1   Civic Leadership

	Code	Name	Start Date	Target Date	Performance	Responsible Officer
✅	1	**Civic Leadership**			**61%**	
✅	1.1.1	**Establish sustainability as a basis of shire planning and Council's own business operations**			**85%**	
✅	1.1.1.1.1	**Review of all tender documents to include sustainability clause**	Jul-11		**100%**	SCE

Status Comments   The review is continuing.

	Code	Name	Start Date	Target Date	Performance	Responsible Officer
☑	1.1.1.2.1	**Prepare Draft LEP's in accordance with the sustainability objectives of the Environmental Planning and Assessment Act 1979 and other relevant legislation**			**100%**	CPR

Complete.

	Code	Name	Start Date	Target Date	Performance	Responsible Officer
✅	1.1.1.8.1	**Review and refine current working draft**	Jul-11		**70%**	C&NR

Status Comments   Revision of Biodiversity Development Control Plan is progressing well. Currently seeking input from planning staff.
No action in this quarter (March 2013) due to other commitments.

	Code	Name	Start Date	Target Date	Performance	Responsible Officer
☑	1.1.1.9.1	**Expression of interest for preferred supplier for all short run digital printing featuring recycled options as standard**			**100%**	CMC

Complete.

	Code	Name	Start Date	Target Date	Performance	Responsible Officer
☑	1.1.1.9.3	**Tenders called for production of Tweed Link on 100% recycled paper utilising soy based inks**			**100%**	CMC

Complete.

	Code	Name	Start Date	Target Date	Performance	Responsible Officer
✅	1.1.1.3.1	**Assessment in accordance with the sustainability objectives of the Environmental Planning and Assessment Act 1979 and other relevant legislation**			**75%**	MDA

Code	KPI	Target	Units	Achieved	Notes
1	Number of successful s123 EPAA legal challenges against Council	0	0	1	

	Code	Name	Start Date	Target Date	Performance	Responsible Officer
✅	1.1.1.4.1	**Assessment in accordance with the sustainability objectives of the Environmental Planning and Assessment Act 1979, Local Government Act 1993 and other relevant legislation**			**75%**	MBEH

Code	KPI	Target	Units	Achieved	Notes
1	Number of successful s123 EPAA legal challenges against Council	0	0	0	

Status Comments   Legal action was initiated in relation to a number of issues within 2 caravan parks during the quarter.

	Code	Name	Start Date	Target Date	Performance	Responsible Officer
✅	1.1.1.5.1	**Assessment in accordance with the sustainability objectives of the Environmental Planning and Assessment Act 1979, Local Government Act 1993 and other relevant legislation**			**75%**	CDE

Code	KPI	Target	Units	Achieved	Notes
1	Number of successful legal challenges against Council	0	Number	0	

1   Civic Leadership

	Code	Name	Start Date	Target Date	Performance	Responsible Officer
	Status Comments	**No challenges this quarter.**				
✓	**1.1.1.6.1**	**Assess and determine applications creating new public infrastructure, carryout all mandatory inspections and compliance checks and undertake a final comprehensive quality control assessment for compliance with all conditions, approvals and standards associated with the subdivision prior to creation of the new title and subsequent acceptance of the public infrastructure.**			**75%**	**CDE**

Code	KPI	Target	Units	Achieved	Notes
1	**Number of successful legal challenges against Council**	0	**Number**	0	

	Status Comments	**No challenges this quarter.**				
✓	**1.1.1.7.1**	**Review and update environmental safety component of OMS**			**75%**	**C&NR**

Code	KPI	Target	Units	Achieved	Notes
1	**Annual update completed and incorporated into OMS**	100	**Percentage**	100	

	Status Comments	**Sustainability provisions of Procurement Protocol being applied.**				
✓	**1.1.2**	**Create a sustainable, social and environmentally aware community through education**			**72%**	
✓	**1.1.2.2.1**	**Revise and enhance Council website**		**Jul-11**	**85%**	**CMC**
	Status Comments	Tweed Shire Council is developing a new website. The new site is moving to a Content Management System source from Council's Corporate Knowledge Base with improved accessibly, searchability, structure and function. The changes will make the site customer friendly and easier to find information. Drafts and design of the site structure and website layout are being developed and the Communications and Marketing Unit is working with units to improve content, layout and functionality of the new website. The Corporate Knowledge Base is near completion with approximately one month of development work remaining then site design will commence for TSC sites. Anticipated launch mid to late 2013 depending on resourcing. Work has begun on selecting and reviewing possible 'e-readers' for the new site to enhance accessibility.				
✓	**1.1.2.1.1**	**Environmental education programs delivered which foster greater understanding and behavioural change in the community**			**75%**	**CWM**

Code	KPI	Target	Units	Achieved	Notes
1	**Number of media and advertising initiatives undertaken relating to environmental projects**	5	**Number**	9	

	Status Comments	**The number of media and promotion activities is 9. Facility tours and education initiatives not included.**				
✓	**1.1.2.2.3**	**Regular media releases about new programs, services or workshops to local media**			**75%**	**CMC**

Code	Name					Start Date	Target Date	Performance	Responsible Officer

Code	KPI	Target	Units	Achieved	Notes
1	Number of media releases	39	Number	50	

Status Comments Tweed Shire Council has a dedicated online Media Centre/Newsroom including an image gallery at http://www.tweed.nsw.gov.au/MediaCentre/MediaCentre.aspx and offers an online media subscription service for media and the general public. Council proactively disseminates media releases based on newsworthy principles. Number of Media Releases for March were 20 bring the total at the end of the quarter at 55. Media Subscription Service totalled 445.

1.1.2.2.4 Produce biannual Water Bulletin featuring updates on water demand and augmentation strategies and tips on water saving   75%   CMC

Code	KPI	Target	Units	Achieved	Notes
1	Distribution of biannual water bulletin with Water Notices	80	Percentage	80	

Status Comments No Action this quarter, next Water Notices in June/July. Draft of next edition being considered.

1.1.3 Prepare for climate change through adaptation and mitigation strategies   59%

1.1.3.2.1 Tweed Valley Floodplain Risk Management Study   95%   PIE
Jul-11

Status Comments Discussion papers and Draft Risk Management Study and Plan exhibited for 6 weeks over July and August. Four community information sessions held. Submissions received, and being considered by the consultants, for finalisation of the report.

1.1.3.2.2 Coastal Creeks Floodplain Risk Management Study   60%   PIE
Jul-11

Status Comments Consultants presented work to date to Floodplain Management Committee meeting held 8 March 2013. Committee recommendations provided back to consultants for action.

1.1.3.3.1 Update Tweed Shire Local Action Plan for Greenhouse Gas Reduction to establish new reduction targets and identify / prioritise mitigation and adaptation actions.   5%   C&NR
Jul-11

Status Comments Review of existing plan undertaken.

1.1.3.1.1 Engage in the National Greenhouse and Energy Reporting Scheme for council landfill facilities   75%   CWM

Code	KPI	Target	Units	Achieved	Notes
1	Percentage of project completed	25	Percentage	25	

Status Comments Completed for the financial year 2012. This included data capture, calculations and entry into Federal Government emissions register (OSCAR) prior to the due date of November 2012.

1.2.1 Council will be underpinned by good governance and transparency in its decision making process   77%

1.2.1.2.2 Update Councillor Web Portal to include fillable forms   100%   DTCS

Code	Name	Start Date	Target Date	Performance	Responsible Officer
		Jul-11			
	Complete.				
✓ 1.2.1.3.1	**Local Government Elections September 2012**			**100%**	**MCG**
	Complete.				
✓ 1.2.1.3.2	**Induction of Councillors following September 2012 election**	Jul-11		**100%**	**DTCS**
	Complete.				
● 1.2.1.5.2	**Review Council Policies following local government election**	Jul-12		**25%**	**DTCS**
Status Comments	**Policies currently under review and scheduled for adoption in September 2013.A report on the review will be considered at the June Council Meeting.**				
● 1.2.1.6.3	**Promote and market Councils Smartphone application**			**75%**	**DTCS**
Status Comments	**Marketing of the Council Smartphone and SMS service has continued via: Tweed Link Articles and links, the Council website, at the Tweed Heads and Murwillumbah Customer Service Offices via digital marketing screens, brochure racks, front counters and pull up banners and at the Council Family Fun Day during Local Government Week. A mid-life review of the platform and content has been conducted and a refreshed version of the application released. Inclusion of the application in the Apple and Android stores is expected in May 2013.**				
● 1.2.1.1.1	**Provision of training to Councillors and staff**			**75%**	**DTCS**

Code	KPI	Target	Units	Achieved	Notes
1	**Number of training sessions**	2	**Number**	2	
2	**Number of Code of Conduct complaints**	0	**Number**	6	

Code	Name	Start Date	Target Date	Performance	Responsible Officer
Status Comments	**Training sessions have been undertaken on the Model Code of Conduct and Code of Meeting Practice. Workshop sessions have also been conducted on the Integrated Planning and Reporting Framework requirements, including the 2013/2014 Budget. Councillors have also attended training courses and seminars presented external of Council. Six Code of Conduct complaints have been received that are currently in the investigation and review phase.**				
● 1.2.1.2.1	**Provision of business paper for council meetings and committee meetings in accordance with Code of Meeting Practice**			**75%**	**DTCS**

Code	KPI	Target	Units	Achieved	Notes
1	**Number of business papers prepared**	3	**Number**	6	

Code	Name	Start Date	Target Date	Performance	Responsible Officer
Status Comments	**Ordinary council meetings were held in January, February and March. Council meetings currently being held the third Thursday of the month with business papers being provided on the Tuesday of the week preceding the council meeting utilising iPads and made available to the public in accordance with the Code of Meeting Practice. Three Extraordinary Council Meetings have also been held in February and March 2013.**				
● 1.2.1.4.1	**Undertake internal program and reporting to ensure Strategic Tasks are completed and timeframes met**			**75%**	**DTCS**

Code	Name				Start Date	Target Date	Performance	Responsible Officer

Code	KPI	Target	Units	Achieved	Notes
1	Strategic tasks failed to be completed in timeframes set	0	Number	0	

Status Comments   Strategic tasks as identified by the Division of Local Government have all met the required timeframes for completion. The major strategic task completed during this quarter has been the Adoption of the 2013/2023 Community Strategic plan, which is available on council's website with the appropriate advice being provided to the Minister for Local Government of its adoption. The Model Code of Conduct and associated Procedure for the Administration of the Code have also been adopted during this period.

✅ **1.2.1.5.1   Council policies reviewed, reported to Council and placed on public exhibition as required**   75%   DTCS

Code	KPI	Target	Units	Achieved	Notes
1	Percentage of policies compliant	100	Percentage	100	

Status Comments   Policies continue to be internally reviewed to ensure compliance. Following the September 2012 election all council policies must be reviewed within twelve months of the election with a reported scheduled for the June Council Meeting. The Code of Conduct and associated Procedure for Administration, Code of Meeting Practice, Drought Water Restrictions, Secondary Employment, River Health Grants and Naming of Streets and Roads Policies have been adopted in this period. Draft Policies currently on public exhibition are: Subpoenas, Dealing with Difficult People and Disposal of Surplus Goods, Materials and Portable Assets.

✅ **1.2.1.6.1   Process informal and formal access to information requests**   75%   DTCS

Code	KPI	Target	Units	Achieved	Notes
1	Number of informal requests processed	0	Number	169	
2	Formal requests granted	0	Number	0	
3	Formal request denied	0	Number	0	

Status Comments   Informal access requests averaged at 10 per week and all were processed in a timely manner. No Formal Requests were lodged during this quarter.

✅ **1.2.1.6.2   Maintain Council's publically accessible information through its website and Smartphone application**   75%   DTCS

Code	KPI	Target	Units	Achieved	Notes
1	Target service level for information updated provided within 5 days	75	Percentage	100	

Status Comments   Council's smartphone application (m.tweed.nsw.gov.au) provides an array of publicly accessible information. New facilities available on Council's website include links to NSW Government 'eHousing' portal for electronic submission of complying and exempt DA's and a facility to link mapping information to development applications received. Enhancements this period include the addition of a Building Inspection Request Form and Reporting an Issue via a Customer Request Form as well as new information on the website relating to Destination 2036 and the review of the Local Government Act.

✅ **1.2.2   Decisions made relating to the allocation of priorities will be in the long term interests of the community**   75%

✅ **1.2.2.1.1   Council decisions will be in accordance with the Community Strategic Plan**   75%   DTCS

Code	KPI	Target	Units	Achieved	Notes
1	Number of council decisions per quarter	0	Number	184	

	Code	Name		Start Date	Target Date	Performance	Responsible Officer

| | Status Comments | Council resolutions have been in accordance with the objectives and strategies contained within the Community Strategic Plan and include Ordinary and Extraordinary Council Meetings. The report template for Council meetings is being fully utilised which includes references to the themes and linkages to appropriate Integrated Planning and Reporting Framework documents. | | | | | |

| ✅ | **1.2.3** | **Financial requirements and the community's capacity to pay will be taken into account when meeting the community's desired levels of service** | | | | **75%** | |

| ☑ | **1.2.3.1.2** | **Audited Annual Financial Reports** | | | | **100%** | **DTCS** |
| | Complete. | | | | | | |

| ✅ | **1.2.3.2.1** | **Annual review of the Long-term Financial Plan in conjunction with the Operational Plan** | | | | **100%** | **DTCS** |
| | Status Comments | Annual review of the Long-term Financial Plan ('LTFP') concurrent with budget and operational plan cycle: December to April each year. Impacts to the LTFP are also considered and allowed for at each quarterly budget review. Reports to Council with impacts to the LTFP are also included in the Council reporting template. The review of the Long Term Financial Plan for 2013/14 has been completed and will be reported to Council in April for placement on public exhibition. | | | | | |

| ✅ | **1.2.3.2.2** | **Coordinate the progress of asset improvement program as defined in section 8 of the Asset Management Plans** | | | **Jul-11** | **60%** | **DTCS** |
| | Status Comments | Asset Management Plan Improvement Program is an ongoing project to be completed over a multi year period. Implementation of the new TechnologyOne Enterprise Asset Management ('EAM') system for Fleet went 'live' in October 2012. Upgrade to Assetic MyData V1.5 went live in December 2012. The integration of the Assetic and EAM asset registers will occur in 2013. | | | | | |

| ✅ | **1.2.3.1.1** | **Prepare and maintain a balanced budget throughout the financial year.** | | | | **75%** | **DTCS** |

Code	KPI	Target	Units	Achieved	Notes
1	Quarterly budget review report to Council within statutory timeframe	1	Number	1	

| | Status Comments | Quarterly Budget Review for the September quarter submitted to November 2012 Council meeting; December quarter submitted to the February 2013 Council meeting. Carry over works from 2011/2012 reported to the October 2012 Council meeting. | | | | | |

| ✅ | **1.2.3.1.3** | **Provide financial information to the organisation to ensure budget control** | | | | **75%** | **DTCS** |

Code	KPI	Target	Units	Achieved	Notes
1	Monthly account balances reconciliation	3	Number	3	

| | Status Comments | Monthly account reconciliation completed on time. Power budget software application tool deployed to provide easy access to budget and financial information to staff with delegation. Monthly investment reports and quarterly budget adjustments have been reported within statutory time. The 2012/2013 budget adopted at June 2012 Council meeting. | | | | | |

| ✅ | **1.2.3.3.1** | **Review and administer Developer Contribution (s94) Plans** | | | | **38%** | **PIE** |

Code	KPI	Target	Units	Achieved	Notes
1	Section 94 Developer Contribution Plans reviewed	2	Number	1	

| | Status Comments | Draft Contributions Plan No.23 - Off Site Parking was reported to the December Council meeting and placed on public exhibition. Reported to | | | | | |

	Code	Name		Start Date	Target Date	Performance	Responsible Officer
		April meeting for adoption.					

1.2.4   Involve communities including youth, elderly and aboriginal groups in decision making that affects their area and the wider Tweed community — **75%**

	Code	Name		Start Date	Target Date	Performance	Responsible Officer
✔	1.2.5.6.2	Launch facebook as an informal communication tool		Jul-11		100%	CMC

Complete.

	Code	Name		Performance	Responsible Officer
✅	1.2.4.3.2	Administer Beach Safety Liaison Committee		75%	MRS

Code	KPI	Target	Units	Achieved	Notes
1	Beach Safety Liaison Committee meetings held quarterly	1	Number	1	

Status Comments   First meeting of 2013 will be scheduled upon receipt of draft Coastal Safety Audit.

1.2.5   Effective communication between Council and Community groups — **67%**

	Code	Name		Start Date	Performance	Responsible Officer
✔	1.2.5.4.1	Introduce biannual Community Roundtables as part of the review of the Community Strategic Plan		Jul-12	100%	CMC

Complete.

	Code	Name		Performance	Responsible Officer
✅	1.2.5.1.1	Present education session to the community on Council's revenue functions		0%	DTCS

Code	KPI	Target	Units	Achieved	Notes
1	Number of community presentations	0	Number	1	

Status Comments   There were no formal presentations to ratepayer groups during this period quarter. Information for rate payers and community groups including Council's Knowledge Base has been updated to include current statistics.   Community information will be further updated in May following the exhibition of the Draft 2013/2014 Revenue Policy and Draft Resourcing Strategy.

	Code	Name		Performance	Responsible Officer
✅	1.2.5.2.1	Community access session in accordance with Code of Meeting Practice schedule		67%	DTCS

Code	KPI	Target	Units	Achieved	Notes
1	Number of Community Access sessions held per annum	3	Number	3	

Status Comments   Community Access sessions conducted during March in Murwillumbah. Following adoption of Code of Meeting Practice in February 2013, Community Access sessions are now conducted on the second Thursday of the month, which is the Thursday of the week preceding the Council Meeting.

	Code	Name		Performance	Responsible Officer
✅	1.2.5.3.1	Engage the community in interactive infrastructure tours of Council facilities (i.e. Sustainable Living Centre, Wastewater Treatment Plants, Resource Recovery Centre, Water Treatment Plants and Pottsville Environment Centre)		75%	CWM

Code	Name					Start Date	Target Date	Performance	Responsible Officer

Code	KPI	Target	Units	Achieved	Notes
1	Infrastructure tours conducted	6	Number	7	

Status Comments   Infrastructure tours conducted include recycling facility, coastal and creek tours, and sustainable living centre.

1.2.5.6.1   Produce editions of Council's newspaper the Tweed Link   75%   CMC

Code	KPI	Target	Units	Achieved	Notes
1	Number of editions of the Tweed Link	11	Number	13	

Status Comments   January - Issues 792-794 = 3.
February - Issues 795-798 = 5.
March - Issues 799 - 802 = 4.

The Tweed Link celebrated its 800th edition on 12 March.

1.2.5.7.1   Sportsfield Officer to liaise with sporting organisations   75%   MRS

Code	KPI	Target	Units	Achieved	Notes
1	Number of sporting organisations engaged	20	Number	20	

Status Comments   Sportsfield officer undertaking effective on-going liaisons with sporting groups.

1.2.5.7.2   Provide up to date sporting information on Council's website   75%   MRS

Code	KPI	Target	Units	Achieved	Notes
1	Information of Council field closures is maintained on TSC website	100	Percentage	100	

Status Comments   Sporting information of website up to date.

1.3.1   Council's organisation will be resourced to provide the essential services and support functions to deliver the objectives of this Plan   59%

1.3.1.18.2   Develop Design Unit module for Project Management Plan   60%   MD

Jul-11

Status Comments   Trial version are being tested for the Design component. Design projects are being entered into system as training of key personnel continues and Safe Design of Structures requirements being added to the module. Training of staff to commence in March 2013.

1.3.1.18.3   Develop PMP integration with Finance 1 and ECM for reporting purposes   10%   MD

Jul-12

Status Comments   Process has commenced and meetings held with Finance and Information Technology ('IT') staff.   IT staff availability has delayed development but information can be sourced through finance one.

1.3.1.18.4   Develop Project Strategic Planning Module for Project Management Plan   0%   MD

Jul-11

	Code	Name	Start Date	Target Date	Performance	Responsible Officer
	Status Comments	Project deferred until main module and design module complete including Work Health and Safety requirements for "safety in design". Constrained by current resources and competing priorities which are slowing the development process. Expected to commence by June 2013.				
✅	**1.3.1.18.6**	**Finalise Phase 3 and 4 of the Project Management Plan**		Jul-11	**80%**	**MD**
	Status Comments	Some projects have progressed through the final stage in the process and some upgrades to assist with the process have been identified and being incorporated. Review of Handover Documentation in progress.				
☑	**1.3.1.20.2**	**Review stock turnover**		Jul-12	**100%**	**Mworks**
	Complete.					
❌	**1.3.1.23.1**	**Update referrals policy**		Jul-11	**0%**	**PIE**
	Status Comments	Amendments to be undertaken when resources permit in 2013.				
✅	**1.3.1.25.1**	**Review processes and protocols for Planning & Infrastructure Unit**		Jul-11	**100%**	**PIE**
	Status Comments	Project complete.				
✅	**1.3.1.26.2**	**Undertake public toilet facility audit and rationalisation plan**		Jul-11	**20%**	**MRS**
	Status Comments	Audit and plan adopted by Council and implementation commenced. Wharf Street facility completed and operational. Queen Street facility is closed. Draft landscape Plan for Faulks Park Kingscliff completed for exhibition including replacement of old facility. Draft Faulks plan on exhibition				
✅	**1.3.1.28.1**	**Develop and implement business plan for construction of new crematorium at Tweed Valley Cemetery**		Jul-11	**80%**	**MRS**
	Status Comments	The development assessment process has completed following approval in May 2012. Contract for the supply of the cremator was let to Major Furnaces Pty Ltd (Aust). Commencement of earthworks part 1 was in September and preparation for new maintenance shed, LPG tank site and shoulder widening of access road. Contract for the maintenance shed was awarded early to mid October 2012. The development of management software for cremator bookings and statutory recording is completed. Conversion of old maintenance shed to cremation facility 80% complete mid March 2013.				
✅	**1.3.1.30.1**	**Feasibility study of telecommuting and job sharing**		Jul-11	**100%**	**DTCS**
	Status Comments	Both feasibility studies have been completed with positive outcomes obtained in both trials. As a consequence a formal telecommuting trial has been developed, endorsed and implemented. Work is yet to commence on the formal development of a job sharing protocol.				

	Code	Name	Start Date	Target Date	Performance	Responsible Officer
○	1.3.1.30.2	**Develop Telecommuting and Job Sharing protocol**		Jul-12	**50%**	DTCS
		There was no activity this period.				
✓	1.3.1.30.3	**Review Recruitment Protocols to ensure removal of artificial barriers to appointment**		Jul-11	**100%**	MHR
		Complete.				
✓	1.3.1.30.5	**Investigate and implement alternate staffing models to address identified employment needs**		Jul-12	**20%**	DTCS
	Status Comments	Work is continuing with the Department of Health regarding the possible establishment of a jointly funded targeted professional cadetship for an Environmental Health Officer.				
⊖	1.3.1.31.2	**Review Performance Management Protocol to accord with employment best practice**		Jul-11	**75%**	DTCS
	Status Comments	Work on this protocol has been placed on hold to allow a reallocation of resources to the development of a revised Drug and Alcohol Protocol.				
○	1.3.1.32.1	**Develop and implement strategies to address the issue of fitness for work in an ageing workforce**		Jul-12	**40%**	MHR
		There was no activity this period.				
✓	1.3.1.32.4	**Implement changes required under National Harmonisation Legislation in accordance with statutory timeframes**		Jul-11	**90%**	MHR
	Status Comments	Council is on track for full compliance with the new Work Health and Safety Act within the prescribed transitional time frames. Current focus is on the establishment of a: Biannual hearing testing (all targeted workers have had baseline testing), Residual Current Devices testing (managed through the Safety Activity Planner), and Asbestos Management (being managed in a collaborative manner with work areas across Council).				
✓	1.3.1.32.7	**Redevelop Council's Contractor Management Protocol to ensure legislative compliance**		Jul-11	**98%**	MHR
	Status Comments	Work Health and Safety (WHS) Contractor Management is now managed as part of operational business activity. This is an important and ongoing initiative that impacts multiple WHS activities and for this reason will remain a key focus. The WHS section has initiated a contractor induction process to discuss Councils WHS requirements, this is in line with the WHS Contractor and Services Health and Safety Management Protocol. These meetings will occur on an as needs basis at the commencement of the contract term. Further integration with the Contracts Unit is also progressing with consultation between the Contracts Unit and WHS Section during the tender development.				
✓	1.3.1.33.5	**Develop training packages to support effective utilisation of core business systems**		Jul-11	**100%**	MHR
		Complete.				
✓	1.3.1.4.3	**Virtualisation of identified server hardware**			**100%**	DTCS

	Code	Name	Start Date	Target Date	Performance	Responsible Officer
				Jul-11		

Complete.

	Code	Name	Start Date	Target Date	Performance	Responsible Officer
✅	1.3.1.5.5	Implement and configure the Technology One Contracts Module		Jul-12	10%	DTCS

Status Comments	On the advice of the supplier (Technology One), installation of the Contracts Module has been suspended pending the upgrade of Council's Core Financial System (Finance One) to Version 11.09 in April 2013. This upgrade includes implementation of the Quotations module which will directly integrate to enhance the contracts functionality. Work is expected to recommence on Contracts in June 2013.

	Code	Name	Start Date	Target Date	Performance	Responsible Officer
☑	1.3.1.5.6	Implement Technology One Publisher Module		Jul-11	100%	DTCS

Complete.

	Code	Name	Start Date	Target Date	Performance	Responsible Officer
✅	1.3.1.6.2	Upgrade council workstations to Windows 7 and introduce a standard desk operating environment		Jul-11	35%	DTCS

Status Comments	The upgrade of Council's desktop environment from Windows XP/PRO to Windows 7 is in progress with three of the four pre-requisite product upgrades completed. A build of a prototype Windows 7 environment will occur in May 2013. The rollout is also dependent upon completion of the upgrade of Technology One ECM to version 4.2 scheduled to be completed in April 2013.

	Code	Name	Start Date	Target Date	Performance	Responsible Officer
✅	1.3.1.7.2	Upgrade and reformat the look and feel of Tweed Shire Council Internet Site		Jul-11	80%	DTCS

Status Comments	A new content managed Tweed Shire Council web site has been developed and reviewed. Updating and transfer of content from the current site is in progress. As part of the upgrade a separate internet presence is being established for the Tweed Regional Art Gallery.

	Code	Name	Start Date	Target Date	Performance	Responsible Officer
☑	1.3.1.7.3	Implement A-Z knowledge base		Jul-11	100%	DTCS

Complete.

	Code	Name	Start Date	Target Date	Performance	Responsible Officer
✅	1.3.1.8.2	Test Council's preparedness for an IT Disaster event		Jul-12	50%	DTCS

Status Comments	IT Disaster Recovery Plan ('DRP') procedures are reviewed and updated on a regular basis. A full (off site) walk through occurred in January 2013 and will be repeated in the second half of 2013. Additional testing of backup media will occur in this quarter.

	Code	Name	Start Date	Target Date	Performance	Responsible Officer
☑	1.3.1.9.2	Acquire and update remote sensing imagery (photographs etc) for targeted locations in the Tweed Shire		Jul-11	100%	DTCS

Complete.

	Code	Name	Start Date	Target Date	Performance	Responsible Officer
✅	1.3.1.1.1	Issue of rates and other charge notices in accordance with the Local Government Act 1993 (NSW)			56%	DTCS

Code	KPI	Target	Units	Achieved	Notes
1	Making of rates by 31 August	100	Percentage	100	
2	Issue 6 monthly water notices	2	Number	1	

Code	Name				Start Date	Target Date	Performance	Responsible Officer

Status Comments   The 2013/2014 Draft Resourcing is currently will be exhibition from 23 April to 28 May 2013.

Water Notices for the November 2012 reads were issued in December. The issuing of accounts in December assists with the early detection of water leaks. This reduces the wastage of water and minimises any extra charges incurred by ratepayers.   The preparation process has begun for the May reads culminating in the issue of water consumption notices for the current six monthly period in mid June 2013.

1.3.1.1.2   **Implement debt recovery procedures**   65%   DTCS

Code	KPI	Target	Units	Achieved	Notes
1	Rates instalments unpaid at the end of each instalments period as a percentage of total due	5	Percent	7	
2	Percentage of water accounts outstanding per quarter	7	Percentage	6	
3	Percentage of sundry debtors outstanding per quarter	7	Percentage	7	

Status Comments   Collection of monies within Council is a priority of the Revenue and Recovery unit. Additional resources have been allocated to the Debt Recovery process however percentages in the interim have remained stable.

1.3.1.1.3   **Manage pensioner rebates**   0%   DTCS

Code	KPI	Target	Units	Achieved	Notes
1	Percentage of pensioner to total rateable properties	0	Percentage	22	

Status Comments   Pensioner rebates and claims have been submitted for the 2012/2013 annual rate run. All current claims to 31 March 2013 have been processed and calculated. Currently there are approximately 8,596 out of 38,888 rateable properties that qualify for pension rebate.

1.3.1.10.1   **Implement Internal Audit Program**   75%   MCG

Code	KPI	Target	Units	Achieved	Notes
1	Percentage of Internal Audit Program hours completed	100	Percentage	100	
2	Audit Committee meetings held	1	Number	1	

Status Comments   Internal audit activities (including audits, administration, training, enterprise risk management, monthly and ad hoc reviews) undertaken as per approved plan and reported to Audit Committee. Quarterly Audit Committee held in March 2013.

1.3.1.11.1   **Enterprise Risk Management is applied consistently across all functions of the organisation**   0%   DTCS

Code	Name					Start Date	Target Date	Performance	Responsible Officer

Code	KPI	Target	Units	Achieved	Notes
1	Number of Business Impact Assessments completed	4	Number	0	

Status Comments Enterprise Risk Management and the associated Risk Register are being applied consistently throughout the organisation. No formal Business Impact Assessments were undertaken during this quarter. A regime of completion of the assessments by various work groups has been prepared to be completed on a rolling basis rather than the previous annual review which occurred every October.

1.3.1.11.2 Risk register maintained in accordance with the Risk Matrix and Controls 68% DTCS

Code	KPI	Target	Units	Achieved	Notes
1	Register current	100	Percentage	90	

Status Comments Annual review of Enterprise Risk Register to be undertaken on a phased basis which commenced in October 2012. A risk assessment has been completed for identified risks and have been included in the Enterprise Risk Register.

1.3.1.12.1 Implement Business Continuity Plan and review annually 56% DTCS

Code	KPI	Target	Units	Achieved	Notes
1	Business Continuity Plan revised	100	Percentage	75	

Status Comments Business Continuity Plan actions are currently being undertaken with the implementation of a suitable 'Black Box', cloud and offline data storage. Water and Sewer Business Continuity Plan and Information Technology ('IT') Disaster Recovery Sub Plan adopted. Further work to be undertaken on Business Impact Assessments for identified business components that affect both internal and external customers of council services. The IT Disaster Recovery Plan was successfully tested via a desk top exercise in this quarter.

1.3.1.13.2 Ensure client timeframes for projects are maintained and implement appropriate remedial measures if required 75% MD

Code	KPI	Target	Units	Achieved	Notes
1	Projects are on schedule	80	Percentage	87	

Status Comments Client time frames are being met. Delays generally due to changes in project scope and construction start dates during design process. The Project Management Process is assisting in managing these occurrences and recording such changes.

1.3.1.13.3 Undertake concept and/or detail civil and structural designs as requested by clients including all ancillary works and council reports if required 75% MD

Code	KPI	Target	Units	Achieved	Notes
1	Design issue for construction	3	Number	5	

Status Comments Client briefs are being designed as required.

1.3.1.13.4 Prepare tender specifications for projects going to contract and assist in assessment and reporting 75% MD

Code	KPI	Target	Units	Achieved	Notes
1	Specifications completed	1	Number	1	

Status Comments Specification preparation undertaken for Murwillumbah museum retaining wall reconstruction project.

	Code	Name		Start Date	Target Date	Performance	Responsible Officer

✅ **1.3.1.13.6   Provide project management services as required** — **75%** — **MD**

Code	KPI	Target	Units	Achieved	Notes
1	Managed projects	1	Number	1	

Status Comments   Project management being undertaken for the Murwillumbah Museum extensions .

✅ **1.3.1.13.7   Attend and make presentations at public/consultation meetings** — **75%** — **MD**

Code	KPI	Target	Units	Achieved	Notes
1	Attend and participate in Public Meetings	1	Number	2	

Status Comments   Meetings attended were for the Kingscliff Foreshore Master Plan for the one way traffic flow on Marine Parade between Turnock St to Seaview St which commenced in February 2013.

✅ **1.3.1.14.1   Review survey section resources to ensure client timeframes for projects are maintained implement appropriate remedial measures if required including training and consultants** — **75%** — **MD**

Code	KPI	Target	Units	Achieved	Notes
1	Client timeframes within target	80	Percentage	95	

Status Comments   Client timeframes exceed the target.

✅ **1.3.1.14.2   Undertake survey work required for design and investigation and construction purposes** — **75%** — **MD**

Code	KPI	Target	Units	Achieved	Notes
1	Number of project surveys completed	3	Number	6	

Status Comments   Survey work is meeting client expectations in both investigation and construction activities.

✅ **1.3.1.15.1   Review environmental section resources to ensure client timeframes for projects are maintained** — **74%** — **MD**

Code	KPI	Target	Units	Achieved	Notes
1	Client timeframes within target	80	Percentage	80	

Status Comments   Targets generally being met but some urgent unscheduled projects cause delay to other projects.

✅ **1.3.1.15.2   Prepare Planning Applications for projects as required including all third party licences/approvals** — **75%** — **MD**

Code	KPI	Target	Units	Achieved	Notes
1	Number of Applications submitted	3	Number	5	

Status Comments   Applications lodged are exceeding target.

✅ **1.3.1.15.3   Undertake environmental monitoring of civil construction projects as specified in approvals** — **75%** — **MD**

Code	Name							Start Date	Target Date	Performance	Responsible Officer

Code	KPI	Target	Units	Achieved	Notes
1	Number of projects monitored	1	Number	2	

Status Comments — Two projects are being monitored including Kirkwood Road and Clarrie Hall Dam.

✅ **1.3.1.15.4 Develop and supervise Environmental Restoration Plans for civil projects** — 75% — MD

Code	KPI	Target	Units	Achieved	Notes
1	Number of plans	1	Number	1	

Status Comments — The Piggabeen Road project Restoration Plan has been developed and is being reviewed by State Authorities to enable commencement.

✅ **1.3.1.16.1 Review property and legal services section resources to ensure client timeframes for projects are maintained and implement appropriate remedial measures if required** — 75% — MD

Code	KPI	Target	Units	Achieved	Notes
1	Client timeframes within target	80	Percentage	100	

Status Comments — Section is meeting all client timeframes within capabilities and timely advice being provided.

✅ **1.3.1.16.2 Complete land acquisitions including valuations** — 75% — MD

Code	KPI	Target	Units	Achieved	Notes
1	Number of acquisitions completed	2	Number	3	

Status Comments — Road acquisitions have been completed and exceed target.

✅ **1.3.1.16.3 Provide Leasing and Licensing services to clients** — 75% — MD

Code	KPI	Target	Units	Achieved	Notes
1	Number of licences and leases issued	5	Number	5	

Status Comments — Leases and Licences have been produced as required during the reporting period to clients' satisfaction which includes some complex arrangements.

✅ **1.3.1.16.5 Undertake road naming** — 50% — MD

Code	KPI	Target	Units	Achieved	Notes
1	Number of new roads named	5	Number	2	

Status Comments — Decrease in road naming activity due to reduction in sub-divisions being created. Naru Rd being a partial renaming of Terrace St is one of the named roads.

✅ **1.3.1.17.1 Review Design Unit GIS operations to ensure client timeframes for projects are maintained and implement appropriate remedial measures if required** — 75% — MD

Code	Name				Start Date	Target Date	Performance	Responsible Officer

Code	KPI	Target	Units	Achieved	Notes
1	Client timeframes within target	80	Percentage	80	

Status Comments	Time frames are being met generally but increasing demand for spatial technology is creating demand in excess of capacity. New Spatial Data Analyst trainee has commenced which will assist in improving target performance.

1.3.1.2.1   Investigate and implement a quarterly billing and reading of water consumption   61%   DTCS

Code	KPI	Target	Units	Achieved	Notes
1	Progress in implementing quarterly water billing	100	Percentage	85	

Status Comments	The TechnologyOne's suite of software has been successfully implemented and is now quarterly water billing compliant. The Revenue and Recovery unit, in conjunction with the Water unit were scheduled to introduce quarterly billing in April 2013. However operational resources and required changes to configuration to accommodate the pro rata usage charging for liquid trade waste and sewer has meant that the introduction has been deferred to July 2014.

1.3.1.2.2   Maintain Property Database   75%   DTCS

Code	KPI	Target	Units	Achieved	Notes
1	Number of properties created	0	Number	137	

Status Comments	Property creation and rate supplementary levy of properties have been completed to 31 March 2013. Property transfers have continued to be processed with maintenance of ownership changes totalling 1,467 for the period.

1.3.1.2.3   Manager Stotts Island waste facility weighbridge   75%   CWM

Code	KPI	Target	Units	Achieved	Notes
1	Number of transactions per quarter	0	Number	17,264	

Status Comments	This figure represents the total number of transactions at Stotts Creek Resource Recovery Centre for the quarter. It includes paying and non-paying (tip shop, visitor) transactions.

1.3.1.20.1   Conduct stocktakes every 6 months   75%   Mworks

Code	KPI	Target	Units	Achieved	Notes
1	Stocktakes completed	0	Number	1	

Status Comments	Six month stock check completed. No significant variations. Next stock take due in November. December six monthly stock take completed. Variation in fuel (Diesel and ULP) investigations into loss currently underway i.e. tank integrity testing, ground water monitoring well testing, pump calibration, software diagnostics. March - Calibration on pumps determined pumps were out of calibration, re-calibration was carried out immediately, fuel consumption monitored and has seen no variation in fuel issue/records since. Daily and weekly random stock checks continue, bi-annual stock take due in June 2012. June - Stock take completed early due to other work schedules. Excellent results.

Code	Name		Start Date	Target Date	Performance	Responsible Officer

September - 6 Month stock take scheduled for December 2012 - all previous stock takes have good results
December - 6 Month stock take to be completed December 18

March - 6 Month stock take completed 27 February 2013. Excellent results

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✅ **1.3.1.21.1   Annual maintenance program for depot yards, buildings, facilities and fencing**   75%   Mworks

Code	KPI	Target	Units	Achieved	Notes
1	Completion of Annual Maintenance Program	100	Percentage	100	

Status Comments

Annual maintenance program for Murwillumbah and Tweed Depots
Completed projects include:
Line marking and pedestrian walkways installed in/around main depot parking area.
New fencing erected, surface area sealed and perimeter defined for plant sales area.
Steel retaining rack fabricated and erected in fitting compound.
New jib crane installed outside of small plant building.
Additional night time security lights and motion sensing lights installed around depot.
New compressed air system installed and plumbed for all workshops and out-buildings.
New workshop parts washer installed.
Oil storage building spill control installed.
Evaluation of works and costs for fuel forecourt upgrading to legislative standards required (Tweed and Murwillumbah depots).
Repair and upgrade underground fuel pipes and valves - Tweed depot.
Ongoing contamination testing of Tweed depot fuel area.
Decommission of Murwillumbah underground waste oil tank and testing of surrounding areas for contamination.
Installation and commissioning of above ground waste oil tank.
Heavy commercial vehicle - four post hoist installed in main workshop.
Compounds erected in Depot 2 for Parks and Gardens materials (benches bins etc).

Investigation into depot emulsion tank, replacement costs v lease costs, quotes now obtained and evaluation on options being determined
Depot 2 expansion being completed.
Decision made on type and model for bulk emulsion storage tank - location for infrastructure to be confirmed - Quote to be compiled.
Work on Murwillumbah depot egress route underway - area cleared, timber fence erected around Council house, racking being relocated and safety mesh installed.
Ongoing investigation into roof replacement to outbuildings, Murwillumbah depot. Assessment of depot improvement budget and discussions with proposed financial contributors to be held early new financial year.
Security key project ongoing with final decisions to be advised upon.

✅ **1.3.1.22.1   Operation of quarries to conform with environmental licence requirements**   75%   Mworks

Code	KPI	Target	Units	Achieved	Notes
1	Environmental License audit of quarries completed	100	Percentage	100	

Status Comments

September - Ongoing monitoring of test results against licence conditions.
Annual performance audit reporting of 2 licensed quarries (Kinnears and Quarry Road) completed in quarter. December: Audit of Quarry Rd Quarry licence conditions by Environmental Scientist requested. March: Ongoing monitoring of water quality test results against licence conditions.

Code	Name		Start Date	Target Date	Performance	Responsible Officer

1.3.1.22.3   Operation of Eviron Quarry to coordinate with Waste Services landfill strategy — 75% — Mworks

Code	KPI	Target	Units	Achieved	Notes
1	Conformity with Waste Services landfill strategy timetable	100	Percentage	100	

Status Comments   In consultation with Waste Services Unit withdrawal from Quirks Quarry operation has been completed. Waste Services now responsible for lease of quarry operation to private sector.

1.3.1.23.2   Provide engineering referrals to the Planning and Regulatory Division of Council — 75% — PIE

Code	KPI	Target	Units	Achieved	Notes
1	Engineering comments provided to Planning and Regulation Division	15	Number	15	

Status Comments   No issues this quarter.

1.3.1.24.1   Update engineering design and construction specifications — 50% — PIE

Code	KPI	Target	Units	Achieved	Notes
1	Update of Design and Construction Specifications	2	Number	2	

Status Comments   Two Water and sewer updates completed.

1.3.1.24.2   Update Subdivision Manual — 3% — PIE

Code	KPI	Target	Units	Achieved	Notes
1	Update Subdivision Manual	100	Percentage	10	

Status Comments   Subdivision Manual review program reported to Executive Management Team and endorsed. Briefing meeting with stakeholders held.

1.3.1.26.1   Standards and service levels to be adjusted in accordance with budget constraints — 75% — MRS

Code	KPI	Target	Units	Achieved	Notes
1	Parks and Sportsfields are maintained in accordance with revised service levels and standards	100	Percentage	100	

Status Comments   Standards and service levels adjusted in accordance with budget.

1.3.1.26.3   Implement playground improvement plan — 19% — MRS

Code	KPI	Target	Units	Achieved	Notes
1	Number of playgrounds improved	100	Percentage	25	

Status Comments   New equipment installed at Banora Community Centre, Tumbulgum and Jack Evans Boat Harbour. Replacement equipment planned for Jack Julius park - Kingscliff. Attendance at two Kingscliff ratepayers and Progress Association regarding playgrounds and park upgrades in Kingscliff. Proposed that Jack Julius park equipment remain in the short term, Faulks Park play equipment

Code	Name	Start Date	Target Date	Performance	Responsible Officer

be replaced as part of a park upgrade and consider removing Lions Park equipment after Faulks Park installed and assessed. Tender brief for exercise equipment Kingscliff Foreshore completed. Tender advertised for replacement of equipment at Cudgen and Bogangar

✅ **1.3.1.27.1   Implementation of Aquatic Facilities Strategy recommendations and establish performance monitoring systems**   58%   MRS

Code	KPI	Target	Units	Achieved	Notes
1	Progress in implementation of Aquatic Facilities Strategy	100	Percentage	80	

Status Comments   Aquatic Facilities Strategy has been implemented. Performance monitoring systems are being developed. A Business Plan has been developed and organisation structure implemented. A completed resumption of programs at the South Tweed Pool and integration with other pool programs. Completed earthing of Tweed and Kingscliff Pools and resurfacing of Tweed Pool concourse. Tenders received for Tweed Pool heating. Financial reporting models developed.

✅ **1.3.1.29.1   Ongoing implementation through lifeguarding contract and the Beach Safety Liaison Committee**   75%   MRS

Code	KPI	Target	Units	Achieved	Notes
1	Number of beaches patrolled	5	Number	5	

Status Comments   Lifeguard contract continuing. Beach Safety liaison committee meetings held. Contract completed successfully for 2011/12 season. Contract commenced for 2012/2013 season. Tender for supply of services for next three years has been advertised

✅ **1.3.1.3.1   Manage Stotts Island waste facility weighbridge**   40%   DTCS

Code	KPI	Target	Units	Achieved	Notes
1	Number of transactions per quarter	65,765	Number	52,361	

Status Comments   The weighbridge facility continues to operate in a satisfactorily manner with 16,341 transactions being processed for the quarter totalling over $1.4 million dollars in revenue. The number of transactions processed was 256 above the average per quarter last year.

✅ **1.3.1.30.4   For all vacancies review position descriptions to remove artificial employment barriers prior to advertising**   75%   MHR

Code	KPI	Target	Units	Achieved	Notes
1	Percentage of vacant job descriptions reviewed	100	Percentage	100	
2	Percentage modified	0	Percentage	0	

Status Comments   During this quarter 25 vacancies were advertised of which all associated position descriptions were reviewed to determine whether they contained artificial barriers to appointment. Of the position descriptions reviewed none required modification.

✅ **1.3.1.31.3   Apply Recruitment and Selection protocols consistently to all vacancies**   75%   MHR

Code	KPI	Target	Units	Achieved	Notes
1	Number of complaints received	0	Number	0	
2	Number of appeals upheld	0	Number	0	

Status Comments   No complaints were received this quarter.

✅ **1.3.1.31.4   Apply Equal Employment Opportunity and Grievance Protocols consistently**   75%   DTCS

Code	Name					Start Date	Target Date	Performance	Responsible Officer

Code	KPI	Target	Units	Achieved	Notes
1	Number of issues referred to external body for determination	0	Number	0	
2	Number of issues upheld by external body	0	Number	0	

Status Comments   No staffing issues have required referral to an externally body for determination during this quarter.

⊖ **1.3.1.32.2 Apply competency based manual handling training and incident based refresher training**   75%   MHR

Code	KPI	Target	Units	Achieved	Notes
1	Number of training sessions	0	Number	1	

Status Comments   Council's multitier hazardous manual tasks training program was finalised this quarter and will be launched for all new starters commencing in May.
A partnership with Southern Cross University Occupational Therapy students has commenced with the aim being to formally assess the risks and corrective actions required in association with a particular hazardous manual task in the Water Unit.
Work has commenced on the development of a risk assessment tool for completion by staff in high risk areas in order to assess their own hazardous manual tasks. Work on this project is scheduled for completion after July 2013.
Completion of these projects will see Council fully compliant with the requirements of the new Work Health and Safety Act as it relates to hazardous manual tasks.

✅ **1.3.1.32.5 Develop and implement internal Occupational Management System marketing program based around "Think, Act, Be Safe"**   75%   MHR

Code	KPI	Target	Units	Achieved	Notes
1	Number of initiatives implemented	2	Number	5	

Status Comments   The performance measure for this quarter has been met with following initiatives:
Finalisation of the 2013 Work Health and Safety Team Action Plan
Implementation of a new toolbox talk process
Launch of the annual influenza immunisation program
Establishment of a student partnership with Southern Cross University, and
Monthly internal communication through InsideOut articles.

The above activities are a part of a targeted approach in delivery of a consistent message "Think, Act, Be Safe"

✅ **1.3.1.32.8 Asbestos Management Plan in place to ensure legislative compliance**   50%   MHR

Code	KPI	Target	Units	Achieved	Notes
1	Number of risk assessments completed of council owned buildings	2	Number	70	

Status Comments   The WHS section has developed the Asbestos Management Protocol in line with the Code of Practice for "how to manage and control asbestos in the workplace" and has established an asbestos removal/disturbance notification process. Recreation Services, the Water Unit and Building and Health are assisting with updating the asbestos register through the development of an inspection program of Council facilities.

✅ **1.3.1.33.1 Develop and implement modular supervisor development program**   75%   MHR

Code	Name					Start Date	Target Date	Performance	Responsible Officer

Code	KPI	Target	Units	Achieved	Notes
1	Number of modules developed	5	Number	5	
2	Percentage of existing supervisors trained	80	Percentage	100	

Status Comments   5 modules have been developed to date Modules include: Road Map for Supervisors, Performance Appraisals, Delegation, Assertive Communication and Recruitment and Selection. Business Letter Writing and WH&S are being developed and will be delivered during the next quarter.

✅ **1.3.1.33.2   Implement Training Programs**   **75%**   MHR

Code	KPI	Target	Units	Achieved	Notes
1	Number of staff training days	542	Number	542	

Status Comments   Number of staff training events for the quarter amounted to 542. The number of events does not relate directly to days training as events can range from part day to multiple day events. Of particular note is the launch of the Reflect Respect Training Program that has been rolled out across the entire organisation and will now continue as a component of Council's Induction Program.

🟡 **1.3.1.33.3   Develop and implement letter writing training**   **71%**   MHR

Code	KPI	Target	Units	Achieved	Notes
1	Percentage completed	100	Percentage	90	
2	Number of staff completed training	0	Number	0	

Status Comments   Finalisation of this project has been delayed due to a lack of quality source material. This issue has now been addressed with program development scheduled for finalisation in the next quarter.

✅ **1.3.1.33.6   Implement appropriate Equal Employment Opportunity training**   **75%**   MHR

Code	KPI	Target	Units	Achieved	Notes
1	Training packages developed	0	Percentage	100	
2	Percentage of staff trained	0	Percentage	100	

Status Comments   Initial target of 100 of staff completing the Reflect Respect training program has been accomplished. Focus has now shifted tot he development and launch of a series of three follow up workshops to occur throughout 2013.
Topic 1: Mar - May = Discrimination.
Topic 2: Jun - Aug = Bullying and Harassment.
Topic 3: Sep - Nov = Diversity.

✅ **1.3.1.34.1   Review strategies to enhance the attraction and retention of staff**   **64%**   MHR

Code	KPI	Target	Units	Achieved	Notes
1	Vacancy advertising strategy reviewed	80	Percentage	80	
2	Modified exit interview process in place	100	Percentage	100	
3	Performance recognition program modified	90	Percentage	50	

Code	Name				Start Date	Target Date	Performance	Responsible Officer

Status Comments   Vacancy advertising strategy reviewed: Work has commenced on the upgrading of Council's on line vacancy management system. Once implemented this upgrade will assist with further strengthening Council's advertising strategy. Modified exit interview process in place: An online exit survey process has been developed and implemented. Performance recognition program modified Hardcopy and e-Thank You cards to say thanks to a colleague launched.

✔ **1.3.1.35.1   Council funds are invested to provide maximum returns whilst having due regard to risk**   75%   DTCS

Code	KPI	Target	Units	Achieved	Notes
1	Monthly investment report benchmark bank bill index	3	Percentage	3	

Status Comments   Monthly investment returns have been consistently above the bank bill index as reported each month to Council.

✔ **1.3.1.4.1   Replace leased hardware at end of scheduled useful life**   35%   DTCS

Code	KPI	Target	Units	Achieved	Notes
1	Leased Hardware Replacement programme completed	100	Percentage	65	

Status Comments   As a key part of maintaining availability and avoiding Information Technology ('IT') failures, the scheduled replacement of Council's IT equipment at the end of its economic life has continued as planned. Major replacements currently in progress include office PC's, engineering workstations, the Internet site environment and the primary backup hardware. These are all scheduled for completion prior to July 2013.

✔ **1.3.1.4.2   Monitor and maintain the hardware and network environment to provide reliable service delivery**   75%   DTCS

Code	KPI	Target	Units	Achieved	Notes
1	Number of avoidable major outages	5	Number	1	

Status Comments   The system environment has been stable in this period with no major whole of network outages due to Tweed Shire Council infrastructure failures. Non-essential systems were shut down as a precautionary measure during the January storm event. The storm resulted in short term interruptions to 2 network links and a period of degraded internet access, however low performance backup paths were utilised to minimise disruption.

✔ **1.3.1.5.1   Perform planned application maintenance projects**   47%   DTCS

Code	KPI	Target	Units	Achieved	Notes
1	Aurion application maintenance program completed	100	Percentage	100	
2	Technology One Suite maintenance program completed	100	Percentage	75	

Status Comments   Post the 10.4 upgrade, changes have been made to the Property & Rating and GIS systems to improve the recording of strata title properties. Upgrades of the Records System ECM to version 4.2 and the Finance System to version 11.09 are in progress with go live scheduled during April 2013. Additional to plan, an upgrade of the Aurion Payroll and Human Resources system to version 10.3 to support web based recruitment, is also in progress with implementation expected in May 2013.

	Code	Name		Start Date	Target Date	Performance	Responsible Officer
✅	1.3.1.6.1	**Provide responsive IT Help Desk Support**				**69%**	DTCS

	Code	KPI	Target	Units	Achieved	Notes
	1	**Help desk requests meeting service level targets**	85	Percentage	81	

Status Comments   Service Level Target - 85% of priority incidents (those resulting in any unavailability of a system or a service to a user) resolved in under 2 days. Service Level achievement has stabilised close to the target SLA but is slightly below due to the diversion of resources to the major desktop hardware rollout which is occurring in the first half of 2013 and is being performed by help desk staff. The average days to closure result (2.1 days) is a significant improvement (from 4.4 days reported in the December quarter) and reflects the resolution of a number of long duration incidents which required external vendor support to close.

	Code	Name		Start Date	Target Date	Performance	Responsible Officer
✅	1.3.1.7.1	**Provide a responsive content management service for Council's web sites**				**73%**	DTCS

	Code	KPI	Target	Units	Achieved	Notes
	1	**Increase visitation to Council's website from previous year**	5	Percentage	11	

Status Comments   Year to date there have been 311,832 visits to the main web site at www.tweed.nsw.gov.au. This represents an increase of 30,948 visits (11%) compared to last year. The number of new visitors remains above 40% indicating that new users are continuing to find and utilise Council's website and online resources. The number of returning visitors continues to grow and is currently 57% which indicates the ongoing usefulness of the information on the site.

	Code	Name		Start Date	Target Date	Performance	Responsible Officer
✅	1.3.1.9.1	**Maintain and upgrade GIS software**				**36%**	DTCS

	Code	KPI	Target	Units	Achieved	Notes
	1	**GIS software upgrade programme complete**	100	Percentage	70	

Status Comments   Upgrade of the ArcGIS Desktop Software (which is used for Map Generation and Analysis) is in progress and rollout is due to commence in May. Windows 7 compatibility testing for ArcGIS is continuing and no significant issues have been encountered.

✅	**1.3.2**	**Council will seek the best value in delivering services**				**78%**

	Code	Name		Start Date	Target Date	Performance	Responsible Officer
☑	1.3.2.2.1	**Construct and move to a permanent records and museum storage facility**			Jul-11	**100%**	DTCS

Complete.

	Code	Name		Start Date	Target Date	Performance	Responsible Officer
✅	1.3.2.4.1	**Update Delivery Program following September 2012 election**			Jul-12	**80%**	DTCS

Status Comments   The 2013/2023 Community Strategic Plan adopted at the March Council Meeting. Draft 2013/2017 Delivery Program and 2013/2014 Operational Plan are to be considered by Council at the April Meeting and to be placed on public exhibition for 28 days, inviting submissions. Formal adoption of these plans will be at the June 2013 Council Meeting.

Code	Name	Start Date	Target Date	Performance	Responsible Officer
✅ 1.3.2.7.1	**Develop real time reporting of employment data**		**Jul-12**	**80%**	**MHR**

Status Comments   **Consultation underway with the Corporate Knowledge Base project team to facilitate utilisation of Aurion establishment data across the organisation.**

Code	Name			Performance	Responsible Officer
✅ 1.3.2.1.1	**Operate a Digital Archiving Programme to transfer paper records to digital media**			**69%**	**DTCS**

Code	KPI	Target	Units	Achieved	Notes
1	**Pages scanned per quarter**	**125,000**	**Number**	**120,000**	

Status Comments   **Digitisation of Council records is continuing with all new and newly retrieved development assessment files being indexed and scanned before returning to records storage. In addition, back scanning of building applications and related plans continues to capture these very fragile (and in many cases historical) records. Approximately 135,000 pages (of varying sizes) have been scanned during the quarter and the team is on track to exceed their performance target for the year.**

Pages scanned for 2nd quarter slightly less than target due to Corporate Records Coordinator acting as Information Technology Manager for 4 weeks. Loose rolls of plans located at storage facility should all be digitised by end of 3rd quarter.

Code	Name			Performance	Responsible Officer
✅ 1.3.2.2.2	**Operate records management functions in accordance with State Records requirements**			**75%**	**DTCS**

Code	KPI	Target	Units	Achieved	Notes
1	**Percentage of documents retrieval requests meeting service level targets**	**85**	**Percentage**	**98**	

Status Comments   **The targeted service level is continuing to be achieved. Retrieval requests for files located at the storage facility received before 11:00am are delivered to Records by 1:30pm on the same day. Requests received after this time are delivered the next day. During the period a formal response was provided to State Records outlining action taken by Council in relation to compliance of Record management within the Community Options program. Service levels continue to be maintained.**

Code	Name			Performance	Responsible Officer
✅ 1.3.2.3.1	**Regular reviews of progress of Delivery Program**			**75%**	**DTCS**

Code	KPI	Target	Units	Achieved	Notes
1	**Delivery Program progress reported to Council**	**25**	**Percentage**	**50**	

Status Comments   **First quarterly report on the progress of the Operational Plan for 2012/2013 provided to Council for consideration at the November meeting. The Delivery Program report will be provided as an exception report on a six monthly basis, highlighting those activities and actions that have not met the set key performance indicators during the 2012/2013 reporting period. This report, provided to the February meeting, provides an overview of the outcomes of the 2012/2016 Delivery Program.**

Code	Name			Performance	Responsible Officer
✅ 1.3.2.5.1	**Preparation of tender/quotation documents and contract administration and supervision**			**75%**	**SCE**

Code	KPI	Target	Units	Achieved	Notes
1	**Percentage of documents including 'value for money' criteria**	**100**	**Percentage**	**100**	

Status Comments   **Completed.**

	Code	Name	Start Date	Target Date	Performance	Responsible Officer
✅	1.3.2.6.1	**Review parks maintenance contracts to ensure service standards are being met and value for money is being delivered**			**75%**	**MRS**

Code	KPI	Target	Units	Achieved	Notes
1	**Maintenance contract reviewed**	100	**Percentage**	100	

Status Comments   Contract awarded.

	Code	Name	Start Date	Target Date	Performance	Responsible Officer
✅	1.3.2.6.2	**Monitor service standards and financial data for Park and Sportsfield maintenance to ensure value for money**			**75%**	**MRS**

Code	KPI	Target	Units	Achieved	Notes
1	**Cost to deliver service standards measured and monitored**	100	**Percentage**	100	

Status Comments   Service standards and financial data monitored weekly.

	Code	Name	Start Date	Target Date	Performance	Responsible Officer
✅	**1.3.3**	**Existing and future community assets will be properly managed and maintained based on principles of equity and sustainability**			**53%**	
☑	1.3.3.1.1	**Implement Technology One Fleet and Works Management for the Council Vehicle Fleet**	Jul-11		**100%**	**DTCS**

Complete.

	Code	Name	Start Date	Target Date	Performance	Responsible Officer
☑	1.3.3.1.2	**Integrate Technology One Works and Assets with Assetic Asset Management system**	Jul-11		**100%**	**DTCS**

Complete.

	Code	Name	Start Date	Target Date	Performance	Responsible Officer
🟡	1.3.3.1.3	**Staged deployment of Mobile Asset capturing solutions**	Jul-11		**70%**	**DTCS**

Status Comments   A prototype mobile asset data capture solution integrated with the 'MyData' Operational Asset Management system has been developed and field tested and has proven the viability of mobile asset data capture. Technology One have recently finalised their integration between Works and Assets, Mydata and their Mobility Solution. The project will now be reviewed and expected to commence in late 2013.

	Code	Name	Start Date	Target Date	Performance	Responsible Officer
✅	1.3.3.10.1	**Implementation of customer request system**	Jul-11		**80%**	**Mwater**

Status Comments   Ongoing improvements to new CRM reporting system and categorisation of customer requests.
Changes have enabled collection of sufficient details for each customer request to enable reporting in all identified areas.
Ongoing feedback provided to operational staff to ensure validity of statistics collected.
Administration procedures reviewed and refined.
Further refinement over the next 12 months will be required to meet changes to National reporting and fault and defect identification for improvement works.
In this quarter, Field Form improvements and associated data base changes were implemented in late January 2013. Improved data has been recorded in database as a consequence and will ultimately improve the ability to provide the annual government reporting and improve data for predictive modelling for pipeline renewal works.

	Code	Name	Start Date	Target Date	Performance	Responsible Officer
✅	**1.3.3.11.1**	**Implement quarterly billing cycle and enhanced processes**		**Jul-12**	**100%**	**Mwater**

Status Comments		**In September 2012 Billing system was upgraded with additional functionality to allow continuous billing (in place of batch billing) and pro-rata billing. Testing of this functional is now required. The next phase of this project includes the development of procedure to implement this change. Resource planning is underway for the increase workload and first draft meter routing has been produced. Additional hand-held devices purchased meaning the required hand-held fleet is now in place for quarterly reading. The existing Software for upload and download to the hand held devices still needs to be replaced with a more robust solution.**
		December 2012 No change to above, project on hold due to resource availability.
		This 12 month project is now been parked and will be reconsidered in 2014/2015.

	Code	Name	Start Date	Target Date	Performance	Responsible Officer
✔️	**1.3.3.12.1**	**Five-yearly review of Development Servicing Plan**		**Jul-12**	**100%**	**Mwater**

Complete.

	Code	Name	Start Date	Target Date	Performance	Responsible Officer
⚪	**1.3.3.12.2**	**Five-yearly review of Long-term Financial Plan**		**Jul-12**	**0%**	**Mwater**

There was no activity this period.

	Code	Name	Start Date	Target Date	Performance	Responsible Officer
🟡	**1.3.3.12.3**	**Four yearly review of Workforce Plan**		**Jul-11**	**60%**	**Mwater**

Status Comments		**Water Unit Resource Plan is continuing to be reviewed.**
		Some small items have been completed or well progressed.
		It is proposed to submit the more significant items via a number of specific reports to Executive the 4th quarter.

	Code	Name	Start Date	Target Date	Performance	Responsible Officer
🟡	**1.3.3.12.4**	**Four yearly review of Levels of Service Statements, Performance Measures and Targets**		**Jul-11**	**80%**	**Mwater**

Status Comments		**The Levels of Service (LOS) review is complete but will be placed on public exhibition as part of the updated Water Supply and Wastewater Strategic Business Plan and Asset management Plans proposed in mid 2013.**

	Code	Name	Start Date	Target Date	Performance	Responsible Officer
✅	**1.3.3.13.1**	**Review and update Development Control Plan Water and Sewer design criteria and standards**		**Jul-11**	**80%**	**Mwater**

Status Comments		**Development Design and Construction Specifications reviewed as issues have arisen.**
		MWH consultant has reviewed current specified design loadings and the state of the art in low infiltration sewer technology and has concluded that there is little benefit in changing our specification significantly at this time as studies have not yet shown genuine benefits to date.
		Sewer Design Loadings Review Report final draft received December - D12 Sewer Design Specification amendments are being incorporated.
		A number of other amendments to D12 Sewer Design Specification are also being reviewed.
		The effect of the revised format of the WSA 03 Water Supply Code of Australia on the requirements of Development Design Specification D11 and Construction Specification C401 are being workshopped by the Unit with a view to revision of D11.

	Code	Name	Start Date	Target Date	Performance	Responsible Officer
🟡	**1.3.3.4.1**	**Review and enhance existing quality processes and develop Quality Management Plans**		**Jul-11**	**40%**	**Mwater**

	Code	Name	Start Date	Target Date	Performance	Responsible Officer
	Status Comments	A focus on software systems has been necessary due to corporate level updates being necessary. Other business processes have been delayed to allocate the available resources to these system upgrades and their further development. The updated Water Supply and Wastewater Strategic Business Plans will identify at a summary level other quality and business process priorities when it is placed on exhibition proposed in 2013. Systems being developed include: - The new Project Management System is now being used with training and testing continuing. - An upgrade of the of maintenance management system - MEX, has been completed - further optimisation is required to obtain the most from this system. - An upgrade of the Water Management Module and Trade Waste Module within Technology One was implemented in the Ci Property and Rating implementation achieved corporately in June 2012. Review and refinement of processes are progressing to consolidate performance , before new projects like Quarterly billing can begin. - Further implementation of the Asset Management software - Assetic, is progressing. Water Unit is now implementing the MyPredictor module of Assetic to model future asset renewal and replacement needs.				
❌	**1.3.3.5.1**	**Review and enhance existing Environmental Processes and Develop an Environmental Management Plan**		**Jul-12**	**0%**	**Mwater**
	Status Comments	Components of plan are continuing to be being developed for various aspects of the Unit's operations. However the overall Umbrella document is yet to commence. This project will be delayed until 2013/2014.				
✅	**1.3.3.5.2**	**Development and implement Energy Management improvements**		**Jul-12**	**15%**	**Mwater**
	Status Comments	September 2012, thorough evaluation of large facilities energy bills is now occurring on each bill before payment is made. Using logged monthly data at 1/2 hour intervals staff are looking at peak usage periods, abnormalities in usage, inaccuracy in billings and missing bills. The information collected is being used to make decisions about production times and maintenance frequencies at the large facilities. Smaller facilities billing information is also now being complied to look at spikes and abnormalities in energy use. December 2012 - Monthly exception reporting continuing. Daylight savings issues resolved for peak/off-peak. April 2013 - Arranging attendees for Northern Rivers Energy Management Course.				
✅	**1.3.3.6.1**	**Update Strategic Business Plans**		**Jul-11**	**90%**	**Mwater**
	Status Comments	Draft Strategic Plan prepared by consultant complete. Internal review of draft by Water Unit Staff in progress prior to public exhibition.				
🟡	**1.3.3.7.1**	**Develop and implement Action Plans for high risks identified in Corporate Risk Register**		**Jul-11**	**10%**	**Mwater**
	Status Comments	The Risk Register is being reviewed and consolidated at higher Corporate risk level. Once complete Action plans required will be indentified and prioritised for development. Risk register has been reviewed in last quarter - no change necessary. No further progress on Action Plans this quarter				
✅	**1.3.3.7.2**	**Refine Business Continuity (Emergency Response) Plans**		**Jul-12**	**15%**	**Mwater**

Code	Name		Start Date	Target Date	Performance	Responsible Officer

| **Status Comments** | | Some actions identified in the plans are being implemented within this year's budget. These mainly relate to provision of contingency equipment. December 2012 Other priorities have meant this work has not been recommenced.

April 2013 - Utilisation of planning was implemented during potential contamination incident at Uki Water Treatment Plant. Finalisation of Emergency Protocol for Contamination of Drinking Water and Wastewater Environmental Incident procedures. | | | | |

| ✅ 1.3.3.7.3 | **Deliver Improvement Actions identified in the Business Continuity Plans** | | **Jul-12** | | **10%** | **Mwater** |
| **Status Comments** | | September 2012 This year's budget includes some contingency items contained in the plan.
These items have not been progressed due to other priorities.
December 2012 these items have not been progressed due to other priorities. April 2013 emergency contacts list has commenced development stage for first review. | | | | |

| ✅ 1.3.3.8.1 | **Implementation of Maintenance Management** | | | | **50%** | **Mwater** |
| **Status Comments** | | Council's Water Unit asset management systems are continuously improving to ensure:
1. reliable capture of new or replacement asset information and
2. appropriate maintenance and operating regimes are implemented.

The Maintenance System (MEX) being populated with maintenance policies for each asset type based on previously developed risk based Maintenance Strategy.
Major maintenance targets have been reached for plants for mechanical, electrical and civil maintenance for this quarter. However Sewerage Pump Station Maintenance in particular has suffered in recent quarters due to in part the large capital work program diverting resources.
Following the successful recruitment of the Asset Engineer in March, a strong focus on fully implementing MEX to ensure the right level of maintenance, good recording of maintenance history and meaningful reporting is available to optimise mechanical and electrical assets will ensue over the next two quarters. | | | | |

| 🟡 1.3.3.8.2 | **Develop Critical Spares Register** | | **Jul-11** | | **15%** | **Mwater** |
| **Status Comments** | | Budget has been created for 2012/13 critical spare parts for plants.
Bray Park Water Treatment Plant and Kingscliff Wastewater Treatment Plant have a draft list of spare parts.
This project is expected to run over the next 3 years.
Flooding events and trunk main failures during third quarter last financial year has highlighted the need to pursue this project however it is currently unable to be resourced.
No further actions in this quarter pending recruitment of Asset Engineer . | | | | |

| ✅ 1.3.3.8.3 | **Data enhancement, Asset Valuation, Depreciation and Predictive Modelling** | | **Jul-11** | | **50%** | **Mwater** |
| **Status Comments** | | Revaluation of water and sewer non-pipeline infrastructure assets by consultant complete. Final report received late July 2012.
Revaluation of water and sewer pipeline assets in house complete - finalised August 2012.
Work is in progress on GPS survey of water meters and water mains to enable correction of data held in Council's Geographical Information System (GIS) - 50% complete. All surveyed meters now in GIS with those not yet surveyed to be input in approximate positions early in 2013. Water main alignment correction commenced.
Some work has been undertaken on GPS survey of sewer manholes to correct data held in the GIS. | | | | |

Code	Name	Start Date	Target Date	Performance	Responsible Officer
	High level cash flow modelling for asset renewal and replacement has been carried out by consultant as part of Strategic Business Plan preparation. Implementation of predictive modelling for above ground assets and a second round of pipeline assets is being progressed with My Predictor software and ACEAM consultant. Underground asset likelihood and consequence of failure for pipes reviewed and criteria adopted for manholes developed. GIS queries developed, likelihood of failure and consequence of failure developed and provided to consultant - predictive modelling workshop scheduled for late June.				
🟡 1.3.3.8.4	**Documentation of Plant, Network Control and Telemetry Systems**		Jul-11	**10%**	**Mwater**
Status Comments	**Initial documentation as part of Water Network Model.** **No further action during quarter due to other operational priorities.** **Progress expected in the coming quarters following recruitment of Systems Engineer.**				
✅ 1.3.3.8.5	**Development of Electronic Plant Log Sheets**		Jul-11	**100%**	**Mwater**
Status Comments	**Electronic log sheets have been developed for all plants. Review and improvement will be ongoing.**				
✅ 1.3.3.8.6	**Develop Water Quality data to meet reporting requirements including geographical & sectoral descriptors**		Jul-11	**100%**	**Mwater**
Status Comments	**Database is complete however review and improvements will continue.**				
🟡 1.3.3.9.1	**Develop Policy encompassing connections, metering, easements, water carriers, backflow prevention, watermain extensions, rain water tanks, protection of and access to sewer mains, caravan dumping points, private pumping stations, limits of responsibility for sewer connection, wastewater treatment buffer zones, sewer main extensions, drainage diagrams, inspections and rectification and planting near sewers**		Jul-11	**20%**	**Mwater**
Status Comments	**The following policies have been completed and adopted : Backflow prevention, Rain Water Tanks, Duplex / Triplex metering and Water Restrictions.** **The following policies are completed in draft with the view having adopted within the coming 12-24 months: Connections and metering, easements, water carrier, water main / sewer extensions, caravan dumping points and limit of responsibilities.** **In addition to this Council has drafted its Trade Waste Policy and Debt Recovery Policy with the view to having them adopted within the coming 12 months.** **The following procedures are yet to be drafted: Wastewater treatment buffer zones, private pumping stations, inspections and rectification and planting near sewers.** **Information on existing policies is being developed for A-Z Knowledge Base content for Council's contact centre and public information.** **July 2012 changes to this years Revenue Policy now make our Trade Waste Policy compliance with NOW guidelines. This policy will be sent to NOW for their approval so it can be issued for public display.** **September 2012 A-Z content has been regularly improved in the water / wastewater area as new content has been requested. Council's draft Trade Waste Policy have been accepted by NOW and will be put out for public display in November.** **December 2012 No further policy improvements completed. Trade Waste Policy report is set for January Council meeting.** **March 2013 Trade Waste Policy has been placed on public display. Comments to be complied for finalisation of this policy. Renewal of "Reduction of Water Consumption Charges due to undetectable leakage" Policy has been completed.**				
✅ 1.3.3.2.1	**Finalisation of Asset Management Plans (AMP) for transport, drainage, and property**			**75%**	**DEO**

Code	Name				Start Date	Target Date	Performance	Responsible Officer

Code	KPI	Target	Units	Achieved	Notes
1	Asset Management Plans for transport, drainage and property completed	100	Percentage	100	

Status Comments   Project completed.

✅ **1.3.3.3.1**   **Annual maintenance audits conducted on all TSC owned/controlled buildings occupied by emergency service agencies**   **63%**   **CEH**

Code	KPI	Target	Units	Achieved	Notes
1	Percentage of building audit program completed	100	Percentage	100	

Status Comments   All audits complete. Maintenance programs in place.

✅ **1.4.1**   **Council will perform its functions as required by law and form effective partnerships with State and Commonwealth governments and their agencies to advance the welfare of the Tweed community**   **80%**

✅ **1.4.1.1.2**   **Upgrade Council's Property and Rating system to a version that is eDAIS compliant**   **98%**   **DTCS**

    Jul-11

Status Comments   The upgrade to the eDAIS compliant Connected Intelligence 10.4 version of Property and Rating was successfully completed in June 2012. This did not include the eDAIS components as these were not released until December 2012. eDAIS has now been installed and is in user test. Go live of the eDAIS functionality is expected in May 2013.

✅ **1.4.1.1.3**   **Complete the update of the geographic information held by Council so that it is survey accurate and aligned with the NSW LPMA DCDB (digital cadastre database)**   **100%**   **SRS**

    Jul-11

Status Comments   100% of the corrected cadastre has been forwarded to LPI for inclusion in the NSW Digital Cadastral Database.

✅ **1.4.1.2.1**   **Regular meetings of the Northern Rivers IT group to identify opportunities and provide recommendations to improve the delivery of e-services**   **50%**   **DTCS**

Code	KPI	Target	Units	Achieved	Notes
1	Quarterly meetings of NRITG held and minuted	1	Number	0	

Status Comments   Regular meetings continuing with high degree of information sharing proving extremely valuable and are an excellent example of regional collaboration. Last quarterly meeting held at Lismore. 2013 schedule of meetings agreed but Q1 meeting (Murwillumbah) rescheduled to late April due to attendee availability.

✅ **1.4.1.4.2**   **Enter a reciprocal training program for Design Unit GIS staff with LPMA staff**   **75%**   **MD**

Code	KPI	Target	Units	Achieved	Notes
1	Number of staff training days	0	Days	0	

Status Comments   Training provided as suitable opportunities are identified but no opportunities this quarter. The Senior Registered Surveyor has had discussions with relevant staff at recent conference.

✅ **1.4.1.4.3**   **Work with other government departments on Subsurface Utility Engineering standards**   **75%**   **MD**

Code	Name		Start Date	Target Date	Performance	Responsible Officer

Code	KPI	Target	Units	Achieved	Notes
1	Number of meeting attended	0	Number	1	

Status Comments   Meetings held with Government Departments regarding sharing of cadastral information but no opportunities in the current period to develop further.

1.5.2	Land use plans and development controls will be applied and regulated rigorously and consistently and consider the requirements of development proponents, the natural environment and those in the community affected by the proposed development	63%

1.5.2.3.1	Review open space elements of Development Control Plan to ensure adequacy for future provisions			50%	MRS
			Jul-11		

Status Comments   Development Control Plan elements are under constant review.

1.5.2.4.1	Implement open space standards in DCP for new developments	75%	MRS

Code	KPI	Target	Units	Achieved	Notes
1	New developments comply with open space standards in DCP	100	Percentage	100	

Status Comments   Open space standards implemented on all new developments.

May-13