controls for the Principal Development Control Plan.</b>			
<b>Term Achievement</b>	<b>C7.1.1</b>	<b>Plans are developed in partnership with emergency service agencies and key stakeholders and implemented.</b>		
 <b>Critical Action</b>	<b>C7.1.1.1</b>	<b>In conjunction with State agencies and key stakeholders develop, review and implement Emergency Management Plans.</b>		
<b>Manager Open Space Services</b>				
	<b>Code</b>	<b>Performance Indicator</b>	<b>Yearly Target</b>	<b>Units</b>
	<b>C7.1.1.1.A</b>	<b>Fire trails improvements and hazard reduction.</b>	<b>80</b>	<b>% completion of agreed annual program.</b>
				<b>Achieved to date</b>
				<b>87</b>
<b>Comments</b>	<b>Emergency plans and associated requirements are being implemented in accordance with regulatory and policy requirements. A new five year Bushfire Hazard Reduction program is in the initial stages of development with the Bushfire Management Committee. Local Emergency Management Committee meetings were held regularly. Maintenance schedules are in place and on target for completion by June 2104.</b>			
 <b>Task</b>	<b>C7.1.1.1.1</b>	<b>Review, implement and report on the Bushfire Risk Management Plan in consultation with the Hornsby Ku-ring-gai Bushfire Management Committee.</b>		<b>Technical Officer Bushfire</b>
				<b>50%</b>
<b>Comments</b>	<b>Four of the 26 burns highlighted in the annual works program, as required by the Hornsby/ Ku-ring-gai Bush Fire Risk Management Plan, were completed in September 2013. No burns have been undertaken between September and December due to unfavourable weather. External funding from the NSW RFS has been received for operational support for one hazard reduction burn (\$29,300). This burn has not yet been completed. As all of the scheduled 2013/14 and APZ maintenance works were completed in 2012/13 no primary APZ maintenance works have been required this period. Secondary treatments have been carried out on some additional sites since June 2013. The current fire trail maintenance rotation includes Lane Cove catchment and the southern half of Middle Harbour catchment. Fire trail inspections and maintenance are undertaken as required. External funding from the NSW RFS has been received for surface and drainage works at Samuel King Oval Trail (\$79,000) and Bedford – Waipori Trail (\$79,000). Works have not yet commenced. Three community education events have recently been delivered at Richmond Avenue, St Ives (50 attendees); St Johns Avenue, Gordon (35 attendees) and Grosvenor Road, North Wahroonga (65 attendees).</b>			
 <b>Task</b>	<b>C7.1.1.1.2</b>	<b>Complete fire trail, fire break and hazard reduction maintenance programs.</b>		<b>Bushland Maintenance Supervisor</b>
				<b>50%</b>
<b>Comments</b>	<b>Completion of programs is progressing well. The current fire trail maintenance rotation A is 50% completed. This includes 11km of fire trail and 6.9km of walking track completed for both Lane Cove and Middle Harbour catchments.</b>			
	<b>The Prevention team currently manages 24.5km network of fire trails throughout the Ku-ring-gai Council local government area. The maintenance of these is divided into two yearly rotations. Rotation B - Lane Cove Catchment and one half of Middle Harbour Catchment equalling 12.2km and Rotation A – Cowan catchment and the remaining half of Middle Harbour equalling 12.3km.</b>			
	<b>The current yearly maintenance programme on the fire breaks is Rotation B of which 88% is completed.</b>			
	<b>Due to unfavourable weather conditions the 2013/14 hazard reduction burn program has achieved 4 burns. This represents 19% of the program completed. Pile burning is only undertaken when piles cannot be removed from sites. They are created as a result of fire break maintenance and Customer Request Management (CRM) requests.</b>			
	<b>During the period 21 proposed burn sites were prepared of which 4 were undertaken.</b>			

Category	Code	Name	Progress Status	Responsible Officer
 Task	C7.1.1.1.3	Establish service levels for fire trail and fire break maintenance and hazard reduction.	Bushland Maintenance Supervisor 50%	
Comments	Maintenance schedules were established and are on track for completion by June 2014.			
 Task	C7.1.1.1.4	Review and implement Emergency Management Plan (formerly DISPLAN).	Manager Open Space Services 50%	
Comments	Work continued with the Local Emergency Management Committee to develop plans for emergencies.			
 Critical Action	C7.1.1.2	Develop Floodplain Risk and Storm Management Plans for local catchments.	Manager Environment and Sustainability	
Comments	Draft flood mapping for the Blackbutt Creek Flood Study has been completed and presented at a community forum held in November 2013. An application for \$110,000 in funding from the NSW Office of Environment and Heritage (OEH) to undertake a Lovers Jump Creek Flood Study has been successful and was awarded in November 2013.			
Highlights	A successful application for \$110,000 in funding from the NSW Office of Environment and Heritage (OEH) to undertake a Lovers Jump Creek Flood Study.			
 Task	C7.1.1.2.1	Undertake floodplain risk study in consultation with Floodplain Risk Management Committee.	Water and Catchments Program Leader 50%	
Comments	Draft flood mapping for the Blackbutt Creek Flood Study has been completed and presented at a community forum held in November 2013. Around 20 residents attended the forum where the consultants and Council staff presented the draft mapping and answered various questions relating to the project. An application for \$110,000 in funding from the NSW Office of Environment and Heritage (OEH) to undertake the Lovers Jump Creek Flood Study has been successful and was awarded in November 2013. The tender for the Lovers Jump Creek Flood Study is to be advertised in the next quarter along with another call for volunteers to participate in the Floodplain Risk Management Committee.			






Category	Code	Name	Progress Status	Responsible Officer
<b>Theme</b>	<b>N</b>	<b>Natural Environment</b>		
<b>Term Achievement</b>	<b>N1.1.1</b>	<b>Increased community understanding of the value of the natural environment and local environmental issues and impacts.</b>		
 <b>Critical Action</b>	<b>N1.1.1.1</b>	<b>Expand communication mechanisms and channels to broaden community outreach and participation.</b>		
<b>Manager Environment and Sustainability</b>				
	<b>Code</b>	<b>Performance Indicator</b>	<b>Yearly Target</b>	<b>Units</b>
	<b>N1.1.1.1.A</b>	<b>Residents involved in community environmental programs.</b>	<b>2,479</b>	<b>Residents</b>
				<b>Achieved to date</b>
				<b>1,977</b>
<b>Comments</b>	A strategy has been developed for engaging with Ku-ring-gai's expanding Culturally and Linguistically Diverse (CALD) community. A new WildThings Pinterest account has been established. 'Loving Living Ku-ring-gai' branded information is increasing through Council's social media channels, with a recent intensive social media campaign focusing on reducing food waste in the home. The sustainability e-news, What's On Calendar and Envirotube broadcasts continue, with tests run on email campaigns to evaluate engagement results. 'Loving Living Ku-ring-gai' merchandise was distributed to residents, a 'Loving Living Ku-ring-gai' email signature now appears on emails from Strategy and Environment staff, and an environmental programs promotional flyer has been developed. The promotion of events and programs has been diversified through external blogs and external event sites. Council's sustainability programs are now promoted through the new residents' morning tea.			
 <b>Task</b>	<b>N1.1.1.1.1</b>	<b>Investigate effective communication mechanisms and channels for different target groups and expand communications plan.</b>		<b>Sustainability Engagement Coordinator</b>
				<b>50%</b>
<b>Comments</b>	A strategy has been developed for engaging with Ku-ring-gai's expanding Culturally and Linguistically Diverse (CALD) community. A new WildThings Pinterest account has been established. 'Loving Living Ku-ring-gai' branded information is increasing through Council's social media channels, with a recent intensive social media campaign focusing on reducing food waste in the home. The sustainability e-news, Whats On Calendar and Envirotube broadcasts continue, with tests run on email campaigns to evaluate engagement results. 'Loving Living Ku-ring-gai' merchandise was distributed to residents, a 'Loving Living Ku-ring-gai' email signature now appears on emails from Strategy and Environment staff, and an environmental programs promotional flyer has been developed. The promotion of events and programs has been diversified through external blogs and external event sites. Council's sustainability programs are now promoted through the new residents' morning tea.			
<b>Term Achievement</b>	<b>N1.1.2</b>	<b>Increased community action that benefits the environment.</b>		
 <b>Critical Action</b>	<b>N1.1.2.1</b>	<b>Development of environmental resources, tools and targeted education programs for a range of user groups.</b>		
<b>Manager Environment and Sustainability</b>				
	<b>Code</b>	<b>Performance Indicator</b>	<b>Yearly Target</b>	<b>Units</b>
	<b>N1.1.2.1.A</b>	<b>Community activity that benefits the environment.</b>	<b>0</b>	<b>(Baseline being established. Will be reported at June bi-annual)</b>
				<b>Achieved to date</b>
				<b>0</b>
<b>Comments</b>	National Tree Planting Day in July 2013 attracted over 100 residents, where 1,500 tube stock was planted at Jubes Mountain Bike Park. Between July and December 2013 Council's Walks And Talks program delivered a spring veggie garden workshop, a natural green cleaning workshop and a 'Talking Ticks' event, attracting 144 participants. Through the Greenstyle program, 29 home sustainability assessments were conducted. Council's Bush Neighbours program saw the delivery of two community events attracting 85 people, one at the Wildflower Garden and one at Blackbutt Creek. A total of 29 dumping and encroachment issues were reported between July and December 2013 - 24 of the reported issues investigated and closed.			







Category	Code	Name	Progress Status	Responsible Officer
<p>Pro-active inspections were undertaken at Rofe Park (33 properties checked and no issues found) and Sheldon Forest (59 properties checked, one issue found). Over 250 anti-dumping letters / magnets were sent to Ku-ring-gai residents. As part of the WildThings program, Council has now distributed 350 Tetragnola (native bee) hives to properties throughout the Ku-ring-gai Local Government Area (LGA) and 70 pools have been converted into ponds rich with biodiversity. There are currently 738 WildThings members. The Wildflower Garden programs are showing a 20% growth - new programs on offer are night walks and long day programs in school holidays. These programs have a customer satisfaction rating over 90%.</p>				
✔ Task	N1.1.2.1.1	Develop and deliver programs, resources and education demonstration sites at the Wildflower Garden.	50%	St Ives Precinct Coordinator
Comments	<p>Programs showing 20% growth. New programs offered: night walks, long day programs in school holidays both of which are very popular. Customer satisfaction rating over 90%.</p>			
Highlights	<p>The December programs which have just been re-released will be the first to use Council's new booking system and direct electronic mail out. Programs were completely redesigned in Spring 2013 and are showing 20% growth from same period last year. New programs offered now include night walks, long day programs in school holidays both of which are based on user feedback. Customer satisfaction rating over 90% with current programs. Funding has been received for Seniors program in March 2014 with Gardening expert Angus Stewart.</p>			
✔ Task	N1.1.2.1.2	Deliver environmental resources and programs for residents.	50%	Sustainability Engagement Coordinator
Comments	<p>National Tree Planting Day in July 2013 attracted over 100 residents, where 1,500 tube stock was planted at Jubes Mountain Bike Park. Between July and December 2013 Council's Walks And Talks program delivered a spring veggie garden workshop, a natural green cleaning workshop and a 'Talking Ticks' event, attracting 144 participants. Through the Greenstyle program, 29 home sustainability assessments were conducted. Council's Bush Neighbours program saw the delivery of two community events attracting 85 people, one at the Wildflower Garden and one at Blackbutt Creek. A total of 29 dumping and encroachment issues were reported between July and December 2013 - 24 of the reported issues investigated and closed. Pro-active inspections were undertaken at Rofe Park (33 properties checked and no issues found) and Sheldon Forest (59 properties checked, one issue found). Over 250 anti-dumping letters / magnets were sent to Ku-ring-gai residents. As part of the WildThings program, Council has now distributed 350 Tetragnola (native bee) hives to properties throughout the Ku-ring-gai Local Government Area (LGA) and 70 pools have been converted into ponds rich with biodiversity. There are currently 738 WildThings members.</p>			
Highlights	<p>As part of the WildThings program, Council has now distributed 350 Tetragnola (native bee) hives to properties throughout the Ku-ring-gai Local Government Area (LGA) and 70 pools have been converted into ponds rich with biodiversity.</p>			
✔ Task	N1.1.2.1.3	Deliver environmental resources and programs for businesses.	50%	Sustainability Program Leader
Comments	<p>There are 90 active Ku-ring-gai businesses currently in the Better Business Partnership (BBP) program that continue to be offered tailored support to improve their sustainability performance. Three new businesses have entered the program between July and December 2013. A BBP workshop on assisting businesses to be more successful through improved processes and customer value was conducted in Ku-ring-gai in November 2013. The BBP Awards were held in October 2013 at Luna Park, with several Ku-ring-gai businesses nominated. Pool Dr Triclean was awarded runner up and Eastern Road Quality Meats the winner for the 2013 Better Business of the Year, both local Ku-ring-gai businesses.</p>			
Highlights	<p>There are 90 active Ku-ring-gai businesses currently in the Better Business Partnership (BBP) program that continue to be offered tailored support to improve their sustainability performance. The BBP Awards were held in October 2013 at Luna Park, with several Ku-ring-gai businesses nominated. Pool Dr Triclean was awarded runner up and Eastern Road Quality Meats the winner for the 2013 Better Business of the Year, both local Ku-ring-gai businesses.</p>			
✔ Task	N1.1.2.1.4	Deliver environmental resources and programs for schools.		St Ives Precinct Coordinator






Category	Code	Name	Progress Status	Responsible Officer
			50%	
<b>Comments</b>		Schools program growing each term. School holiday programs 95% booked and very popular. New under 5's weekday program showing excellent results.		
<b>Highlights</b>		Schools program has been completely redesigned to the new curriculum. School holiday programs are 95% booked and very popular. New under 5's weekday program for preschool age showing excellent attendance results.		
<b>Term Achievement</b>	<b>N2.1.1</b>	Strategies and plans are relevant and implemented to improve the conservation and recovery of flora and fauna.		
 <b>Critical Action</b>	<b>N2.1.1.1</b>	<b>Implementation of Bushland Reserves Plan of Management.</b>		<b>Manager Open Space Services</b>
<b>Comments</b>		The 2013 Ku-ring-gai Bushland Reserves Plan of Management (PoM) was adopted in December 2013 following public exhibition and a public hearing (to address the recategorisation of community land). The 2013 PoM is the product of a Stage 1 review, to enable the creation of a Biobank site within Rofe Park, Sheldon Forest and Comenarra Creek Reserve, as part of the Linking Landscapes grant. The Stage 2 (full) review is planned for next financial year. Key actions from this Plan of Management continue to be implemented, primarily through Council's bushland management team.		
 <b>Task</b>	<b>N2.1.1.1.1</b>	<b>Finalise review of Bushland Reserves Plan of Management and implement priority actions.</b>		<b>Temporary Team Leader Natural Areas</b>
			75%	
<b>Comments</b>		The 2013 Ku-ring-gai Bushland Reserves Plan of Management (PoM) was adopted in December 2013 following public exhibition and a public hearing (to address the recategorisation of community land). The 2013 PoM is the product of a Stage 1 review, to enable the creation of a Biobank site within Rofe Park, Sheldon Forest and Comenarra Creek Reserve, as part of the Linking Landscapes grant. The Stage 2 (full) review is planned for next financial year. Key actions from this Plan of Management continue to be implemented, primarily through Council's bushland management team.		
<b>Highlights</b>		The 2013 Ku-ring-gai Bushland Reserves Plan of Management (PoM) was adopted in December 2013 following public exhibition and a public hearing (to address the recategorisation of community land), to enable the creation of a Biobank site within Rofe Park, Sheldon Forest and Comenarra Creek Reserve, as part of the Linking Landscapes grant.		
 <b>Critical Action</b>	<b>N2.1.1.2</b>	<b>Implementation of Biodiversity Strategy.</b>		<b>Manager Environment and Sustainability</b>
<b>Comments</b>		An initial audit / review of Council's current Biodiversity Strategy actions and objectives has been undertaken. Internal stakeholder consultation has commenced as part of the review, to ensure Council-wide adoption and implementation of this Strategy.		
<b>Reason</b>		As a result of high work load requirements (including the Local Environmental Plan), the Biodiversity Strategy review has been placed on hold until 2014.		
<b>Remedial Action</b>		Further work on the Biodiversity Strategy review will continue in 2014.		
 <b>Task</b>	<b>N2.1.1.2.1</b>	<b>Finalise review of Biodiversity Strategy and implement priority actions.</b>		<b>Temporary Team Leader Natural Areas</b>
			25%	
<b>Comments</b>		An initial audit/ review of Council's current Biodiversity Strategy actions and objectives has been undertaken. Internal stakeholder consultation has commenced as part of the review, to ensure Council-wide adoption and implementation of this Strategy.		
<b>Reason</b>		As a result of high work load requirements (including the Local Environmental Plan), the Biodiversity Strategy review has been placed on hold until 2014.		
<b>Remedial Action</b>		Further work on the Biodiversity Strategy review will continue in 2014.		






Category	Code	Name	Progress Status	Responsible Officer
 Critical Action	N2.1.1.3	Bushland maintenance activities are undertaken in accordance with adopted strategies and plans to enhance flora and fauna.		
<b>Manager Open Space Services</b>				
	<b>Code</b>	<b>Performance Indicator</b>	<b>Yearly Target</b>	<b>Units</b>
	N2.1.1.3.A	Area of bushland/habitat regenerated.	20.5	Hectares
				<b>Achieved to date</b>
				20.5
<b>Comments</b>	A number of site management plans are currently being completed to determine the requirements for service level agreements for bush regeneration, noxious weeds and feral animals.			
 Task	N2.1.1.3.1	Develop service level agreements to document activities for bush regeneration, noxious weeds and feral animals.		Bushland Maintenance Supervisor
			50%	
<b>Comments</b>	A number of site management plans are currently being completed to determine the requirements for service level agreements for bush regeneration, noxious weeds and feral animals.			
 Critical Action	N2.1.1.4	Integrated monitoring and evaluation framework informs investment and management priorities in our bushland.		
<b>Manager Environment and Sustainability</b>				
	<b>Code</b>	<b>Performance Indicator</b>	<b>Yearly Target</b>	<b>Units</b>
	N2.1.1.4.A	Condition of bushland managed by Council.	0	(Baseline being established. Will be reported at June bi-annual)
				<b>Achieved to date</b>
				0
<b>Comments</b>	A monitoring and evaluation framework for bushland management is being developed through (i) a bushland reserves management prioritisation matrix; (ii) site management plans; and (iii) Bushcare site monitoring templates. All documents are at internal stakeholder consultation stage. A Powerful Owl survey was recently conducted in the Ku-ring-gai Local Government Area (LGA) through BirdLife Australia. Through the survey there were 4 breeding couple sightings, 6 chicks sightings and 13 non-breeding sightings (2 of these within the Ku-ring-gai Flying-fox Reserve). Council, in partnership with Wild Things NSW, is placing Eastern Pygmy Possum nest boxes in the Lane Cove Valley. Five motion sensor cameras have been purchased by Wild Things NSW and will be used to ascertain whether the boxes are being used by the possums. The bushland monitoring program continues to be implemented for bush regeneration contracts (including flora quadrats). Further monitoring, including for bushland condition, resilience, threat and weeds will be undertaken for selected sites in 2014.			
 Task	N2.1.1.4.1	Develop and implement a monitoring and evaluation framework for bushland management.		Temporary Team Leader Natural Areas
			40%	
<b>Comments</b>	A monitoring and evaluation framework for bushland management is being developed through (i) a bushland reserves management prioritisation matrix, (ii) site management plans and (iii) Bushcare site monitoring templates. All documents are at internal stakeholder consultation stage. This work is been undertaken with a high level of collaboration between Operations and Strategy and Environment to ensure effective reporting and on ground management outcomes.			
<b>Reason</b>	Competing work commitments have delayed the finalisation of the monitoring and evaluation framework for bushland management.			
<b>Remedial Action</b>	A monitoring and evaluation framework for bushland management will be further developed in 2014.			
 Task	N2.1.1.4.2	Undertake fauna monitoring program.		Temporary Team Leader Natural Areas
			50%	





Category	Code	Name	Progress Status	Responsible Officer
<b>Comments</b>	A Powerful Owl survey was recently conducted in the Ku-ring-gai Local Government Area (LGA) through BirdLife Australia. Through the survey there were 4 breeding couple sightings, 6 chicks sightings and 13 non-breeding sightings (2 of these within the Ku-ring-gai Flying-fox Reserve). Council, in partnership with WildThings NSW, is placing Eastern Pygmy Possum nest boxes in the Lane Cove Valley. Five motion sensor cameras have been purchased by WildThings NSW and will be used to ascertain whether the boxes are being used by the possums.			
 <b>Task</b>	N2.1.1.4.3	Undertake bushland monitoring program.	Temporary Team Leader	Natural Areas 25%
<b>Comments</b>	The bushland monitoring program continues to be implemented for bush regeneration contracts (including flora quadrats). Further monitoring, including for bushland condition, resilience, threat and weeds will be undertaken for selected sites in 2014.			
<b>Reason</b>	Due to competing work commitments, the finalisation of Council's ongoing bushland monitoring program has been delayed. As such, the implementation of some bushland monitoring techniques has been delayed.			
<b>Remedial Action</b>	Council's ongoing bushland monitoring program will be finalised in 2014.			
<b>Term Achievement</b>	N2.1.2	Ecological protection and understanding is integrated within land use planning.		
 <b>Critical Action</b>	N2.1.2.1	Effective guidelines, processes, training and monitoring is in place to ensure ecological protection is integrated within land use planning.	Manager Environment and Sustainability	
<b>Comments</b>	Environmental assessment procedures have been improved through the development of a Potential Impact Assessment (PIA) pro forma, including automated site mapping. Draft site assessment and minor works assessment pro formas have also been created. The ecological and other relevant provisions within the Ku-ring-gai Local Centre Development Control Plan 2013 and draft Ku-ring-gai Principal Local Environmental Plan 2013 are currently being reviewed, to ensure consistency with the ecological provisions within the draft Ku-ring-gai Principal Development Control Plan. This review follows the refinement of ecological provisions (including overlay mapping) within the Draft Ku-ring-gai Principal Local Environmental Plan 2013. Landscape and ecological assessments of development applications continue to be undertaken on an ongoing basis by team members, consistent with Council policies and legislative requirements. Site specific and generic conditions are applied to development applications that are supported. Recommendations for changes to applications are made where they do not substantially comply with policies and legislative requirements.			
 <b>Task</b>	N2.1.2.1.1	Develop and implement guidelines and templates for environmental assessment processes.	Temporary Team Leader	Natural Areas 50%
<b>Comments</b>	Environmental assessment procedures have been improved through the development of a Potential Impact Assessment (PIA) pro forma, including automated site mapping. Draft site assessment and minor works assessment pro formas have also been created.			
 <b>Task</b>	N2.1.2.1.2	Incorporate ecological provisions into the Principal Development Control Plan.	Temporary Team Leader	Natural Areas 50%
<b>Comments</b>	The ecological and other relevant provisions within the Ku-ring-gai Local Centre Development Control Plan 2013 and draft Ku-ring-gai Principal Local Environmental Plan 2013 are currently being reviewed, to ensure consistency with the ecological provisions within the draft Ku-ring-gai Principal Development Control Plan.			
 <b>Task</b>	N2.1.2.1.3	Ensure Development Assessment conditions reflect Council policies as appropriate.	Team Leader	Development & Landscape Assessments 50%
<b>Comments</b>	Landscape and ecological assessments of development applications continue to be undertaken on an ongoing basis by team members, consistent with council policies and legislative requirements. Site specific and generic conditions are applied to development applications that are supported.			


Category	Code	Name	Progress Status	Responsible Officer										
<b>Recommendations for changes to applications are made where they do not substantially comply with policies and legislative requirements.</b>														
 <b>Critical Action</b>	<b>N2.1.2.2</b>	<b>Assessment and regulatory actions contribute to improved water quality through application of appropriate DA conditions, assessment of stormwater management and protection of waterways throughout the entire development process.</b>												
<b>Manager Development Control</b>														
<b>Comments</b>	Appropriate conditions of consent were imposed on all applications reviewed by the Development Assessment Engineers unit in this quarter. Conditions of consent are constantly reviewed and updated where required.													
<b>Highlights</b>	Development Assessment Engineers provided development engineering advice and referrals for more than 100 applications during this quarter. A number of these applications were reported to Council and the Sydney West Joint Regional Planning Panel. In addition this section also monitored the engineering construction work associated with developments and subdivisions. The section provides technical advice to Councillors, public and applicants in respect of engineering enquiries and is on call to offer expert professional assistance to Council's customer service centre and call centre.													
 <b>Task</b>	<b>N2.1.2.2.1</b>	<b>Apply appropriate conditions of consent to ensure stormwater management is consistent with the Local Environmental Plan &amp; Development Control Plan.</b>	<b>50%</b>	<b>Team Leader Development Engineer</b>										
<b>Comments</b>	Conditions of consent are applied consistently and in accordance with Council's Policies. Development documentation is assessed under Council's Development Control Plan (DCP) 47 Water management or the Local Centres DCP Volume C Part 4 as relevant and conditions applied accordingly. Matters for assessment include on site detention, rainwater retention and re-use and provision of measures to improve the quality of runoff from developed sites.													
 <b>Task</b>	<b>N2.1.2.2.2</b>	<b>Development Assessment conditions are reviewed and updated as appropriate.</b>	<b>50%</b>	<b>Team Leader Development Engineer</b>										
<b>Comments</b>	Standard conditions are reviewed and updated as required to achieve improvements to the quantity and quality of runoff from developed sites.													
<b>Term Achievement</b>	<b>N3.1.1</b>	<b>The condition of natural waterways and riparian areas have improved and water harvesting and reuse has significantly increased.</b>												
 <b>Critical Action</b>	<b>N3.1.1.1</b>	<b>Best practice research informs Council's water management programs.</b>												
<b>Manager Environment and Sustainability</b>														
	<table border="1"> <thead> <tr> <th>Code</th> <th>Performance Indicator</th> <th>Yearly Target</th> <th>Units</th> <th>Achieved to date</th> </tr> </thead> <tbody> <tr> <td>N3.1.1.1.A</td> <td>Physical creek remediation projects completed.</td> <td>1</td> <td>Projects</td> <td>0</td> </tr> </tbody> </table>	Code	Performance Indicator	Yearly Target	Units	Achieved to date	N3.1.1.1.A	Physical creek remediation projects completed.	1	Projects	0			
Code	Performance Indicator	Yearly Target	Units	Achieved to date										
N3.1.1.1.A	Physical creek remediation projects completed.	1	Projects	0										
<b>Comments</b>	Council continues to be involved in local and international research programs and partnerships, such as the Sydney Harbour Water Quality Improvement Plan program and the Co-operative Research Centre for Water Sensitive Cities.													
 <b>Task</b>	<b>N3.1.1.1.1</b>	<b>Participate in research programs and partnerships to advance water management.</b>	<b>50%</b>	<b>Water and Catchments Program Leader</b>										
<b>Comments</b>	Council continues to be involved in local and international research programs and partnerships, such as the Sydney Harbour Water Quality Improvement Plan program and the Co-operative Research Centre for Water Sensitive Cities.													
 <b>Critical Action</b>	<b>N3.1.1.2</b>	<b>Implementation of Integrated Water Cycle Management Policy and Strategy.</b>												
<b>Manager Environment and Sustainability</b>														






Category	Code	Name	Progress Status	Responsible Officer	
	<b>Code</b>	<b>Performance Indicator</b>	<b>Yearly Target</b>	<b>Units</b>	<b>Achieved to date</b>
	<b>N3.1.1.2.A</b>	<b>Creeks tested that maintain or improve their stream health score.</b>	<b>100</b>	<b>% (Data available annually. Will be reported at June bi-annual)</b>	<b>0</b>
<b>Comments</b>	An opportunity has arisen to work with researchers from the Co-operative Research Centre for Water Sensitive Cities (CRCWSC) to update the Integrated Water Cycle Management (IWCM) Strategy and Policy. This will slightly delay the review of these documents, however it should result in a more robust update incorporating the latest research from the CRCWSC. A review of Council's Riparian Policy will be integrated into the IWCM Strategy and Policy review. Spring creek water and aquatic macroinvertebrate sampling was undertaken in December 2013 at eight sites across the Ku-ring-gai Local Government Area (LGA). This sampling included two sites at Blackbutt Creek, which was impacted by the chlorine spill in August 2013.				
 <b>Task</b>	<b>N3.1.1.2.1</b>	<b>Review Integrated Water Cycle Management Strategy and Policy and implement priority actions.</b>	<b>Water and Catchments Program Leader</b>		
			<b>20%</b>		
<b>Comments</b>	An opportunity has arisen to work with researchers from the Co-operative Research Centre for Water Sensitive Cities (CRCWSC) to update the Integrated Water Cycle Management Strategy and Policy. This will slightly delay the review of the documents, however it should result in a more robust update incorporating the latest research from the CRCWSC and integrate other Council documents, such as the Riparian Policy.				
<b>Reason</b>	CRCWSC researchers have provided a draft program outline for the Policy and Strategy review activities, however have not provided any firm commitment on availability or preferred dates.				
<b>Remedial Action</b>	Commitment from the CRCWSC researchers will be sought by the end of February. If the researchers can't commit by this time Council will undertake the update in-house. Where a commitment is established a time frame for partnering with the Co-operative Research Centre for Water Sensitive Cities (CRCWSC) researchers to review the Strategy and Policy will be developed to ensure that the project is completed by June 2014.				
 <b>Task</b>	<b>N3.1.1.2.2</b>	<b>Implement stream health monitoring program.</b>	<b>Water and Catchments Program Leader</b>		
			<b>50%</b>		
<b>Comments</b>	Spring creek water and aquatic macroinvertebrate sampling was undertaken in December at eight sites across the Ku-ring-gai local government area (LGA). This sampling included two sites at Blackbutt Creek, which was impacted by the chlorine spill on 22 August 2013.				
 <b>Critical Action</b>	<b>N3.1.1.3</b>	<b>Ensure maintenance programs are in place for Council's Water Sensitive Urban Design (WSUD) devices.</b>	<b>Manager Waste Management</b>		
	<b>Code</b>	<b>Performance Indicator</b>	<b>Yearly Target</b>	<b>Units</b>	<b>Achieved to date</b>
	<b>N3.1.1.3.A</b>	<b>Rubbish diverted from our waterways (tonnes)</b>	<b>1,887</b>	<b>Tonnes</b>	<b>1,001</b>
<b>Comments</b>	Maintenance contract continuing for removal of leaf, bark and other litter from pit inserts, gross pollutant traps and sediment basins on a quarterly basis. Gutter cleaning for kerbed and un-made gutters continuing under a scheduled service contract. An internal review has restructured the in house maintenance program for pit and drainage cleaning to enhance services in this area.				
 <b>Task</b>	<b>N3.1.1.3.1</b>	<b>Develop and implement service level agreements for WSUD devices.</b>	<b>Manager Waste Management</b>		
			<b>50%</b>		
<b>Comments</b>	Service Contract continuing for cleaning of Pit Inserts, Gross Pollutant Traps and Sediment Basins on a quarterly frequency.				
 <b>Critical Action</b>	<b>N3.1.1.4</b>	<b>Ensure water harvesting devices are operating to capacity.</b>	<b>Manager Open Space Services</b>		

Category	Code	Name	Progress Status	Responsible Officer
<b>Comments</b>	The commencement of the Irrigation and Turf Technical Officer has seen a significant improvement in the appropriate use of recycled water at a number of major facilities. Increased maintenance and inspections has meant that there have been less issues and downtime for systems at a critical time of the year, Summer, and this has ensured safe play on all ds.			
<b>Highlights</b>	A reduction in the overall amount of re-turfing required at sportsfield Winter to Summer changeover due to improved and monitored irrigation programs.			
 <b>Task</b>	<b>N3.1.1.4.1</b>	<b>Undertake audit of existing facilities to ensure operation and capacity to record data.</b>		<b>Parks &amp; Sportsfields Operations Coordinator</b>
			<b>50%</b>	
<b>Comments</b>	Auditing continues to be undertaken each week on automated systems by Irrigation/Turf Technical Officer. Each system is also monitored electronically on a daily basis for any fluctuations.			
<b>Highlights</b>	The highlight for this period has been the creation of the Irrigation/Turf Technical Officer. It has given ownership of the irrigation needs to Open Space. It has allowed staff the ability to program works around the irrigation schedule on ovals. For example fertilising of fields could be undertaken with confidence knowing there is sufficient water to allow watering in of product.			
<b>Term Achievement</b>	<b>N3.1.2</b>	<b>Ecological protection of our waterways is integrated within land use planning.</b>		
 <b>Critical Action</b>	<b>N3.1.2.1</b>	<b>Implementation of Council's Riparian Policy.</b>		<b>Manager Environment and Sustainability</b>
<b>Comments</b>	Draft riparian information has been provided for the Principal Development Control Plan, as well as background supporting documents. Riparian mapping has been updated and finalised through the Local Environmental Plan process. A review of the Riparian Policy will progress as part of the review of the Integrated Water Cycle Management Policy and Strategy, planned for 2014.			
 <b>Task</b>	<b>N3.1.2.1.1</b>	<b>Ensure appropriate riparian provisions are incorporated into the Principal Development Control Plan.</b>		<b>Water and Catchments Program Leader</b>
			<b>50%</b>	
<b>Comments</b>	Draft riparian information has been provided for the Principal Development Control Plan, as well as background supporting documents.			
 <b>Task</b>	<b>N3.1.2.1.2</b>	<b>Finalise the Riparian Policy in conjunction with other planning instruments.</b>		<b>Water and Catchments Program Leader</b>
			<b>45%</b>	
<b>Comments</b>	Riparian mapping has been updated and finalised through the Local Environmental Plan process. The update of the written component of the Riparian Policy will progress as part of the review of the Integrated Water Cycle Management Policy and Strategy, planned for 2014.			
<b>Reason</b>	The Riparian Policy update is reliant on the progress of the Integrated Water Cycle Management Policy and Strategy review. The timeframes for this review are subject to the availability of staff from the Co-operative Research Centre for Water Sensitive Cities Researchers (CRCWSC), who will be assisting in this review process.			
<b>Remedial Action</b>	Commitment from the Co-operative Research Centre for Water Sensitive Cities (CRCWSC) researchers will be sought by the end of February. If they can't commit by this time Council will undertake the update in-house. Where a commitment is established a time frame for partnering with the CRCWSC researchers to review the policies will be developed to ensure that the project is completed by June 2014.			
<b>Term Achievement</b>	<b>N4.1.1</b>	<b>The community is effectively informed and engaged on climate change issues.</b>		
 <b>Critical Action</b>	<b>N4.1.1.1</b>	<b>Programs are being implemented to build community resilience to the impacts of climate change and extreme weather events.</b>		<b>Manager Environment and Sustainability</b>








Category	Code	Name	Progress Status	Responsible Officer	
	<b>Code</b>	<b>Performance Indicator</b>	<b>Yearly Target</b>	<b>Units</b>	<b>Achieved to date</b>
	N4.1.1.1.A	Residents involved in climate change adaptation activities per year.	106	Participants	106
<b>Comments</b>	Evaluation of the Climate Wise Communities (CWC) pilot program demonstrated that targeting existing community groups was the most effective way of engaging people in discussions around extreme weather resilience. Since the completion of the pilot program, 5 further workshops have been conducted between July and December 2013, for those groups highlighted as vulnerable to severe weather events, namely seniors groups, people working with the Culturally and Linguistically Diverse (CALD) communities and aged care managers, in partnership with NSW Health, the NSW Police Service, SES and RFS. A total of 63 people attended these workshops. The CWC project won two awards at the Local Government NSW Excellence in the Environment Awards in December 2013.				
<b>Highlights</b>	The Climate Wise Communities project won two awards at the Local Government NSW Excellence in the Environment Awards in December 2013.				
 <b>Task</b>	N4.1.1.1.1	Deliver Climate Wise Communities program.	Sustainability Program Leader		
			50%		
<b>Comments</b>	Evaluation of the Climate Wise Communities (CWC) pilot program demonstrated that targeting existing community groups was the most effective way of engaging people in discussions around extreme weather resilience. Since the completion of the pilot program, 5 further workshops have been conducted between July and December 2013, for those groups highlighted as vulnerable to severe weather events, namely seniors groups, people working with CALD communities and aged care managers, in partnership with NSW Health, the NSW Police Service, SES and RFS. A total of 63 people attended these workshops. The CWC project won 2 awards at the Local Government NSW Excellence in the Environment Awards in December 2013.				
<b>Highlights</b>	Council's Climate Wise Communities project won 2 awards at the Local Government NSW Excellence in the Environment Awards in December 2013.				
<b>Term Achievement</b>	N4.1.2	Council's vulnerability to climate change is reduced.			
 <b>Critical Action</b>	N4.1.2.1	Develop initiatives to build Council's capacity to prepare, respond and recover to the increasing severity and frequency of extreme weather events as a result of a changing climate			
			Manager Environment and Sustainability		
	<b>Code</b>	<b>Performance Indicator</b>	<b>Yearly Target</b>	<b>Units</b>	<b>Achieved to date</b>
	N4.1.2.1.A	Potable water consumption (kL) in Council facilities.	98,282	kL (Data available annually. Will be reported at June bi-annual)	0
	N4.1.2.1.B	Water reuse / recycling (kL) from Council operations.	22,879	kL (Data available annually. Will be reported at June bi-annual)	0
	N4.1.2.1.C	Electricity consumption (MWh) of Council's infrastructure assets.	3,273	MWh (Data available annually. Will be reported at June bi-annual)	0
	N4.1.2.1.D	Greenhouse gas emissions (tonnes CO2-e) from Council's infrastructure assets.	9,527	tonnes CO2-e (Data available annually. Will be reported at June bi-annual)	0
<b>Comments</b>	Phone and online investigations have been conducted on disaster response volunteer models, particularly Volunteering Queensland's current disaster response volunteering hub, to inform a potential community volunteer network in the Ku-ring-gai Local Government Area (LGA) to respond to extreme weather events. Funding for further investigations into the feasibility of these community networks has been requested as part of a grant application to the NSW Ministry for Police and Emergency Services and Australian Government, through the Community Resilience Innovation Program.				














Category	Code	Name	Progress Status	Responsible Officer	
	<b>Code</b>	<b>Performance Indicator</b>	<b>Yearly Target</b>	<b>Units</b>	<b>Achieved to date</b>
	<b>N5.1.2.1.A</b>	<b>Household potable water consumption per capita.</b>	<b>83</b>	<b>kL/ capita (Data available annually. Will be reported at June bi-annual)</b>	<b>0</b>
	<b>N5.1.2.1.B</b>	<b>Household electricity consumption per capita.</b>	<b>3,187</b>	<b>kWh/ capita (Data available annually. Will be reported at June bi-annual)</b>	<b>0</b>
<b>Comments</b>	<p>Through Council's pilot Energy Smart program, 20 local households were engaged to reduce energy use in their home over a 12 week period. The program offered energy monitoring devices, workshops and tailored technical support and resources, as well as a private Facebook page and email list. Participants were supported to undertake a range of energy-saving actions, form simple to more serious measures. An evaluation of the pilot program showed that participants collectively reduced their energy use by 34% over the course of the 12 week program. Compared to the same period in 2012 (based on their energy bills), participants collectively reduced their energy use by 27%. Participants on average reduced their energy bill by \$168.32 compared with same period in 2012 and completed an average of 6 energy-saving actions during the program. Through Council's Water Smart program, local residents can apply for a rainwater tank or rain garden rebate and attend technical workshops to support their installation. Between July and December 2013 1 raingarden design, 2 raingarden construction and 1 rainwater tank workshop was delivered, attended by 50 residents, and 5 rainwater tank rebates were awarded.</p>				
 <b>Task</b>	<b>N5.1.2.1.1</b>	<b>Deliver community energy reduction and water conservation programs.</b>	<b>Sustainability Engagement Coordinator</b>		
			<b>50%</b>		
<b>Comments</b>	<p>Through Council's pilot Energy Smart program, 20 local households were engaged to reduce energy use in their home over a 12 week period. The program offered energy monitoring devices, workshops and tailored technical support and resources, as well as a private Facebook page and email list. Participants were supported to undertake a range of energy-saving actions, form simple to more serious measures. An evaluation of the pilot program showed that participants collectively reduced their energy use by 34% over the course of the 12 week program. Compared to the same period in 2012 (based on their energy bills), participants collectively reduced their energy use by 27%. Participants on average reduced their energy bill by \$168.32 compared with same period in 2012. Participants completed an average of 6 energy-saving actions during the program. Through Council's Water Smart program, local residents can apply for a rainwater tank or rain garden rebate and attend technical workshops to support their installation. Between July and December 2013 1 raingarden design, 2 raingarden construction and 1 rainwater tank workshop was delivered and 5 rainwater tank rebates were awarded.</p>				
<b>Highlights</b>	<p>Through Council's pilot Energy Smart program, 20 local households were engaged to reduce energy use in their home over a 12 week period. An evaluation of the pilot program showed that participants collectively reduced their energy use by 34% over the course of the 12 week program. Compared to the same period in 2012 (based on their energy bills), participants collectively reduced their energy use by 27%. Through Council's Water Smart program, local residents can apply for a rainwater tank or rain garden rebate and attend technical workshops to support their installation. Between July and December 2013 1 raingarden design, 2 raingarden construction and 1 rainwater tank workshop was delivered and 5 rainwater tank rebates were awarded.</p>				





Category	Code	Name	Progress Status	Responsible Officer
<b>Theme</b>	<b>P</b>	<b>Places, Spaces and Infrastructure</b>		
<b>Term Achievement</b>	<b>P1.1.1</b>	<b>Opportunities are provided to our community to contribute to plans for enhancing the local area and visual amenity of our centres.</b>		
 <b>Critical Action</b>	<b>P1.1.1.1</b>	<b>Engage with community in masterplanning and design process for the local area.</b>		
<b>Manager Strategic Projects</b>				
<b>Comments</b>	<p>The Princes Street, Turramurra upgrade works are finished and are now been utilised by the community. Building upon Council's input into the project control group Transport for NSW for the Lindfield Community Hub project, regular meetings have been held with Support Lindfield in relation to Lindfield Village Green project and Lindfield Community Hub project. This is culminating in the upcoming community information and feedback session being held on site in February. The upcoming analysis of historical prioritisation criteria and site investigations for the Neighbourhood Centre Program will assist with the establishment of new prioritisation criteria for all neighbourhood centres in the local government area (LGA) and shall be reported to Council and the Economic and Social Development Advisory Committee (ESDAC) in the third quarter.</p>			
<b>Highlights</b>	The Princes Street, Turramurra upgrade works are finished and are now enjoyed by the community.			
 <b>Task</b>	<b>P1.1.1.1.1</b>	<b>Develop concept plans informed by community engagement.</b>		<b>Sports &amp; Recreational Planner</b>
				<b>50%</b>
<b>Comments</b>	Regular meetings were held with Support Lindfield in relation to the Lindfield Village Green project and Lindfield Community Hub project. A community engagement strategy has been prepared for 'Activate Lindfield'.			
<b>Highlights</b>	Regular briefings with Councillors and Support Lindfield in relation to Lindfield Village Green project and Lindfield Community Hub project. Community engagement Strategy prepared for 'Activate Lindfield'.			
 <b>Task</b>	<b>P1.1.1.1.2</b>	<b>Engage with key stakeholders and the community in the revitalisation of our neighbourhood centres and local areas.</b>		<b>Sports &amp; Recreational Planner</b>
				<b>25%</b>
<b>Comments</b>	A project control group was established including representatives from Transport for NSW for the Lindfield Community Hub project. No further progress at this stage.			
<b>Reason</b>	Consultation for Lindfield Village Green is to commence in February 2014.			
<b>Remedial Action</b>	Commence consultation for Lindfield Village Green in early 2014.			
 <b>Task</b>	<b>P1.1.1.1.3</b>	<b>Undertake EOI with key stakeholders and the community in the development of neighbourhood centres and local centres.</b>		<b>Sports &amp; Recreational Planner</b>
				<b>50%</b>
<b>Comments</b>	The neighbourhood centre program has been revised and a presentation prepared for the Economic and Social Development Advisory Committee (ESDAC).			
 <b>Task</b>	<b>P1.1.1.1.4</b>	<b>Implement neighbourhood centres programs.</b>		<b>Sports &amp; Recreational Planner</b>
				<b>50%</b>
<b>Comments</b>	The Princes Street Turramurra construction is complete and opened to the public.			
<b>Highlights</b>	The local Spring Fair was held in the newly renovated shopping area at Princes Street Turramurra.			
















Category	Code	Name	Progress Status	Responsible Officer	
 Critical Action	P1.1.1.2	Invoking community pride in our local and civic centres.		Manager Strategic Projects	
Comments	Criteria are being established to allow the development of a priority listing of neighbourhood centres to be prepared as part of the Neighbourhood Centres Program. This will be reported to Council and the Economic and Social Development Advisory Committee (ESDAC) in the third quarter.				
 Task	P1.1.1.2.1	Prepare a program of improvements to the neighbourhood centres.		Team Leader Urban Design 50%	
Comments	A final program has been completed for presentation to Councillors and preparation of a Council report.				
 Critical Action	P1.1.1.3	Develop an agreed level of service for removal of graffiti and cleaning of areas to instil community pride.		Manager Engineering Service	
Comments	Council has partnered with VandalTrak to assist in the reporting and monitoring of graffiti. A trial was successful and is now live to Operational staff to use to report and track graffiti. Councillors were recently provided with the 6 monthly report on graffiti works carried out on Council owned property.				
 Task	P1.1.1.3.1	Establish targets and protocols for removal of graffiti and cleaning of streets and shopping centres.		Manager Engineering Service 50%	
Comments	Council has implemented VandaTrak and is trialling targets for response times for graffiti removal (24hr for derogatory and 1 week all other). Protocols have been developed for management utilising two electronic work pads to enable remote reporting and actioning. Council's website has also been updated to enable the public to log onto the site directly and report graffiti using mobile phones.				
 Critical Action	P1.1.1.4	Ensure compliance with Tree Management Policy.		Manager Open Space Services	
	Code	Performance Indicator	Yearly Target	Units	Achieved to date
	P1.1.1.4.A	Tree Management requests actioned within agreed service delivery standards.	90	% consistently maintained.	70
Comments	The Tree Management Policy continues to exist as the overarching policy document related to tree management on both public and private property. The Tree Preservation Order, Tree Notification Policy and tree assessment guidelines have all been implemented in accordance with the Tree Management Policy for the report period.				
Highlights	An improved process for assessing trees and vegetation prior to in house engineering projects and maintenance has been implemented during the report period to ensure all vegetation and trees are considered prior to the finalisation of design and commencement of works.				
 Task	P1.1.1.4.1	Implement Tree Preservation Order and set targets for response times.		Tree Preservation and Contracts Co-ordinator 50%	
Comments	Council received 382 applications for the second quarter making a total of 713 applications for the first six months of 2014. These figures are comparable to the same period last financial year. 90% of the applications have been assessed and finalised within Council specified timeframe targets.				
Term Achievement	P1.1.2	Strategies plans and processes are in place to protect and enhance Ku-ring-gai's unique landscape character.			
 Critical Action	P1.1.2.1	Improve and implement strategies plans and processes to protect and enhance Ku-ring-gai's unique landscape character.			






Category	Code	Name	Progress Status	Responsible Officer
<b>Manager Urban &amp; Heritage Planning</b>				
<b>Comments</b>	<b>The improvement of Council's strategies plans and processes to protect and enhance Ku-ring-gai's unique landscape character continued. Detailed biodiversity and riparian lands provisions are being incorporated into the Principal Development Control Plan. Information and training will commence during exhibition of draft Principal Development Control Plan. Research has continued, including investigation of best practice models for biodiversity offsetting, into other Local Government authorities in NSW and other states.</b>			
 <b>Task</b>	<b>P1.1.2.1.1</b>	<b>Identify gaps in existing strategies and plans.</b>	<b>Team Leader Urban Planning</b>	<b>50%</b>
<b>Comments</b>	<b>Detailed biodiversity and riparian lands provisions are being incorporated into the Principal Development Control Plan. Existing controls relating to landscaping associated with dwelling houses are also being reviewed as part of the preparation of the Development Control Plan.</b>			
 <b>Task</b>	<b>P1.1.2.1.2</b>	<b>Review landscape and dwelling-house provisions for the Principal Development Control Plan.</b>	<b>Team Leader Urban Planning</b>	<b>50%</b>
<b>Comments</b>	<b>A review of dwelling house and landscaping provisions has commenced. This is scheduled for completion in June 2014 to coincide with the anticipated making of Ku-ring-gai Local Environmental Plan 2013.</b>			
<b>Highlights</b>	<b>Review of dwelling house and landscaping provisions scoping completed and now commenced - with cross departmental inputs. Scheduled for completion June 2014 to coincide with anticipated making of Ku-ring-gai Local Environmental Plan 2013.</b>			
 <b>Task</b>	<b>P1.1.2.1.3</b>	<b>Develop information and training modules for the community.</b>	<b>Team Leader Urban Planning</b>	<b>10%</b>
<b>Comments</b>	<b>Scoping for training modules has commenced. Information and training will commence during exhibition of the draft Principal Development Control Plan.</b>			
<b>Reason</b>	<b>Completion of the task has been delayed while preparation of the draft Principal Development Control Plan is completed for June 2014.</b>			
<b>Remedial Action</b>	<b>Information and training material will be prepared once the Principal draft Development Control Plan is finalised for the Ku-ring-gai Local Environmental Plan 2013.</b>			
 <b>Task</b>	<b>P1.1.2.1.4</b>	<b>Protection of the unique landscape character through the development assessment process is consistent with State and local government controls.</b>	<b>Team Leader Development &amp; Landscape Assessments</b>	<b>50%</b>
<b>Comments</b>	<b>Development applications are continuing to be assessed by the landscape and ecological team with particular regard to impacts on the cultural and natural character and landscape of Ku-ring-gai. Assessments are based upon merit and compliance with the planning controls under the Ku-ring-gai Planning Scheme Ordinance (KPSO) and associated development control plans (DCPs). This includes controls for, and mapping of, riparian areas, heritage conservation areas and items and areas of biodiversity significance. Areas within the local centres are assessed under the relevant controls within the Ku-ring-gai Local Centres Local Environmental Plan 2012 and DCP. The team also considers state government legislation such as the Threatened Species Act, Department of Water requirements, and bush fire protection legislation. Assessments are focussed on minimising the impacts of development on the environment and enhancing the built and natural landscape.</b>			
 <b>Task</b>	<b>P1.1.2.1.5</b>	<b>Develop and implement a biodiversity offset policy.</b>	<b>Team Leader Urban Planning</b>	<b>50%</b>
<b>Comments</b>	<b>Research has continued, including investigation of best practice models for biodiversity offsetting implemented by other Local Government authorities in NSW and other states of Australia.</b>			







Category	Code	Name	Progress Status	Responsible Officer
<b>Highlights</b>	<b>Two staff attended the 'Integrating Biodiversity Outcomes with Streamlined Planning Conference' in Sydney in November. The conference included sessions on strategic frameworks for biodiversity offsetting and biodiversity offsetting tools and methods.</b>			
<b>Term Achievement</b>	<b>P1.1.3</b>	<b>Place making programs are being implemented for selected council owned areas.</b>		
 <b>Critical Action</b>	<b>P1.1.3.1</b>	<b>Undertake a coordinated program of beautification and revitalisation.</b>		
<b>Manager Strategic Projects</b>				
<b>Comments</b>	<b>Project teams have been established for all project designs to help coordinate and implement the delivery of open space capital works projects. The first stage of this process is the analysis of historical prioritisation criteria and site investigations, which have both commenced. This will assist with the establishment of new prioritisation criteria for all neighbourhood centres in the local government area (LGA) and shall be reported to the Economic and Social Development Advisory Committee (ESDAC) and Council in the third quarter.</b>			
<b>Highlights</b>	<b>The establishment and adoption of a criteria will ensure that centres are upgraded in a methodical manner.</b>			
 <b>Task</b>	<b>P1.1.3.1.1</b>	<b>Establish project teams to coordinate and implement the delivery of capital works program.</b>	<b>Sports &amp; Recreational Planner</b>	<b>50%</b>
<b>Comments</b>	<b>Project teams have been established for all project designs to assist with the coordination and implementation of open space capital works projects.</b>			
 <b>Task</b>	<b>P1.1.3.1.2</b>	<b>Develop a coordinated approach to the upgrade of neighbourhood centres consistent with place making.</b>	<b>Sports &amp; Recreational Planner</b>	<b>50%</b>
<b>Comments</b>	<b>Analysis of historical prioritisation criteria and site investigations have commenced, which will assist with the establishment of new prioritisation criteria for all neighbourhood centres in the local government area ready for reporting to Council in the third quarter.</b>			
<b>Term Achievement</b>	<b>P2.1.1</b>	<b>Land use strategies, plans and processes are in place to effectively manage the impact of new development.</b>		
 <b>Critical Action</b>	<b>P2.1.1.1</b>	<b>Develop plans and strategies that respond to the impacts of urban development.</b>		
<b>Manager Urban &amp; Heritage Planning</b>				
<b>Comments</b>	<b>Ku-ring-gai Local Environmental Plan (KLEP) was adopted by Council, with minor amendments, on 26 November 2013. Council has resolved to defer a number of bushfire evacuation risk areas from the Ku-ring-gai Local Environmental Plan 2013 for further consideration. The draft LEP and accompanying Planning Proposal has been submitted to the Department of Planning and Infrastructure to be made. The completion of the Principal Development Control Plan is scheduled to coincide with the making of the Ku-ring-gai Local Environmental Plan 2013.</b>			
<b>Highlights</b>	<b>Ku-ring-gai Local Environmental Plan adopted by Council, with minor amendments, on 26 November 2013.</b>			
 <b>Task</b>	<b>P2.1.1.1.1</b>	<b>Respond to State Government Planning initiatives and reforms - i.e. White Paper.</b>	<b>Team Leader Urban Planning</b>	<b>50%</b>
<b>Comments</b>	<b>Staff attended briefing sessions on the new Planning Bill in anticipation of the Bill being reintroduced to Parliament in early 2014.</b>			
 <b>Task</b>	<b>P2.1.1.1.2</b>	<b>Complete Principal Local Environmental Plan and supporting Development Control Plan.</b>	<b>Team Leader Urban Planning</b>	<b>50%</b>
<b>Comments</b>	<b>Ku-ring-gai Local Environmental Plan (LEP) was adopted by Council, with minor amendments, in November 2013. Council has resolved to defer a number of bushfire evacuation risk areas from the LEP for further consideration. The draft LEP and accompanying Planning Proposal has been</b>			

Category	Code	Name	Progress Status	Responsible Officer																				
<b>Highlights</b>		submitted to the Department of Planning and Infrastructure to be made. It is anticipated that this process will take approximately 6 months. The completion of the Principal Development Control Plan is scheduled to coincide with the making of the LEP. A report on the exhibition of the draft Ku-ring-gai Local Environmental Plan was presented to Council on 26 November 2013. This report responded to the 400 submissions made on the draft Ku-ring-gai Local Environmental Plan. Council adopted the draft Ku-ring-gai Local Environmental Plan subject to amendments and the deferral of a number of bushfire evacuation risk areas. The draft Local Environmental Plan and accompanying Planning Proposal has been submitted to the Department of Planning and Infrastructure to be made.																						
<b>Term Achievement</b>	<b>P2.1.2</b>	Community confidence has continued in our assessment, regulatory and environmental processes.																						
 <b>Critical Action</b>	<b>P2.1.2.1</b>	Applications are assessed in accordance with State and local plans.																						
			<b>Manager Development Control</b>																					
			<table border="1"> <thead> <tr> <th>Code</th> <th>Performance Indicator</th> <th>Yearly Target</th> <th>Units</th> <th>Achieved to date</th> </tr> </thead> <tbody> <tr> <td>P2.1.2.1.A</td> <td>Percentage of development applications assessed largely consistent with relevant policies and legislation.</td> <td>100</td> <td>%</td> <td>100</td> </tr> <tr> <td>P2.1.2.1.B</td> <td>Development application determination times.</td> <td>80</td> <td>days</td> <td>47</td> </tr> <tr> <td>P2.1.2.1.C</td> <td>Percentage of Land and Environment Court matters that result in successful outcomes.</td> <td>80</td> <td>%</td> <td>100</td> </tr> </tbody> </table>		Code	Performance Indicator	Yearly Target	Units	Achieved to date	P2.1.2.1.A	Percentage of development applications assessed largely consistent with relevant policies and legislation.	100	%	100	P2.1.2.1.B	Development application determination times.	80	days	47	P2.1.2.1.C	Percentage of Land and Environment Court matters that result in successful outcomes.	80	%	100
Code	Performance Indicator	Yearly Target	Units	Achieved to date																				
P2.1.2.1.A	Percentage of development applications assessed largely consistent with relevant policies and legislation.	100	%	100																				
P2.1.2.1.B	Development application determination times.	80	days	47																				
P2.1.2.1.C	Percentage of Land and Environment Court matters that result in successful outcomes.	80	%	100																				
<b>Comments</b>		Peer reviews are conducted by senior officers for all assessments to ensure relevant legislative requirements are met. Council's assessment processes and procedures are constantly monitored to ensure an accurate and efficient service is provided to all stakeholders.																						
<b>Highlights</b>		As at the end of December 2013, the number of outstanding applications (DA, S96 and S82A reviews) stood at 242. This represents an increase compared to the previous quarter and is due to increased development activity before the Christmas holiday season. Our median processing time for all DAs, S96 and S82A review applications for the second quarter was 47 days which remains well below the 80 days target. Land and Environment Court Council continues to achieve a high success rate in the Land and Environment Court (LEC). In this quarter 6 appeal matters were finalised in the LEC of which 2 were discontinued. Council's original position was vindicated and substantial amendments are effected resulting in improved environmental outcomes for the remaining 4 matters.																						
 <b>Task</b>	<b>P2.1.2.1.1</b>	Assessments are of a high quality, accurate and consider all relevant legislative requirements.		<b>Manager Development Control</b> 50%																				
<b>Comments</b>		All assessments are peer reviewed to ensure reports are of a high standard and that Council's legislative obligations are satisfied.																						
 <b>Task</b>	<b>P2.1.2.1.2</b>	Manage the number of outstanding applications.		<b>Manager Development Control</b> 50%																				
<b>Comments</b>		All development applications (DA) are monitored on a weekly basis to ensure there are no unavoidable delays attributable to Council's processes. Issues that result in delays to the DA process are addressed to ensure the number of applications are maintained at an appropriate level.																						
 <b>Task</b>	<b>P2.1.2.1.3</b>	Determine applications in an effective and efficient manner and within agreed timeframes.		<b>Manager Development Control</b> 50%																				
<b>Comments</b>		The progress of each application is constantly monitored to ensure there are no unreasonable delays attributable to Council's processes. Applicants are encouraged to lodge requested additional information without delay.																						






Category	Code	Name	Progress Status	Responsible Officer
 Task	P2.1.2.1.4	Provide high quality technical advice.	50%	Manager Development Control
Comments	Technical advice is provided by experienced professional officers and where appropriate the advice is peer reviewed to ensure it is accurate and contains no errors.			
 Task	P2.1.2.1.5	Maintain and update Council's systems and processes regularly.	50%	Administration Systems Co-ordinator
Comments	All systems and processes have been maintained and updated accordingly.			
 Critical Action	P2.1.2.2	Provide Regulatory Services consistent with State and local controls.		Manager Regulatory Services
Comments	Monitoring of local parking restrictions has continued throughout the period, however figures are below average reflecting staff resource availability.			
 Task	P2.1.2.2.1	Regulatory action is undertaken in accordance with Council's Compliance Policy.	50%	Team Leader Regulation
Comments	All regulatory actions were initiated and implemented consistent with Council's Compliance Policy.			
Term Achievement	P3.1.1	A high standard of design quality and building environmental performance is achieved in new development.		
 Critical Action	P3.1.1.1	Review and refine Local Environmental Plans and Development Control Plans to facilitate quality urban design outcomes.		Manager Urban & Heritage Planning
Comments	Ongoing monitoring and liaison has occurred with development assessment officers to identify issues and concerns with existing development standards and controls under the Local Centres Local Environmental Plan & Development Control Plan. Design quality is an on-going consideration in the preparation of the Principal Development Control Plan and the review of the Local Centres Development Control Plan. The targeted training of assessment staff will occur once the Development Control Plans are finalised. Assessments are carried out by qualified professional staff, (including input from Strategy Planning officers) against all relevant plans. Where Council does not have relevant skills external consultants are utilised.			
 Task	P3.1.1.1.1	Monitor design quality standards in Council's Local Environmental Plans and Development Control Plans.	50%	Team Leader Urban Planning
Comments	Ongoing monitoring and liaison has occurred with development assessment officers to identify issues and concerns with existing development standards and controls under the Local Centres Local Environmental Plan & Development Control Plan. Issues are being addressed in the development of the Principal Local Environmental Plan and Development Control Plan, as well as part of the 12 month review of the Local Centres Development Control Plan.			
 Task	P3.1.1.1.2	Assessment of applications is consistent with Council's adopted Local Environmental Plan's and Development Control Plan's.	50%	Manager Development Control
Comments	All applications are assessed by appropriately skilled and qualified professionals to ensure Council's legislative obligations are met.			








Category	Code	Name	Progress Status	Responsible Officer
 Task	P3.1.1.1.3	Design outcomes are assessed against the objectives of adopted Local Environmental Plan's and Development Control Plan's.	50%	Manager Development Control
Comments	Assessments are carried out by qualified professional staff against all relevant Local Environmental Plans and Development Control Plans. Where Council does not have relevant skills external consultants are utilised.			
 Task	P3.1.1.1.4	Coordinate the completion of B2 land subdivision and development site construction in preparation for divestment.	50%	Manager Strategic Projects
Comments	Civil Edge Contracting has been appointed to carry out the construction works. Works are to commence on site in early January 2014.			
 Task	P3.1.1.1.5	Undertake training for assessment planners and relevant stakeholders on design quality.	50%	Team Leader Urban Planning
Comments	Design quality is an on-going consideration in the preparation of the Principal Development Control Plan and the review of the Local Centres Development Control Plan. The targeted training of assessment staff will occur once the Development Control Plans are finalised.			
 Critical Action	P3.1.1.2	Council progressively encourages sustainability design principles into the development application process.		Manager Environment and Sustainability
Comments	A desktop analysis was conducted on a range of sustainable building design resources, including renovating and retrofitting, which has informed the development of Council's 'Sustainable Homes - Resource List'. A list of books and magazines on sustainable building design has also been collated. A project plan for marketing the 'Sustainable Homes - Resource List' has been developed for roll out in 2014. A call out for examples of sustainable homes in the Ku-ring-gai Local Government Area (LGA) has received a very positive response. These homes will be showcased online as part of this project. Internal consultation has been conducted with Development and Regulation to discuss how sustainable building design can be incorporated into the Pre-Development Application process. A key element of the project, however, will not only be to distribute resources on sustainable building design at the Pre-Development Application stage, but to also promote these resources prior to this stage, through Council's communication channels and through targeted community workshops. Discussions are also underway with Council's urban planning team, in relation to incorporating sustainable building design into the future review of the DCP 38 - the Ku-ring-gai Residential Design Manual.			
 Task	P3.1.1.2.1	Develop resources on sustainable building design for incorporation into the Pre-Development Application process.	50%	Sustainability Planner
Comments	A desktop analysis was conducted on a range of sustainable building design resources, including renovating and retrofitting, which has informed the development of Council's 'Sustainable Homes - Resource List'. A list of books and magazines on sustainable building design has also been collated. A project plan for marketing the 'Sustainable Homes - Resource List' has been developed for roll out in 2014. A call out for examples of sustainable homes in the Ku-ring-gai Local Government Area (LGA) has received a very positive response. These homes will be showcased online as part of this project.			
 Task	P3.1.1.2.2	Introduce the principles of sustainability design into the Pre-Development Application processes.	50%	Sustainability Planner
Comments	Internal consultation has been conducted with Development and Regulation to discuss how sustainable building design can be incorporated into the Pre-Development Application process. A key element of the project, however, will not only be to distribute resources on sustainable building design at the Pre-Development Application stage, but to also promote these resources prior to this stage, through Council's communication channels and through targeted community workshops. Discussions are also underway with Council's urban planning team, in relation to incorporating sustainable building design into the future review of the DCP 38 - the Ku-ring-gai Residential Design Manual.			






Category	Code	Name	Progress Status	Responsible Officer
 Critical Action	P3.1.1.3	Design quality and sustainable design is promoted through events or other activities.		
<b>Manager Environment and Sustainability</b>				
<b>Comments</b>	Planning is underway for a design quality and sustainable event management program. This will be implemented in the fourth quarter.			
<b>Reason</b>	This event program is scheduled for the fourth quarter.			
<b>Remedial Action</b>	The design quality and sustainable event management program will be implemented in the fourth quarter.			
 Task	P3.1.1.3.1	Develop and implement a design quality and sustainable design event program.		Sustainability Engagement Coordinator
<b>20%</b>				
<b>Comments</b>	Planning is underway for a design quality and sustainable event management program. This will be implemented in the fourth quarter.			
<b>Reason</b>	This event program is scheduled for the fourth quarter.			
<b>Remedial Action</b>	The design quality and sustainable event management program will be implemented in the fourth quarter.			
<b>Term Achievement</b>	P4.1.1	Plans to revitalise local centres are being progressively implemented and achieve quality design outcomes in collaboration with key agencies, landholders and the community.		
 Critical Action	P4.1.1.1	Council proactively works with owners, developers and agencies of the local centres to achieve quality design outcomes. (e.g. through voluntary planning agreements, education)		
<b>Manager Urban &amp; Heritage Planning</b>				
<b>Comments</b>	Council proactively works with owners, developers and agencies of the local centres to achieve quality design outcomes. (e.g. through voluntary planning agreements, education) - New neighbourhood centres program completed that will incorporate place making principles - next step is a presentation to councillors and preparation of a council report. Council's outdoor dining and Goods on footpath will be reviewed as part of the new Principal Development Control Plan and one year review of the Local Centres.			
<b>Reason</b>	The review of the Outdoor Dining & Goods on Footpath Policy will be included as part of the new Principal Development Control Plan and one year review of the Local Centres Local Environmental Plan.			
<b>Remedial Action</b>	The project will commence in the next reporting period.			
 Task	P4.1.1.1.1	Implement a place management approach for the local centre improvements to coordinate works and achieve quality outcomes.		Team Leader Urban Design
<b>50%</b>				
<b>Comments</b>	New neighbourhood centres program completed that will incorporate place making principles - next step is a presentation to Councillors and preparation of a Council report.			
 Task	P4.1.1.1.2	Review Council's Outdoor Dining and Goods on Footpath Policy ensuring it is consistent with Council's public domain plan.		Team Leader Urban Design
<b>0%</b>				
<b>Comments</b>	This project has not commenced as it will be reviewed as part of the new Principal Development Control Plan and one year review of the Local Centres Local Environmental Plan.			
<b>Reason</b>	This project will be reviewed as part of the new Principal Development Control Plan and 1 year review of the Local Centres Local Environmental Plan program has been delayed.			
<b>Remedial Action</b>	The project will commence in March 2014.			






Category	Code	Name	Progress Status	Responsible Officer
<b>Term Achievement</b>	<b>P4.1.2</b>	<b>Planning opportunities are investigated for the revitalisation of the St Ives Centre and surrounding precincts in collaboration with owners, developers, government agencies and local residents.</b>		
 <b>Critical Action</b>	<b>P4.1.2.1</b>	<b>The Master Plan for the St Ives Centre and surrounding precincts is implemented.</b>		
				<b>Manager Urban &amp; Heritage Planning</b>
<b>Comments</b>		<b>Council considered a report on this matter in December 2013 and resolved to commence reclassification and a master planning process.</b>		
 <b>Task</b>	<b>P4.1.2.1.1</b>	<b>Engage with relevant stakeholders to establish timing, extent and partnership opportunities.</b>		<b>Team Leader Urban Design</b>
			<b>50%</b>	
<b>Comments</b>		<b>Council considered a report on this matter in December 2013. Council resolved to commence reclassification and to commence a master planning process.</b>		
<b>Highlights</b>		<b>Council resolved to commence reclassification and to commence master plan process, contingent on a planning proposal from St Ives Shopping Village.</b>		
 <b>Task</b>	<b>P4.1.2.1.2</b>	<b>Undertake due diligence and undertake project scope.</b>		<b>Team Leader Urban Design</b>
			<b>25%</b>	
<b>Comments</b>		<b>Project scoping is underway including due diligence following Council's decision in December 2013 to commence the process for master planning.</b>		
<b>Reason</b>		<b>Work on this task was scheduled to commence following Council's resolution to proceed in December 2013.</b>		
<b>Remedial Action</b>		<b>This task will commence in March 2014.</b>		
 <b>Task</b>	<b>P4.1.2.1.3</b>	<b>Identify and engage with the key stakeholders.</b>		<b>Team Leader Urban Design</b>
			<b>50%</b>	
<b>Comments</b>		<b>During the period Council resolved to move forward on reclassification and a community facilities study. The owners of the St Ives Shopping Village have been notified of Council's resolution.</b>		
<b>Term Achievement</b>	<b>P4.1.3</b>	<b>An improvement plan for Gordon Centre is being progressively implemented in collaboration with owners, businesses and state agencies.</b>		
 <b>Critical Action</b>	<b>P4.1.3.1</b>	<b>A Master Plan is developed and in place for a community hub within the Gordon Town Centre to accommodate cultural and arts activities and promote social interaction.</b>		
				<b>Manager Urban &amp; Heritage Planning</b>
<b>Comments</b>		<b>During the period work progressed on a planning proposal for reclassification. Preparation of a master plan was not commenced, pending the preparation of a detailed project scope and budget.</b>		
<b>Reason</b>		<b>Detailed project scope and budget required.</b>		
<b>Remedial Action</b>		<b>Detailed project scope and budget required.</b>		
 <b>Task</b>	<b>P4.1.3.1.1</b>	<b>Engage with relevant stakeholders to establish timing, extent and partnership opportunities.</b>		<b>Team Leader Urban Design</b>
			<b>10%</b>	
<b>Comments</b>		<b>A planning proposal for reclassification was commenced during the period. Preparation of a master plan did not commence due to the need to prepare a detailed project scope and budget. This has delayed contact and engagement with relevant stakeholders.</b>		








Category	Code	Name	Progress Status	Responsible Officer
<b>Reason</b>		<b>Engagement with stakeholders has been delayed due to delays in preparing a detailed project scope and budget.</b>		
<b>Remedial Action</b>		<b>Commence preparation of a project scope and budget requirements.</b>		
 <b>Task</b>	<b>P4.1.3.1.2</b>	<b>Undertake due diligence and undertake project scope.</b>	<b>25%</b>	<b>Team Leader Urban Design</b>
<b>Comments</b>		<b>During the period the reclassification process commenced. Master planning for the area will be subject to further Council resolution and availability of project funding.</b>		
<b>Reason</b>		<b>Project requires committed funding source and further scoping.</b>		
<b>Remedial Action</b>		<b>Assess funding options and review timetable for completion of this task.</b>		
 <b>Task</b>	<b>P4.1.3.1.3</b>	<b>Identify and engage with the key stakeholders.</b>	<b>25%</b>	<b>Team Leader Urban Design</b>
<b>Comments</b>		<b>Meeting held with adjoining land owner. Limited progress on this task due to limited funds and staff resources on availability and further scoping required.</b>		
<b>Reason</b>		<b>Project requires funding.</b>		
<b>Remedial Action</b>		<b>Assess process and timing to obtain project funding.</b>		
<b>Term Achievement</b>	<b>P4.1.4</b>	<b>An improvement plan for Lindfield centre is being progressively implemented in collaboration with owners, businesses and state agencies.</b>		
 <b>Critical Action</b>	<b>P4.1.4.1</b>	<b>The Master Plan for the Lindfield centre and surrounding precincts is implemented.</b>		<b>Manager Urban &amp; Heritage Planning</b>
<b>Comments</b>		<b>A report was presented to Council in December 2013 to provide information on the progress of the Lindfield master plans. The Lindfield Community facilities study, Stage 1 economic feasibility report and base traffic model for Lindfield were completed. Project briefs for contamination, geotechnical and land surveys are under preparation. Engagement continued with key stakeholders including Transport for NSW and local groups such as Support Lindfield Inc.</b>		
<b>Highlights</b>		<b>Lindfield Community facilities study completed. Stage 1 economic feasibility report completed. Base traffic model for Lindfield completed.</b>		
 <b>Task</b>	<b>P4.1.4.1.1</b>	<b>Engage with relevant stakeholders to establish timing, extent and partnership opportunities.</b>	<b>50%</b>	<b>Team Leader Urban Design</b>
<b>Comments</b>		<b>A report was prepared for the Ordinary Meeting of Council on 10 December 2013 to update Councillors on the progress of the Lindfield masterplans.</b>		
<b>Highlights</b>		<b>Staff recommendations adopted by Council. Lindfield Village Green project proceeding to next stage.</b>		
 <b>Task</b>	<b>P4.1.4.1.2</b>	<b>Undertake due diligence and undertake project scope.</b>	<b>50%</b>	<b>Team Leader Urban Design</b>
<b>Comments</b>		<b>During the period Lindfield Community facilities study was completed as well as Stage 1 economic feasibility report and a base traffic model for Lindfield. Project briefs for contamination, geotechnical and land survey work are under preparation.</b>		







Category	Code	Name	Progress Status	Responsible Officer
<b>Highlights</b>	<b>Council resolved a final location for a new Lindfield branch library and a new community centre - based on the Lindfield Community facilities study, stage 1 economic feasibility report and base traffic model for Lindfield.</b>			
 <b>Task</b>	<b>P4.1.4.1.3</b>	<b>Identify and engage with the key stakeholders.</b>	<b>50%</b>	<b>Team Leader Urban Design</b>
<b>Comments</b>	<b>Engagement continued with key stakeholders during the period.</b>			
<b>Term Achievement</b>	<b>P5.1.1</b>	<b>Strategies, plans and processes are in place to effectively protect and preserve Ku-ring-gai's heritage assets.</b>		
 <b>Critical Action</b>	<b>P5.1.1.1</b>	<b>Implement, monitor and review Ku-ring-gai's heritage planning provisions.</b>		<b>Manager Urban &amp; Heritage Planning</b>
<b>Comments</b>	<b>The heritage provisions are currently being reviewed as part of the preparation of the Principal Development Control Plan (DCP). The DCP is scheduled to be completed to coincide with the anticipated making of the Ku-ring-gai Local Environmental Plan in June 2014. Additional heritage peer review of some Heritage conservation areas will be undertaken in 2014.</b>			
 <b>Task</b>	<b>P5.1.1.1.1</b>	<b>Identify gaps in existing strategies and plans.</b>	<b>50%</b>	<b>Heritage Advisor</b>
<b>Comments</b>	<b>Heritage items and heritage conservation areas (HCA) have been review as part of the Ku-ring-gai Local Environmental Plan 2013 and the heritage HCA peer review process.</b>			
 <b>Task</b>	<b>P5.1.1.1.2</b>	<b>Develop heritage provisions for the Principal Development Control Plan.</b>	<b>50%</b>	<b>Team Leader Urban Planning</b>
<b>Comments</b>	<b>The heritage provisions are currently being reviewed as part of the preparation of the Principal Development Control Plan (DCP). The DCP is scheduled to be completed to coincide with the anticipated making of the Ku-ring-gai Local Environmental Plan in June 2014.</b>			
 <b>Task</b>	<b>P5.1.1.1.3</b>	<b>Develop information and training modules for the community.</b>	<b>25%</b>	<b>Team Leader Urban Planning</b>
<b>Comments</b>	<b>Progress on this task has been delayed pending the reformation of the Heritage Advisory Committee.</b>			
<b>Reason</b>	<b>Council has resolved to reform the Heritage Advisory Committee. Input on this task will be sought from the new committee. The current focus of heritage staff is on the preparation of revised Heritage provisions in the Principal Development Control Plan.</b>			
<b>Remedial Action</b>	<b>Input will be sought from the new Heritage Advisory Committee once it is formed.</b>			
 <b>Task</b>	<b>P5.1.1.1.4</b>	<b>Protection of heritage through the development assessment process is consistent with State and local government controls.</b>	<b>50%</b>	<b>Heritage Advisor</b>
<b>Comments</b>	<b>All affected applications continue to be assessed against the relevant heritage controls.</b>			
<b>Highlights</b>	<b>The recent gazettal of conservation areas has substantially increased the number of applications with heritage affectations. This is placing increased pressure on current resources to ensure adequate protection of heritage in the Council area.</b>			
 <b>Critical Action</b>	<b>P5.1.1.2</b>	<b>Protect and effectively manage Ku-ring-gai's Aboriginal heritage assets in conjunction with the Aboriginal Heritage Office.</b>		





Category	Code	Name	Progress Status	Responsible Officer
<b>Manager Environment and Sustainability</b>				
<b>Comments</b>	Fourteen staff attended the Environmentally Sensitive Lands (ESL) training module conducted by the Aboriginal Heritage Office in November 2013. Known Aboriginal heritage sites within three hazard reduction burn sites have been taken into consideration. The Aboriginal Heritage Office has been consulted and appropriate controls have been made in the environmental assessments and hazard reduction certificates. No additional Aboriginal heritage sites have been noted on Council records.			
 <b>Task</b>	P5.1.1.2.1	Deliver management actions and training to protect and manage Aboriginal heritage including actions in the Biodiversity Strategy.	Technical Officer Bushfire	50%
<b>Comments</b>	In November, 14 staff attended the Environmentally Sensitive Lands (ESL) training module conducted by the Aboriginal Heritage Office. Considerations have been made in regards to known Aboriginal heritage sites occurring within three hazard reduction burn sites. The Aboriginal Heritage Office has been consulted and appropriate controls have been made in the environmental assessments and hazard reduction certificates. No additional Aboriginal heritage sites have been noted on Council records.			
<b>Term Achievement</b>	P5.1.2	Conservation Management Plans are in place and being implemented for the cultural and heritage assets of the area to ensure their long term viability.		
 <b>Critical Action</b>	P5.1.2.1	Prepare conservation management plans for heritage assets within available resources.	<b>Manager Urban &amp; Heritage Planning</b>	
<b>Comments</b>	Ongoing investigation and monitoring of funding opportunities was undertaken. There are no applicable funding programs identified to date. During the period, heritage resources were focussed on the completion of the Ku-ring-gai Local Environmental Plan 2013 and Principal Development Control Plan.			
 <b>Task</b>	P5.1.2.1.1	Identify resources for the development and implementation of heritage conservation management plans.	Team Leader Urban Planning	15%
<b>Comments</b>	Limited work has been undertaken on this task in this period.			
<b>Reason</b>	Current heritage resources are focussed on the completion of the Ku-ring-gai Local Environmental Plan 2013 and the Principal Development Control Plan.			
<b>Remedial Action</b>	This task will be reviewed in the third quarter with input from the Heritage Reference Committee.			
 <b>Task</b>	P5.1.2.1.2	Investigate funding opportunities for preparation of Conservation Management Plan's.	Team Leader Urban Planning	50%
<b>Comments</b>	Investigation and monitoring of funding opportunities were ongoing during the period. No applicable funding programs have been identified to date.			
 <b>Task</b>	P5.1.2.1.3	Develop prioritisation criteria and identify Councils properties requiring Conservation Management Plan's.	Team Leader Urban Planning	25%
<b>Comments</b>	Limited work has been undertaken on this task in this period.			
<b>Reason</b>	Heritage resources are focussed on the completion of the Ku-ring-gai Local Environmental Plan 2013 and Principal Development Control Plan.			
<b>Remedial Action</b>	This task will be reviewed in the third quarter.			

Category	Code	Name	Progress Status	Responsible Officer
<b>Term Achievement</b>	<b>P5.1.3</b>	<b>Local, Aboriginal and cultural history is recognised and promoted.</b>		
 <b>Critical Action</b>	<b>P5.1.3.1</b>	<b>Local and cultural history is recognised and promoted.</b>		<b>Manager Urban &amp; Heritage Planning</b>
<b>Comments</b>	Progress on the program of heritage activities, heritage walks and heritage signage has been delayed due to competing heritage projects, primarily the draft Ku-ring-gai Local Environmental Plan 2013 and the associated Development Control Plan (DCP).			
<b>Reason</b>	Competing heritage priorities have delayed this Task. This is primarily the preparation and delivery of the draft Ku-ring-gai Local Environmental Plan 2013, including new heritage items and heritage conservation areas.			
<b>Remedial Action</b>	This Task will be progressed in the third and fourth quarters with the re-establishment of the Ku-ring-gai Heritage Reference Committee in 2014. This will provide valuable input into promoting heritage activities, heritage walks and heritage signage.			
 <b>Task</b>	<b>P5.1.3.1.1</b>	<b>Develop a program of heritage activities to promote local heritage.</b>		<b>Team Leader Urban Planning</b> 25%
<b>Comments</b>	Progress on this task has been delayed pending the formation of the Heritage Reference Committee.			
<b>Reason</b>	Council has resolved to reform the Heritage Reference Committee. Input on this task will be sought from the new committee. The current focus of heritage staff is on the preparation of revised Heritage provisions in the Principal Development Control Plan.			
<b>Remedial Action</b>	Input will be sought from the new Heritage Reference Committee once it is formed to enable this Task to be prepared in the third and fourth quarters.			
 <b>Task</b>	<b>P5.1.3.1.2</b>	<b>Develop a pilot heritage walk in consultation with key stakeholders.</b>		<b>Team Leader Urban Planning</b> 25%
<b>Comments</b>	Progress on this task has been delayed pending the formation of the Heritage Reference Committee - initial work on re-launching a pilot program in Gordon has commenced.			
<b>Reason</b>	Council has resolved to reform the Heritage Reference Committee. Input on this task will be sought from the new committee. The current focus of heritage staff is on the preparation of revised Heritage provisions in the Principal Development Control Plan.			
<b>Remedial Action</b>	Input will be sought from the new Heritage Reference Committee once it is formed to enable this Task to be progressed in the third and fourth quarters.			
 <b>Task</b>	<b>P5.1.3.1.3</b>	<b>Investigate heritage signage opportunities.</b>		<b>Team Leader Urban Planning</b> 12%
<b>Comments</b>	Progress on this task has been delayed pending the formation of the Heritage Reference Committee.			
<b>Reason</b>	Council has resolved to reform the Heritage Advisory Committee. Input on this task will be sought from the new committee. The current focus of heritage staff is on the preparation of revised Heritage provisions in the Principal Development Control Plan.			
<b>Remedial Action</b>	Input will be sought from the new Heritage Reference Committee once it is formed to enable this Task to be progressed in the third and fourth quarters.			
 <b>Critical Action</b>	<b>P5.1.3.2</b>	<b>Local Aboriginal history is recognised and promoted.</b>		<b>Manager Community and Recreation</b>
<b>Comments</b>	Planning for the Guringai Festival has commenced and internal meetings held to discuss possible Council events in 2014. Finalisation of the program of the 2014 Guringai Festival Program is scheduled for February. Council is participating in a 2014 NAIDOC Week Colouring Competition initiative that involves both primary and secondary schools in the area and promotes Aboriginal arts and culture. Council will partner with the Aboriginal Heritage Office in continuing with a specialist education program in local schools, community organisations and Citizenship ceremonies.			





Category	Code	Name	Progress Status	Responsible Officer
 Task	P5.1.3.2.1	Aboriginal culture promoted at Wildflower Garden and on Council's website.	St Ives Precinct Coordinator 50%	
Comments	Discussions with stakeholders continued during the period. It is anticipated that formulation of a strategy will commence for the future development of an Aboriginal Cultural Centre within the Precinct. Two specific programs are being developed and include engaging with the Aboriginal Community.			
 Task	P5.1.3.2.2	Develop opportunities to showcase indigenous culture at the Guringai Festival and NAIDOC Week.	Manager Community Development 50%	
Comments	Planning for the Guringai Festival has commenced and internal meetings held to discuss possible Council events in 2014. The Guringai Festival Committee has continued to meet and are coordinating the various regional activities. Finalisation of the program of the 2014 Guringai Festival Program is scheduled for February. Council is participating in a 2014 NAIDOC Week Colouring Competition initiative that involves both primary and secondary schools in the area and promotes Aboriginal arts and culture. This project is due to commence in February 2014. Council in partnership with the Aboriginal Heritage Office is continuing with its education program in local schools and talks to community organisations and Citizenship ceremonies.			
Term Achievement	P6.1.1	Partnerships are established with community groups and organisations to optimise the availability and use of sporting, recreation and leisure facilities.		
 Critical Action	P6.1.1.1	Engage with community partners to improve Councils sporting and recreational facilities.	Manager Community and Recreation	
Comments	There has been little success in securing grant funding due to the cancellation of some regional and infrastructure programs. Applications were made for NSW Sport and Recreation grants and club grants were supported. There is currently limited grant opportunities for community sport and recreation programs then in previous years. During the period a Partnership Management Model was developed for the Ku-ring-gai Fitness and Aquatic Centre with the YMCA.			
Highlights	Construction of the Charles Bean synthetic sportsfield has improved co-operation between Council, NSFA, UTS and Defence Housing Australia. Improved working arrangement with the Ku-ring-gai Amateur Swimming Club and the YMCA in planning for the new aquatic and fitness centre. Strengthened partnership with Heart Foundation Walking groups in delivering a second program. The Gordon group is a new free walking group which was highlighted in the Hear Foundation Walking group Calendar.			
 Task	P6.1.1.1.1	Pursue improvement of facilities through partnerships and external funding opportunities.	St Ives Precinct Coordinator 50%	
Comments	During the period the function room at the Wildflower Garden started to take bookings and positive feedback has been received. The Garden at the Function Centre is being developed in conjunction with Angus Stewart from the ABC Gardening Show. The Visitors Centre was approved and will be installed over the next two months.			
Highlights	The function room at the Wildflower Garden is starting to take bookings and is getting positive feedback from users. The Garden at the Function Centre is being developed in partnership with Angus Stewart from ABC Gardening Show and Australian Plant Society. Plans for new Visitors Centre on the entry road are complete and it will be installed in the next quarter. The Centre will be the meeting point for walks, general information, and rotating displays.			
 Task	P6.1.1.1.2	Investigate grant funding opportunities to improve recreational facilities.	Manager Community and Recreation 50%	
Comments	Applications were submitted under the Radio Frequency Identification (RFID) and Community Partnership Program for the West Pymble Pool. Both grants were unsuccessful with the RFID program Round 5 being cancelled.			






Category	Code	Name	Progress Status	Responsible Officer
Task	P6.1.1.1.3	Establish and facilitate a regular sporting forum.	30%	Team Leader Community & Recreation
<b>Comments</b>	Planning for the Sports forum is underway to commence with Winter hirers in 2014.			
<b>Highlights</b>	Recent project completion such as the Charles Bean Synthetic Field (and improved bookable hours) will be case studies.			
<b>Term Achievement</b>	P6.1.2	A program is being implemented to improve existing recreation, sporting and leisure facilities and facilitate the establishment of new facilities.		
Critical Action	P6.1.2.1	Deliver Council's adopted open space capital works program.		Manager Open Space Projects
	<b>Code</b>	<b>Performance Indicator</b>	<b>Yearly Target</b>	<b>Units</b>
	P6.1.2.1.A	Open space projects.	95	% completion of agreed annual program.
<b>Achieved to date</b>	47.5			
<b>Comments</b>	All projects passed to operations with completed documentation for tender/ construction are on schedule.			
<b>Highlights</b>	Bruce Avenue (Greengate) Park - all construction works completed and open for use on 19 December 2013, one day ahead of planned date and within available budget. Sports Courts upgrade - tender awarded within available budget, on site work on schedule to commence January 2014. Allan Small park progressing well with only minor delays due to adverse weather.			
Task	P6.1.2.1.1	Designs are prepared and environmental approvals obtained for the delivery of the open space capital works program.	50%	Sports & Recreational Planner
<b>Comments</b>	All open space projects are progressing well with Greengate Lane Park completed and Allan Small Oval upgrade almost completed. The majority of projects are scheduled for opening by April 2014.			
Task	P6.1.2.1.2	Develop concept designs for identified projects.	50%	Sports & Recreational Planner
<b>Comments</b>	Development of concept designs proceeded to schedule during the period.			
Task	P6.1.2.1.3	Conduct appropriate consultation and obtain necessary approvals.	50%	Sports & Recreational Planner
<b>Comments</b>	Required consultation and approvals are identified at the early phases on projects. During the period these were progressed within reasonable timeframes.			
Critical Action	P6.1.2.2	Prepare district park masterplans to inform the forward open space capital works program.		Manager Strategic Projects
<b>Comments</b>	District Park Masterplans for both the natural grass athletics facility at North Pymble Park and Roseville Park, Clanville Road Roseville are to commence in the third quarter of this year.			
Task	P6.1.2.2.1	Complete district park masterplan for natural grass athletics facility at North Pymble Park.	50%	Sports & Recreational Planner
<b>Comments</b>	This task is scheduled for completion in the third and fourth quarters.			





Category	Code	Name	Progress Status	Responsible Officer															
 Task	P6.1.2.2.2	Prepare district park masterplan for Roseville Park, Clanville Road, Roseville.	50%	Sports & Recreational Planner															
Comments	This task is scheduled for completion in the third and fourth quarters.																		
 Critical Action	P6.1.2.3	Community Land Plans of Management are regularly reviewed.		Manager Strategic Projects															
Comments	The Canoon Road Recreation Area Plan of Management shall be progressed in the third quarter. The Draft St Ives Showground and Precinct Lands Plan of Management is still awaiting endorsement by Crown Lands.																		
 Task	P6.1.2.3.1	Complete Plan of Management for Canoon Road Recreation Area.	50%	Sports & Recreational Planner															
Comments	This task is schedule for completion in the third and fourth quarters.																		
 Task	P6.1.2.3.2	Complete Plan of Management for the St Ives Showground and Precinct Lands.	50%	Sports & Recreational Planner															
Comments	A final draft plan of management for the St Ives Showground and Precinct Lands was reviewed in the first quarter by Council and the project consultants and forwarded to Crown Lands for endorsement to place on public exhibition. Council is waiting on a response from Crown Lands.																		
 Critical Action	P6.1.2.4	Ensure existing recreation and sporting facilities are maintained in accordance with asset management strategy and plans.		Manager Open Space Services															
	<table border="1"> <thead> <tr> <th>Code</th> <th>Performance Indicator</th> <th>Yearly Target</th> <th>Units</th> <th>Achieved to date</th> </tr> </thead> <tbody> <tr> <td>P6.1.2.4.A</td> <td>Satisfaction with the condition and maintenance of Council sporting fields.</td> <td>0</td> <td>(Baseline to be established from Council's Customer Satisfaction Survey. Will be reported at June bi-annual)</td> <td>0</td> </tr> <tr> <td>P6.1.2.4.B</td> <td>Playground Safety Audit Program.</td> <td>100</td> <td>% completion of agreed annual program.</td> <td>50</td> </tr> </tbody> </table>				Code	Performance Indicator	Yearly Target	Units	Achieved to date	P6.1.2.4.A	Satisfaction with the condition and maintenance of Council sporting fields.	0	(Baseline to be established from Council's Customer Satisfaction Survey. Will be reported at June bi-annual)	0	P6.1.2.4.B	Playground Safety Audit Program.	100	% completion of agreed annual program.	50
Code	Performance Indicator	Yearly Target	Units	Achieved to date															
P6.1.2.4.A	Satisfaction with the condition and maintenance of Council sporting fields.	0	(Baseline to be established from Council's Customer Satisfaction Survey. Will be reported at June bi-annual)	0															
P6.1.2.4.B	Playground Safety Audit Program.	100	% completion of agreed annual program.	50															
Comments	<p>Maintenance of recreation and sporting facilities has been undertaken to a high standard for the report period in line with Council's asset management strategy and plans. The Local Infrastructure Renewal Scheme has seen the construction of new amenities at Turramurra Station and the improvement to a number of other amenities. Planning is well underway for the commencement of improvements to further facilities.</p> <p>The Parks and Sportsfield Maintenance sections of Open Space Operations has undergone a restructure to place more emphasis on turf and horticultural maintenance while seeking to improve efficiencies by creating teams to focus on a smaller geographical area. New maintenance schedules have been created and service levels are due to be reported to Council in the next quarter when the new schedules have been implemented and a monitoring period has occurred. The structure has also been improved by the addition of technical support roles including a Ranger and an Irrigation and Turf Technical Officer. Both roles will focus on the appropriate use and maintenance of Council's recreation and sporting facilities.</p>																		
 Task	P6.1.2.4.1	Revise Recreational Facilities Asset Management Plan to document maintenance, renewal and upgrade requirements to accord with Asset Management Strategy.	50%	Strategic Asset Officer															
Comments	The recreational facilities asset management plan is currently being revised to align with Councils Asset Management Strategy and Long Term Financial Plan. The capital works requirements will be documented in the plan.																		






Category	Code	Name	Progress Status	Responsible Officer
 Task	P6.1.2.4.2	Deliver Park Asset Refurbishment Program at priority locations.	Acting Open Space Asset Officer 50%	
Comments	<p>It is proposed to identify and audit 120 sites per year. This information will then be used to update our works and assets database. Condition ratings, values, remaining life of individual assets will then be updated into our system which will then provide an accurate report both financially and conditionally of our current assets.</p> <p>The Asset Refurbishment team will use our asset database to identify sites which require refurbishment based on there overall condition rating and volume of use. The Asset Team will be tasked to complete 20 refurbishment sites per year as well as emergency work as required. The team will complete all landscaping and refurbishment work required at each site with occasional need for external contractors for specialist work. After this work is completed a site specific service plan will be created and signed off by all relevant parties and the site will then be handed back to it's custodian for it's ongoing maintenance needs.</p>			
 Task	P6.1.2.4.3	Deliver Local Infrastructure Renewal Scheme public toilet and amenity upgrade program.	Building Asset Coordinator 40%	
Comments	<p>During the period the public toilet and amenity upgrade program was progressed to budget, with delivery of the first new toilet completed in September 2013. A second new toilet was identified for Bancroft Park, behind the Art Gallery, consistent with Council's resolution of two new toilets per year for the project. Refurbished toilets were completed in November. A Request For Quotation (RFQ) for St Ives Showground was completed with submissions due in January for review. Echo Point and Robert Pymble toilets have been deferred to 2014/2015 and reviewed for refurbishment only. Funding has been transferred to remaining sites for 2013/2014. Norman Griffiths public toilets project will commence in February, incorporating works with the clubhouse. Soccer Club Public Grants 1 &amp; 2 were approved with Council providing \$28,000 in supported funding. These works are scheduled to be completed in early May.</p>			
Reason	Identified works are progressing, however delays with manufacture components and utility services on the first three sites have delayed the forecasted schedule.			
Remedial Action	Scoping of the remaining sites will be completed in January with works to commence in March/ April. Projects for 2013/2014 are proposed to be completed by May/ June.			
Highlights	New Public Toilet in William Street Operational. Reports from the Management System, show usage rate of between 600 to 700 users per week. Kendall Street & Allan Small Tennis Amenities reopened to the public in November after refurbishment works, with Budget Savings of \$4000 for Allan Small being transferred to St Showgrounds for required additional funding.			
 Task	P6.1.2.4.4	Develop maintenance service levels for parks and sportsfields.	Parks & Sportsfields Operations Coordinator 50%	
Comments	Service levels have been developed for Sportsfields and Parks. Previously departments had individual service levels. These have been combined and grouped into four geographical zones to manage all horticultural issues at parks as well as sportsfields. Turf maintenance teams will remain in place for the summer season.			
Highlights	The main highlight has been the grouping of the assets into zones. It allows the staff to multi skill in each department. As a result of the restructure staff will work in a zone of the municipality. This will create more ownership of areas within their zone and allow more intensive maintenance.			
 Task	P6.1.2.4.5	Implement and report on maintenance service levels for parks and sportsfields.	Parks & Sportsfields Operations Coordinator 40%	
Comments	The maintenance of sporting and recreational facilities is progressing to schedule with the change over to winter sports due soon. Implementing reporting of service levels will be actioned following recruitment pf additional staff resources.			
Reason	Staff recruitment is underway following implementation of a restructure.			














Category	Code	Name	Progress Status	Responsible Officer										
<b>Remedial Action</b> Completion of recruiting process will be completed prior to implementing reporting of service levels.														
<b>Highlights</b>	Highlight for this period was signed off on the stage 2 restructure.													
<b>Term Achievement</b>	P7.1.1	Standards are developed to improve the condition and functionality of existing and new assets.												
 <b>Critical Action</b>	P7.1.1.1	A prioritised program of improvements to community meeting rooms, halls, buildings and facilities is being implemented.												
Manager Engineering Service														
<table border="1"> <thead> <tr> <th>Code</th> <th>Performance Indicator</th> <th>Yearly Target</th> <th>Units</th> <th>Achieved to date</th> </tr> </thead> <tbody> <tr> <td>P7.1.1.1.A</td> <td>Condition rating of community buildings.</td> <td>3</td> <td>Condition rating (Data available annually. Will be reported at June bi annual).</td> <td>0</td> </tr> </tbody> </table>					Code	Performance Indicator	Yearly Target	Units	Achieved to date	P7.1.1.1.A	Condition rating of community buildings.	3	Condition rating (Data available annually. Will be reported at June bi annual).	0
Code	Performance Indicator	Yearly Target	Units	Achieved to date										
P7.1.1.1.A	Condition rating of community buildings.	3	Condition rating (Data available annually. Will be reported at June bi annual).	0										
<b>Comments</b>	Inspections of Council's buildings have commenced to establish maintenance, renewal and upgrade requirements at component levels. Stage 1, involving 39 commercial and larger Council buildings, has been completed. This will produce data requirements for future budgets and condition reporting. Stage 2 is scheduled to start in March. This includes clubhouses, amenities blocks and public toilets. Progress on this task is reliant on the Building Condition Reporting to that will provide information to assist in prioritising and programming of Council Buildings. Preventative maintenance schedules have been implemented with contractors, which will assist in reducing reactive works in the future and provide increased life with assets.													
<b>Highlights</b>	Significant detail data has now been collected at component level (substructure, flooring, walls, roofing, plant) and linked with photos that enable a greater effectiveness to identify and develop a prioritised program of improvements.													
 <b>Task</b>	P7.1.1.1.1	Complete inspections of Council's buildings to establish maintenance, renewal and upgrade requirements at component level.	Manager Engineering Service 33%											
<b>Comments</b>	Inspections of Councils buildings to establish maintenance, renewal and upgrade requirements at component level has commenced. Stage 1, comprising of commercial and Council's larger buildings, has been completed and now submitted to produce data requirements for future budgets and condition reporting. Stage 2 is schedule to start in March. This includes clubhouses, amenities blocks and public toilets.													
<b>Reason</b>	Stage 1 has taken additional time to report on due to the extensive components and size of each building.													
<b>Remedial Action</b>	Due to the smaller size of the Stage 2 buildings, it is anticipated that the schedule forecasts will be achieved this year.													
<b>Highlights</b>	Stage 1 componentisation and reporting completed for more than 60 Buildings.													
 <b>Task</b>	P7.1.1.1.2	Develop an improvement program for the maintenance, renewal and upgrade of Council's buildings.	Manager Engineering Service 50%											
<b>Comments</b>	Stage 1 for Building Condition Reporting is 90% completed. This includes inspections for asset identification and condition rating. This information enables renewal and upgrades to be prioritised for maintenance scheduling.													
 <b>Task</b>	P7.1.1.1.3	Develop service levels for Council's buildings inline with community requirements and available resources.	Manager Engineering Service 50%											
<b>Comments</b>	Progress on this task is reliant on the Building Condition Reporting that will provide information to assist in prioritising and programming Council Buildings. Preventative maintenance schedules have been implemented with contractors, which will assist in reducing reactive works in the future and provide increased life with assets.													






Category	Code	Name	Progress Status	Responsible Officer											
 Critical Action	P7.1.1.2	Council progressively introduces sustainability performance standards for Council buildings and facilities.													
<b>Manager Environment and Sustainability</b>															
<b>Comments</b>	A desk top analysis has been conducted to inform the development of sustainability performance standards for Council building and facilities. As part of the recent energy and water audits conducted at 15 of Council's key facilities, a number of building performance standards were presented to Council for consideration, to inform the future management of these facilities. Council staff also recently participated in a building performance standards forum hosted by the Green Building Council of Australia.														
 Task	P7.1.1.2.1	Develop sustainability performance standards for Council buildings and facilities.		Senior Sustainability Officer											
<b>50%</b>															
<b>Comments</b>	A desktop analysis has been conducted to inform the development of sustainability performance standards for Council building and facilities. As part of the recent energy and water audits conducted at 15 of Council's key facilities, a number of building performance standards were presented to Council for consideration, to inform the future management of these facilities. Council staff also participated in a building standards forum hosted by the Green Building Council of Australia in the latter part of 2013.														
 Critical Action	P7.1.1.3	Council implements an energy and water conservation and efficiency program for Council buildings and facilities.													
<b>Manager Environment and Sustainability</b>															
<b>Comments</b>	With part funding through the Local Government Energy Efficiency Program (LGEEP), the installation of 15 solar / heat-pump hot water upgrades has been scheduled for March /April 2014. Scoping for the installation of energy efficient lighting at the Arts Centre is partially complete. Scoping for an energy efficient lighting upgrade at Gordon Library is planned for 2014. Council has also secured a Community Building Partnership (CBP) grant to undertake energy and water efficiency upgrades at the Thomas Carlyle Children's Centre.														
<b>Highlights</b>	With part funding through the Local Government Energy Efficiency Program (LGEEP), the installation of 15 solar / heat-pump hot water upgrades has been scheduled for March /April 2014. Council has also secured a Community Building Partnership (CBP) grant to undertake energy and water efficiency upgrades at the Thomas Carlyle Children's Centre.														
 Task	P7.1.1.3.1	Implement prioritised energy and water conservation and efficiency works program.		Senior Sustainability Officer											
<b>50%</b>															
<b>Comments</b>	With part funding through the Local Government Energy Efficiency Program (LGEEP), the installation of 15 solar / heat-pump hot water upgrades has been scheduled for March /April 2014. Scoping for the installation of energy efficient lighting at the Arts Centre is partially complete. Scoping for an energy efficient lighting upgrade at Gordon Library is planned for 2014. Council has also secured a Community Building Partnership (CBP) grant to undertake energy and water efficiency upgrades at the Thomas Carlyle Children's Centre.														
<b>Highlights</b>	With part funding through the Local Government Energy Efficiency Program (LGEEP), the installation of 15 solar / heat-pump hot water upgrades has been scheduled for March/ April 2014. Council has also secured a Community Building Partnership (CBP) grant to undertake energy and water efficiency upgrades at the Thomas Carlyle Children's Centre.														
<b>Term Achievement</b>	P7.1.2	Usage of existing community buildings and facilities is optimised.													
 Critical Action	P7.1.2.1	Provide accommodation for identified community services inline with Community Leasing Policy.													
<b>Manager Community and Recreation</b>															
	<table border="1"> <thead> <tr> <th>Code</th> <th>Performance Indicator</th> <th>Yearly Target</th> <th>Units</th> <th>Achieved to date</th> </tr> </thead> <tbody> <tr> <td>P7.1.2.1.A</td> <td>Utilisation of community halls and meeting rooms.</td> <td>75</td> <td>%</td> <td>82</td> </tr> </tbody> </table>	Code	Performance Indicator	Yearly Target	Units	Achieved to date	P7.1.2.1.A	Utilisation of community halls and meeting rooms.	75	%	82				
Code	Performance Indicator	Yearly Target	Units	Achieved to date											
P7.1.2.1.A	Utilisation of community halls and meeting rooms.	75	%	82											

Category	Code	Name	Progress Status	Responsible Officer
<b>Comments</b>		<p>Community Halls and Meeting rooms continue to be busy with limited availability during core hours. In the July and September holidays West Pymble and St Ives halls were at capacity with Vacation Care children's holiday camps and activities. West Lindfield hall was utilised by Active Kids and other programs. Ku-ring-gai Town Hall has a varied group of permanent hirers such as Taekwondo, a Community Choir, and Fencing classes and both the Ku-ring-gai Philharmonic and Youth Orchestras use the facility for their weekly practice sessions.</p> <p>Casual bookings for all facilities are steady, especially at weekends for family functions.</p> <p>15 Community Leases have been finalised during the reporting period including St Ives Playgroup, Gordon Preschool and Boonah Creative Arts Centre.</p>		
<b>Highlights</b>		<p>New Licence Agreements completed with KU Children's Services for six locations.</p> <p>New Warimoo Clubhouse was completed with a licence agreement with St Ives football club to occupy the new facilities.</p> <p>The new Blair Wark VC Community Centre at Lindfield was completed and will initially provide a small meeting room, and in next 12-18 months a multipurpose Community Centre for new residents and surrounding community.</p>		
 <b>Task</b>	<b>P7.1.2.1.1</b>	<b>Community leases are reviewed and implemented inline with leasing policy.</b>	<b>50%</b>	<b>Property Officer Community Recreational Facilities</b>
<b>Comments</b>		Renewal of community leases and licences were ongoing during the period.		
 <b>Task</b>	<b>P7.1.2.1.2</b>	<b>Provide community halls and meeting rooms to permanent and casual hirers.</b>	<b>50%</b>	<b>Property Officer Community Recreational Facilities</b>
<b>Comments</b>		Income from Halls and Meeting Rooms Hire were on track and within budget. The new room at the Blair Wark VC Community Centre is expected to provide additional hire income in next quarter.		
 <b>Critical Action</b>	<b>P7.1.2.2</b>	<b>Review utilisation and determine expansion opportunities for St Ives Precinct.</b>		<b>Manager Community and Recreation</b>
<b>Comments</b>		<p>The St Ives Precinct (Showground and Wildflower Garden) management has seen significant change throughout the reporting period with the co-ordination of new events, education programs and visitor services.</p> <p>Physical improvements at the Wildflower Garden have included the Education Centre upgrades with new roofing, AV equipment, LED lighting and painting. The priority is to develop additional education and function spaces so that multiple bookings, events and classes can be offered, rather the the limitations of one education space. This work, together with improved marketing and customer databases has seen growth in the demand for programs from schools, community and special interest groups.</p> <p>Improved communication with our partners and volunteers has been achieved through new projects and internal working group sessions. The Australian Plant Society walks have now been integrated into the overall Wildflower Garden program of events and jointly marketed.</p> <p>Final approval has been given and planning has commenced for the installation of the Visitors Centre at the Wildflower Garden, to be the welcoming point for visitors and groups, providing visitor information and displays.</p> <p>The Showground work throughout the reporting period has focused on the management of current leases, and the completion of the annual permanent hire arrangements, as well as preparations for a series of signature events for 2014.</p>		
<b>Highlights</b>		<p>Improvements to the education centre and display gardens at the Wildflower Garden has resulted in increased visitors to the garden. Bookings for functions have also increased since improvements have been undertaken to the facilities. A full review of the education programs has been completed with new programs being designed for the Wildflower Garden such as full day programs for 9-12 year olds.</p> <p>The Showground hire arrangements and programming has been updated, and staff have developed a range of signature programs and events for 2014.</p>		
 <b>Task</b>	<b>P7.1.2.2.1</b>	<b>Undertake review of existing facilities at Wildflower Garden and St Ives Showground.</b>	<b>50%</b>	<b>St Ives Precinct Coordinator</b>

Category	Code	Name	Progress Status	Responsible Officer
<b>Comments</b>		<b>During the period the visitors centre was approved and planning for its completion is underway. A review of the future use of The Rangers House as an Education Centre for the Garden.</b>		
<b>Highlights</b>		<b>The visitors centre near the entry is approved and planning is underway for its construction in early 2014 Reviewing the future use of The Rangers House as an second Education space for the Garden which will allow multiple bookings The Pavilion / Education Centre building has been upgraded with AV equipment, LED lighting. The garden has been upgraded with new fencing creating a safe enclosed area for functions and programs.</b>		
 <b>Task</b>	<b>P7.1.2.2.2</b>	<b>Undertake priority improvements to the Wildflower Garden and visitor facilities.</b>	<b>St Ives Precinct Coordinator</b> <b>50%</b>	
<b>Comments</b>		<b>During the period final approval was given and planning commenced for the installation of the Visitors Centre at the Wildflower Garden. Planning for new signage commenced at both the Showground and The Wildflower Garden.</b>		
<b>Highlights</b>		<b>Final approval has been given and planning has commenced for the installation of the Visitors Centre at the Wildflower Garden. Visitor Services will be relocated early in 2014.</b>		
 <b>Task</b>	<b>P7.1.2.2.3</b>	<b>Undertake review of existing programs at Wildflower Garden and St Ives Showground.</b>	<b>St Ives Precinct Coordinator</b> <b>100%</b>	
<b>Comments</b>		<b>A review was completed of proposed events and programs for the Showground and at The Wildflower Garden going into Autumn/Winter. New programs are aimed at the tourist market.</b>		
<b>Highlights</b>		<b>New programs aimed at full day 9-12 year olds, the Tourist market and Retirement Villages have been developed. A full review and update of programs at the Wildflower Garden has been completed for the 2013/14 Summer programs including online bookings project.</b>		
 <b>Task</b>	<b>P7.1.2.2.4</b>	<b>Develop programs to expand usage at the Wildflower Garden and St Ives Showground.</b>	<b>St Ives Precinct Coordinator</b> <b>50%</b>	
<b>Comments</b>		<b>During the period new programs were developed for the Wildflower Garden.</b>		
<b>Highlights</b>		<b>A new event series for the Showground has been developed. The location is proving popular for running events with new events being planned. New Education programs have been designed for the Wildflower Gardens including Full day programs for 9-12 year olds. A draft Tourist program has been developed for tour operators. New Senior Program has been developed funded for 2014 Seniors Week.</b>		
 <b>Critical Action</b>	<b>P7.1.2.3</b>	<b>Tennis and court facilities are available for coaching, programs and social play.</b>		<b>Manager Community and Recreation</b>
<b>Comments</b>		<b>During the period all tennis and court facilities were available for use. The general and sports module of the new booking system has been in testing mode in 2013, however functional issues have prevented a full release during the reporting period. In the interim, staff have relied on the current LOGICQ booking system for multiple and permanent hirers and developed the casual booking option further.</b>		
<b>Reason</b>		<b>There has been significant delays in the new booking system due to system issues, configuration and layout changes.</b>		
<b>Remedial Action</b>		<b>Additional information technology resources have been provided for the booking system project. A full release is scheduled in 2014, after the programs and events module, in use for the Wildflower Gardens and Active Ku-ring-gai program.</b>		
 <b>Task</b>	<b>P7.1.2.3.1</b>	<b>Implement new booking system and procedures.</b>	<b>Team Leader Community &amp; Recreation</b> <b>30%</b>	






Category	Code	Name	Progress Status	Responsible Officer
<b>Comments</b>	The new booking system was operational for casual tennis and Wildflower Garden programs December 2013.			
<b>Reason</b>	There has been significant delays in fully implementing the new booking system due to system issues, configuration and necessary layout changes.			
<b>Remedial Action</b>	The Community team is working with Information Management staff and Zipporah to work through the problems of the existing system before rolling out further components of our business. Further Information Management resources will be placed on the system back end to assist roll out.			
 <b>Critical Action</b>	P7.1.2.4	Golf courses are professionally managed in line with industry standards.		Manager Community and Recreation
<b>Comments</b>	The North Turramurra golf course works have reduced the course to 9 holes until mid 2014 as the new North Turramurra Recreation Area (NTRA) holes are completed. Staff have worked with the course professional to develop opportunities to offer golf at a twilight rate, and to co-ordinate rounds to ensure some competition can continue to occur on Saturdays. Congestion is being managed by the professional with the only problems being Saturday mornings with 18 hole and new 9 hole players.			
<b>Highlights</b>	Professional Services contract for Gordon Golf Club was renewed in November 2013 for a further three years.			
 <b>Task</b>	P7.1.2.4.1	Implement electronic card system for North Turramurra Golf Course.		Manager Community and Recreation 25%
<b>Comments</b>	Awaiting rollout of integrated booking system. This module is being investigated as an add on.			
<b>Reason</b>	This system will be assessed as part of the rollout of the integrated booking system, particularly the feasibility of an additional module.			
<b>Remedial Action</b>	Review feasibility of module in next reporting period.			
 <b>Task</b>	P7.1.2.4.2	Review management and operational structure for Gordon Golf Course.		Manager Community and Recreation 50%
<b>Comments</b>	A lease was finalised with Professional in November 2013.			
 <b>Task</b>	P7.1.2.4.3	Manage the works project impact on existing course at North Turramurra Recreation Area.		Manager Community and Recreation 50%
<b>Comments</b>	Works have reduced the course to 9 holes. Working with the course professional arrangements have been made to offer golf at a twilight rate and co-ordinate rounds to ensure some competition can occur on Saturdays. Congestion is being managed by Professional with the only issue being Saturday morning with 18 hole and new 9 hole players.			
<b>Term Achievement</b>	P8.1.1	Our public infrastructure and assets are planned, managed and funded to meet the community expectations, defined levels of service and address inter-generational equity.		
 <b>Critical Action</b>	P8.1.1.1	Development Contributions Plans are updated and implemented.		Manager Urban & Heritage Planning
<b>Comments</b>	During the period Development Contributions Plans were updated and implemented as required.			
<b>Highlights</b>	The successful management of the contributions system has continued the delivery of key community infrastructure on recently acquired sites for the both parks and roads as well as other works wholly or partly funded by development contributions.			
 <b>Task</b>	P8.1.1.1.1	Investigate a review of the contributions plan to take into account current census data, draft Sydney Metro Strategy and local centres Local Environmental Plan.		



Category	Code	Name	Progress Status	Responsible Officer										
<b>Infrastructure Coordinator Developer Contributions</b>														
<b>50%</b>														
<b>Comments</b>	<b>Investigations have continued including the assessment of the implications of the pending new planning legislation, ABS census data and the release of the updated Sydney Metropolitan Strategy.</b>													
 <b>Task</b>	<b>P8.1.1.1.2</b>	<b>Manage current contributions system, receipting and indexation.</b>												
<b>Infrastructure Coordinator Developer Contributions</b>														
<b>50%</b>														
<b>Comments</b>	<b>Management of the current contributions system, receipting and indexation was undertaken consistent with adopted plan and set objectives.</b>													
<b>Term Achievement</b>	<b>P8.1.2</b>	<b>Programs for infrastructure and asset maintenance management are delivered in accordance with adopted Asset Management Strategy and Plans.</b>												
 <b>Critical Action</b>	<b>P8.1.2.1</b>	<b>Asset Management Plans are in place for all asset classes and identify community expectations and defined service levels.</b>												
<b>Manager Integrated Planning, Property &amp; Assets</b>														
<b>Comments</b>	<b>Council has completed consultation with the community to determine asset funding priorities to maintain, renew and upgrade our infrastructure assets &amp; facilities. As a result the community identified local roads as the highest priority, followed by footpaths, buildings and drainage. The community survey results have enabled Council to redirect and prioritise funding towards these assets. Council is in the process of reviewing its Asset Registers, all Asset Management Plans and Asset Management Strategy, which includes an independent assessment of our asset information by an external consultant. The objective of the review is to enable better integration with Council's Long Term Financial Plan and Asset Management Strategy. and to document the required amount of funding required to maintain, renew and upgrade our infrastructure inline with community service levels.</b>													
 <b>Task</b>	<b>P8.1.2.1.1</b>	<b>Revise Asset Management Plans to document maintenance, renewal and upgrade requirements.</b>	<b>Strategic Asset Officer</b>											
<b>50%</b>														
<b>Comments</b>	<b>Council is in the process of reviewing its Asset Registers, all Asset Management Plans and Asset Management Strategy, the review includes an independent assessment of our asset information by an external consultant. Following completion of the review the Plans will be further aligned with Council's Long Term Financial Plan and Asset Management Strategy. and will document the required amount of funding required to maintain, renew and upgrading our infrastructure. This body of work is due for completion in February 2014.</b>													
 <b>Task</b>	<b>P8.1.2.1.2</b>	<b>Revise Asset Management Plans to incorporate community service levels.</b>	<b>Strategic Asset Officer</b>											
<b>50%</b>														
<b>Comments</b>	<b>In 2012, Council completed consultation with the community to determine asset priorities. This resulted in local roads being the highest priority, followed by footpaths, buildings and drainage. The survey results have enabled Council to redirect funding to these asset groups and this will be documented within the revised Asset Management Plans. Council is currently in the process of revising our Asset Registers and Asset Management Plans for each asset class, and upon completion will incorporate community service levels.</b>													
 <b>Critical Action</b>	<b>P8.1.2.2</b>	<b>Council's capital works and operational programs are delivered.</b>												
<b>Manager Engineering Service</b>														
<table border="1"> <thead> <tr> <th>Code</th> <th>Performance Indicator</th> <th>Yearly Target</th> <th>Units</th> <th>Achieved to date</th> </tr> </thead> <tbody> <tr> <td>P8.1.2.2.A</td> <td>Capital works programs for roads, footpaths and drains.</td> <td>95</td> <td>%</td> <td>55</td> </tr> </tbody> </table>					Code	Performance Indicator	Yearly Target	Units	Achieved to date	P8.1.2.2.A	Capital works programs for roads, footpaths and drains.	95	%	55
Code	Performance Indicator	Yearly Target	Units	Achieved to date										
P8.1.2.2.A	Capital works programs for roads, footpaths and drains.	95	%	55										








Category	Code	Name	Progress Status	Responsible Officer
<b>Comments</b>	The roads program is ahead of schedule and should be completed by May 2014 with Capital Works Projects 65% completed, and 20% of remaining programmed works underway. The footpath program is on target for completion by June. There have been some objections to proposed works by residents and staff are working through these issues with the residents concerned. A number of them have started. Most of the parks upgrade works are scheduled for completion by April 2014 and are on budget. The public toilet upgrades are progressing well and due for completion by June 2014. The drainage program is on target for completion, with the exception of Oliver Rd drainage works. This has been delayed due to Sydney Water design compliance requirements, and is currently with Sydney Water for checking.			
 <b>Task</b>	<b>P8.1.2.2.1</b>	<b>Deliver annual capital works program.</b>	<b>Director Operations</b>	<b>55%</b>
<b>Comments</b>	The capital works projects assigned to Operations are on schedule for completion by the end of the financial year. The roads program is ahead of schedule and should be completed by May 2014. The footpath program is on target for completion by June but there have been some objections to a couple of proposed works by residents. Staff are working through these issues with the residents concerned. A number of them have started. Most of the parks upgrade works are scheduled for completion by April 2014 and are on budget. The public toilet upgrades are progressing well and due for completion by June 2014.			
<b>Highlights</b>	The completion of the William Street public toilet has been very successful. There is increased usage and the vandalism is at a minimum. The new park at Greengate Lane Park has been opened to the public and has been very popular. The road works in Bruce Avenue has been completed and the area has significantly improved with these works.			
 <b>Task</b>	<b>P8.1.2.2.2</b>	<b>Develop a prioritised and cost effective program of improvement to footpaths and roads.</b>	<b>Manager Engineering Service</b>	<b>50%</b>
<b>Comments</b>	A Capital Works Program (CWP) for road improvements has been developed and prioritised, with works being implemented and costs monitored. The CWP for footpaths is approximately 70% completed, and design extent adjusted to suit site conditions. Operational programs involving maintenance on roads and footpaths is being implemented and reviewed regularly.			
 <b>Task</b>	<b>P8.1.2.2.3</b>	<b>Implement the roads and footpath improvement program within set targets and timeframes.</b>	<b>Manager Engineering Service</b>	<b>50%</b>
<b>Comments</b>	The Capital Works Programs for Roads and footpaths in the period are progressed well. Roads completed include Kelvin, Nelson, Elizabeth, Cassandra, Strone and Sheather. Completed footpaths included Lucinda, Koola and Doncaster, and all remaining with PIA submitted for peer review.			
 <b>Task</b>	<b>P8.1.2.2.4</b>	<b>Develop a proactive program for the improvement of drainage infrastructure.</b>	<b>Manager Engineering Service</b>	<b>40%</b>
<b>Comments</b>	In November, a consultant study for 10 Doncaster was completed as well as design drawings for 5 Cassandra Avenue. All programmed minor drainage upgrades are complete. Under the major capital works, 43 Eastgate and Addison are completed, however Oliver Road drainage works was delayed due to Sydney water design compliance requirements, and is currently with Sydney Water for checking.			
<b>Reason</b>	Investigative works for Oliver Road drainage required further design to meet Sydney Water Design compliance, and resubmitting resulted in a delay.			
<b>Remedial Action</b>	Redesign for Oliver Road drainage was commissioned and implemented. The design is now completed and submitted to Sydney Water through an accredited consultant.			
 <b>Task</b>	<b>P8.1.2.2.5</b>	<b>Implement the drainage improvement program within set annual targets and timeframes.</b>	<b>Manager Engineering Service</b>	<b>50%</b>
<b>Comments</b>	During the period the program continued to be implemented. Targets and timeframes have been achieved. As the design for Oliver Road Capital Works Program is with Sydney Water timing cannot be controlled.			

















Category	Code	Name	Progress Status	Responsible Officer
<b>Highlights</b>		<b>"Lindfield 1" and "Roseville 2" cycle route completed from Roseville to Killara, which follows mostly quiet local streets running roughly parallel to Pacific Highway. The work includes pavement marking and installation of directional signs on existing local roads and features a short section of shared bicycle/pedestrian path on Boundary St, Roseville. This provides the connection to Chatswood and beyond, towards North Sydney and the City.</b>		
 <b>Task</b>	<b>T1.1.1.1.5</b>	<b>Deliver bus stop upgrade inline with Disability Discrimination Act requirements.</b>	<b>50%</b>	<b>Manager Engineering Service</b>
<b>Comments</b>	<p><b>Bus stop upgrade to Disability Discrimination Act (DDA) compliance is progressing satisfactorily. High priority stops initially identified have involved checking of Council standard drawings by Access Consultant and modification of drawings in line with comments received. Further prioritisation has been based on analysis of services passing each stop to determine frequency, following the release of the new public transport timetables on 20 October.</b></p> <p><b>Upgrades at Gordon Interchange and Turrumurra interchange under Transport of NSW result in Council not having to upgrade this to DDA requirements. At Turrumurra interchange, arrangements for removal of camphor laurels adjacent to the railway fence line are underway and will allow the repair of the root damage to the footpaths which will include installation of Tactile Ground Surface Indicators (TGSi).</b></p>			
<b>Term Achievement</b>	<b>T1.1.2</b>	<b>A network of safe and convenient links to local centres, major land uses and recreation opportunities is in place.</b>		
 <b>Critical Action</b>	<b>T1.1.2.1</b>	<b>Implement appropriate recommendations from the Ku-ring-gai Integrated Transport Policy.</b>		<b>Manager Urban &amp; Heritage Planning</b>
<b>Comments</b>	<p><b>This prioritisation process has commenced for existing recreational trails and link paths identified in the Contribution Plan 2010. Draft prioritisation criteria have been prepared for internal consultation in the third quarter.</b></p> <p><b>Liaising with Transport for NSW regarding possible locations for secure bicycle parking outside Warrawee railway station.</b></p>			
 <b>Task</b>	<b>T1.1.2.1.1</b>	<b>Prioritise existing recreational trails and link paths identified in the Contribution Plan 2010.</b>	<b>50%</b>	<b>Sports &amp; Recreational Planner</b>
<b>Comments</b>	<p><b>This prioritisation process has commenced for existing recreational trails and link paths identified in the Contribution Plan 2010. Draft prioritisation criteria have been prepared for internal consultation in the third quarter.</b></p>			
 <b>Task</b>	<b>T1.1.2.1.2</b>	<b>Incorporate the provision of bicycle facilities in key locations.</b>	<b>50%</b>	<b>Strategic Traffic Engineer</b>
<b>Comments</b>	<p><b>Liaising with Transport for NSW regarding possible locations for secure bicycle parking outside Warrawee railway station.</b></p>			
<b>Term Achievement</b>	<b>T1.1.3</b>	<b>Advocate to relevant government agencies and private companies for integrated public transport facilities and service improvements that meet community needs.</b>		
 <b>Critical Action</b>	<b>T1.1.3.1</b>	<b>Liaise with State agencies to provide improved commuter parking and bus interchanges.</b>		<b>Manager Urban &amp; Heritage Planning</b>
<b>Comments</b>	<p><b>Transport links between Chatswood and Dee Why, and between Mona Vale and Macquarie Park, have been identified as "demand corridors" in the NSW Long Term Transport Master Plan.</b></p> <p><b>In December 2013, Transport for NSW released Sydney's Bus Future, the NSW Government's long term plan to redesign Sydney's bus network. This plan indicates that, for the Northern Sydney – Hornsby, Ryde, North Shore and Northern Beaches areas, "direct connections will link the Northern</b></p>			



Category	Code	Name	Progress Status	Responsible Officer
		<p>Beaches to major centres such as Chatswood, St Leonards and Macquarie Park, including more than 50 new suburban services operating every weekday to connect Manly to Chatswood via Brookvale and the proposed Frenchs Forest Hospital".</p> <p>Preliminary background investigation has been undertaken on Willoughby City Council's existing shuttle bus service and Penrith City Council's investigation into the feasibility of delivering a CBD shuttle service. The St Ives Shopping Village's recent shuttle bus service provided around the Christmas period would provide additional information.</p> <p>Additional work is still required on investigations for community transport in Ku-ring-gai.</p>		
Highlights		<p>Council worked proactively with Transport for NSW for the key new urban transport infrastructure - Gordon Bus Interchange project. Early works on the Werona Avenue side (pedestrian crossings) were completed by Transport for NSW, resulting in improved pedestrian access across Werona Avenue for commuters and other pedestrians.</p>		
 Task	T1.1.3.1.1	Participate with Transport for NSW in the provision of additional commuter car parking at priority rail stations.	50%	Strategic Traffic Engineer
Comments		<p>Council officers worked with Transport for NSW and other key Council staff on the Gordon Bus Interchange project. Early works on the Werona Avenue side (pedestrian crossings) were completed by Transport for NSW, resulting in improved pedestrian access across Werona Avenue for commuters and other pedestrians. Coordinated feedback to the public exhibition of the Review of Environmental Factors (REF) for the multi story commuter car park and bus interchange at Henry Street. Worked with Traffic Operations staff to provide input into the Werona Avenue bus interchange works (due to commence January 2014).</p> <p>Work was also undertaken with Transport for NSW and other key Council staff on the Lindfield Community Hub and Commuter Car Park project. This included an issued brief for a transport study for this project and the engagement of consultants who are building a micro-simulation network model for Lindfield. Up to and including the December quarter, the following work has been completed:</p> <ul style="list-style-type: none"> <li>* Organised and undertaken the first day of video surveys on Tuesday 10 September 2013;</li> <li>* Completed the travel time surveys and queuing observations;</li> <li>* Bus patronage surveys;</li> <li>* Pedestrian counts at the station and observations across the study area;</li> <li>* Commenced the model building of the study area to analyse the existing situation; and</li> <li>* Analysis of the existing situation.</li> </ul>		
Highlights		<p>Council worked with Transport for NSW for the key new urban transport infrastructure - Gordon Bus Interchange project. Early works on the Werona Avenue side (pedestrian crossings) were completed by Transport for NSW, resulting in improved pedestrian access across Werona Avenue for commuters and other pedestrians.</p>		
 Task	T1.1.3.1.2	Advocate with Transport for NSW and bus providers for new Metrobus Services.	25%	Strategic Traffic Engineer
Comments		<p>No formal NSROC input into Northern Beaches Transit Link undertaken, however links between Chatswood and Dee Why, and between Mona Vale and Macquarie Park, have been identified as "demand corridors" in the NSW Long Term Transport Master Plan. Specifically, the Chatswood to Dee Why link has been flagged for bus improvements BRT (Bus Rapid Transit). This is positive as it confirms these links for future improvements.</p> <p>No further progress on this task. However, in December 2013, Transport for NSW released Sydney's Bus Future, the NSW Government's long term plan to redesign Sydney's bus network. This plan indicates that, for the Northern Sydney – Hornsby, Ryde, North Shore and Northern Beaches areas, "direct connections will link the Northern Beaches to major centres such as Chatswood, St Leonards and Macquarie Park, including more than 50 new Suburban services operating every weekday to connect Manly to Chatswood via Brookvale and the proposed Frenchs Forest Hospital".</p> <p>This suggests that the Mona Vale Road corridor may receive service improvements, which probably resulted from NSROC's input into the NSW Long Term Transport Master Plan. However, this route is not specifically shown on the "13 Rapid bus routes and 20 major Suburban bus routes" map</p>		




Category	Code	Name	Progress Status	Responsible Officer										
<b>contained within the Sydney's Bus Future plan.</b>														
 Task	T1.1.3.1.3	Investigate the flexible delivery of shuttle bus services undertaken by other councils.	Strategic Traffic Engineer 50%											
Comments	Some preliminary background investigation has been undertaken on Willoughby City Council's existing shuttle bus service and Penrith City Council's investigation into the feasibility of delivering a CBD shuttle service. Further work to be undertaken in next quarters.													
 Task	T1.1.3.1.4	Investigate the opportunity for a high frequency shuttle bus service (St Ives, Pymble, Gordon).	Strategic Traffic Engineer 50%											
Comments	This task will be undertaken following the investigations into other Council's experiences with shuttle buses. The St Ives Shopping Village's recent shuttle bus service around the Christmas period would provide additional information.													
 Task	T1.1.3.1.5	Investigate opportunities for community transport.	Strategic Traffic Engineer 50%											
Comments	Preliminary investigations expected to commence in the next reporting period.													
<b>Term Achievement</b>	T1.1.4	<b>The community is informed, educated and encouraged to use alternative forms of transport.</b>												
 Critical Action	T1.1.4.1	Information and education programs focus on alternatives to private car use.	Manager Traffic & Transport											
<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 15%;">Code</th> <th style="width: 40%;">Performance Indicator</th> <th style="width: 10%;">Yearly Target</th> <th style="width: 15%;">Units</th> <th style="width: 20%;">Achieved to date</th> </tr> </thead> <tbody> <tr> <td>T1.1.4.1.A</td> <td>Use of alternative modes of transport: Bicycle count data.</td> <td style="text-align: center;">5</td> <td style="text-align: center;">%</td> <td style="text-align: center;">9</td> </tr> </tbody> </table>					Code	Performance Indicator	Yearly Target	Units	Achieved to date	T1.1.4.1.A	Use of alternative modes of transport: Bicycle count data.	5	%	9
Code	Performance Indicator	Yearly Target	Units	Achieved to date										
T1.1.4.1.A	Use of alternative modes of transport: Bicycle count data.	5	%	9										
Comments	Education programs are being developed to encourage alternative forms of transport.													
 Task	T1.1.4.1.1	Education programs are developed to include alternative modes of transport.	Strategic Traffic Engineer 50%											
Comments	Planning is commencing this quarter for another sustainable transport (cycling) stall at the Festival on the Green.													
 Task	T1.1.4.1.2	Prepare and implement Workplace Travel Plan.	Strategic Traffic Engineer 50%											
Comments	It is expected that relocation into the Council Chambers building at 828 Pacific Highway, Gordon would occur around July - August 2014, therefore work to prepare a Workplace Travel Plan for this site is expected to commence in the next reporting period.													
 Task	T1.1.4.1.3	Engage with school communities to encourage alternative transport.	Strategic Traffic Engineer 50%											
Comments	Council's Road Safety Officer engages the community and develops programs to encourage safer behaviours on our roads. In late 2013, primary school aged students were engaged by the distribution to schools, of fridge magnets, encouraging children to walk to school. As opportunities arise, it is proposed to take other actions to encourage the wider community to walk or take public transport as an alternative to driving.													

Category	Code	Name	Progress Status	Responsible Officer
<b>Term Achievement</b>	<b>T2.1.1</b>	<b>Road network safety and efficiency are improved and traffic congestion is reduced.</b>		
 <b>Critical Action</b>	<b>T2.1.1.1</b>	<b>Implement road network improvements based on 10 year Traffic and Transport Plan.</b>		
<b>Manager Urban &amp; Heritage Planning</b>				
	<b>Code</b>	<b>Performance Indicator</b>	<b>Yearly Target</b>	<b>Units</b>
	T2.1.1.1.A	Reduction in number of vehicle and pedestrian accidents per year.	1.5	% (Data available annually. Will be reported at June bi-annual)
<b>Comments</b>	Implement road network improvements based on 10 year Traffic and Transport Plan - to continue with strategy and operations departmental consultation - including new research from Local Centres especially Lindfield.			
<b>Reason</b>	Consultation needs to commence- additional data and information is being provided from Local centres master planning including traffic modelling updates.			
<b>Remedial Action</b>	Strategy and Operations departmental consultation to occur in third quarter of 2014.			
 <b>Task</b>	<b>T2.1.1.1.1</b>	<b>Complete review and update of 10 Year Traffic &amp; Transport Plan in conjunction with key stakeholders.</b>		<b>Manager Traffic &amp; Transport</b>
				15%
<b>Comments</b>	Consultations with internal stakeholders, particularly in Strategy, are proposed and a review of ranked sites undertaken.			
<b>Reason</b>	Consultations have commenced, but more input will be required prior to the review.			
<b>Remedial Action</b>	Commencing consultations with key stakeholders.			
 <b>Critical Action</b>	<b>T2.1.1.2</b>	<b>Parking is managed to balance the supply and demand of available parking spaces.</b>		
<b>Manager Regulatory Services</b>				
<b>Comments</b>	Parking regulation across the area is generally managed through time restrictions within local business centres.			
 <b>Task</b>	<b>T2.1.1.2.1</b>	<b>Investigate the implementation of paid parking.</b>		<b>Manager Traffic &amp; Transport</b>
				50%
<b>Comments</b>	Consultation has taken place. It is proposed to refer the matter to the Councillors via a briefing session.			
 <b>Task</b>	<b>T2.1.1.2.2</b>	<b>Regulatory enforcement is undertaken in accordance with Council's Compliance Policy.</b>		<b>Team Leader Regulation</b>
				50%
<b>Comments</b>	During this reporting period, Council received 466 parking complaints. These were for various offences, majority being vehicles parked across driveways. Council Rangers have been very active in monitoring and enforcing Council owned car parks. During this reporting period 2871 penalty notices were for various car park offences. Council Rangers also issued 3,178 for on street offences with majority of these being committed around Council transport hubs and school zones. This was an excellent achievement considering that the Rangers had two staff members on extended sick leave during this reporting period.			
 <b>Task</b>	<b>T2.1.1.2.3</b>	<b>Investigate parking enforcement technologies and provide recommendations for implementation.</b>		<b>Team Leader Regulation</b>





Category	Code	Name	Progress Status	Responsible Officer
			50%	
Comments	Council has selected a provider to supply, install and support the relevant software & hardware relating to the Licence Plate Recognition technology. The implementation of this system is set for early March. The Rangers staff will be trained on using the new technology and the whole system should be operational towards the end of March or early April 2014. Dates to be confirmed.			
Term Achievement	T3.1.1	A strategic access, traffic and transport plan is being implemented for the Northern Sydney Region.		
 Critical Action	T3.1.1.1	Collaborate with regional partners to pursue a Northern Beaches transit link.		
			Manager Urban & Heritage Planning	
Comments	<p>No formal Northern Sydney Region of Council's (NSROC) input into Northern Beaches Transit Link undertaken, however links between Chatswood and Dee Why, and between Mona Vale and Macquarie Park, have been identified as "demand corridors" in the NSW Long Term Transport Master Plan. Specifically, the Chatswood to Dee Why link has been flagged for bus improvements BRT (Bus Rapid Transit). This is positive as it confirms these links for future improvements.</p> <p>In December 2013, Transport for NSW released Sydney's Bus Future, the NSW Government's long term plan to redesign Sydney's bus network. This plan states that in the longer term, Transport for NSW will complete investigation of Bus Rapid Transit for the Northern Beaches and suggests this may even be converted to light rail in the future, but does not indicate a route. The plan also states that the existing Chatswood – Manly (via Frenchs Forest, Dee Why and Brookvale route) will be converted to a "Suburban" bus route (a mix of frequent 'turn up and go' and timetabled services). This probably resulted from NSROC's previous submissions into the NSW Long Term Transport Master Plan.</p>			
Highlights	Bus Rapid Transit Links between Chatswood and Dee Why, and between Mona Vale and Macquarie Park, have been identified as "demand corridors" in the NSW Long Term Transport Master Plan. Specifically, the Chatswood to Dee Why link has been flagged for bus improvements BRT (Bus Rapid Transit). This is positive as it confirms these links for future improvements.			
 Task	T3.1.1.1.1	Participate in NSROC programs to advocate for and present Ku-ring-gai's policy objectives.		Strategic Traffic Engineer
			50%	
Comments	<p>No formal Northern Sydney Region of Council's (NSROC) input into Northern Beaches Transit Link undertaken, however links between Chatswood and Dee Why, and between Mona Vale and Macquarie Park, have been identified as "demand corridors" in the NSW Long Term Transport Master Plan. Specifically, the Chatswood to Dee Why link has been flagged for bus improvements BRT (Bus Rapid Transit). This is positive as it confirms these links for future improvements.</p> <p>Furthermore, in December 2013, Transport for NSW released Sydney's Bus Future, the NSW Government's long term plan to redesign Sydney's bus network. This plan states that in the longer term, Transport for NSW will complete investigation of Bus Rapid Transit for the Northern Beaches and suggests this may even be converted to light rail in the future, but does not indicate a route. The plan also states that the existing Chatswood – Manly (via Frenchs Forest, Dee Why and Brookvale route) will be converted to a "Suburban" bus route (a mix of frequent 'turn up and go' and timetabled services). This probably resulted from NSROC's previous submissions into the NSW Long Term Transport Master Plan.</p>			
Highlights	Bus Rapid Transit Links between Chatswood and Dee Why, and between Mona Vale and Macquarie Park, have been identified as "demand corridors" in the NSW Long Term Transport Master Plan. Specifically, the Chatswood to Dee Why link has been flagged for bus improvements BRT (Bus Rapid Transit). This is positive as it confirms these links for future improvements.			
 Critical Action	T3.1.1.2	Pursue regional collaboration to progress the F3 to M2 Motorway link.		
			Manager Urban & Heritage Planning	
Comments	Council officers participated in workshop held at Hornsby Council for the development of Director General of Planning Requirements for State			




Category	Code	Name	Progress Status	Responsible Officer
		<p><b>Significant infrastructure Project - F3 to M2 Motorway</b> (this included representatives from The Hills, Ku-ring-gai, and Hornsby local government areas). Helped coordinate with Council officers for the placement of noise monitoring equipment near existing M1 (former F3) motorway, to collect noise data for Environmental Impact Assessment.</p> <p>Helped to coordinated a "meet and greet" session between key council staff the M1/M2 project team (Transurban/AECOM/Roads and Maritime Services).</p>		
<b>Highlights</b>		<p>Council officers participated in workshop held at Hornsby Council for the development of Director General of Planning Requirements for State Significant infrastructure Project - F3 to M2 Motorway (this included representatives from The Hills, Ku-ring-gai, and Hornsby local government areas).</p>		
 <b>Task</b>	<b>T3.1.1.2.1</b>	<p>Participate in NSROC programs to advocate for and present Ku-ring-gai's policy objectives.</p>	<p>Strategic Traffic Engineer 50%</p>	
<b>Comments</b>		<p>Council officers participated in workshop held at Hornsby Council for the development of Director General of Planning Requirements for State Significant infrastructure Project - F3 to M2 Motorway (this included representatives from The Hills, Ku-ring-gai, and Hornsby local government areas). Helped coordinate with Council officers for the placement of noise monitoring equipment near existing M1 (former F3) motorway, to collect noise data for Environmental Impact Assessment.</p> <p>Helped to coordinated a "meet and greet" session between key council staff the M1/M2 project team (Transurban/AECOM/Roads and Maritime Services).</p>		
<b>Highlights</b>		<p>Council officers participated in workshop held at Hornsby Council for the development of Director General of Planning Requirements for State Significant infrastructure Project - F3 to M2 Motorway (this included representatives from The Hills, Ku-ring-gai, and Hornsby local government areas).</p>		
 <b>Critical Action</b>	<b>T3.1.1.3</b>	<p>Implement road network improvements identified in the Ku-ring-gai Contributions Plan 2010.</p>		<p>Manager Engineering Service</p>
<b>Comments</b>		<p>Works in the Ku-ring-gai Contributions Plan have been included in the 10 year Traffic and Transport plan and the Long Term Financial Plan, along with indicative timings, but these works are typically development driven so depend on the update of development in the local centres.</p> <p>Local road based transport and pedestrian network examples of recent activity include:                      * local area traffic management works - Pacific Highway and Moree Street Gordon - Assisting Roads and Maritime Services regarding proposed pedestrian signals, as well as pedestrian refuges constructed at Station Street and McIntosh Street;                      * public Transport upgrades - Henry Street Gordon, bus interchange and commuter parking, and Turramurra interchange - assisting Transport for NSW with the Bus Interchange upgrade;                      * vehicle access, Circulation and parking strategies by through-block connections - at Dumaresq Street/ Moree Street Gordon - Coordinating design of new link road (currently 1/2 road); and                      * Dumaresq Street/ McIntyre Street Gordon - Assisting with final design of new link road.</p>		
 <b>Task</b>	<b>T3.1.1.3.1</b>	<p>Develop a works program for priority areas.</p>	<p>Strategic Traffic Engineer 50%</p>	
<b>Comments</b>		<p>Works in the Ku-ring-gai Contributions Plan have been included in the 10 year Traffic and Transport plan and the Long Term Financial Plan, along with indicative timings, but these works are typically development driven so depend on the update of development in the local centres.</p> <p>Some examples of recent activity include:                      * Pacific Highway and Moree Street Gordon - Assisting Roads and Maritime Services regarding proposed pedestrian signals;                      * Henry Street Gordon - Assisting Transport for NSW with the Bus Interchange upgrade;                      * Dumaresq Street/ Moree Street Gordon - Coordinating design of new link road (currently 1/2 road); and                      * Dumaresq Street/ McIntyre Street Gordon - Assisting with final design of new link road.</p>		





Category	Code	Name	Progress Status	Responsible Officer
<b>Highlights</b>	<b>Works in the Ku-ring-gai Contributions Plan have been included in the 10 year Traffic and Transport plan and the Long Term Financial Plan, along with indicative timings, but these works are typically development driven so depend on the update of development in the local centres.</b>			
<b>Term Achievement</b>	<b>T3.1.2</b>	<b>Council engages with the State Government to upgrade regional roads and reduce congestion in the local road network.</b>		
 <b>Critical Action</b>	<b>T3.1.2.1</b>	<b>A program of prioritised works has been developed and is being implemented in partnership with State government to improve the efficiency of major roads.</b>		
<b>Comments</b>	<b>Manager Traffic &amp; Transport</b>			
<b>Comments</b>	<b>Funding opportunities for road improvements are pursued with the State Government, particularly with Roads and Maritime Services, including for blackspots on Council roads and also improvements on State roads, such as Boundary St Roseville, Pacific Highway Gordon and the RMS Mona Vale Road clearway proposal. Upgrading of railway station interchanges will improve traffic conditions as people will tend to use the trains instead of driving to the city.</b>			
 <b>Task</b>	<b>T3.1.2.1.1</b>	<b>Pursue funding opportunities with the State Government to prepare a program of improvement works for major roads and include in future road programs.</b>	<b>Strategic Traffic Engineer</b>	
<b>Comments</b>	<b>Road projects were reviewed for eligibility in the 2014/2015 Federal Black Spot program, but none met the eligibility criteria.</b>			
<b>Comments</b>	<b>Road projects were reviewed for eligibility in the 2014/2015 Roads and Maritime Services funding program but none met the eligibility criteria. However, nominations were submitted for funding assistance for the following cycling and pedestrian facilities:</b>			
<b>Comments</b>	<ul style="list-style-type: none"> <li>* Roseville 1 cycleway - install on-road/ mixed traffic cycleway and shared footway/ cycleway along various roads in Roseville and Roseville Chase;</li> <li>* Turramurra 4 cycleway - install on-road/ mixed traffic cycleway along Pentecost Avenue/ Boomerang Street/ Brentwood Avenue; and</li> <li>* Pedestrian fence - install pedestrian fence on Archbold Road fencing opposite Roseville Public School.</li> </ul>			
<b>Highlights</b>	<b>For the 2013/2014 year, Council was successful in attracting partial funding for the following projects:</b>			
<b>Highlights</b>	<ul style="list-style-type: none"> <li>* Gordon 3 cycleway – cycleway on Rosedale Road/ Sage Street/ Eucalyptus St/Horace Street (Roads and Maritime Services contribution \$53,000);</li> <li>* Killara 2 cycleway – cycleway on Rosedale Road/ McIntosh Street/ Arthur Street/ Kylie Avenue/ Wattle Street (Roads and Maritime Services contribution \$13,000); and</li> <li>* Gordon 5 cycleway – cycleway on Dumaresq Street/ Vale Street (Roads and Maritime Services contribution \$17,000).</li> </ul>			





Category	Code	Name	Progress Status	Responsible Officer																
<b>Theme</b>	<b>E</b>	<b>Local Economy and Employment</b>																		
<b>Term Achievement</b>	<b>E1.1.1</b>	<b>Ku-ring-gai's opportunities and assets are promoted to strengthen and attract business and employment to the area.</b>																		
 <b>Critical Action</b>	<b>E1.1.1.1</b>	<b>Research opportunities to strengthen and attract business to Ku-ring-gai.</b>																		
<b>Manager Corporate Communications</b>																				
	<table border="1"> <thead> <tr> <th>Code</th> <th>Performance Indicator</th> <th>Yearly Target</th> <th>Units</th> <th>Achieved to date</th> </tr> </thead> <tbody> <tr> <td>E1.1.1.1.A</td> <td>Businesses in Ku-ring-gai Local Government Area (LGA).</td> <td>13,499</td> <td>Number of businesses</td> <td>13,499</td> </tr> </tbody> </table>	Code	Performance Indicator	Yearly Target	Units	Achieved to date	E1.1.1.1.A	Businesses in Ku-ring-gai Local Government Area (LGA).	13,499	Number of businesses	13,499									
Code	Performance Indicator	Yearly Target	Units	Achieved to date																
E1.1.1.1.A	Businesses in Ku-ring-gai Local Government Area (LGA).	13,499	Number of businesses	13,499																
<b>Comments</b>	Throughout the reporting period a comprehensive review of existing economic strategies was conducted to identify key drivers and opportunities to enhance business growth in Ku-ring-gai.																			
<b>Highlights</b>	Economic themes and objectives have now been established in partnership with the Economic and Social Development Advisory Committee (ESDAC). Partnerships have also been established with neighbouring councils to create a regional economic plan, and business partners and stakeholders in Lindfield have been sourced to participate in upcoming local centre upgrades.																			
 <b>Task</b>	<b>E1.1.1.1.1</b>	<b>Assess Ku-ring-gai's economic profile including factors that attract or inhibit business and employment investment in Ku-ring-gai.</b>																		
<b>Economic &amp; Social Development Coordinator</b>																				
<b>50%</b>																				
<b>Comments</b>	Full review of existing economic strategy conducted by independent consultants in 2011. In addition, a snapshot of our economic profiling was sourced from I.D. A presentation on the economic status of Ku-ring-gai, challenges and opportunities was made to the Economic and Social Development Advisory Committee (ESDAC).																			
<b>Highlights</b>	Full review of the local government areas economic profile was undertaken. Discussions with neighbouring Council's to understand the economic needs of the Northern Sydney region. Established key economic development objectives for Ku-ring-gai.																			
 <b>Critical Action</b>	<b>E1.1.1.2</b>	<b>Develop a strategic program in collaboration with economic partners, to promote Ku-ring-gai as a place to invest in business and employment generating activities.</b>																		
<b>Manager Corporate Communications</b>																				
	<table border="1"> <thead> <tr> <th>Code</th> <th>Performance Indicator</th> <th>Yearly Target</th> <th>Units</th> <th>Achieved to date</th> </tr> </thead> <tbody> <tr> <td>E1.1.1.2.A</td> <td>Economic employment promotion initiatives delivered or facilitated by Council.</td> <td>100</td> <td>%</td> <td>30</td> </tr> <tr> <td>E1.1.1.2.B</td> <td>Local jobs in Ku-ring-gai Local Government Area (LGA).</td> <td>34,835</td> <td>Local jobs</td> <td>34,835</td> </tr> </tbody> </table>	Code	Performance Indicator	Yearly Target	Units	Achieved to date	E1.1.1.2.A	Economic employment promotion initiatives delivered or facilitated by Council.	100	%	30	E1.1.1.2.B	Local jobs in Ku-ring-gai Local Government Area (LGA).	34,835	Local jobs	34,835				
Code	Performance Indicator	Yearly Target	Units	Achieved to date																
E1.1.1.2.A	Economic employment promotion initiatives delivered or facilitated by Council.	100	%	30																
E1.1.1.2.B	Local jobs in Ku-ring-gai Local Government Area (LGA).	34,835	Local jobs	34,835																
<b>Comments</b>	Throughout the reporting period work has commenced with local businesses, Chambers of Commerce, neighbouring councils and NSROC, to develop a regional economic plan that will promote and enhance the economic opportunities for Ku-ring-gai and the Northern Sydney region.																			
<b>Reason</b>	Limited resourcing available to complete task.																			
<b>Remedial Action</b>	Work to be undertaken in 2014.																			











Category	Code	Name	Progress Status	Responsible Officer										
<b>Highlights</b>	Partnerships have now been established with Warringah and Pittwater Councils, and a formal partnership was established with Sydney Business during the reporting period. Additionally the Small Business Commissioners program, the Small Biz Bus, has been booked and is coming to Gordon in April 2014. The Wildflower Garden is now linked to the Destination NSW web page, and has experienced a 20% increase in visitors during the reporting period.													
 <b>Task</b>	<b>E1.1.1.2.1</b>	<b>Work with economic partners to identify business investment opportunities and gaps.</b>	<b>Economic &amp; Social Development Coordinator</b>	<b>25%</b>										
<b>Comments</b>	Work has begun to identify industry groups and types of businesses that may wish to invest in Ku-ring-gai, however not all approaches have been made. A partnership was established with Sydney Business, however this relationship has little impact on the economic outcomes for Ku-ring-gai. The Economic and Social Development Advisory Committee (ESDAC) has discussed opportunities for increased investment however no further action has been taken in relation to this during the period.													
<b>Reason</b>	Further work for this Task has not progressed due to competing program priorities.													
<b>Remedial Action</b>	Approaches to business and industry groups to be defined and prioritised in the next period.													
<b>Highlights</b>	Partnership established with Sydney Business, the Northern regions Business Enterprise Centre.													
 <b>Critical Action</b>	<b>E1.1.1.3</b>	<b>Build partnerships with business and stakeholders to promote business opportunities.</b>	<b>Manager Corporate Communications</b>											
<table border="1"> <thead> <tr> <th>Code</th> <th>Performance Indicator</th> <th>Yearly Target</th> <th>Units</th> <th>Achieved to date</th> </tr> </thead> <tbody> <tr> <td>E1.1.1.3.A</td> <td>Participants involved in economic employment forums, workshops and initiatives facilitated by Council.</td> <td>45</td> <td>Participants</td> <td>15</td> </tr> </tbody> </table>					Code	Performance Indicator	Yearly Target	Units	Achieved to date	E1.1.1.3.A	Participants involved in economic employment forums, workshops and initiatives facilitated by Council.	45	Participants	15
Code	Performance Indicator	Yearly Target	Units	Achieved to date										
E1.1.1.3.A	Participants involved in economic employment forums, workshops and initiatives facilitated by Council.	45	Participants	15										
<b>Comments</b>	Initiatives commenced during the reporting period, to engage local businesses and Chambers of Commerce to promote our local economy. Neighbourhood newsletters are scheduled for early 2014 to promote the upgrade to the Princes Street shops and Council promoted the upgrade and opening of the revitalised Philip Mall in West Pymble.													
<b>Reason</b>	Further progression has been delayed due to limited resources.													
<b>Remedial Action</b>	Work to be reviewed and completed in 2014.													
 <b>Task</b>	<b>E1.1.1.3.1</b>	<b>Work with identified stakeholders to promote business opportunities.</b>	<b>Economic &amp; Social Development Coordinator</b>	<b>20%</b>										
<b>Comments</b>	Activities and initiatives were delayed to conduct with Sydney Business in 2014 to help educate and advise local small businesses. In addition, we are working for the local Chambers of Commerce to determine how Council can support and/or fund initiatives to boost local centre economies.													
<b>Reason</b>	Progression of this Task has been limited to available resources.													
<b>Remedial Action</b>	A range of activities to achieve this task have been scheduled for early 2014.													
<b>Highlights</b>	Prepared activities and initiatives to conduct with Sydney Business in 2014 to help educate and advise local small businesses, including organising the Small Biz Bus from the Small Business Commissioners Office to visit Ku-ring-gai in 2014.													
 <b>Task</b>	<b>E1.1.1.3.2</b>	<b>Work with economic partners to take advantage of new technologies.</b>												

Category	Code	Name	Progress Status	Responsible Officer
			<b>Economic &amp; Social Development Coordinator</b>	
			35%	
<b>Comments</b>	<b>Council signed up to the Australian Business Register (ABR) to receive online access to local businesses and corporations information. Offline mapping of new business portal was completed ready for upload in 2014.</b>			
<b>Reason</b>	<b>Due to limited resources the bulk of this task has been deferred to 2014.</b>			
<b>Remedial Action</b>	<b>A business website is to be launched in 2014, along with a package of online tools including six monthly e-newsletter and social media.</b>			
<b>Term Achievement</b>	<b>E1.1.2</b>	<b>Opportunities are pursued to strengthen our local and neighbourhood centres to promote small and medium businesses in Ku-ring-gai.</b>		
 <b>Critical Action</b>	<b>E1.1.2.1</b>	<b>Engage businesses in the centres to provide input into improvement plans.</b>		
			<b>Manager Corporate Communications</b>	
<b>Comments</b>	<b>A series of engagement activities with local businesses and shopping precincts were conducted throughout the reporting period. These activities were valuable, and resulted in feedback and input from businesses and Chambers of Commerce that will help in improving our local centres.</b>			
<b>Highlights</b>	<b>Local businesses from Lindfield were engaged to participate in the upcoming Activate Lindfield consultation. South Turrumurra shops presented their visions for the shopping precinct at an Economic and Social Development Advisory Committee (ESDAC) meeting. Feedback was sought from West Pymble shop operators to understand the challenges, issues and successes following the local centre upgrade.</b>			
 <b>Task</b>	<b>E1.1.2.1.1</b>	<b>Collaborate with business and other relevant economic stakeholders in the development of improvement plans for the centres.</b>		
			<b>Economic &amp; Social Development Coordinator</b>	
			50%	
<b>Comments</b>	<b>Discussions were held with West Pymble shop operators to understand how the revitalisation of Philip Mall has impacted their businesses. A plan was established for Activate Lindfield which will engage local businesses and commercial operators in the creation and design of new villages greens and community hubs in Lindfield. South Turrumurra shops presented their vision to the Economic and Social Development Advisory Committee (ESDAC) for the shopping precinct. A workshop with ESDAC identified possible local centre locations that require revitalisation and upgrade.</b>			
<b>Highlights</b>	<b>Christmas markets hosted by West Pymble shops. Lindfield businesses sign up to new e-newsletter to participate in the upcoming Village Green and Community Hub engagement program.</b>			
 <b>Task</b>	<b>E1.1.2.1.2</b>	<b>Seek input from businesses on their needs and opportunities for public space use.</b>		
			<b>Economic &amp; Social Development Coordinator</b>	
			35%	
<b>Comments</b>	<b>Discussions were held with South Turrumurra shops regarding their vision for Kissing Point shops and surrounds. Feedback was obtained from West Pymble shops on future opportunities for markets and activities in the recently renovated space. Lindfield shop operators and owners signed up to receive information and participate in upcoming engagement for new Village Green and Community Hub.</b>			
<b>Reason</b>	<b>Delay in engaging shop operators for the Activate Lindfield project.</b>			
<b>Remedial Action</b>	<b>This work to be completed in 2014.</b>			






Category	Code	Name	Progress Status	Responsible Officer
<b>Highlights</b>		<b>West Pymble shops provided feedback to Council following their successful Christmas events. Lindfield businesses signed up to participate in upcoming Lindfield Village Green engagement.</b>		
 <b>Task</b>	<b>E1.1.2.1.3</b>	<b>Incorporate feedback from business into the public domain and neighbourhood improvements plans.</b>		<b>Economic &amp; Social Development Coordinator</b>
			<b>50%</b>	
<b>Comments</b>		<b>Plans and action items were prepared to engage businesses in and around Lindfield for the new community hub and village green.</b>		
<b>Highlights</b>		<b>Lindfield shop operators and owners signed up to participate in Activate Lindfield project.</b>		
 <b>Critical Action</b>	<b>E1.1.2.2</b>	<b>Pursue opportunities for events at local places and spaces to strengthen the local economy.</b>		<b>Manager Corporate Communications</b>
<b>Comments</b>		<b>Throughout the reporting period opportunities were investigated for a number of new local events including weekly markets at the Old School site at St Ives. Activities included site investigation, review of market operators and markets across Sydney and brainstorming workshop on type and function of markets. Consultation has also been undertaken with the West Pymble Chamber of Commerce regarding new markets at Philip Mall Shops. This included liaison with a brief workshop with Chamber members, a site review and project plan. Opportunities for new events and activities were investigated with Council's Economic and Social Development Advisory Committee (ESDAC).</b>		
<b>Highlights</b>		<b>Nearly 400 local residents and business operators told Council their ideas and vision for a new fresh food market on the Old School site in St Ives. West Pymble shops celebrated a successful Christmas celebration at Philip Mall.</b>		
 <b>Task</b>	<b>E1.1.2.2.1</b>	<b>Pursue opportunities and provide support for events at local places and spaces to strengthen the local economy.</b>		<b>Economic &amp; Social Development Coordinator</b>
			<b>50%</b>	
<b>Comments</b>		<b>Opportunities were investigated for new weekly markets at the Old School site at St Ives. Activities included site investigation, review of market operators and markets across Sydney and brainstorming workshop on type and function of markets. West Pymble Chamber of Commerce regarding new markets at Philip Mall Shops. This included liaison with a brief workshop with Chamber members, a site review and project plan. Opportunities for new events and activities were investigated with Council's Economic and Social Development Advisory Committee (ESDAC).</b>		
<b>Highlights</b>		<b>Nearly 400 local residents and business operators told Council their ideas and vision for a new fresh food market on the Old School site in St Ives. West Pymble shops celebrated a successful Christmas celebration at Philip Mall.</b>		
<b>Term Achievement</b>	<b>E2.1.1</b>	<b>Ku-ring-gai's business community, government agencies and regional partners are working in an effective and integrated way to strengthen and develop Ku-ring-gai's local economic base.</b>		
 <b>Critical Action</b>	<b>E2.1.1.1</b>	<b>Work with economic partners to develop common strategic economic employment objectives for Ku-ring-gai.</b>		<b>Manager Corporate Communications</b>
<b>Comments</b>		<b>During the reporting period, economic indicators and objectives were determined in partnerships with the internal economic development working group, and the Economic and Social Development Advisory Committee (ESDAC). Liaison also occurred with Economic Development Managers from other councils to understand their strategies and objectives. Following this, a series of objectives and goals for economic development were devised, and presented to ESDAC.</b>		

Category	Code	Name	Progress Status	Responsible Officer
<b>Highlights</b>		<b>A range of new partnerships have been developed to facilitate enhance economic and social development. These new partnerships include:</b> * Warringah and Pittwater Council Economic Development Network - develop a Regional Economic Development Plan; * Economic Development Australia - networking and advice; * Sydney Business and Business Enterprise Centre - new training and education programs for our local businesses; * Small Business Commissioners Office - organising a visit by the Small Biz Bus in 2014 to Gordon to advise local businesses; * NSW Trade and Investment - identify funds and grants available for local businesses; and * Destination NSW - identify funding and support for local visitation program.		
 <b>Task</b>	<b>E2.1.1.1.1</b>	<b>Facilitate the development of common strategic economic objectives with relevant partners.</b>	<b>Economic &amp; Social Development Coordinator</b> <b>50%</b>	
<b>Comments</b>		<b>Economic indicators and objectives were determined in partnerships with the internal economic development working group and the Economic and Social Development Advisory Committee (ESDAC). Liaison occurred with the economic development managers at other councils to understand their strategies and objectives. Following this a series of objectives and goals for economic development and presented to ESDAC.</b>		
<b>Highlights</b>		<b>Creation of five key themes, objectives and desired outcomes to enhance economic development for Ku-ring-gai.</b>		
 <b>Task</b>	<b>E2.1.1.1.2</b>	<b>Develop partnership actions around the strategic economic objectives for Ku-ring-gai.</b>	<b>Economic &amp; Social Development Coordinator</b> <b>50%</b>	
<b>Comments</b>		<b>A range of new partnerships have been developed to facilitate enhance economic and social development. These new partnerships include:</b> * Warringah and Pittwater Council economic development network - develop a regional economic development plan; * Economic Development Australia - networking and advice; * Sydney Business and Business Enterprise Centre - new training and education programs for our local businesses; * Small Business Commissioners Office - organising a visit by the Small Biz Bus in 2014 to Gordon to advise local businesses; * NSW Trade and Investment - identify funds and grants available for local businesses; and * Destination NSW - identify funding and support for local visitation program.		
 <b>Critical Action</b>	<b>E2.1.1.2</b>	<b>Participate in and initiate regional programs that will broaden economic employment opportunities for Ku-ring-gai residents.</b>		<b>Manager Corporate Communications</b>
<b>Comments</b>		<b>Work has commenced, within the reporting period, with Pittwater and Warringah Councils, to co-develop a Regional Economic Development Action Plan. A briefing with NSROC was also conducted to understand the regional economic goals and strategies. Synergies with Northern Sydney Region of Council's (NSROC's) plan were identified and helped inform Council's economic development objectives and priorities.</b>		
<b>Reason</b>		<b>A range of initiatives have been investigated at the St Ives Showground however some programs have been scheduled for 2014 for our local centres.</b>		
<b>Remedial Action Programs</b>		<b>to commence in 2014 for local centres.</b>		
<b>Highlights</b>		<b>A new partnership created between Pittwater, Warringah and Ku-ring-gai Councils to boost the local economies and grow employment opportunities for residents.</b>		
 <b>Task</b>	<b>E2.1.1.2.1</b>	<b>Work in partnership with NSROC and other organisations and agencies to implement regional economic objectives.</b>	<b>Economic &amp; Social Development Coordinator</b> <b>35%</b>	





Category	Code	Name	Progress Status	Responsible Officer
<b>Comments</b>	Work has begun with Pittwater and Warringah Council's to co-develop a regional economic development action plan. A briefing with Northern Sydney Region of Council's (NSROC) was conducted to understand the regional economic goals and strategies. Synergies with NSROCs plan were identified and helped inform Council's economic development objectives and priorities.			
<b>Reason</b>	Limited information has been available from NSROC on economic and social development for the Northern Sydney region.			
<b>Remedial Action</b>	New partnerships will be progressed directly with neighbouring Council's to better inform an approach to enhance and support the economy of Ku-ring-gai, Pittwater and Warringah.			
<b>Highlights</b>	New partnership created between Pittwater, Warringah and Ku-ring-gai Council's to boost the local economies and grow employment opportunities for residents.			
<b>Term Achievement</b>	E3.1.1	Tourism business has been strengthened and expanded.		
 <b>Critical Action</b>	E3.1.1.1	Work with partners to develop a tourism and visitation strategy for Ku-ring-gai.		
<b>Manager Corporate Communications</b>				
	<b>Code</b>	<b>Performance Indicator</b>	<b>Yearly Target</b>	<b>Units</b>
	E3.1.1.1.A	Visitation promotion initiatives delivered or facilitated by Council.	100	% completion of agreed annual program.
<b>Achieved to date</b>	50			
<b>Comments</b>	A range of steps have been taken to identify opportunities for existing sites in Ku-ring-gai including the St Ives Old School site, St Ives Showground and West Pymble Philip Mall. In addition, initial planning and consultation was conducted to determine possible uses for the new Lindfield sites (village green and community hub). Further investigation is scheduled for the December quarter when a review of the LGA will be conducted with Councillors. Staff are planning events that will attract tourists from other parts of Sydney and beyond - planning for the September Medieval Faire and the Lost in the 50's events, at the St Ives Showground are underway, and will be supported by extensive marketing campaigns.			
 <b>Task</b>	E3.1.1.1.1	Research opportunities for investment in new and existing attractions.		<b>Economic &amp; Social Development Coordinator</b>
				<b>50%</b>
<b>Comments</b>	A range of steps have been taken to identify opportunities for existing sites in Ku-ring-gai including the St Ives Old School site, St Ives Showground and West Pymble Philip Mall. In addition, initial planning and consultation was conducted to determine possible uses for the new Lindfield sites (village green and community hub). Further investigation is scheduled for the December quarter when a review of the local government area will be conducted with Councillors.			
<b>Highlights</b>	Nearly 400 St Ives residents and businesses informed Council of their desire for a fresh food market to be hosted in the local area. Over 200 residents and businesses signed up to participate in the Activate Lindfield project. Approximately 100 ideas and initiatives were identified by Councillors for investment in new and existing attractions.			
 <b>Task</b>	E3.1.1.1.2	Explore opportunities at the Wildflower Garden and St Ives Precinct		<b>St Ives Precinct Coordinator</b>
				<b>50%</b>
<b>Comments</b>	Work has progressed on events that will attract tourists from other parts of Sydney and beyond. The September Medieval Festival and Lost in the 50's are underway and will be supported by extensive marketing.			
<b>Term Achievement</b>	E3.1.2	Ku-ring-gai is marketed as a provider of a range of visitor activities and experiences.		
 <b>Critical Action</b>	E3.1.2.1	Work with partners to develop a marketing program that recognises, promotes and supports local activities, both new and existing.		






Category	Code	Name	Progress Status	Responsible Officer
			<b>Manager Corporate Communications</b>	
	<b>Code</b>	<b>Performance Indicator</b>	<b>Yearly Target</b>	<b>Units</b>
	<b>E3.1.2.1.A</b>	<b>Visits to selected Ku-ring-gai attractions.</b>	<b>12,000.0</b>	<b>Visits</b>
				<b>Achieved to date</b>
				<b>5,000.0</b>
<b>Comments</b>	Council staff are actively working with partners to promote new and existing events. A range of discussions were held with event partners to identify new events to be hosted in Ku-ring-gai. A very successful food and wine fair was hosted in Wahroonga for the first time, and Council has engaged the residents of St Ives to determine interest for a fresh food market.			
<b>Highlights</b>	The Food and Wine Festival in Wahroonga Park was an outstanding success. West Pymble shops presented Christmas celebrations. Over 400 people responded positively to the feedback survey on a fresh food market in St Ives.			
 <b>Task</b>	<b>E3.1.2.1.1</b>	<b>Collaborate with partners to prepare a marketing program.</b>	<b>Economic &amp; Social Development Coordinator</b>	
			<b>15%</b>	
<b>Comments</b>	The Economic and Social Development Advisory Committee (ESDAC) has identified a range of programs and initiatives with which Council can help promote and advertise to boost economic outcomes. A workshop conducted in late 2013 identified almost 20 programs that with increased promotion and marketing can have a positive economic and social impact. These include Swain Gardens, tourist and heritage walks, new community markets, night-time economy.			
<b>Reason</b>	No marketing and formal partnerships have been developed at this stage due to limited resources and budgets to undertake this work.			
<b>Remedial Action</b>	Increased marketing and communications is scheduled for the 2014/2015 budget.			
<b>Highlights</b>	Over 20 local programs and initiatives were identified by Council that need and can benefit from increased marketing and public relations.			
 <b>Task</b>	<b>E3.1.2.1.2</b>	<b>Research Ku-ring-gai's tourism profile including opportunities for expanded activists and experiences.</b>	<b>Economic &amp; Social Development Coordinator</b>	
			<b>50%</b>	
<b>Comments</b>	The existing draft tourism and visitation plan has been reviewed. A range of new initiatives within both local centres and Ku-ring-gai's natural areas had been identified. These include camping and geotourism, new events and festivals, local markets and heritage walks.			
<b>Highlights</b>	New markets identified and proposed for St Ives shops. Major events and festivals scheduled for St Ives Showground. Christmas events held West Pymble shops.			
 <b>Task</b>	<b>E3.1.2.1.3</b>	<b>Develop guidelines to facilitate the creation and delivery of new events by business and community organisations.</b>	<b>Economic &amp; Social Development Coordinator</b>	
			<b>15%</b>	
<b>Comments</b>	Limited discussions have been undertaken to determine the principles and guidelines to help facilitate new events and activities in Ku-ring-gai.			
<b>Reason</b>	Limited resource availability to progress this Task.			
<b>Remedial Action</b>	This task needs to be reviewed to determine if it is viable for completion in 2013/2014 budget year.			
<b>Highlights</b>	Events calendar developed by Council to showcase all community events.			
 <b>Task</b>	<b>E3.1.2.1.4</b>	<b>Identify and facilitate opportunities for organisations to stage events.</b>	<b>Manager Corporate Communications</b>	






Category	Code	Name	Progress Status	Responsible Officer
<b>Comments</b>		A range of discussions were held with event partners to identify new events to be hosted in Ku-ring-gai. A new food and wine fair was hosted in Wahroonga for the first time and we engaged the residents of St Ives to determine interest for fresh food market.	<b>50%</b>	
<b>Highlights</b>		<p>Food and Wine Fair hosted in Wahroonga Park.</p> <p>West Pymble shops Christmas celebrations.</p> <p>Over 400 people responded to the feedback survey on a fresh food market in St Ives.</p>		




Category	Code	Name	Progress Status	Responsible Officer
<b>Theme</b>	<b>L</b>	<b>Leadership and Governance</b>		
<b>Term Achievement</b>	<b>L1.1.1</b>	The aspirations, objectives and priorities of our community are reflected in the Ku-ring-gai Community Strategic Plan - 'Our Community Our Future 2030' and inform Council's policy development, decision-making and program delivery.		
 <b>Critical Action</b>	<b>L1.1.1.1</b>	Conduct a structured engagement program with the community around issues, challenges and opportunities affecting the achievement of agreed outcomes for Ku-ring-gai.		Manager Corporate Communications
<b>Comments</b>	Council has completed a comprehensive community engagement program during the reporting period that supports both our long term strategic plans and delivery programs, along with area specific projects and programs.			
<b>Highlights</b>	Council's Annual report for 2012/2013 was completed. Over 30 rate-payers attended a workshop at Council to discuss future funding options to improve infrastructure assets. Nearly 400 residents participated in an online conversation to discuss the special rate for infrastructure assets.			
 <b>Task</b>	<b>L1.1.1.1.1</b>	Establish and promote a range of forums to review and discuss issues and priorities for the community.		Economic & Social Development Coordinator 50%
<b>Comments</b>	Surveys and forums undertaken to support the application to IPART for the continuation of the special rate for infrastructure assets. Recruitment was conducted for the Activate Lindfield project, with over 200 people signing up to participate.			
<b>Highlights</b>	Over 30 rate-payers attended a workshop at Council to discuss future funding options to improve infrastructure assets Nearly 400 residents participated in an online conversation to discuss the special rate for infrastructure assets.			
 <b>Task</b>	<b>L1.1.1.1.2</b>	Develop an annual consultation plan to engage community, identify relevant policy review and provide efficient and timely feedback to participants.		Economic & Social Development Coordinator 50%
<b>Comments</b>	An assessment of Council departments was undertaken to determine the consultation and engagement requirements for Council in 2013/2014.			
<b>Highlights</b>	Engagement strategy developed to guide the delivery of consultation to support Council's IPART application. Engagement strategies developed to support the delivery of Activate Lindfield and St Johns Avenue streetscape project.			
 <b>Task</b>	<b>L1.1.1.1.3</b>	Monitor and report on the progress of the adopted Community Strategic Plan 2030.		Integrated Planning Coordinator 50%
<b>Comments</b>	The Community Strategic Plan 2030 contains the community's long term objectives for the Ku-ring-gai community, to be achieved over a 10 - 20 year time period. A revised Community Strategic plan was adopted by Council on 25 June 2013. Council also adopted a 4 year Delivery Program, which includes Term Achievements. These state what Council will do in its 4 year term to progress the community's strategic plan objectives. Progress on Term Achievements is reported as part of the June bi-annual review at the end of each financial year. The revised Community Strategic Plan 2030 and Delivery Program 2013 - 2017 and Operational Plan 2013 - 2014 have been transferred into Council's Performance Planning corporate system to facilitate monitoring and reporting. This included the allocation of responsibilities.			
 <b>Task</b>	<b>L1.1.1.1.4</b>	Promote Council's planning and reporting to all external stakeholders, including government agencies, organisations and the broader community.		Integrated Planning Coordinator 50%
<b>Comments</b>	Copies of all adopted Integrated Planning and Reporting plans were provided on Council's website with explanatory information. This includes the revised Community Strategic Plan 2030, the Delivery Program 2013 - 2017 and Operational Plan 2013 - 2014 and the Resourcing Strategy, which were			











Category	Code	Name	Progress Status	Responsible Officer
<p>adopted by Council on 25 June 2013. Council's Annual Report, which was published in November 2013 was also provided on the website. All plans were promoted to external stakeholders via media releases. Relevant government agencies were advised of Council's adoption of the plans and where they can be accessed. Copies of the Community Strategic Plan 2030 were also forwarded to Local Members. Council's Integrated Planning and Reporting has been promoted and referred to in submissions on local government reforms and the IPART application. Further opportunities to promote Council's planning and reporting will continue to be identified.</p>				
<b>Term Achievement</b>	L1.1.2	Council leads the community by advocating, influencing and participating in policy development to the benefit of the local area.		
 <b>Critical Action</b>	L1.1.2.1	Council actively engages with stakeholders to inform the development of Council's strategies and plans as appropriate.		
<b>Manager Integrated Planning, Property &amp; Assets</b>				
<b>Comments</b>	<p>Council responses have been submitted to the NSW State Government in relation to the Draft Metropolitan Strategy for Sydney to 2031, A New Planning System For NSW - White Paper, Local Government Act Review and the Independent Local Government Review Panel's 'Future Directions for NSW Local Government. Council also engaged consultants to independently assess the impacts of reforms proposed in the Independent Local Government Review Panel's report, both financially and socially to understand the potential impact on community representation with community input obtained through online forums and surveys. For this current reporting period were are still waiting on formal responses from the NSW State Government in relation to local government sector submissions.</p>			
<b>Highlights</b>	Council made a number of submissions in relation to reforms impacting on the local government sector, planning regimes and legislative changes.			
 <b>Task</b>	L1.1.2.1.1	Pursue opportunities to contribute to policy development affecting Ku-ring-gai at state and regional levels.		
<b>Manager Integrated Planning, Property &amp; Assets</b>				
<b>50%</b>				
<b>Comments</b>	<p>Council responses have been submitted to the NSW State Government in relation to the Draft Metropolitan Strategy for Sydney to 2031 , A New Planning System For NSW - White Paper , Local Government Act Review and the Independent Local Government Review Panel's 'Future Directions for NSW Local Government. Council also engaged consultants to independently assess the impacts of reforms proposed in the Independent Local Government Review Panel's report, both financially and socially to understand the potential impact on community representation with community input obtained through online forums and surveys. For this current reporting period were are still waiting on formal responses from the NSW State Government in relation to local government sector submissions.</p>			
 <b>Task</b>	L1.1.2.1.2	Participate and contribute to the development of state & regional policy directions.		
<b>Manager Integrated Planning, Property &amp; Assets</b>				
<b>50%</b>				
<b>Comments</b>	Council made a number of submissions in relation to reforms impacting on the local government sector, planning regimes and legislative changes.			
<b>Term Achievement</b>	L1.1.3	Partnerships are established with government agencies, regional and local organisations and community groups and are working to achieve Ku-ring-gai's community outcomes.		
 <b>Critical Action</b>	L1.1.3.1	Pursue new opportunities for partnership arrangements with other agencies, organisations and community groups to achieve community outcomes.		
<b>Manager Corporate Communications</b>				
<b>Comments</b>	<p>Council has pursued a number of new partnerships with community groups and local business and industry associations throughout the reporting period, to achieve improved economic development and community outcomes.</p> <p>New partnerships have been created with a range of business, community and not-for-profit groups to support engagement and facilitate ongoing information sharing. New partnerships established with:</p>			







Category	Code	Name	Progress Status	Responsible Officer
<b>Highlights</b>		<ul style="list-style-type: none"> <li>* Support Lindfield to help promote and guide the new Community Hub;</li> <li>* Local Chambers of Commerce to help activate local centres and provide support to local businesses; and</li> <li>* South Turrumurra Shopping Centre to help communicate visions for the local area.</li> </ul> <p>New partnerships have been created with a range of business, community and not-for-profit groups to support engagement and facilitate ongoing information sharing. New partnerships have been established with:</p> <ul style="list-style-type: none"> <li>* Support Lindfield to help promote and guide the new Community Hub;</li> <li>* Local Chambers of Commerce to help activate local centres and provide support to local businesses; and</li> <li>* South Turrumurra Shopping Centre to help communicate visions for the local area.</li> </ul>		
 <b>Task</b>	L1.1.3.1.1	Identify and pursue priority areas where partnership arrangements will provide tangible benefits to the local area.		Economic & Social Development Coordinator
<b>Comments</b>		New partnerships have been created with a range of business, community and not-for-profit groups to support engagement and facilitate ongoing information sharing. New partnerships established with:	50%	
<b>Highlights</b>		<ul style="list-style-type: none"> <li>* Support Lindfield to help promote and guide the new Community Hub;</li> <li>* Local Chambers of Commerce to help activate local centres and provide support to local businesses; and</li> <li>* South Turrumurra Shopping Centre to help communicate visions for the local area.</li> </ul>		
<b>Term Achievement</b>	L1.1.4	Council's responses to government policy and reforms are guided by and aligned with the adopted Community Strategic Plan 'Our Community Our Future 2030'.		
 <b>Critical Action</b>	L1.1.4.1	The organisation responds flexibly, proactively and equitably to challenges and opportunities arising from government policy changes and reforms.		Manager Records & Governance
<b>Comments</b>		The last two (2) years have seen major reforms in the Local Government sector under consideration by the Local Government Acts Taskforce and the Independent Local Government Review Panel. Both the Taskforce and the Panel have released discussion papers and facilitated consultation focus groups during the early part of the year which resulted in Council lodging formal submissions to each. Further submissions will be prepared for the final reports from the Taskforce and Panel in early 2014.		
 <b>Task</b>	L1.1.4.1.1	Analyse and provide appropriate submissions to government proposals affecting the local government industry.		Manager Records & Governance
<b>Comments</b>		Submissions prepared for Local Government Act Taskforce and Local Government Review Panel.	50%	
 <b>Task</b>	L1.1.4.1.2	Undertake ongoing communication with the community to ensure they understand proposed changes in legislation.		Manager Records & Governance
<b>Comments</b>		Submissions prepared for Local Government Act Taskforce and Local Government Review Panel.	50%	
 <b>Task</b>	L1.1.4.1.3	Identify and involve key staff in the development of formal responses to government legislative reforms and ensure responses are completed within set deadlines.		Manager Records & Governance
			50%	




Category	Code	Name	Progress Status	Responsible Officer																			
<b>Comments</b>	<b>Submissions prepared for Local Government Act Taskforce and Local Government Review Panel.</b>																						
<b>Term Achievement</b>	<b>L2.1.1</b>	<b>Council maintains and improves its long term financial position and performance.</b>																					
 <b>Critical Action</b>	<b>L2.1.1.1</b>	<b>Achieve financial sustainability targets identified in the Long Term Financial Plan.</b>		<b>Manager Finance</b>																			
	<table border="1"> <thead> <tr> <th>Code</th> <th>Performance Indicator</th> <th>Yearly Target</th> <th>Units</th> <th>Achieved to date</th> </tr> </thead> <tbody> <tr> <td>L2.1.1.1.A</td> <td>Unrestricted Current Ratio.</td> <td>2.0</td> <td>Ratio</td> <td>2.0</td> </tr> <tr> <td>L2.1.1.1.B</td> <td>Rates and Annual Charges Coverage Percentage.</td> <td>60</td> <td>% (Data available annually. Will be reported at June bi-annual)</td> <td>0</td> </tr> <tr> <td>L2.1.1.1.C</td> <td>Rates Outstanding Percentage.</td> <td>4</td> <td>% (Data available annually. Will be reported at June bi-annual)</td> <td>0</td> </tr> </tbody> </table>	Code	Performance Indicator	Yearly Target	Units	Achieved to date	L2.1.1.1.A	Unrestricted Current Ratio.	2.0	Ratio	2.0	L2.1.1.1.B	Rates and Annual Charges Coverage Percentage.	60	% (Data available annually. Will be reported at June bi-annual)	0	L2.1.1.1.C	Rates Outstanding Percentage.	4	% (Data available annually. Will be reported at June bi-annual)	0		
Code	Performance Indicator	Yearly Target	Units	Achieved to date																			
L2.1.1.1.A	Unrestricted Current Ratio.	2.0	Ratio	2.0																			
L2.1.1.1.B	Rates and Annual Charges Coverage Percentage.	60	% (Data available annually. Will be reported at June bi-annual)	0																			
L2.1.1.1.C	Rates Outstanding Percentage.	4	% (Data available annually. Will be reported at June bi-annual)	0																			
<b>Comments</b>	<p>The main financial sustainability targets identified in the Long Term Financial Plan (LTFP) are working capital (end of year forecast), net operating result (operating surplus) end of year forecast, unrestricted current ratio, outstanding rates and annual charges. All indicators above have been in line with the adopted LTFP. Working capital forecast to June 2014 at \$4.5M, operating surplus (including capital income) has reduced by \$3.1M compared to budget. This is primarily due to an adjustment for the advance payment of the 2013/2014 Financial Assistance Grant received in the prior financial year. At the time of reporting on these indicators (working capital and operating result), the results for December quarter were not yet finalised. These will be reported to Council as part of the December Quarterly Budget Review. Investment returns as at end of December quarter were above benchmark. The weighted average return for the total portfolio was 4.30% compared to the benchmark of the UBS Bank Bill Index of 2.69%.</p>																						
 <b>Task</b>	<b>L2.1.1.1.1</b>	<b>Review Long Term Financial Plan each year based on 4 year forecasts.</b>		<b>Manager Finance</b> 50%																			
<b>Comments</b>	<p>The Long Term Financial Plan (LTFP) is being updated and reviewed as part of the preparation of the Annual Budget 2014/2015. Budget input on the recurrent budget and capital budget started in November. The 10 year LTFP is to be finalised by end of February.</p>																						
 <b>Task</b>	<b>L2.1.1.1.2</b>	<b>Undertake quarterly reporting to Council on the financial performance of the organisation.</b>		<b>Manager Finance</b> 50%																			
<b>Comments</b>	<p>The December Quarterly Budget review, highlighting Council's financial performance for year to date December, is being finalised and will be reported to Council on 25 February 2014.</p>																						
 <b>Task</b>	<b>L2.1.1.1.3</b>	<b>Appropriate assets are identified for disposal to discharge loan by 2016-2017.</b>		<b>Manager Integrated Planning, Property &amp; Assets</b> 50%																			
<b>Comments</b>	<p>Council has identified 19 sites as potential funding to discharge the loan for the acquisition of 828 Pacific Highway, Gordon and an additional three (3) sites to fund part of the West Pymble Aquatic Centre.</p>																						
 <b>Critical Action</b>	<b>L2.1.1.2</b>	<b>Review opportunities for sustainable and equitable increases to Council's income supported by the community.</b>		<b>Manager Finance</b>																			
	<table border="1"> <thead> <tr> <th>Code</th> <th>Performance Indicator</th> <th>Yearly Target</th> <th>Units</th> <th>Achieved to date</th> </tr> </thead> <tbody> <tr> <td>L2.1.1.2.A</td> <td>Occupancy rate of Council property portfolio.</td> <td>90</td> <td>%</td> <td>90</td> </tr> </tbody> </table>	Code	Performance Indicator	Yearly Target	Units	Achieved to date	L2.1.1.2.A	Occupancy rate of Council property portfolio.	90	%	90												
Code	Performance Indicator	Yearly Target	Units	Achieved to date																			
L2.1.1.2.A	Occupancy rate of Council property portfolio.	90	%	90																			

Category	Code	Name	Progress Status	Responsible Officer														
<b>Comments</b>		<p>Council invests its surplus cash and continuously looks to maximise it's return on investments. Council's investments portfolio for the quarter is compared to industry benchmark targets on a monthly basis. Investment returns for the quarter were above benchmark. The weighted average return for the total portfolio was 4.30% compared to the benchmark of the UBS Bank Bill Index of 2.69%. The net return on investments for the financial year ended December 2013 was \$2,021,000 in line with revised budget. The interest on investments budget has been revised during September Quarterly Budget Review to reflect decrease in interest rates.</p> <p>A review of existing fees and charges for the Annual Budget 2014/15 also started in early September and will continue until mid January with all relevant managers reviewing and authorising their fees and charges. Fees &amp; Charges for 2014/15 will be adopted as part of the Annual Budget and DP&amp;OP 2014-2018. Commercial rentals are determined through independent market valuations and lease documentation incorporates commercial terms and conditions.</p>																
<b>Highlights</b>		In December 2013, Council adopted the draft Commercial Leasing Policy for public exhibition. The draft policy sets out the framework, responsibilities and processes for Council and officers to account for, and manage the leasing and licensing of Council's property assets that provide a commercial return.																
 <b>Task</b>	L2.1.1.2.1	Continue to analyse opportunities to expand the revenue base of Council.	50%	Manager Finance														
<b>Comments</b>		<p>Council invests its surplus cash and continuously looks to maximise it's return on investments. Council's investments portfolio for the quarter is compared to industry benchmark targets on a monthly basis. Investment returns for the quarter were above benchmark. The weighted average return for the total portfolio was 4.30% compared to the benchmark of the UBS Bank Bill Index of 2.69%. The net return on investments for the three months ended December was under budget by \$55K. The interest on investments budget has been revised during September Quarterly Budget Review to reflect decrease in interest rates.</p> <p>A review of existing fees and charges for the Annual Budget 2014/2015 also started in early September and will continue until mid January with all relevant managers reviewing and authorising their fees and charges. Fees &amp; Charges for 2014/2015 will be adopted as part of the Annual Budget and Delivery Program and Operational Plan 2014-2015.</p>																
 <b>Task</b>	L2.1.1.2.2	Ensure the commercial property portfolio provides market returns.	50%	Manager Integrated Planning, Property & Assets														
<b>Comments</b>		Commercial rentals are determined through independent market valuations and lease documentation incorporates commercial terms and conditions. In December 2013, Council adopted the draft Commercial Leasing Policy for public exhibition. The draft policy sets out the framework, responsibilities and processes for Council and officers to account for, and manage the leasing and licensing of Council's property assets that provide a commercial return.																
<b>Term Achievement</b>	L2.1.2	Council's financial services provide accurate, timely, open and honest advice to the community.																
 <b>Critical Action</b>	L2.1.2.1	Coordinate financial advice to ensure Council meets overall budget performance.		Manager Finance														
		<table border="1"> <thead> <tr> <th>Code</th> <th>Performance Indicator</th> <th>Yearly Target</th> <th>Units</th> <th>Achieved to date</th> </tr> </thead> <tbody> <tr> <td>L2.1.2.1.A</td> <td>Debt Service Percentage.</td> <td>4</td> <td>%</td> <td>4</td> </tr> <tr> <td>L2.1.2.1.B</td> <td>Working Capital.</td> <td>4</td> <td>\$ Million</td> <td>4</td> </tr> </tbody> </table>	Code	Performance Indicator	Yearly Target	Units	Achieved to date	L2.1.2.1.A	Debt Service Percentage.	4	%	4	L2.1.2.1.B	Working Capital.	4	\$ Million	4	
Code	Performance Indicator	Yearly Target	Units	Achieved to date														
L2.1.2.1.A	Debt Service Percentage.	4	%	4														
L2.1.2.1.B	Working Capital.	4	\$ Million	4														
<b>Comments</b>		The overall financial performance of Council against budget is reported on a quarterly basis. The September Quarterly Budget Review was reported and adopted by Council in November 2013. Financial sustainability indicators have been in line with the adopted Long Term Financial Plan (LTFP). Working capital forecast to June 2014 stands at \$4.5M, operating surplus (including capital income) has reduced by \$3.1M compared to budget. This is primarily due to an adjustment for the advance payment of the 2013/2014 Financial Assistance Grant received in the prior financial year. At the time of reporting on these indicators (working capital and operating result), the results for December quarter were not yet finalised. These will be reported																





Category	Code	Name	Progress Status	Responsible Officer
<p>to Council as part of the December Quarterly Budget Review. The end of year forecast for the Debt Service Ratio stands is 4% in line with identified target in the LTFP.</p>				
 Task	L2.1.2.1.1	Manage financial performance to achieve targets as defined in the Long Term Financial Plan.	50%	Manager Finance
Comments	<p>The main financial sustainability targets identified in the Long Term Financial Plan (LTFP) are working capital (end of year forecast), net operating result (operating surplus) end of year forecast, unrestricted current ratio, outstanding rates and annual charges and debt service ratio. These indicators are monitored and reported to Council on a quarterly basis as part of Quarterly Budget Reviews. The financial targets as at September have been reported to Council in November 2013. All indicators above have been in line with the adopted LTFP. Working capital forecast to June 2014 at \$4.5M, operating surplus (including capital income) has reduced by \$3.1M compared to budget. This is primarily due to an adjustment for the advance payment of the 2013/2014 Financial Assistance Grant received in the prior financial year. At the time of reporting on these indicators (working capital and operating result) the results for December quarter were not yet finalised. These will be reported to Council as part of the December Quarterly Budget Review.</p> <p>Investment returns as at end of December quarter were above benchmark. The weighted average return for the total portfolio was 4.30% compared to the benchmark of the UBS Bank Bill Index of 2.69%.</p> <p>Rates &amp; Annual Charges Outstanding Ratio was 22% as at end of December and it is expected to drop to 3% by end of financial year. As at end of December the Unrestricted Current Ratio's forecast for end of financial year is 1.98%.</p>			
Term Achievement	L2.1.3	Council expenditure satisfies the needs of the community.		
 Critical Action	L2.1.3.1	Monitor expenditure to ensure it is in accordance with the expressed wishes of the community and identified in the Community Strategic Plan.		Manager Finance
Comments	<p>December budget quarterly review highlighting financial performance, variances to revised budget (recurrent and capital) and forecast for end of financial year will be finalised in January and reported to Council on 25 February 2014. September Quarter Budget Review was completed and adopted by Council on 26 November 2013. No major variations to capital budget have been identified. Actual expenditure for capital &amp; operational projects for the period ending 30 September 2013 was \$11.2m against the Year to Date budget of \$15.7m, resulting in a favourable variance of \$4.5m. The variance is mainly due to various major projects not commencing as originally planned. A summary of major projects and their performance is included in the Quarterly Budget Review to Council.</p>			
 Task	L2.1.3.1.1	The Resourcing Strategy integrates the Long Term Financial Plan, Work Force Plan and Asset Management Strategy.	50%	Manager Integrated Planning, Property & Assets
Comments	<p>Council's adopted Resourcing Strategy is being currently revised as part of the Integrated Planning &amp; Reporting requirements for 2014. The revision of the Resourcing Strategy includes an assessment of Council's Long Term Financial Plan (LTFP) and Asset Management Strategy to develop and document funding requirements and strategies over the next 10 years. Further work will be required throughout 2014 to ensure Council's Work Force Plan supports these strategies.</p>			
Highlights	<p>The Resourcing Strategy integrates with Council 's Long Term Financial Plan (LTFP), Asset Management Strategy and Work Force Plan.</p>			
 Task	L2.1.3.1.2	Demonstrate completion of major works and outcomes defined in the Delivery Program each year.	50%	Manager Integrated Planning, Property & Assets
Comments	<p>Completion of Council's major works program is reported to Council and the community through quarterly project and budget reports, bi-annual updates on the progress of the Delivery Program and the Annual Report. In addition, regular informal briefing sessions are held with Councillors to provide status updates on all major works programs and projects.</p>			








Category	Code	Name	Progress Status	Responsible Officer									
 Task	L2.1.3.1.3	Provide advice to Council to assist its decision making on changes to expenditure that are outside the adopted Delivery Program.	50%	Manager Finance									
Comments	The December budget quarterly review highlighting financial performance, variances to revised budget and forecast for end of financial year will be finalised in January and reported to Council on 25 February 2014. September quarter budget review was completed and adopted by Council on 26 November 2013.												
Term Achievement	L2.1.4	Council has increased its commitment to infrastructure asset management priorities.											
 Critical Action	L2.1.4.1	Financial strategies underpin Council's asset management polices and strategic vision.		Manager Finance									
		<table border="1"> <thead> <tr> <th>Code</th> <th>Performance Indicator</th> <th>Yearly Target</th> <th>Units</th> <th>Achieved to date</th> </tr> </thead> <tbody> <tr> <td>L2.1.4.1.A</td> <td>Building and Infrastructure Renewal Ratio.</td> <td>100</td> <td>%</td> <td>97</td> </tr> </tbody> </table>	Code	Performance Indicator	Yearly Target	Units	Achieved to date	L2.1.4.1.A	Building and Infrastructure Renewal Ratio.	100	%	97	
Code	Performance Indicator	Yearly Target	Units	Achieved to date									
L2.1.4.1.A	Building and Infrastructure Renewal Ratio.	100	%	97									
Comments	<p>Funding for priority projects has been allocated as part of the adopted 2013 - 23 Long Term Financial Plan and Council's Asset Management Strategy and approved as per the original Budget 2013/2014. The adopted principle of the current plan is that all available surplus funds are diverted towards Council's assets renewal as a priority.</p> <p>The capital budget has been reviewed as part of September Quarter Budget Review and funds reallocated to priority projects. A list of budget adjustments by Project has been provided to Council on 26 November 2013 forming part of the September Quarter Budget Review report to Council. No major adjustments have been noted. The December quarterly budget review is due to be finalised in January and reported to Council on 25 February 2014. Projects funding and budget adjustments for priority projects will be identified through the December budget review.</p>												
 Task	L2.1.4.1.1	Identify available funding sources in the Long Term Financial Plan and allocate to priority projects.	50%	Manager Finance									
Comments	Funding for priority projects has been allocated as part of the adopted 2013/2023 Long Term Financial Plan and approved as per the original Budget 2013/2014. The capital budget has been reviewed as part of September Quarter Budget Review and funds reallocated to priority projects. A list of the budget adjustments by Project has been provided to Council on 26 November 2013 forming part of the September Quarter Budget Review report to Council. No major adjustments have been noted. The December quarterly budget review is due to be finalised in January and reported to Council on 25 February 2014. Projects funding and budget adjustments for priority projects will be identified through the December budget review.												
 Task	L2.1.4.1.2	Assess requirement for additional levies as appropriate.	50%	Strategic Asset Officer									
Comments	<p>Council resolved to submit an application to IPART for a continuation of the Special Rate Variation for roads under 508(2) of the Local Government Act 1993. Council commenced a community consultation and engagement program with the assistance of an external consultant to carry out demographic representative surveys and conduct independent community information forums. The consultation measured our community's support for the continuation of the Special Rate Variation and tested community support for funding other asset priorities in the future. The survey and forum was completed in December 2014. The survey revealed that over 81% of Ku-ring-gai ratepayers supported the continuation of the levy and the forum determined that ratepayers also supported future funding for other asset priorities. This will be explored in more detail next financial year.</p> <p>A revision of Council's asset registers, Asset Management Plans, Asset Management Strategy and Long Term Financial Plan is being carried out and these will be placed on public exhibition early 2014 to coincide with the IPART submission. The application to IPART is due 24 February 2014.</p>												
Highlights	The community consultation program was developed to measure our community's support for the continuation of the Special Rate Variation for Roads. A range communication tools were used to raise awareness amongst the broader community including surveys, deliberative forums, web blogs, media releases and direct mail out to all residents rate payers. The results of the survey revealed that over 81% of Ku-ring-gai rate payers supported the continuation of the levy.												








Category	Code	Name	Progress Status	Responsible Officer
 Task	L2.1.4.1.3	Implement priority community recommendations from the Asset Management Strategy.	50%	Strategic Asset Officer
Comments	Council has increased funding to community identified priority assets. This includes funding for the renewal of roads, footpaths, drainage and buildings. Council is also applying to IPART for a continuation of the Special Rate Variation for road improvements. Council's Resourcing Strategy which incorporates the Long Term Financial Plan (LTFP) and Asset Management Strategy are currently under review to ensure alignment with community priorities.			
 Task	L2.1.4.1.4	Funding strategies are developed and implemented for all new asset related services.	50%	Strategic Asset Officer
Comments	A review of funding requirements for all asset classes is underway. These funding requirements will be incorporated into the revised Resourcing Strategy which integrates our Long Term Financial Plan, Asset Management Strategy and Asset Management Plans.			
 Critical Action	L2.1.4.2	Regularly revise Council's strategic asset management plans and integrate with financial planning processes.		Manager Integrated Planning, Property & Assets
Comments	As a result of the implementation of a new internal reporting process Council's asset registers are regularly updated to capture accurate financial data on new, renewed and upgraded assets. A further review of our financial and technical asset registers is being completed by an external consultant to test existing assumptions on replacement costs and useful lives of existing assets to ensure alignment of each register and improve financial asset data. Council's Asset Management Plans and the Asset Management Strategy are currently being revised. The plans and strategy (which includes the improvement plan) will be updated to include the required funding for each asset class and Council's future plans to reduce the funding shortfall. The implementation of a corporate asset register is being progressed and the system will go live for operational and financial use in February 2014 for Council's recreational facilities.			
Highlights	A quarterly review process has been implemented that aligns with the financial reporting of Council's capital works projects and program to improve the accuracy of Council's asset information and data.			
 Task	L2.1.4.2.1	Continually improve integrity of asset data and asset register validation for new and existing assets.	50%	Strategic Asset Officer
Comments	As a result of the implementation of a new internal reporting process Council's asset registers are regularly updated upon the completion of projects where creating, renewing and upgrading assets has occurred. An external consultant is undertaking a review of Council's technical and financial asset registers. The review will test assumptions made on the replacement costs and useful lives of existing assets to determine accuracy of each register and improve asset data.			
Highlights	A quarterly review process has been implemented that aligns with the financial reporting of capital works projects and program that have improved the accuracy of Council's asset information.			
 Task	L2.1.4.2.2	Implement adopted asset management plans and continuously progress improvement plans for each asset class to gradually reduce the funding gap.	50%	Strategic Asset Officer
Comments	Councils Asset Management Plans and the Asset Management Strategy are currently being revised. The plans and strategy (which includes the improvement plan) will be updated to include the required funding for each asset class and Council's future plans to reduce the funding shortfall.			
 Task	L2.1.4.2.3	Implement an integrated corporate asset management system for all asset classes.	50%	Strategic Asset Officer

Category	Code	Name	Progress Status	Responsible Officer
<b>Comments</b>	The recreational facilities asset register has been imported into the TechnologyOne works and assets system. The system will go live for operational and financial use on 11 February 2014.			
<b>Term Achievement</b>	L3.1.1	Council's integrity and operating effectiveness is continually being improved through its leadership, decision-making and policies.		
 <b>Critical Action</b>	L3.1.1.1	A Council business framework is developed to incorporate best practice integrated planning objectives.		
<b>Manager Integrated Planning, Property &amp; Assets</b>				
	<b>Code</b>	<b>Performance Indicator</b>	<b>Yearly Target</b>	<b>Units</b>
	L3.1.1.1.A	Statutory financial reports are prepared and reported to Council in compliance with legislative requirements.	100	% requirements met in period.
	L3.1.1.1.B	Statutory governance and integrated planning reports are prepared and reported to Council in compliance with legislative requirements.	100	% requirements met in period.
<b>Comments</b>	<p>The new Integrated Planning and Reporting (IP&amp;R) documents were transferred into the organisation's current Performance Planning system for quarterly, bi-annual and annual monitoring and reporting. This included the allocation of staff responsibilities for the delivery of tasks, actions and term achievements and confirmation of baseline data sources for measuring performance indicators.</p> <p>System design scoping commenced for the implementation of a new software version of Performance Planning which will provide additional opportunities for enhanced integration with the organisation's business and decision-making systems.</p> <p>Council's Business Paper report template has been modified to include a section within Council reports that demonstrates a clear alignment with the Community Strategic Plan 2030 (CSP), Delivery Program 2013-2017 and Operational Plan 2013-2014 (DP &amp; OP). The purpose of the change is to ensure that Councillors and the community are informed on the connection between the report subject matter and the delivery of the IP&amp;R plans.</p>			
<b>Highlights</b>	All statutory reporting required under the Local Government Act 1993 and the Integrated Planning and Reporting framework was completed within set time frames for the six month period July to December 2013.			
 <b>Task</b>	L3.1.1.1.1	Integrate business and decision-making systems and processes with the Community Strategic Plan, Resourcing Strategy, Delivery Program and Operational Plan.		Integrated Planning Coordinator
				50%
<b>Comments</b>	<p>The new Integrated Planning and Reporting (IP&amp;R) documents were transferred into the organisation's current Performance Planning system for quarterly, bi-annual and annual monitoring and reporting. This included the allocation of staff responsibilities for the delivery of tasks, actions and term achievements and confirmation of baseline data sources for measuring performance indicators. Design scoping commenced for the implementation of a new Performance Planning system with opportunities for enhanced integration with the organisation's business and decision-making systems. The Business Paper report template in the InfoCouncil system was modified to require standard reports to demonstrate a clear alignment with the Community Strategic Plan 2030 (CSP), Delivery Program 2013-2017 and Operational Plan 2013-2014 (DP &amp; OP). The purpose of the change is to ensure that Councillors and the community are informed on the connection between the report subject matter and the delivery of the IP&amp;R plans.</p>			
 <b>Task</b>	L3.1.1.1.2	Implement a system of performance measures and indicators for Council's Community Strategic Plan, Delivery Program and Operational Plan.		Integrated Planning Coordinator
				50%
<b>Comments</b>	<p>Performance measures and indicators were adopted by Council on 25 June 2013 as part of the revised Community Strategic Plan 2030 , Delivery Program and Operational Plan. Targets, measurement data sources and staff responsibilities for reporting were confirmed for each performance indicator in the Delivery Program and Operational Plan. Performance indicators were transferred to the current corporate Performance Planning system for reporting as part of bi-annual reviews of the Delivery Program and Operational Plan.</p>			











Category	Code	Name	Progress Status	Responsible Officer	
 Task	L3.1.1.1.3	Complete all statutory reporting required under the Local Government Act and Integrated Planning and Reporting framework.	50%	Integrated Planning Coordinator	
Comments	<p>All statutory reporting on tasks, critical actions and performance measures required under the Local Government Act 1993 and the Integrated Planning and Reporting framework was completed within set time frames for the six month period July to December 2013. This included: reporting to Council on the June 2013 bi-annual review of the previous 2012-2013 Delivery Program and Operational Plan, presented to Council's Ordinary Meeting of 29 August 2013; completing a September Quarter review of the current 2013-2014 Delivery Program and Operational Plan, presented to Council's Senior Management Team; and completing an Annual Report for the 2012 - 2013 year and submitting it to the Division of Local Government before 30 November 2013.</p> <p>Reporting on the achievement of statutory financial reporting requirements for the Delivery Program and Operational Plan and Annual Report is provided under Task L2.1.1.1.2 under the Theme 'Leadership and Governance' in this report.</p>				
 Task	L3.1.1.1.4	Monitor, review and report on the progress of Council's Delivery Program 2013-2017 and annual Operational Plan 2013-2014.	50%	Integrated Planning Coordinator	
Comments	<p>Council's Delivery Program 2013-2017 and one year Operational Plan 2013-2014 were transferred into Council's corporate Performance Planning system in readiness for quarterly and bi-annual reporting. Allocation of staff reporting responsibilities was completed and baseline data sources and targets confirmed for performance indicators. Review and reporting on the plans during the six month period from July to December 2013 included the following: reporting to Council on the June 2013 bi-annual review of the previous 2012-2013 Delivery Program and Operational Plan, presented to Council's Ordinary Meeting of 29 August 2013; and completing a September Quarter review of the current 2013-2014 Delivery Program and Operational Plan, presented to Council's Senior Management Team.</p> <p>Financial review and reporting on the Delivery Program and Operational Plan is reported separately under Task L2.1.1.1.2 under the Theme 'Leadership and Governance' in this report.</p>				
Term Achievement	L3.1.2	Integrated risk management, compliance and internal control systems are in place to identify, assess, monitor and manage risks throughout the organisation.			
 Critical Action	L3.1.2.1	Risk management is integrated into Council's business framework.			
				Risk Management Coordinator	
	Code	Performance Indicator	Yearly Target	Units	Achieved to date
	L3.1.2.1.A	Risk management performance against Council's Enterprise Risk Management Framework.	100	% reports presented to Audit Committee in period.	100
Comments	<p>Work has commenced on scoping and integrating our existing Excel based risk registers into our new Corporate Planning software. This will allow much more functionality, including a quarterly and risk based review and signoff process by risk owners.</p>				
 Task	L3.1.2.1.1	Develop Risk Management Plan register and ensure initiatives are incorporated into Council's annual budget.	60%	Risk Management Coordinator	
Comments	<p>Risk Register is being reviewed and integrated into Council's corporate planning system.</p>				

Category	Code	Name	Progress Status	Responsible Officer										
 Task	L3.1.2.1.2	Investigate online Risk Management software and develop business case.	Risk Management Coordinator 100%											
This project was completed in the September quarter reporting period.														
<b>Term Achievement</b>	L3.1.3	Council's Governance framework is developed to ensure probity, transparency and the principles of sustainability are integrated and applied into our policies, plans, guidelines and decision-making processes.												
 Critical Action	L3.1.3.1	Ensure effective and efficient conduct of Council and committee meetings for the benefit of councillors and the community.	Manager Records & Governance											
<table border="1"> <thead> <tr> <th>Code</th> <th>Performance Indicator</th> <th>Yearly Target</th> <th>Units</th> <th>Achieved to date</th> </tr> </thead> <tbody> <tr> <td>L3.1.3.1.A</td> <td>Council's Business Papers are accessible via Council's website in a timely manner.</td> <td>100</td> <td>%</td> <td>100</td> </tr> </tbody> </table>					Code	Performance Indicator	Yearly Target	Units	Achieved to date	L3.1.3.1.A	Council's Business Papers are accessible via Council's website in a timely manner.	100	%	100
Code	Performance Indicator	Yearly Target	Units	Achieved to date										
L3.1.3.1.A	Council's Business Papers are accessible via Council's website in a timely manner.	100	%	100										
<b>Comments</b>	Council meetings are held regularly on the second and fourth Tuesdays of each month and are conducted efficiently in accordance with Council's adopted Code of Meeting Practice and the provisions regarding meetings contained within the Local Government Act 1993 and the Local Government (General) Regulation 2005.													
 Task	L3.1.3.1.1	Business Papers and associated Minutes are published in an accurate and timely manner for public scrutiny and encourage community participation.	Manager Records & Governance 50%											
<b>Comments</b>	During the quarter the business papers for the five (5) ordinary meetings and one (1) extraordinary meetings of Council held during the period were compiled and distributed to Councillors and senior staff in accordance with the timeframes outlined in Council's Code of Meeting Practice.													
 Task	L3.1.3.1.2	Deliver regular ethics and code of conduct training to councillors and staff.	Acting Human Resources Manager 50%											
<b>Comments</b>	During the past 6 months, we have presented 2 new staff inductions and 2 Code of Conduct sessions. 23 staff completed Council's induction process and 25 staff attended Code of Conduct training.													
 Task	L3.1.3.1.3	Undertake refresher training with Councillors and existing staff to respond to changes in code of conduct.	Acting Human Resources Manager 50%											
<b>Comments</b>	Refresher training for Councillors has been scheduled. Staff refresher training in second half of financial year.													
 Task	L3.1.3.1.4	All new staff are trained in ethics and code of conduct at induction.	Acting Human Resources Manager 50%											
<b>Comments</b>	Code of Conduct and ethics training was included as an integral part of all on line and face to face inductions for new staff.													
 Critical Action	L3.1.3.2	Internal audit function is supported and operating effectively.	Internal Ombudsman											
<b>Comments</b>	The current Internal Audit Plan is underway. Payroll internal audit is at draft report stage ( this audit was commenced in the 2012/13 financial year and extended into the current year due to resourcing, software upgrades and timing issues for testing). Fraud survey is underway and two internal audits of contract/program management at the North Turrumurra Recreation Area (Dam and Sewer mining) are scoped and will proceed in 4 weeks when the internal auditor returns from sick leave. The internal audit of the West Pymble Pool will be commenced in the 2014/15 financial after the													






Category	Code	Name	Progress Status	Responsible Officer										
		project is completed. The probity audit of the Bridge St acquisition and sale of the old Carlotta Street site has begun and is in the preliminary stages. The audit of Depot stocktake and Purchasing/Accounts Payable review was completed during the first quarter of the 2013/14 financial years. The Stocktake review was an ad-hoc internal audit and added to the 2013/14 internal audit plan.												
 Task	L3.1.3.2.1	Internal audit programs and statistics are reported to each Audit Committee meeting.	Internal Ombudsman 50%											
Comments	The current Internal Audit Plan is underway.													
 Task	L3.1.3.2.2	The results of Internal Ombudsman investigations and customer complaints are reported to the Audit Committee.	Internal Ombudsman 50%											
Comments	Actions complete.													
 Task	L3.1.3.2.3	Ensure compliance with requests from external Government organisations in relation to investigations.	Internal Ombudsman 50%											
Comments	Actions complete.													
 Critical Action	L3.1.3.3	Compliance with Government Information (Public Access) and Privacy and Personal Information Acts (PPIP).												
		<b>Manager Records &amp; Governance</b>												
	<table border="1"> <thead> <tr> <th>Code</th> <th>Performance Indicator</th> <th>Yearly Target</th> <th>Units</th> <th>Achieved to date</th> </tr> </thead> <tbody> <tr> <td>L3.1.3.3.A</td> <td>Request for information applications completed within statutory timeframes.</td> <td>90</td> <td>%</td> <td>90</td> </tr> </tbody> </table>	Code	Performance Indicator	Yearly Target	Units	Achieved to date	L3.1.3.3.A	Request for information applications completed within statutory timeframes.	90	%	90			
Code	Performance Indicator	Yearly Target	Units	Achieved to date										
L3.1.3.3.A	Request for information applications completed within statutory timeframes.	90	%	90										
Comments	All requests in this period for access to Council held information under the Government Information (Public Access) Act 2009 and the Privacy and Personal Information Protection Act 1998 have been processed and actioned within the statutory timeframes.													
Highlights	GIPA - Formal Applications processed: 10 GIPA - Informal Requests processed: 604 Privacy - applications received/processed: 0													
 Task	L3.1.3.3.1	Provide access to information under GIPA and manage request and privacy complaints.	Temporary Governance Officer 50%											
Comments	Council processed 289 informal requests for access to Council information and 7 formal applications for access to Council information under the Government Information (Public Access) Act 2009 and 0 applications under the Privacy and Personal Information Protection Act 1998.													
 Task	L3.1.3.3.2	All reasonable requests for public information under GIPA are processed within set timeframes.	Temporary Governance Officer 50%											
Comments	Council processed 289 informal requests for access to Council information and 7 formal applications for access to Council information under the Government Information (Public Access) Act 2009, and 0 applications under the Privacy and Personal Information Protection Act 1998.													
 Critical Action	L3.1.3.4	Continue to improve internal Council policies and maintain registers to accord with legislation.												
		<b>Manager Records &amp; Governance</b>												

Category	Code	Name	Progress Status	Responsible Officer
	<b>Code</b>	<b>Performance Indicator</b>	<b>Yearly Target</b>	<b>Units</b>
	<b>L3.1.3.4.A</b>	<b>Council's policies are accessible via Council's website in a timely manner.</b>	<b>98</b>	<b>%</b>
<b>Comments</b>	<b>Policies developed for: Estimating Policy and Procedure, Easement Management Policy, Swimming Pool Barrier Inspection Policy, Payment of Expenses and Provision of Facilities Policy, Investment Policy, Acquisition and Divestment of Land Policy, Commercial Leasing Policy</b>			
<b>Task</b>	<b>L3.1.3.4.1</b>	<b>Develop a policy review program to ensure currency of all policy documents.</b>	<b>Temporary Governance Officer</b>	
			<b>50%</b>	
<b>Comments</b>	<b>A system for the development of a corporate policy library is currently underway. The Governance Team has taken a review of all the control information available on Council's policies. This data has been provided to the Manager, Information Management, to help aid the system development. It is anticipated that the system will be in place by the end of the June 2014.</b>			
<b>Highlights</b>	<b>All of Council's current policies have been combined into one single document.</b>			
<b>Task</b>	<b>L3.1.3.4.2</b>	<b>Assess need for new policies and undertake regular policy reviews.</b>	<b>Temporary Governance Officer</b>	
			<b>50%</b>	
<b>Comments</b>	<b>Policies developed for: Estimating Policy and Procedure, Easement Management Policy, Swimming Pool Barrier Inspection Policy, Payment of Expenses and Provision of Facilities Policy, Investment Policy, Acquisition and Divestment of Land Policy, Commercial Leasing Policy</b>			
<b>Task</b>	<b>L3.1.3.4.3</b>	<b>Continue to refine and enhance internal Council policies to accord with legislation.</b>	<b>Temporary Governance Officer</b>	
			<b>50%</b>	
<b>Comments</b>	<b>Policies developed for: Estimating Policy and Procedure, Easement Management Policy, Swimming Pool Barrier Inspection Policy, Payment of Expenses and Provision of Facilities Policy, Investment Policy, Acquisition and Divestment of Land Policy, Commercial Leasing Policy</b>			
<b>Task</b>	<b>L3.1.3.4.4</b>	<b>Participate in policy review opportunities to implement the principles of sustainability.</b>	<b>Senior Sustainability Officer</b>	
			<b>50%</b>	
<b>Comments</b>	<b>Council's Sustainable Event Management Policy and associated guidelines and resources have been completed and will be reported to Council in 2014. A Greenhouse Gas Inventory and Target Report has been prepared which outlines not only how Council is tracking against its current greenhouse gas (GHG) emission reduction target of 20% by 2020, but also Council's future GHG emission projections and possible pathways to reducing GHG emissions to meet the current target. This report will inform a review of Council's Climate Change Policy, planned for 2014, and Council's future energy management program.</b>			
<b>Task</b>	<b>L3.1.3.4.5</b>	<b>Develop systems and internal procedures for regular review and update of registers.</b>	<b>Temporary Governance Officer</b>	
			<b>50%</b>	
<b>Comments</b>	<b>The Governance Team is currently working on the process of updating its public registers. This has involved, amongst other steps, identifying and contacting the responsible Council officer for the management of the public registers, and updating the Governance Teams' record of Council public registers.</b>			
<b>Critical Action</b>	<b>L3.1.3.5</b>	<b>Maintain transparency and accountability in the management of tenders, contracts and purchasing of goods and services.</b>	<b>Internal Ombudsman</b>	
<b>Comments</b>	<b>Tender committee is in place. Manager Procurement and Contracts has been appointed and commenced review of procedures.</b>			
<b>Task</b>	<b>L3.1.3.5.1</b>	<b>A tender committee is in place and follows all guidelines in assessing each tender within Council.</b>	<b>Internal Ombudsman</b>	
			<b>50%</b>	






Category	Code	Name	Progress Status	Responsible Officer
<b>Comments</b>		<b>Tender review committee reviews each tender for compliance.</b>		
 <b>Task</b>	<b>L3.1.3.5.2</b>	<b>All contracts are developed using consistent methodologies.</b>	<b>Risk Management Coordinator</b> <b>30%</b>	
<b>Comments</b>		<b>Contracts are reviewed by the Tender Review Committee. A review of existing processes to ensure consistent methodologies has been limited until the appointment of staff resources to undertake this work.</b>		
<b>Reason</b>		<b>The review of existing processes and documents has been limited until the appointment of a Procurement and Contracts Manager in early 2014.</b>		
<b>Remedial Action</b>		<b>The review of current methodologies will be progressed further in the second reporting period.</b>		
<b>Term Achievement</b>	<b>L3.1.4</b>	<b>The organisation is recognised as a leader in sustainability.</b>		
 <b>Critical Action</b>	<b>L3.1.4.1</b>	<b>Sustainability is integrated into Council's business framework.</b>	<b>Manager Environment and Sustainability</b>	
<b>Comments</b>		<b>The Environmentally Sensitive Lands (ESL) training modules are currently being reviewed to inform the 2013-2014 ESL training calendar. Water Sensitive Urban Design (WSUD) training was conducted in December for 15 Development and Regulation and Strategy and Environment staff. Work also continues to integrate staff training requirements into Council's corporate system. Council's staff sustainability network, the Ku-ring-gai Green Backs, continue to meet monthly and promote sustainability tips in the monthly staff news, including the 'Nominate a Green Mate' campaign. A Beyond Zero Emissions lunch time seminar on renewable energy was hosted by the Ku-ring-gai Green Backs in October 2013 and a 'sustainable celebrations' display was set up at the Suakin Street depot and Council Chambers over the Christmas period. A 'sustainable Christmas decorations' workshop was also held in December 2013. Staff consultation on Council's draft 2014 - 2017 Corporate Sustainability Action Plan has been planned and will be conducted early in 2014. This Plan will inform Council's future corporate sustainability program.</b>		
 <b>Task</b>	<b>L3.1.4.1.1</b>	<b>Review Council's Corporate Sustainability Action Plan and implement a corporate sustainability program.</b>	<b>Senior Sustainability Officer</b> <b>20%</b>	
<b>Comments</b>		<b>Staff consultation on Council's draft 2014 - 2017 Corporate Sustainability Action Plan has been planned and will be conducted early in 2014. This Plan will inform Council's future corporate sustainability program.</b>		
<b>Reason</b>		<b>A review of Council's Corporate Sustainability Action Plan has been planned to coincide with the project time frames associated with the 828 Pacific Highway project.</b>		
<b>Remedial Action</b>		<b>Staff consultation on Council's draft 2014 - 2017 Corporate Sustainability Action Plan has been planned and will be conducted early in 2014.</b>		
 <b>Task</b>	<b>L3.1.4.1.2</b>	<b>Deliver Environmentally Sensitive Lands training and other staff engagement programs.</b>	<b>Sustainability Engagement Coordinator</b> <b>50%</b>	
<b>Comments</b>		<b>The Environmentally Sensitive Lands (ESL) training modules are currently being reviewed to inform the 2013-2014 ESL training calendar. Water Sensitive Urban Design (WSUD) training was conducted in December for 15 Development and Regulation and Strategy and Environment staff. Work also continues to integrate staff training requirements into Council's corporate system. Council's staff sustainability network, the Ku-ring-gai Green Backs, continue to meet monthly and promote sustainability tips in the monthly staff news, including the 'Nominate a Green Mate' campaign. A Beyond Zero Emissions lunch time seminar on renewable energy was hosted by the Ku-ring-gai Green Backs in October 2013 and a 'sustainable celebrations' display was set up at the Suakin Street depot and Council Chambers over the Christmas period. A lunchtime 'sustainable Christmas decorating' workshop was also held in December 2013.</b>		




Category	Code	Name	Progress Status	Responsible Officer
 Critical Action	L3.1.4.2	Monitoring and reporting on sustainability performance informs investment and management priorities.		
<b>Manager Environment and Sustainability</b>				
Comments	The configuration and implementation of the Envizi sustainability data management and reporting system is on schedule and is due to be completed in early 2014. Training will be provided to relevant staff on system functionality following the implementation phase. The Envizi platform will automate Council's current manual data capture and analysis processes and improve the way in which Council can monitor, manage and report on its sustainability performance.			
Highlights	The configuration and implementation of the Envizi sustainability data management and reporting system is due to be completed in early 2014. This platform will automate Council's current manual data capture and analysis processes and improve the way in which Council can monitor, manage and report on its sustainability performance.			
 Task	L3.1.4.2.1	Implement a sustainability data management and reporting system and develop appropriate performance indicators.		Senior Sustainability Officer
			50%	
Comments	The configuration and implementation of the Envizi sustainability data management and reporting system is on schedule and is due to be completed in early 2014. Training will be provided to relevant staff on use of the system following the implementation phase. The Envizi platform will automate Council's current manual data capture and analysis processes and improve the way in which Council can monitor, manage and report on its sustainability performance.			
Highlights	The configuration and implementation of the Envizi sustainability data management and reporting system is on schedule and is due to be completed in early 2014. The Envizi platform will automate Council's current manual data capture and analysis processes and improve the way in which Council can monitor, manage and report on its sustainability performance.			
Term Achievement	L3.1.5	Council services and programs are provided on the basis of equity, community priorities, and best value for money within available resources.		
 Critical Action	L3.1.5.1	Ensure optimal performance of Council's records management services and electronic document management system (TRIM) to ensure the timely delivery of information in response to community requests.		
<b>Manager Records &amp; Governance</b>				
Comments	The Records Team is delivering a quality service to the organisation in relation to records management and assisting users to understand and comply with their obligations under the State Records Act 1998 to keep and maintain good records.			
 Task	L3.1.5.1.1	Maintain Council's record management system and provide records management services.		Senior Records Officer
			50%	
Comments	<p><b>Records Statistics – October – December 2013</b></p> <p><b>Mail Outgoing:</b></p> <p>Small letters - 68,608                  Large letters - 3,232                  Others (parcels and International mail) - 1,535</p> <p><b>Registered Correspondence</b></p> <p>Documents registered into TRIM (by Records team - excluding administration and scanner logins) - 16,151                  Documents registered into TRIM (by Council officers) - 75,459                  File containers created in TRIM - 1,746</p> <p><b>Archiving</b></p>			










Category	Code	Name	Progress Status	Responsible Officer										
			25%											
<b>Comments</b>	<b>Expression of Interest for refurbishment and fitout of new administration premises was completed in November 2013, and Council resolved to delegate Tender shortlist to the General Manager &amp; Mayor in December 2013. The development application for the change of use as a public administration building and base building upgrade works required for the Building Code of Australia (BCA) compliance was lodged in December 2013.</b>													
<b>Reason</b>	<b>Relocation of Council staff into the new premises can only be completed once development application is approved and Tender is awarded for base building works and fit out completed and Occupation Certificate obtained.</b>													
<b>Remedial Action</b>	<b>Development application approval and Tender selection to be reported to Council in the New Year.</b>													
 <b>Task</b>	<b>L3.1.5.2.3</b>	<b>Conduct an Organisational Climate Survey.</b>		<b>Acting Human Resources Manager</b>										
			50%											
<b>Comments</b>	<b>A survey is scheduled to be conducted in the first half of 2014.</b>													
 <b>Task</b>	<b>L3.1.5.2.4</b>	<b>Develop a Workforce Action Plan.</b>		<b>Acting Human Resources Manager</b>										
			25%											
<b>Comments</b>	<b>Workforce Strategy is in place and review of Workforce Action Plan to commence in first half of 2014.</b>													
<b>Reason</b>	<b>Limited staff resources availability has delayed work on this Task.</b>													
<b>Remedial Action</b>	<b>Review of the Workforce Action Plan is to commence in 2014.</b>													
 <b>Task</b>	<b>L3.1.5.2.5</b>	<b>Review the Equity Diversity Strategy.</b>		<b>Acting Human Resources Manager</b>										
			50%											
<b>Comments</b>	<b>Work has commenced on the development of the 2014 - 2018 Equity Diversity Strategy. Ku-ring-gai Council's Equity Diversity Strategy is being benchmarked against other Local Government areas and will be tailored to the specific needs of this Council.</b>													
 <b>Task</b>	<b>L3.1.5.2.6</b>	<b>Implement an Equity and Diversity Strategy.</b>		<b>Acting Human Resources Manager</b>										
			50%											
<b>Comments</b>	<b>Equity and Diversity initiatives continue as as an integral part of Council's activities. New actions may be implemented following the completion of the Equity and Diversity Strategy for 2014 - 2018.</b>													
<b>Highlights</b>	<b>A draft Community Access Policy and Plan has been developed. This plan incorporates an education and training component and will deliver training in the areas of access and disability awareness induction and further training for key staff in access and disability knowledge.</b>													
 <b>Critical Action</b>	<b>L3.1.5.3</b>	<b>Provide a safe and healthy workplace for staff, contractors and the community.</b>		<b>Acting Human Resources Manager</b>										
	<table border="1"> <thead> <tr> <th>Code</th> <th>Performance Indicator</th> <th>Yearly Target</th> <th>Units</th> <th>Achieved to date</th> </tr> </thead> <tbody> <tr> <td>L3.1.5.3.A</td> <td>Reduction in Lost Time Injuries (LTI).</td> <td>5</td> <td>% reduction from same period in 2012.</td> <td>31</td> </tr> </tbody> </table>	Code	Performance Indicator	Yearly Target	Units	Achieved to date	L3.1.5.3.A	Reduction in Lost Time Injuries (LTI).	5	% reduction from same period in 2012.	31			
Code	Performance Indicator	Yearly Target	Units	Achieved to date										
L3.1.5.3.A	Reduction in Lost Time Injuries (LTI).	5	% reduction from same period in 2012.	31										
<b>Comments</b>	<b>The updating of the Standard Operating Procedures (SOPs) and Safe Work Method (SWM) documentation was completed. Changes to legislation were incorporated into the documents and the Safestart terminology added to all Operations documents as a key component of safe behaviour. The safety culture at Ku-ring-gai continues to develop and improve over time. In the period July to December 2013 council had 29 reported WHS incidents compared with 42 for the same period the year before, a 31% reduction.</b>													



Category	Code	Name	Progress Status	Responsible Officer										
		<p>There were 3 Lost time Injuries compared to 7 lost time injuries for the same period in 2012, a 57% reduction. Hours lost to injury reduced by 44%. 5 workers compensation claims were made compared to 14 for the same period in 2012, a 64% reduction. A review of ten years of workers compensation data was completed. This enabled Council to identify the major causes of injury and areas of significant Workers compensation cost to council. As a result, in 2014, a major focus on manual handling training will be on musculoskeletal training in all manual handling tasks in our high risk areas.</p> <p>Safestart refresher training will commence for Operations staff in February 2014. Staff new to the Operations area will be trained in Safestart once the mandatory WHS training has been delivered in the new year. Extension modules of the Safestart program will be delivered later in the calendar year. Safestart training remains an important component of Council's safety program and safety culture.</p>												
 Task	L3.1.5.3.1	Review the Work Health and Safety Strategy.	Health & Safety Coordinator 100%											
		This project was completed in the September quarter reporting period.												
 Task	L3.1.5.3.2	Implement a Work Health and Safety Management system.	Health & Safety Coordinator 50%											
Comments		<p>The updating of the Standard Operation Procedures (SOP's) and Safe Work Method Statements (SWMS) documentation was completed. Changes to legislation were incorporated into the documents and the Safestart terminology added to all Operations documents as a key component of safe behaviour. The safety culture at Ku-ring-gai continues to develop and improve over time. In the period July to December 2013 council had 29 reported WHS incidents compared with 42 for the same period the year before, a 31% reduction. There were 3 Lost time Injuries compared to 7 lost time injuries for the same period in 2012, a 57% reduction. Hours lost to injury reduced by 44%. 5 workers compensation claims were made compared to 14 for the same period in 2012, a 64% reduction. A review of ten years of workers compensation data was completed. This enabled council to identify the major causes of injury and areas of significant Workers compensation cost to council. As a result, in 2014, a major focus on manual handling training will be on musculoskeletal training in all manual handling tasks in our high risk areas.</p>												
 Task	L3.1.5.3.3	Deliver the SafeStart Safety Program.	Health & Safety Coordinator 50%											
Comments		Safestart refresher training will commence for Operations staff in February 2014. Staff new to the Operations area will be trained in Safestart once the mandatory WHS training has been delivered in the new year. Extension modules of the Safestart program will be delivered later in the calendar year. Safestart training remains an important component of Council's safety program and safety culture.												
 Critical Action	L3.1.5.4	Create a culture that builds skills and supports staff in professional development opportunities.		Acting Human Resources Manager										
Comments		<table border="1"> <thead> <tr> <th>Code</th> <th>Performance Indicator</th> <th>Yearly Target</th> <th>Units</th> <th>Achieved to date</th> </tr> </thead> <tbody> <tr> <td>L3.1.5.4.A</td> <td>Staff participation in learning and development.</td> <td>40</td> <td>%</td> <td>19.6</td> </tr> </tbody> </table> <p>Following the finalisation of Council's annual Performance Assessment process, the training needs analysis for the 2014 Corporate and Mandatory Work Health and Safety (WHS) training has been completed. Trainers and venues have been booked for mandatory WHS training which commences in February 2014. Council's identified Corporate training is being scheduled to follow the delivery of WHS training.</p>	Code	Performance Indicator	Yearly Target	Units	Achieved to date	L3.1.5.4.A	Staff participation in learning and development.	40	%	19.6		
Code	Performance Indicator	Yearly Target	Units	Achieved to date										
L3.1.5.4.A	Staff participation in learning and development.	40	%	19.6										
 Task	L3.1.5.4.1	Deliver Training Plans and programs.	Acting Human Resources Manager 50%											


Category	Code	Name	Progress Status	Responsible Officer										
<b>Comments</b>	Following the finalisation of Council's annual Performance Assessment process, the training needs analysis for the 2014 Corporate and Mandatory Work Health Safety (WHS) training has been completed. Trainers and venues have been booked for mandatory WHS training which commences in February 2014. Council's identified Corporate training is being scheduled to follow the delivery of WHS training.													
<b>Highlights</b>	A number of staff recently completed the Cert IV Customer Contract program with great success. Part of this program included the development of a number of projects which were presented to the Senior Management team and were extremely well received. It is expected that these initiatives will enhance Council's customer service delivery.													
 <b>Task</b>	L3.1.5.4.2	Deliver staff reward and recognition program.	Acting Human Resources Manager	50%										
<b>Comments</b>	Reward and recognition activities are in place and policy is currently being reviewed.													
 <b>Critical Action</b>	L3.1.5.5	Information management systems, technologies and procedures are in place to support the organisation's strategic objectives.	Manager Information Services											
	<table border="1"> <thead> <tr> <th>Code</th> <th>Performance Indicator</th> <th>Yearly Target</th> <th>Units</th> <th>Achieved to date</th> </tr> </thead> <tbody> <tr> <td>L3.1.5.5.A</td> <td>Computer network availability.</td> <td>98</td> <td>% consistently maintained.</td> <td>99</td> </tr> </tbody> </table>				Code	Performance Indicator	Yearly Target	Units	Achieved to date	L3.1.5.5.A	Computer network availability.	98	% consistently maintained.	99
Code	Performance Indicator	Yearly Target	Units	Achieved to date										
L3.1.5.5.A	Computer network availability.	98	% consistently maintained.	99										
<b>Comments</b>	<p>Information Management systems and procedures are actively monitored and maintained resulting in availability targets being met throughout this period. Support requests remained steady and service levels are being met. The annual PC replacement was completed in October with one third of Council's PCs having been refreshed. In December the design for a new storage system was completed and signed off, this upgrade to Council's network infrastructure will help support the growing system and data requirements.</p> <p>The Information Management Strategic Plan has been reviewed and overall the delivery of relevant projects is progressing well. Issues identified with some project schedules and/or budget have been addressed and adjustments were made where required.</p> <p>Council's e-Business and online service delivery solutions are being expanded through two main projects this year. In December the Wildflower Garden Bush Kids programme was opened to the public for online bookings. Implementation of the eProperty system was also started with Phase 1 due to deliver online 149 &amp; 603 certificates along with online payments later this year.</p> <p>The Graphical Information System (GIS) continues to be updated and expanded to provide additional functionality and information to both staff and the public through Council's website.</p> <p>Council's website is being actively maintained to ensure the content is relevant and current, reporting has shown that utilisation by the public has increased over the past six months.</p>													
<b>Highlights</b>	Wildflower Garden Bush Kids programme was opened to the public for online bookings.													
 <b>Task</b>	L3.1.5.5.1	Review and Implement Information Management Strategic plan projects and ensure appropriate funding is identified.	Manager Information Services	50%										
<b>Comments</b>	<p>Overall the majority of projects are either on schedule and budget or were not due to commence this quarter as they are dependant on others being completed beforehand.</p> <p>Enterprise Asset Management - Recreational Facilities implementation - User acceptance testing and training was completed for this implementation and the system is due to be implemented early February 2014.</p> <p>Performance Planning upgrade - Project has been delayed slightly due to internal resourcing and will recommence at the beginning of April. However, work on the risk management component has started and is progressing well.</p>													

Category	Code	Name	Progress Status	Responsible Officer
<p><b>Enterprise Asset Management - Projects, Workflow, Mobile Solutions and Work Scheduler and Dispatch modules - Implementation of these additional modules are dependant on the completion of the Recreational Facilities asset class and were therefore not due to start as yet.</b></p>				
 Task	L3.1.5.5.2	Continual expansion of relevant integrated E-Business and online service delivery.	40%	Manager Information Services
Comments	<p>Implementation of eProperty (Phase 1) is progressing well and will provide an online system for ordering 149 &amp; 603 certificates as well as an online payment facility for any debt members of the public have with Council. Testing of the system will commence early in the new year after which a release date will be scheduled.</p> <p>The online Booking System implementation is continuing and December saw the Wildflower Garden Bush Kids programme go live allowing members of the public to book and pay for the various events and activities online. The implementation of this system is taking longer than originally anticipated, mainly due to the complexity of some booking processes, however steady progress is being made to move all bookings online.</p>			
Reason	<p>The delays being experienced with the Booking System implementation are mainly due to the complexity of automating manual booking processes. The combination of fee structures, event requirements and site hire rules and regulations are proving more complex than originally anticipated and will require more time.</p>			
Remedial Action	<p>The schedule and resources for the Booking System project are being reviewed and will be adjusted accordingly taking into consideration the experience from the booking classes already implemented and the time taken so far.</p>			
Highlights	<p>The Wildflower Garden Bush Kids programme for the December\January school holiday period went live for online bookings.</p>			
 Task	L3.1.5.5.3	Council's Geographic Information System (GIS) is maintained and updated.	50%	Manager Land Information
Comments	<p><b>Geographical Information Systems</b>                  All GIS and TechnologyOne Property databases were updated as a result of 53 new subdivisions registered at NSW LPI which resulted in the creation of 61 new residential properties and 438 new residential units.                  Work was completed on the creation of 9 new GIS layers and the production of 180 maps required for the submission of Ku-ring-gai Local Environmental Plan 2013 to NSW Planning &amp; Infrastructure. The GIS layers created included Land Zoning, Lot Size, Floor Space Ratio, Height of Buildings, Heritage, Land Reservation Acquisition, Riparian Lands, Biodiversity and Acid Sulfate Soils covering all land with the Ku-ring-gai Local Government Area except the land covered by Ku-ring-gai Local Environmental Plan (local Centres) 2012.                  Work has commencing on the development of a new web application to provide a public mapping component to Council's Website. It will incorporate access to Community information i.e. schools, childcare facilities, waste collection zones etc, GIS layers i.e. zoning, heritage items, aerial photography and eventually link to other services such as bookings and customer requests.                  A total of 2,402 Planning Certificates were issued during this period which represents a 20% increase in the number issued for the same period last year.</p>			
Highlights	<p>Work was completed on the creation of 9 new GIS layers and the production of 180 maps required for the submission of Ku-ring-gai Local Environmental Plan 2013 to NSW Planning &amp; Infrastructure.</p>			
 Task	L3.1.5.5.4	Maintain Council's website.	50%	Communications Coordinator
Comments	<p>The Council website and mobile site was updated daily. Over 20 website contributors throughout the organisation update content for their teams, which is checked by communications before publishing.</p>			
 Task	L3.1.5.5.5	Monitor and report on use of web site.	50%	Communications Coordinator
Comments	<p>Monthly statistics were issued on website usage. Between July and December the website had: 294,603 visits;</p>			

Category	Code	Name	Progress Status	Responsible Officer
Highlights		<p><b>153,100 unique visitors;</b>  <b>1,034,482 pageviews;</b> and  <b>43% were new visits.</b></p> <p>The most popular pages were:  <b>1. Home page;</b>  <b>2. Library;</b>  <b>3. DA tracking;</b>  <b>4. House waste and recycling;</b> and  <b>5. Contact us.</b></p> <p>Between July and December the website had:  <b>294,603 visits;</b>  <b>153,100 unique visitors;</b>  <b>1,034,482 pageviews;</b> and  <b>43% were new visits.</b></p>		
 Critical Action	L3.1.5.6	Council's services have been reviewed against community needs, objectives and strategic directions.		Manager Integrated Planning, Property & Assets
Comments		Preliminary scoping has been commenced for this task however progression is dependent on the further advancement developing a program of specification of Council's services, including defined service levels, against contemporary community expectations. Work completed so far includes research of local government practice, resource requirements and project staging.		
Reason		Whilst community service levels for Council's infrastructure assets have been completed the progression of the service review has been delayed due to available resources being re-directed to other priorities, including the transfer of monitoring and reporting protocols for the Community Strategic Plan, Delivery Program and Operational Plan to Council's corporate Performance Planning system, completion of the 2012-2013 Annual Report and preparation of the 2014-2015 Delivery Program and Operational Plan and IPART application.		
Remedial Action		Progression of this is now deferred to the fourth quarter and work on this task will be limited in the current 2013-2014 year. It is therefore recommended that Task L3.1.5.6.2 be carried over to the 2014-2015 Operational Plan for completion.		
 Task	L3.1.5.6.1	Undertake a program of specification of Council's services, including defined service levels, against contemporary community expectations.	24%	Integrated Planning Coordinator
Comments		Progression of this task has been deferred to the fourth quarter. Work completed so far includes research of local government practice, resource requirements and potential for staging.		
Reason		Further progression of this task has been delayed due to available resources being directed to other work priorities. This includes the transfer of monitoring and reporting protocols for the Community Strategic Plan, Delivery Program and Operational Plan to Council's corporate Performance Planning system, completion of the 2012-2013 Annual Report and preparation of the 2014-2015 Delivery Program and Operational Plan.		
Remedial Action		Progress on this task has been deferred to the fourth quarter.		
 Task	L3.1.5.6.2	Commence a whole of organisation service review.	6%	Integrated Planning Coordinator
Comments		Preliminary scoping has been commenced for this task however progression is dependent on the further advancement and outcomes of Task L3.1.5.6.1 (Undertake a program of specification of Council's services, including defined service levels, against contemporary community expectations) which has been deferred to the fourth Quarter. In view of the delay with Task L3.1.5.6.1 it is recommended that this Task L3.1.5.6.2 be carried over to the 2014 - 2015 Operational Plan.		

Category	Code	Name	Progress Status	Responsible Officer	
<b>Reason</b>	Required actions for this task are dependent on the significant progression and outcomes of Task L3.1.5.6.1 (Undertake a program of specification of Council's services, including defined service levels, against contemporary community expectations), which has been delayed due to available resources being directed to other work priorities.				
<b>Remedial Action</b>	Work on this task will be very limited in the current 2013-2014 year. It is recommended that Task L3.1.5.6.2 be carried over to the 2014 - 2015 Operational Plan.				
<input checked="" type="checkbox"/> <b>Task</b>	L3.1.5.6.3	Undertake a whole of organisation structural review and report on efficiency savings.	Acting Human Resources Manager	100%	
This project was completed in the September quarter reporting period.					
<input checked="" type="checkbox"/> <b>Critical Action</b>	L3.1.5.7	Council provides quality customer service.	Manager Corporate Communications		
	<b>Code</b>	<b>Performance Indicator</b>	<b>Yearly Target</b>	<b>Units</b>	<b>Achieved to date</b>
	L3.1.5.7.A	Customer service enquiries responded to within agreed service delivery standard.	85	%	85
	L3.1.5.7.B	Customer requests actioned within agreed service delivery standard.	85	%	85
<b>Comments</b>	During the reporting period, there have been a number of improvements in the customer service unit that include the introduction of new work practices resulting in improved response times and information gathering and new online services for the community.				
<b>Highlights</b>	New and revised customer service standards have been developed and implemented. These include: <ul style="list-style-type: none"> <li>* improved response times;</li> <li>* roles and responsibilities;</li> <li>* telephony processes and techniques;</li> <li>* new technologies;</li> <li>* improved partnership with overflow organisation; and</li> <li>* introduction of online support via the website.</li> </ul> Over 40 staff completed the Certificate IV qualifications in Customer Contact.				
<input checked="" type="checkbox"/> <b>Task</b>	L3.1.5.7.1	Implement Customer Service Standards.	Manager Corporate Communications	50%	
<b>Comments</b>	New and revised customer service standards have been developed and/ or implemented. These included working hours, roles and responsibilities, telephony processes and techniques, new technologies and improved partnership with overflow organisation.				
<b>Highlights</b>	New working standards implemented for the customer service team including roles and responsibilities, availability, use of new technologies and advanced telephony processes and techniques.				
<b>Term Achievement</b>	L4.1.1	Community engagement utilises effective and varied communication channels to reach all sections of the community.			
<input checked="" type="checkbox"/> <b>Critical Action</b>	L4.1.1.1	Implement a program of innovative and effective engagement to provide a better understanding of Council services, programs and facilities to the community.			
			Manager Corporate Communications		
	<b>Code</b>	<b>Performance Indicator</b>	<b>Yearly Target</b>	<b>Units</b>	<b>Achieved to date</b>
	L4.1.1.1.A	Community engagement activities facilitated by Council.	100	% completion of agreed annual program.	50

Category	Code	Name	Progress Status	Responsible Officer										
<b>Comments</b>	An engagement strategy was developed during the reporting period, for a series of projects including special rate variation for Infrastructure Assets, activate Lindfield program and St Johns Avenue program.													
<b>Highlights</b>	Council prepared new engagement strategies to help guide and direct representative and inclusive consultation for the IPART application, Activate Lindfield project and St Johns Avenue streetscape project.													
<b>Task</b>	L4.1.1.1.1	Develop an organisational community engagement program consistent with the Community Engagement Strategy.	Economic & Social Development Coordinator	50%										
<b>Comments</b>	An engagement strategy was developed for a series of projects including: * Special rate variation for Infrastructure Assets * Activate Lindfield program * St Johns Avenue program													
<b>Highlights</b>	Council prepared new engagement strategies to help guide and direct representative and inclusive consultation for the IPART application, Activate Lindfield project and St Johns Avenue streetscape project.													
<b>Term Achievement</b>	L4.1.2	Contribute to enhancing and protecting Council's reputation and public image.												
<b>Critical Action</b>	L4.1.2.1	Proactively monitor media and public comment and develop and coordinate the Council's actions in response.	Manager Corporate Communications											
	<table border="1"> <thead> <tr> <th>Code</th> <th>Performance Indicator</th> <th>Yearly Target</th> <th>Units</th> <th>Achieved to date</th> </tr> </thead> <tbody> <tr> <td>L4.1.2.1.A</td> <td>Increase in community access of information about local activities and services.</td> <td>5</td> <td>% increase in access.</td> <td>2.5</td> </tr> </tbody> </table>				Code	Performance Indicator	Yearly Target	Units	Achieved to date	L4.1.2.1.A	Increase in community access of information about local activities and services.	5	% increase in access.	2.5
Code	Performance Indicator	Yearly Target	Units	Achieved to date										
L4.1.2.1.A	Increase in community access of information about local activities and services.	5	% increase in access.	2.5										
<b>Comments</b>	Council actively monitors and manages media and public comment to ensure timely and accurate responses to topics affecting Ku-ring-gai. All corporate communications printed via Council's print room are reviewed and brought up to visual design standards before printing. All website pages are reviewed by communications to ensure compliance with standards prior to publishing.													
<b>Highlights</b>	Communications staff prepared a detailed submission for the Bluett Award, and was selected as a finalist. Staff also actively promoted many programs, projects and achievements including the Acron Oval upgrade, Bancroft Park upgrade, Habitat Stepping Stones, fox baiting, and environmental and planning awards.													
<b>Task</b>	L4.1.2.1.1	Monitor media and public comment and coordinate Council's response.	Manager Corporate Communications	50%										
<b>Comments</b>	Regular monitoring of local media and communications channels including press, online, social media and email. Timely response to local media via range of communication channels including statements, letters to editor, Mayoral Message. Attendance at Council meetings to respond to media.													
<b>Task</b>	L4.1.2.1.2	Proactively publicise and manage Council's achievements, programs, policies and projects.	Communications Coordinator	50%										
<b>Comments</b>	Communications prepared a detailed submission for the Bluett Award and was selected as a finalist. We also actively promoted many programs, projects and achievements including the Acron Oval upgrade, Bancroft Park upgrade, Habitat Stepping Stones, fox baiting, environmental and planning awards.													
<b>Highlights</b>	Finalist for the Bluett Award.													

Category	Code	Name	Progress Status	Responsible Officer
	<b>Task</b>	<b>L4.1.2.1.3 Monitor and apply corporate communications and visual design standards to Council's communication materials, products and website.</b>	<b>Communications Coordinator</b>  <b>50%</b>	<b>Communications Coordinator</b>
<b>Comments</b>	<b>All corporate communications printed via Council's print room are reviewed and brought up to visual design standards before printing. All website pages are reviewed by communications to ensure compliance with standards prior to publishing.</b>			