

Delivery Program and Operational Plan Report 2023-24

July to December 2023 Progress Report





Acknowledgement of country

Georges River Council acknowledges the Bidjigal people of the Eora Nation, who are the Traditional Custodians of all lands, waters and sky in the Georges River area. Council recognises Aboriginal and Torres Strait Islander peoples as an integral part of the Georges River community and values their social and cultural contributions. We pay our respect to their Elders past and present and extend that respect to all Aboriginal and Torres Strait Islander peoples who live work and meet on these lands.

July to December 2023

The Georges River area is known as a clean, green and welcoming place with beautiful and accessible bushland and waterways.

It offers a diversity of active, connected places and heritage areas that we can plan for in collaboration with our community.

People attend many events and activities and can access a choice of housing and a mix of jobs and economic opportunities near where they live.

In short, our vision is:

Naturally connected to place, community and country.

The six pillars of our Community Strategic Plan that we are working to achieve are:

- Our community
- Our green environment
- Our economy
- Our built environment
- Our place in Sydney
- Our governance

This report details some of the programs and projects we delivered during 2023 which contribute to delivering our community's visions for the future.

Table of Contents

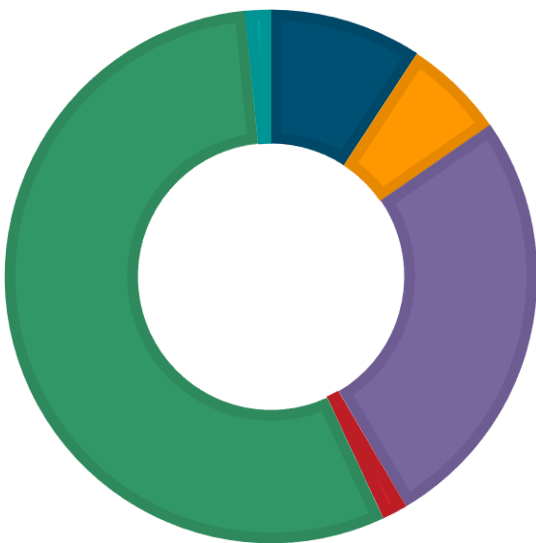
How to read this report	4
Overall Progress	5
1: Our community	6
Achievements.....	6
Performance Indicators	7
2: Our green environment	17
Achievements.....	17
Performance Indicators	18
3: Our economy	23
Achievements.....	23
Performance Indicators	24
4: Our built environment	28
Achievements.....	28
Performance Indicators	29
5: Our place in Sydney	37
Achievements.....	37
Performance Indicators	38
6: Our governance	42
Achievements.....	42
Performance Indicators	42









How to read this report









The focus of this July to December 2023 progress report is on the 2023/24 Operational Plan actions which contribute to the overall Delivery Program 2022-2026.

The Plan contains actions which reflect both ongoing services and new projects or initiatives which are contributing to the four-year outcomes and supporting continuous improvement.

How we rate the status

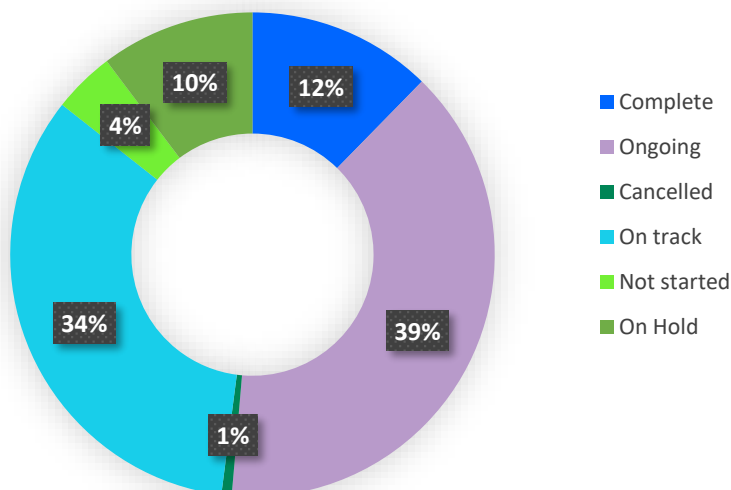


	Complete	All agreed delivery milestones achieved.
	On Track	On time, within budget and meeting agreed levels.
	Ongoing	Ongoing deliverables.
	On Hold	On hold due to budget or other constraints.
	Behind Schedule	Behind schedule due to budget or other constraints.
	Carry Over	Carry project forward to next action year.
	Not Started	Not started due to budget or other constraints.
	Cancelled	Deliverable no longer proceeding.

Completed	Not Started	On Track	Behind Schedule	Cancelled	Ongoing	Carry over	On Hold
							

Overall Progress

We are currently in the second year of our four-year delivery program with 85% of Operational Plan actions either completed, on track or ongoing with 15% of actions cancelled, not started or on hold. There are currently zero actions that are behind schedule or carried over.



Income

2.2%

Above YTD adopted budget

Expenditure

1.7%

Below adopted YTD budget

Customer Requests

Completed within agreed times
June – December 2023

93%

Correspondence

Responded to within 14 days
June - December 2023

88%

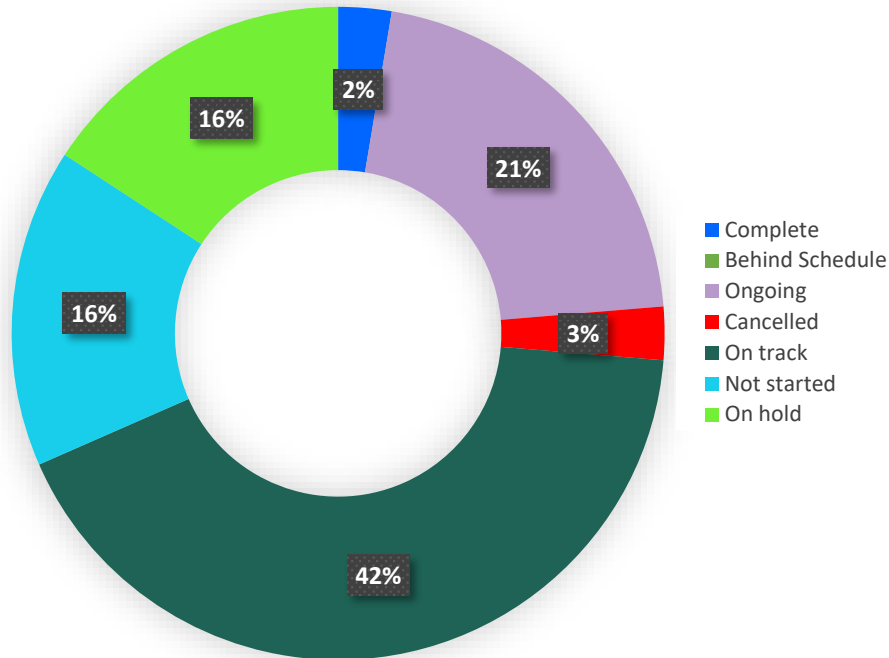
Complaints

Completed within agreed times
June - December 2023

100%









Completed	Not Started	On Track	Behind Schedule	Cancelled	Ongoing	Carry over	On Hold
●	●	●	●	●	●	●	●

1: Our community











Achievements

- The Community Safety Education Program received endorsement.
- The Main Gallery and Dragon's Lair Gallery exhibition spaces were combined for the Georges River Art Prize. Hurstville Museum & Gallery displays the Georges River Art Prize (painting), Local Artist Prize and Sculpture Prize. Opening on Friday 27 October, the exhibition featured 55 artists from all over Australia and drew 2,345 visitors across October, November and December.
- Ngurra Advisory commenced consultations with the recently established Aboriginal & Torres Strait Islander Advisory Committee of Council, as well as engaging with key traditional owners and the Council's Staff Working Group.
- The Claydon Reserve bus shelter mural was completed by Sydney-based artist Joel Cameron.
- The Georges River Art Prize was successfully delivered.
- In Q2, Magic of Christmas was delivered to 22,000 attendees in Carss Bush Park and the 'No to Domestic Violence Walk' saw 1,200 attendees from local schools and community organisations.

Completed	Not Started	On Track	Behind Schedule	Cancelled	Ongoing	Carry over	On Hold
							

Performance Indicators


Description	Annual Target	Results To Date	Status	YTD Comments
Customer satisfaction with community centres and performance venues	≥ 80%	90%	On Track	Average for year to date is 90% being 93% and 87% for quarters one and two respectively.
Customer satisfaction with Early Learning Services	≥ 80%	82%	On Track	For the first of the year the Happy or Not terminals were not utilised in Q1, however for Q2 we retrieved the Early Learning Survey 2023 with an 82% satisfaction rate.
Customer satisfaction with Events	≥ 80%	98%	On Track	Average for year to date is 98% being Q1 was 100% and Q2 was 98%. Events in Q1, broadcast of the FIFA Women's World Cup 2023 and events in Q2, Frightful 80's Drive in event and Magic of Christmas event.
Customer satisfaction with Library Services	≥ 80%	82%	On Track	The first half of the year the libraries continue to remain strong and achieve high levels of customer satisfaction with customer service programs and diverse collections.
Customer satisfaction with Museum and Gallery	≥ 80%	87.5%	On Track	The first half of the year we continued to provide high levels of customer satisfaction from programs and exhibitions.
Utilisation of Council's Early Learning Services	> 90%	90.5%	On Track	For the first half of the year, the utilisation for Q2 was on track at 90% being: Carss Park - 98% Jack High - 89.5% Oatley West - 98.5% Ocean Street - 64.5% Penshurst - 93.5% South Hurstville Kindergarten - 99%

Completed	Not Started	On Track	Behind Schedule	Cancelled	Ongoing	Carry over	On Hold
							



1.1 Our community is socially and culturally connected and we strive for social equity.









1.1.1: Initiate, facilitate and support inclusive and accessible events that meet community aspirations and connect people, communities and diverse groups.

1.1.1A: Implement an annual program of Council run and Council supported events.




Code	Action Name	Status	Comments
1.1.1Ai	Implement an annual calendar of destination and localised events.		<p>Council has developed an annual calendar that displays events and days of significance from community needs and expectations data harnessed during the development of the Events and Festivals Charter. Council plans and delivers the annual events calendar with an inclusive approach to increase the impact and benefit to the community through Council run and Council supported events.</p> <p>In Q2, Magic of Christmas was successfully delivered to 22,000 attendees in Carss Bush Park. Frightful 80s drive-in cinema was hosted in Donnelly Park, continuing Council's commitment to bringing events to areas not normally activated. Strengthening Council's pledge to not tolerate domestic violence in the community, the No to Domestic Violence Walk was held through the streets of Kogarah, with 1,200 attendees from local schools and community organisations. Additionally, Council provided financial and in-kind support to several community-run Christmas events through provision of event grants.</p>

1.1.1B: Develop and implement the Georges River Council Event Strategy 2022 – 2027.

Code	Action Name	Status	Comments
1.1.1Bi	Implement the Georges River Council Event Strategy 2022 - 2027.		<p>The Events and Festivals Charter, Events Guidelines and Events Toolkits were presented to Council in Q2 and endorsed for public exhibition. These documents support good governance and provide a framework to deliver and support events in our area, in addition to aligning, but not duplicating, actions related to events found in existing Council strategies and plans.</p> <p>The Events and Festivals Charter, Events Guidelines and Events Toolkits will be implemented through capacity building sessions held with the community to assist in the planning and delivering of inclusive and accessible community-run events.</p>
1.1.1Bii	Develop and deliver workshops to build capacity within the community on Council's Event Guidelines.		<p>Council's Events and Festivals Charter, Events Guidelines and Events Toolkits have formed the framework developed for a series of Council-hosted capacity building sessions to assist the community to plan and deliver inclusive and accessible events. These sessions will be delivered in Q4 2023/24.</p>



Completed	Not Started	On Track	Behind Schedule	Cancelled	Ongoing	Carry over	On Hold
							









1.1.1C: Maximise the utility of Netstrata Jubilee as a venue for Council's major events.

Code	Action Name	Status	Comments
1.1.1Ci	Commission drafting of POM and consequently engage planning consultant to initiate DA to extend the event program at Netstrata Jubilee Stadium to include entertainment, cultural and community events.		The direction of the Plan of Management (POM) will be managed by Environment and Planning and an update will be provided in Q3.
1.1.1Cii	Procure major events other than sport for Netstrata Jubilee Stadium.		POM required to lodge DA to stage other events.
1.1.1Ciii	Promote Netstrata Jubilee Stadium as a venue for non-sporting group events.		POM required as DA to stage other events is subject to existence of POM.

1.1.2: Foster and support programs and installations such as Art Trails and Public Art that celebrate diversity, our multicultural community, supports innovation and creativity and contributes to the creative economy.





1.1.2A: Provide a range of programs such as the Georges River Art Prize and the Artist in Residence Program.









Code	Action Name	Status	Comments
1.1.2Ai	Deliver Georges River Art Prize and Artist in Residence Program.		The Georges River Art Prize was successfully delivered. Official opening events where winners were announced were held at Clive James Library and Service Centre, Kogarah for the youth prizes and at Hurstville Museum & Gallery for the major Painting and Sculpture prizes on the 26 & 27 October respectively. Approximately 200 people attended across both nights, with positive feedback received. The Georges River Artist in Residence program saw Liz Walker undertake a residency in October, followed by Manfred Krautschneider in November and December. Both artists ran community workshops/talks, allowing participants an insight into their processes.
1.1.2Aii	Deliver a range of public art and cultural programs.		The Claydon Reserve bus shelter mural was completed by Joel Cameron. During the creation of this mural the community was invited to view a live painting by Joel as he added the finishing touches to the mural. This project improved the amenity of the site, reduced the incidence of graffiti, and increased the public art offering within the local area. MAN.De extended the mural she completed in 2020 in MacMahon Street, Hurstville on a hydrant booster box as part of the MacMahon Street upgrade. There were two new public art opportunities advertised in Q2 which included applications for the 2024 Lunar New Year festival, and the 2024 Un[contained] Arts Festival. The application processes for these were streamlined and applicants can now apply for public art opportunities through Smartygrants. There was also a call out to the public inviting them to donate skateboards to be included in the dragon sculpture to be installed in Q3 at Olds Park Skatepark and Netball Precinct.

Completed	Not Started	On Track	Behind Schedule	Cancelled	Ongoing	Carry over	On Hold
							


1.1.3: Develop, support and promote programs, services and activities that foster social support, participation and wellbeing for our diverse community regardless of age, gender, physical or mental ability, sexual orientation or cultural or religious background.

1.1.3A: Develop and Implement social justice strategies to build the social strengths of the Georges River community.

Code	Action Name	Status	Comments
1.1.3Ai	Develop an action plan for the Georges River Council's Social Justice Charter.		Council's Community Capacity Building team and members of Council's Advisory Committees and Reference Groups provided feedback on the draft structure, focus areas and actions for the Social Justice Charter Plan. The focus areas and Social Justice Charter Plan were endorsed by the executive team on 12 December 2023.
1.1.3Aii	Consult with the community to deliver Council's Antiracism campaign "Better Together".		<p>Council supported the 'Empowering Youth To Inspire Change' program and facilitated Bystander Anti-Racism Training for students in December 2023 at Western Sydney University. Other deliverables include:</p> <ul style="list-style-type: none"> Engaged in one NSW Anti Racism Working Group and Contact Officers Network Meeting Delivered the Migrant Information Day in October 2023 with 350 attendees and 29 stall holders. Council's curate content commemorating multicultural festivities across the city Your Say page for community feedback on Better Together reinstated on 15 November 2023. Distributed Council's 2024 English Classes Directory to Georges River Libraries, Advance Diversity Services, Kogarah Community Services, 3Bridges and Services Australia and Council supported Community Forum addressing racism in December 2023 hosted by Advance Diversity Service and the Challenging Racism Project.
1.1.3Aiii	Develop and implement the Aboriginal and Torres Strait Islander Strategy.		Ngurra Advisory commenced consultations with the recently established Aboriginal & Torres Strait Islander Advisory Committee of Council, as well as engaging with key traditional owners and the Council's Staff Working Group. A Your Say survey was initiated to gather feedback from members of the local Aboriginal & Torres Strait Islander community.
1.1.3Aiv	Implement the Aboriginal and Torres Strait Islander Strategy Action Plan.		Aboriginal and Torres Strait Islander Strategy Action Plan is still underdeveloped, consequently, there is nothing to implement and therefore no updates to provide for this reporting period. The Draft Strategy and Action Plan are scheduled for presentation to Council in mid-2024.



Completed	Not Started	On Track	Behind Schedule	Cancelled	Ongoing	Carry over	On Hold
							









1.1.3B: Develop and implement the Georges River Council Disability and Inclusion Action Plan 2022-2026.



Code	Action Name	Status	Comments
1.1.3Bi	Implement the Georges River Council Disability and Inclusion Action Plan 2022-2026.		<p>Council has engaged with Zero Barriers who secured 14 business commitments as well as the following deliverables:</p> <ul style="list-style-type: none"> • Co-facilitated Bayside, St George, and Sutherland Shire Disability Interagency Meeting in November 2023. • Co-facilitating the Bayside, St George, and Sutherland Shire Employment Working Party Meeting in November 2023. • Hosted International Day for People with Disability in December 2023 which incorporated the Livability awards. • Facilitated access & inclusion reference group meeting in October 2023. • Work placements offered from Georges River College, Oatley Campus, from May 2023 to December 2023. • Enhanced accessibility by providing information in accessible formats to meet WCAG color contrast ratio requirements. • Recruitment for the 2024-2025 Access and Inclusion Advisory Committee commenced in December 2023.

1.1.4: Provide high quality, affordable education, care and protection for children across Council's Early Learning Centres.

1.1.4A: Implement the 2021-2031 Early Learning Services Strategy to meet the educational and care needs of children and their families.

Code	Action Name	Status	Comments
1.1.4Ai	Review and implement Child and Staff Wellbeing Action Plan.		<p>The Working group met In November 2023 and the:</p> <ul style="list-style-type: none"> • 'Be You' resources were distributed to staff in all early learning centre's. • 'Be You' consultant shared ideas on enhancing team morale and cohesion. Centres embraced these suggestions, organizing activities throughout December 2023 such as Staff Kris Kringles, Christmas t-shirt week, water play days, Christmas movie screening and dress-up days. <p>Lastly in October, a representative from Council attended the Early Childhood Conference in Adelaide. The focus of the conference was on Nature Play and emphasised the significance of outdoor activities for children. Discussions highlighted the potential behavioral issues that may arise in children due to a deficiency in nature exposure. Insights gathered from the conference have been relayed to the committee with a recommendation for integration into all services provided by the Council.</p>
1.1.4Aii	Implement Council's Child Protection Action Plan.		<ul style="list-style-type: none"> • Facilitated Child Safe in Sport information session within Georges River to implement the Child Safe Standards effectively. • Conducted review of child safe collateral, ensuring its visibility in Council facilities. Review process will continue annually to maintain effectiveness. • Collaborated with People and Culture to integrate Council's Child Protection and Youth Services Officer into the Staff Orientation, ensuring a comprehensive understanding of child protection measures among staff. • Ongoing evaluation of organisational practices on inclusion of child protection agenda items, focusing on utilization and effectiveness. Review will be conducted annually to ensure continuous improvement.






Completed	Not Started	On Track	Behind Schedule	Cancelled	Ongoing	Carry over	On Hold
							









Code	Action Name	Status	Comments
			<ul style="list-style-type: none"> Developed educational materials outlining indicators of child abuse and appropriate responses when identified. Materials will be accessible through Council's Child Safe Organisation Rivernet page and will be shared organization-wide to promote awareness of child protection protocols.
1.1.4Aiii	Implement the Early Learning Services Reconciliation Action Plan		The RAP working group attended a cultural awareness training day in November 2023.
1.1.4Aiv	Review demand for an additional needs early learning centre.		Development of the YourSay survey tailored for parents and families associated with our early learning centres. The initial feasibility assessment and formulation of study objectives were accomplished and commencement of recruitment for a social researcher to further advance these initiatives.

1.2: Diverse, vibrant community hubs and facilities are connected, well maintained and have equitable access.

1.2.1: Develop our library services to provide for inclusive hubs, spaces and services, collections, programs and facilities.

1.2.1A: Implement the 2030 Library Strategy to improve service delivery, technology, collections, information services, community engagement and programs.




Code	Action Name	Status	Comments
1.2.1Ai	Investigate innovative ways to provide library services to the western half of the Georges River Local Government Area.		Current funding and resources are committed to the branch library feasibility study in accordance with Council Motion NM097-22. The investigation of options for the western half of the LGA will be informed by the findings of the feasibility study as well as the Mortdale Master Plan.
1.2.1Aii	Activate the reading and sensory garden at Hurstville Library through programs and other community engagement.		Activation of the Reading and Sensory Garden will be planned and implemented when the installation timeline of the facility is known. The project to install the Reading and Sensory Garden is on hold until building work on the adjoining strata is completed.
1.2.1Aiii	Establish a reading and sensory garden at Hurstville Library that includes space for community environmental and sustainability education.		The project is on hold until building work on the adjoining strata is completed.
1.2.1Aiv	Undertake consultation to assess the current libraries at Oatley, Penshurst and South Hurstville for their suitability and community use.		During Q2 2023/24 the Head of Public Libraries from the State Library NSW conducted a review of Council's branch libraries, with the results of the review due in Q3. During Q2, in accordance with Council's procurement process, a detailed scope of requirements and request for quote (RFQ) was prepared for the feasibility study for the revitalisation of Council's branch libraries. The RFQ will be advertised and evaluated during Q3, with the final feasibility study due at the end of Q4.
1.2.1Av	Continue to implement and review the Georges River		The amnesty for outstanding library fines provided an incentive for customers to have their fines waived in return for a charitable donation. The amnesty concluded in October 2023.

Completed	Not Started	On Track	Behind Schedule	Cancelled	Ongoing	Carry over	On Hold
							



Code	Action Name	Status	Comments
	Library Debt Recovery and Management Plan.		









1.2.2: Provide a range of affordable and accessible facilities and community hubs for community-based activities.

1.2.2A: Provide a range of affordable and accessible facilities for community-based activities.

Code	Action Name	Status	Comments
1.2.2Ai	Maintain and provide for hire community properties across the Georges River Local Government Area.		Council continues to provide hireable space to the community through venues for hire, sporting field and parks. Maintenance of these hireable spaces is managed through Council's annual maintenance schedule, with reactive maintenance identified and implemented when required.
1.2.2Aii	Deliver actions identified in the Venue and Facilities Management Review.		Action has not yet commenced.
1.2.2Aiii	Deliver actions identified in the Open Space Expansion Plan.		The Georges River Community Infrastructure Needs Assessment and Acquisition Strategy was presented to Council in Q2 and endorsed for public exhibition. Community feedback collected during this time will be incorporated when the strategy is presented to Council for adoption in Q3. Once adopted by Council, implementation of recommendations from the strategy will commence.




1.2.2B: Create community spaces to deliver enhanced programs and experiences for community members.









Code	Action Name	Status	Comments
1.2.2Bi	Create a multi-functional, accessible and flexible programming space.		The project is on hold until sources of funding are secured. The outcome of another project in progress (1.2.1Aiv), to undertake a feasibility study for the revitalisation of the branch libraries at Oatley, Penshurst and South Hurstville, may identify priorities that align with this project to create multifunction programming spaces.
1.2.2Bii	Provide opportunities for the community to engage with the Library and Hurstville Museum & Gallery outside Council buildings through outreach, online and delivery services.		<p>A range of deliverables have been actioned being:</p> <ul style="list-style-type: none"> HSC Rescue sessions delivered in partnership with 3 Bridges, 2Connect, Headspace, St George & Sutherland Mental Health Service (4, 11, 18, 25 October) Migrant Information Day Library Stall (11 October) Artist in Residence community charm bracelet workshop and talk (29 October) Online tour of "Georges River Art Prize" exhibition using Matterport software. Services Australia Outreach information sessions (15, 22, 29 November) Artist in Residence photography workshop & talk in Carss Park (9 December) Care Finder information sessions in Greek provided by Advance Diversity Services (15 December)

Completed	Not Started	On Track	Behind Schedule	Cancelled	Ongoing	Carry over	On Hold
							

1.2.3: Encourage and promote the arts and creativity through Council's cultural facilities including Hurstville Museum & Gallery, Hurstville Entertainment Centre and Carss Park Artists Cottage.

1.2.3A: Implement the Create Georges River Cultural Strategy to support our community's cultural activities and initiatives.



Code	Action Name	Status	Comments
1.2.3Ai	Implement the Create Georges River Cultural Strategy to support and strengthen our community's cultural activities and initiatives.		<p>Goal 1.2 - In Q2 three new submissions were received and uploaded to the Arts, Heritage & Cultural Directory.</p> <p>Goal 1.4 - Develop arts and heritage pedestrian/cycling routes: an Intramaps layer outlining the location of public art works throughout the LGA was made public in Q2.</p> <p>Goal 1.10 - Support events and programs that prioritise and promote Aboriginal knowledge and identity: Consultation with the Aboriginal and Torres Strait Islander Advisory Committee was conducted as part of the review of the Public Art Policy.</p> <p>Goal 1.11 - Support events and programs that highlight diverse migration histories and contemporary stories: Expression of interest for 2024 Lunar New Year mural was advertised.</p> <p>Goal 1.24 - Continue to grow Council support of community cultural activities: Hurstville Museum & Gallery provided guidance and resources to 3Bridges Youth Centre to assist with the development of their mural program which also received Council grant funding.</p>
1.2.3Aii	Increase the profile of Hurstville Museum & Gallery through the implementation of a comprehensive and diverse program of exhibitions and events.		The Main Gallery and Dragon's Lair Gallery exhibition spaces were combined for the Georges River Art Prize. Hurstville Museum & Gallery displays the Georges River Art Prize (painting), Local Artist Prize and Sculpture Prize. Opening on Friday 27 October, the exhibition featured 55 artists from all over Australia and drew 2,345 visitors across October, November and December. The Snapshot Gallery highlighted 'Baked Beans' which featured the history of bakeries in the area through a series of historical photographs from the Georges River Libraries local studies collection.
1.2.3Aiii	Establish and increase the profile of the Edgbaston Artist Studio.		The fit out of the Artist Studio in Merv Lynch Reserve (formerly Edgbaston Reserve) was delayed due to supply issues and is scheduled to occur during Q3, allowing the opening of the studio in February 2024. The studio will include keyless entry as well as options for week-long bookings to provide a streamlined self-service experience and encourage utilisation.

Completed	Not Started	On Track	Behind Schedule	Cancelled	Ongoing	Carry over	On Hold
							


1.3: The community is safe and healthy.

1.3.1: Implement actions to maintain and promote the community safety of our area.

1.3.1A: Increase community and road safety in Georges River Local Government Area.


Code	Action Name	Status	Comments
1.3.1Ai	Deliver the 2022/23 Road Safety Program, focused on traffic facilities, Black Spot Funding and other safety initiatives.		<p>1. Road Safety Program is in progress. Council has undertaken a number of safety programs including child restraint checking days, learner driver workshop, stepping on program, 65+ senior driver workshop and motorcycle safety awareness workshop.</p> <p>2. Traffic Facilities Program is in progress. Council has commenced the construction of the program with completion by June 2024.</p> <p>3. Grant Funded program Council is scheduled to commence the Black Spot funded projects in March 2024 with completion in April 2024. Get Active NSW program has commenced in February and expected to be completed in April.</p>
1.3.1Aii	Deliver a pilot Community Safety Program.		The Community Safety Education Program received endorsement from the Executive Team in October, followed by endorsement from the Council during the December meeting.

1.3.1B: Investigate systems to improve public safety and accessibility.


Code	Action Name	Status	Comments
1.3.1Bi	Develop annual program to upgrade council's security and CCTV systems to improve public safety and accessibility.		A project has been undertaken to convert councils CCTV software to a more robust, easier to use system (now completed - with installing NX Witness). This gives more flexible and reliable access to approved staff. Council is working on an annual maintenance plan for its extensive CCTV network to ensure better up times and improved coverage of public spaces. Implementation of new cameras because of the "Safer Communities" Grant funding project is underway to provide improved public safety of identified areas.









1.3.2: Conduct regulatory functions in accordance with legislative requirements.

1.3.2A: Adopt and implement a Fire Safety Program that maintains buildings with essential fire services to safeguard the community.

Code	Action Name	Status	Comments
1.3.2Ai	Implement actions to ensure compliance with the directions set by the NSW State Government relating to external combustible cladding and Council's Fire Safety Audit.		Premises the subject of a Fire Safety Order under the Environmental Planning and Assessment Act 1979 or a Building Product Rectification Order under the Building Products (Safety) Act 2017 are reviewed and monitored on an ongoing basis to ensure compliance.


1.3.2B: Liaise with the NSW Government and relevant stakeholders to keep up-to-date with legislative changes around regulatory functions.

Code	Action Name	Status	Comments
1.3.2Bi	Implement the 2022/23 regulatory programs to ensure		During Q2 the Parking & Rangers Unit investigated 1862 service requests. 1051 Parking; 59 relating to school, 170

Completed	Not Started	On Track	Behind Schedule	Cancelled	Ongoing	Carry over	On Hold
							

Code	Action Name	Status	Comments
	compliance with the relevant legislation and to address community safety concerns		relating to trucks and the remainder for other parking matters, 194 warning notices issued for minor offences. The Rangers team investigated 812 service requests; 230 animal matters (51 cat, 117 dog, 62 other animals), 388 unregistered or possible abandoned vehicles and the remainder relating to the use of public places.



1.3.2C: Implement programs relating to food premises, skin penetration premises and regulated systems

Code	Action Name	Status	Comments
1.3.2Ci	Implement the Get The Site Right Program to manage development site condition compliance.		The Get the Site right campaign is held in May and October each year. Council's Compliance Unit will participate in the campaign during Q2 and Q4.









1.4: Georges River area heritage and history is protected.

1.4.1: Encourage and promote heritage and history through collections, programs, heritage trails and protection policies.

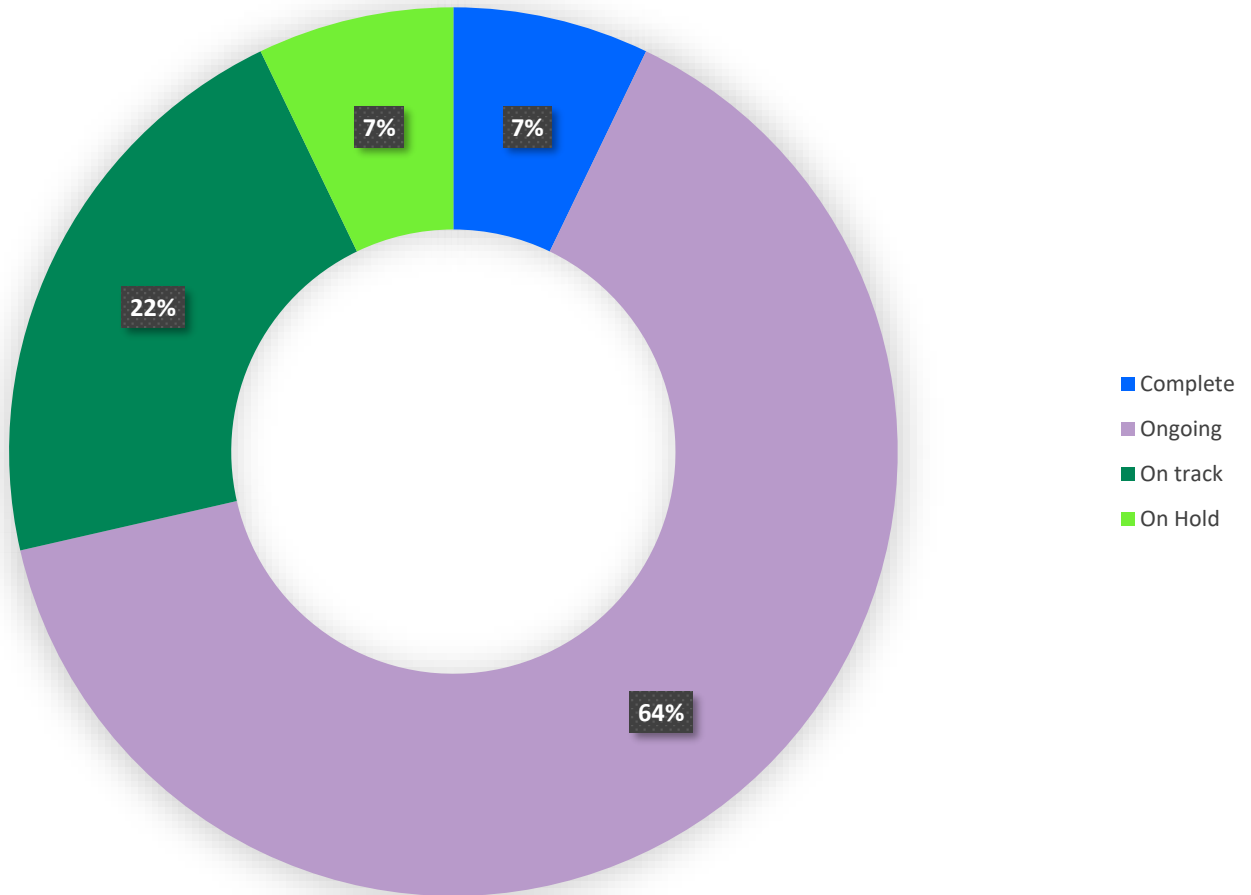
1.4.1A: Promote the retention and conservation of heritage items within the Georges River Local Government Area.

Code	Action Name	Status	Comments
1.4.1Ai	1.4.1Ai Conduct a 2023/24 Heritage Building Grants Program		This project will not be undertaken in 2023/24 due to the project not being funded in 2023/24.
1.4.1Aii	Conduct a heritage information session for owners of heritage listed properties.		This project will not be undertaken in 2023/24 due to the project not being funded in 2023/24.











Completed	Not Started	On Track	Behind Schedule	Cancelled	Ongoing	Carry over	On Hold
							

2: OUR GREEN ENVIRONMENT











Achievements

- Council continues to deliver a comprehensive Waste Education Program each year. The delivery of the Household Chemical Cleanout events has continued during the reporting period, along with the expansion of the e-waste recycling drop off events to include a range of additional items for recycling funded due to a successful grant application.
- Council at its meeting on Monday 18 December 2023 adopted 257 trees at 16 sites to be included on the Significant Tree Register.
- The bush regeneration team continues to educate and undertake work associated with improvement and development of resilient Council bushland areas.
- Council continues to make itself available to assist the SES as and when needed. Assistance was provided this quarter by way of trades works consisting of priming and interior painting of the Mortdale SES building.
- All programmed preventative maintenance on the three shark nets has been carried out.
- There were 1,546 Volunteer hours associated with Bushcare activities.

Completed	Not Started	On Track	Behind Schedule	Cancelled	Ongoing	Carry over	On Hold
							

Performance Indicators


Description	Annual Target	Results To Date	Status	YTD Comments
Number of hectares of active bush regeneration activities.	≥ 20	100	On Track	YTD there were 20ha of active bush regeneration activities completed with 76 sites of active bush regeneration and bushcare sites.
Number of native plants including trees, shrubs and ground covers planted to improve habitat, biodiversity and bushland structure (or other community tree planting) activities.	≥ 2,000	100	Off Track	YTD 2,564 individual trees, shrubs, and ground covers planted within bushland settings.
Number of street trees planted each year	≥ 160	143	On Track	A total of 143 street trees have been planted YTD.
Number of volunteer hours associated with Bushcare activities	≥ 3,000	100	Off Track	YTD there were 1,546 Volunteer hours associated with Bushcare activities
Percentage of environmental pollution complaints responded to within two business days.	> 75%	100%	On Track	To date, the respond time within two business days for pollution incidents has been met.
Percentage of food premises inspected annually.	= 1%	47%	On Track	Of the 766 food businesses that were to be inspected by the end of Q2, 360 were completed. The food premises inspections are on schedule to be completed by the end of the financial year.
Percentage of waste customer requests responded to within 48 hours.	> 98%	99%	On Track	During the quarter, a total of 1,275 service requests were received and actioned by the Environmental Sustainability & Waste team. Of these, 11 were not completed within the applicable deadline. During the period, more than 99.1% of requests were completed before the deadline, meaning team performance was ahead of the annual target.

Completed	Not Started	On Track	Behind Schedule	Cancelled	Ongoing	Carry over	On Hold
							


2.1: Our environmentally sustainable practices inspire us all to protect and nurture the natural environment.

2.1.1: Prepare the Georges River area to be resilient in addressing climate change and reducing energy and water usage.

2.1.1A: Implement the Resilience Action Plan 2022- 2040 for Council services.


Code	Action Name	Status	Comments
2.1.1Ai	Report on the implementation progress of the Environmental Resilience Action Plan 2022 - 2040. *		<p>Monitoring of progress of the Environmental Resilience Action Plan has been on hold since the vacancy of the Senior Sustainability Officer role since January 2023. Proactive monitoring of progress will resume in Q3 after the Senior Sustainability Officer role was filled at the end of Q2, after a vacancy of just under 12 months.</p> <p>* (The Energy Management Plan (Gas) project will not be undertaken in 2023/24 due to the project not being funded in 2023/24)</p>









2.1.1B: Undertake programs and activities to educate the community on reducing energy consumption, protecting waterways, reducing waste and taking other action to improve the environment, with a focus on climate change projects

Code	Action Name	Status	Comments
2.1.1Bi	Implement activities to educate the community on reducing energy consumption and protecting the environment.		<p>Council has during Q2 considered the results of the annual energy and emissions progress made during FY22/23 ahead of the preparation of the annual energy and emissions update report, which was presented to Council in November 2023. Council, in leading by example and ensuring its operations are as sustainable as possible, with reduced emissions, will then focus on community education campaigns and services to work towards Council's 2050 community emissions target at the achievement of Council's net zero carbon emissions target for the year 2025.</p>


2.1.2: Ensure waste is managed as a resource with minimal impacts from its disposal.

2.1.2A: Implement the Waste Strategy 2021-2040.

Code	Action Name	Status	Comments
2.1.2Ai	Report on the implementation progress of the Waste Strategy 2021-2040.		<p>The implementation of the Waste Strategy 2021-2040 will remain ongoing until 2040. A significant change during Q1 relevant to the Waste Strategy implementation is the cessation on 30 June 2023 of the Sydney RID Squad, for the management of regional illegal dumping. Council has since resumed functions for the management of illegally dumped waste with regards to investigations and enforcement with the employment of the Ranger - Waste and during The Ranger role was filled in Q2 and waste commenced investigations of illegally dumped waste within the LGA.</p> <p>Delivery of recycling events continues with the expanded e-waste recycling drop off events held during Q2 and a joint procurement with Bayside Council for the waste collection service was concluded in Q2 with Council endorsing the new waste collection contract commencing in FY24/25.</p>



Completed	Not Started	On Track	Behind Schedule	Cancelled	Ongoing	Carry over	On Hold
							

2.1.2B: Deliver community education initiatives to support environmentally sustainable waste disposal and recycling practices.

Code	Action Name	Status	Comments
2.1.2Bi	Implement the annual Waste Education Program.		Council continues to deliver a comprehensive Waste Education Program each year. The delivery of the Household Chemical Cleanout events has continued during the reporting period, along with the expansion of the e-waste recycling drop off events to include a range of additional items for recycling funded due to a successful grant application. During Q3 and Q4, the waste education program will focus on preparations in community education for the implementation of the new waste collection contract in FY24/25.

2.1.3: Prepare for natural disasters such as bushfires and extreme weather events.


2.1.3A: Maintain and implement the Georges River Local Emergency Management Plan in collaboration with the Local Emergency Management Committee (LEMC).









Code	Action Name	Status	Comments
2.1.3Ai	Provide support to the State Emergency Service within the Georges River Local Government Area.		Council continues to make itself available to assist the SES as and when needed. Assistance was provided this quarter by way of trades works consisting of priming and interior painting of the Mortdale SES building.
2.1.3Aii	Achieve endorsement of Georges River Local Emergency Management Plan 2021 and facilitate quarterly LEMC meetings attended by all combat agencies.		The Georges River Local Emergency Management Plan 2021 was successfully endorsed in April 2022. Quarterly LEMC meetings attended by all combat agencies continue to be facilitated quarterly.

2.2: Our waterways are healthy and accessible.

2.2.1: Protect the Georges River and waterways to be clean and naturalised.


2.2.1A: Represent Council's ambitions for the Georges River through the GRCCC.

Code	Action Name	Status	Comments
2.2.1Ai	Support the GRCCC with the development of a Foreshore Management Plan.		<p>Council continued to offer financial support to the GRCCC (Georges Riverkeeper) for the development of the Catchment Management Plan (CMP) alongside all member councils. The development of the CMP remains on-going during Q2, however, it expected to slow in its preparation and delivery due to the vacancy of the Riverkeeper Program Manager role in Q3.</p> <p>A total of \$20,000 was provided in the 2023/24 operational budget (successful budget bid) and will cover half of Council's financial contribution to the CMP development. A budget bid for the remaining \$20,000 will be submitted in Q3 to seek the final portion of the contribution in the 2024/25 operational budget. Delivery of the CMP is dependent on all member Council's providing their financial contribution to the Riverkeeper by the end of the 2024/25 financial year.</p>


Completed	Not Started	On Track	Behind Schedule	Cancelled	Ongoing	Carry over	On Hold
							

2.2.2: Maintain and implement strategies to provide access to our waterways

2.2.2A: Implement the recommendations of the Foreshore Scenic Character Review into the Georges River Local Environmental Plan.

Code	Action Name	Status	Comments
2.2.2Ai	Report the results of the preliminary community consultation on the proposed implementation of the Biodiversity Study and Foreshore Scenic Character Study.		Preliminary community consultation on proposed changes to planning controls concerning biodiversity, unique local character and foreshore scenic character in 2022/23. Submissions summarised and sent to the consultant to inform amendments to proposed controls. Discussion with consultants held to formulate options for planning controls, which was presented at a Councillor briefing in August 2023. While no option was selected, consensus by the Councillors was that changes are required, and more options requested. Councillor briefing held 6 November 2023 to present more options - Councillors agreed to move forward with the exhibited controls and to reduce FSR, increase landscaping and strengthen the existing landscape area clause with biodiversity considerations from the existing FSPA clause. Report on community consultation outcomes and to seek endorsement to prepare a planning proposal will be presented to Environment & Planning Committee on 11 March 2024.



2.2.2B: Maintain Council's marine and foreshore assets to be functional and safe.









Code	Action Name	Status	Comments
2.2.2Bi	Undertake programmed and reactive maintenance works of marine and foreshore assets.		All programmed preventative maintenance on the three shark nets has been carried out and minor repairs have been carried out on the nets at Carss Park with grant funding being sought for the replacement of these nets. Endeavour Street Wharf at Sans Souci remains closed and funding is being sought for its repair in FY24/25. The viewing platform at Tom Ugly's Bridge remains closed. Funding for repairs will be sought. Ongoing condition reports on all marine structures are being carried out.

2.3: Greening, canopy cover and bushland and biodiversity preservation are maximised.

2.3.1: Increase and promote our tree canopy, shrubs and bushland coverage.


2.3.1A: Provide appropriate and responsive management of current and future tree assets within the Georges River Local Government Area.

Code	Action Name	Status	Comments
2.3.1Ai	Implement Council's Tree Management Policy.		The Council meeting of 27 November 2023 resolved to publicly exhibit the draft revised Tree Management Policy and an amendment to the Georges River Council 2023/24 Schedule of Fees and Charges. The draft will be on exhibition until 1 March 2024.
2.3.1Aii	Continue expanding urban tree canopy to work towards Council's target of 40% urban canopy by 2039 with a focus on areas of high urban heat.		Tree planting through the summer months has been limited due to the high water requirements of newly planted trees. Work on the tree planting program during Q2 has concentrated on development of Council's tree management inventory, TREEPLOTTER, and plotting of all new trees planted through the previous year's planting program. The next concentrated planting program is set to commence in Q3 (March/April 2024)

Completed	Not Started	On Track	Behind Schedule	Cancelled	Ongoing	Carry over	On Hold
							

Code	Action Name	Status	Comments
------	-------------	--------	----------


with new requirements for tree planting contractors to plot each new tree as they are planted and update each maintenance attendance.


2.3.1Aiii	Develop a significant tree register for the LGA.		Council at its meeting on Monday 18 December 2023 adopted 257 trees at 16 sites to be included on the Significant Tree Register. The Register is published on Council's website and will be managed in accordance with the Tree Management Policy. The Significant Tree Register will be reviewed every 5 years and further nominations for inclusion of trees into the Significant Tree Register will occur when there are a significant number of nominations submitted (10+) or at the five-year review (subject to available funding).
-----------	--	---	--

2.3.2: Protect and reinstate our biodiversity, including endemic flora and fauna









2.3.2A: Implement Council's Bush Regeneration Program to protect, conserve and enhance the natural environment.

Code	Action Name	Status	Comments
------	-------------	--------	----------

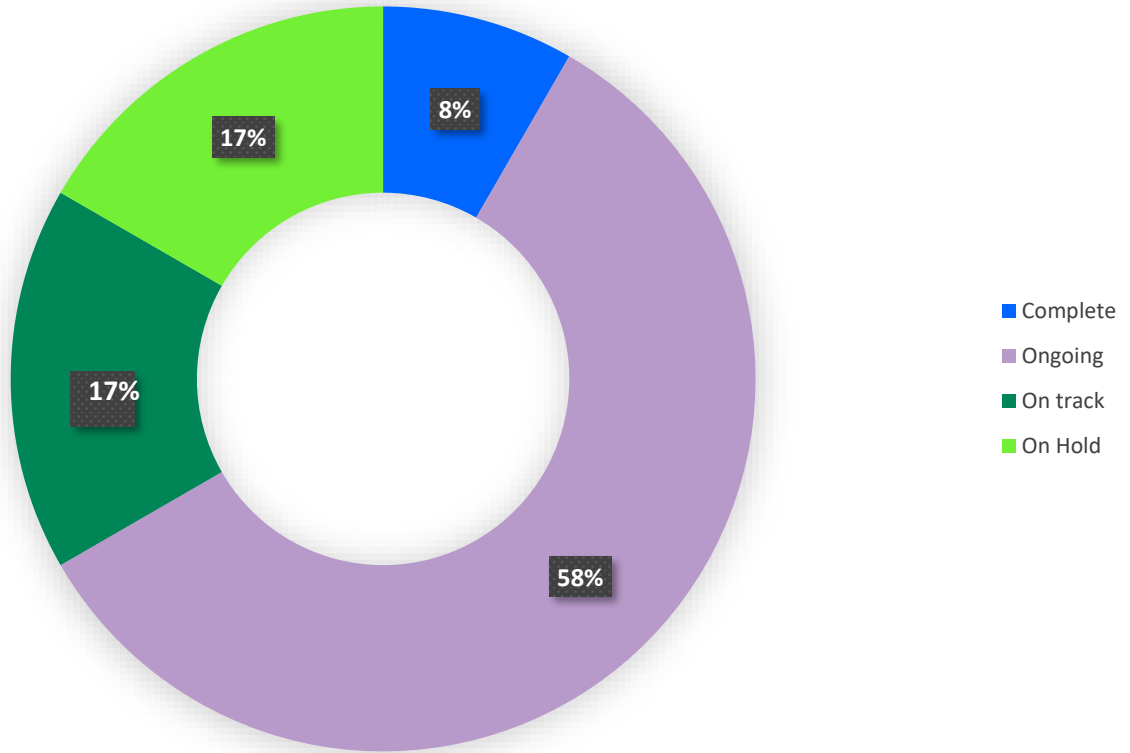
2.3.2Ai	Implement the 2023/24 Bush Regeneration Program.		Bush regeneration team continues to educate and undertake work associated with improvement and development of resilient Council bushland areas. Council has recently engaged new contractors to undertake management actions at 16 sites across the LGA.
---------	--	---	--

2.3.2Aii	Implement the high priority recommendations of the Biodiversity Study 2021 including preparing a Biodiversity Strategy. * (Aspects of this project may not be undertaken in 2023/24 due to the project not being funded in 2023/24).		The implementation of the recommendations outlined in the Biodiversity Study 2021 are progressively being implemented. Notably, an example of just one action that has been implemented is the declaration of 19 parks and reserves throughout the LGA as category 2 Wildlife Protection Areas through the Wildlife Protection Area Policy, endorsed in August 2022. In November 2023 Council considered a report outlining the costs to Council to implement the Wildlife Protection Area (WPA) Policy, while considering progress made to date in implementing the Policy in protecting native fauna. A budget bid will be submitted in Q3 seeking funds to enable implementation of the WPA's for the protection of native fauna.
----------	--	---	--

The implementation of the recommendations is subject to available funding. The delivery of a Biodiversity Strategy was not funded for delivery within the 2023/24 financial year.









Completed	Not Started	On Track	Behind Schedule	Cancelled	Ongoing	Carry over	On Hold
							

3: OUR ECONOMY











Achievements

- 5,772 km of roads swept.
- The Economic Leadership Group Terms of Reference was endorsed by the Executive Team in December. The first Economic Development Leadership Group will be held in March 2024.
- Hurstville is promoted through strengthened events cycle and will be included in the Sydney's Connected Community campaign and Discover Georges River website.
- Memorial Square, Hurstville recently completed 15 new canopy trees and over 1,000 variety of understorey planting was installed.
- Gannons Park Green our City grant Program was recently completed. 60 new canopy trees and over 1,500 variety of understorey planting.
- Lambert Reserve Graffiti Management grant program was recently completed 4 new canopy trees and over 1,000 variety of understorey planting.

Completed	Not Started	On Track	Behind Schedule	Cancelled	Ongoing	Carry over	On Hold
							

Performance Indicators

Description	Annual Target	Results To Date	Status	YTD Comments
All 24 commercial centres cleaned daily.	100%	100.00%	On Track	Hurstville and Kogarah CBD's, town centres, and public amenities continue to be cleansed and sanitised via high pressure hosing of footpaths/pavement areas, street furniture and other hard-surfaced public assets as part of the rolling Deep Cleansing Program which ensures an ongoing focus on improved service standards in these high traffic areas.
Kilometres of roads swept	> 30,000	5,772.00	Off Track	5,772 km of roads swept YTD. Factors including the lack of sweeper distance tele-tracking capabilities across all sweepers and the downtime of sweeper vehicles taken off the road have contributed to this below-target figure.
Percentage of engineering operations service requests actioned against works scheduled.	≥ 80%	100.00%	On Track	100% - The use of CiAnywhere and ongoing development of new job categories continues to enable effective scheduling and job completion.
The percentage of reported graffiti removed within 5 days	> 80%	65.00%	Off Track	Discussions are taking place to implement measures to improve graffiti removal within agreed timeframes and ensure greater coverage across the LGA.

Completed	Not Started	On Track	Behind Schedule	Cancelled	Ongoing	Carry over	On Hold
							

3.1: Local jobs and local business are supported to grow.


3.1.1: Support local businesses to help protect jobs and create employment opportunities

3.1.1A: Implement initiatives in key economic sectors in response to the Economic Development Strategy.

Code	Action Name	Status	Comments
3.1.1Ai	Prepare a strategic business case for the 'River Rail' (Kogarah to Parramatta rail link) in partnership with key stakeholders.		The River Rail is included as a strategic priority in the development of the Advocacy Impact Plan.


3.1.2: Encourage the Night Time Economy, particularly in Hurstville, Beverly Hills and Kogarah, to grow.

3.1.2A: Deliver programs to activate and increase the night time economy in town centres

Code	Action Name	Status	Comments
3.1.2Ai	Seek programs and partnerships to activate and increase the night time economy in Hurstville and Kogarah.		No actions undertaken due to resourcing constraints

3.1.3: Target economic development in key locations and sectors within the local government area


3.1.3A: Actively participate with State agencies and Bayside Council to achieve the ambitions for the Kogarah Health and Research Hub Collaboration Area.









Code	Action Name	Status	Comments
3.1.3Ai	Lead the Kogarah Collaboration Area Place Strategy Governance Group.		The Economic Leadership Group Terms of Reference was endorsed by the Executive Team in December 2023 and an Expression of Interest was open from 22 December - 12 February 2024. The first Economic Development Leadership Group will be held on Monday 4 March 2024. The ELG will replace the Kogarah Collaboration Area Governance Group.

3.1.3B: Prepare and implement an action plan to market the Georges River Local Government Area's investment opportunities.

Code	Action Name	Status	Comments
3.1.3Bi	Implement the action plan to market the City.		A new Discover Georges River website is under development. Local businesses have been encouraged to ensure that their data is up to date and/or included in the Australia Tourism Data. Information from this database will be pulled into the Discover Georges River website and increases discoverability through Tourism Australia and Destination NSW platforms. The Discover Georges River website launch will be combined with the Sydney's Connected Community Campaign.


3.1.3C: Maximise the Potential of the Kogarah Health and Research Hub

Code	Action Name	Status	Comments
3.1.3Ci	Implement, promote and market the Kogarah Investment Attraction Strategy to grow the Kogarah Health and Education Precinct.		The development of innovation precincts will be included as an agenda item in the Economic Leadership Group. Feedback from the Economic Leadership Group will contribute to the development of the Economic

Completed	Not Started	On Track	Behind Schedule	Cancelled	Ongoing	Carry over	On Hold
							

Code	Action Name	Status	Comments
			Development Strategy and build stronger industry connections.


3.1.3D: Build the cultural identity of Hurstville CBD as the Heart of the City

Code	Action Name	Status	Comments
3.1.3Di	Continue to build and promote the identity of Hurstville as the 'Heart of the City'.		Hurstville is promoted through strengthened events cycle and will be included in the Sydney's Connected Community campaign and Discover Georges River website.

3.2: Our town centres are green, clean, vibrant and activated and have good amenities.


3.2.1: Provide regular maintenance and cleansing of town centres and public toilets.

3.2.1A: Maintain Council's green open space and town centres to be functional and safe.

Code	Action Name	Status	Comments
3.2.1Ai	Undertake programmed and reactive cleansing, sportsfield and park maintenance works of Council's green open spaces and town centres.		Programmed and reactive cleansing schedules, including amenities cleaning, town centre cleansing/sweeping and deep cleansing activities, were all undertaken on regular schedules within agreed service timeframes. Park mowing was undertaken on a 3-weekly basis and tractor mowing of sportsfields was performed weekly. No CBD pavement deep cleansing was undertaken due to a non-compliant tender outcome. This will be expected to take place in Q3. Additionally, synthetic surfaces were cleansed fortnightly (Peakhurst and Poulton Parks undergoing deep cleans). Infill rubber was applied as needed.


3.2.2: Encourage and support targeted, place-based events and activities to activate town centres.









3.2.2A: Work with other directorates and teams to implement, promote and market long term place-based initiatives.

Code	Action Name	Status	Comments
3.2.2Ai	Continue to implement place-based public domain initiatives across the Georges River Local Government Area.		No actions delivered in this quarter.

3.2.3: Implement greening and planting strategies in town centres

3.2.3A: Assist and promote the greening and creation of open space in our town centres.


Code	Action Name	Status	Comments
3.2.3Ai	Continue to drive increased greening and creation/ improvement of open space in our town centres.		<ul style="list-style-type: none"> Council is finalising our Street Tree Master Plan for the entire LGA. This Master Plan will promote diversity, longevity and sustainability of tree planting on our streets. Memorial Square, Hurstville recently completed. 15 x new canopy trees and over 1000 x variety of understorey planting was installed. Gannons Park Green our City Grant Program was recently completed, 60 x new canopy trees and over 1500 x variety of understorey planting.

Completed	Not Started	On Track	Behind Schedule	Cancelled	Ongoing	Carry over	On Hold
							

Code	Action Name	Status	Comments
			<ul style="list-style-type: none"> Lambert Reserve Graffiti Management Grant Program was recently completed, 4 x new canopy trees and over 1000 x variety of understorey planting. Oleander Reserve, Olds Park and Hurstville Golf Course completed capital projects, 91 new canopy trees and over 2300 x variety of understorey planting. Council is planning to rejuvenate Vanessa Street, Kingsgrove and Pindari Road shopping area with additional understorey planting. Sourcing in progress. Lower Gannons Park remediation and mass planting project in progress.

3.2.4: Protect employment growth and services during land rezoning processes.


3.2.4A: Implement the recommendations of the Commercial Centres Strategy.

Code	Action Name	Status	Comments
3.2.4Ai	Continue the work of the Commercial Centres Strategy for all centres within the Georges River Local Government Area.		This project will not be undertaken in 2023/24 due to the project not being funded in 2023/24.


3.3: Georges River is a 30 minute city.









3.3.1: Advocate to the NSW Government to support Georges River as a 30 minute city.

3.3.1A: Advancement of the 'River Rail' through the identification of and protection of infrastructure corridors with Transport for NSW.

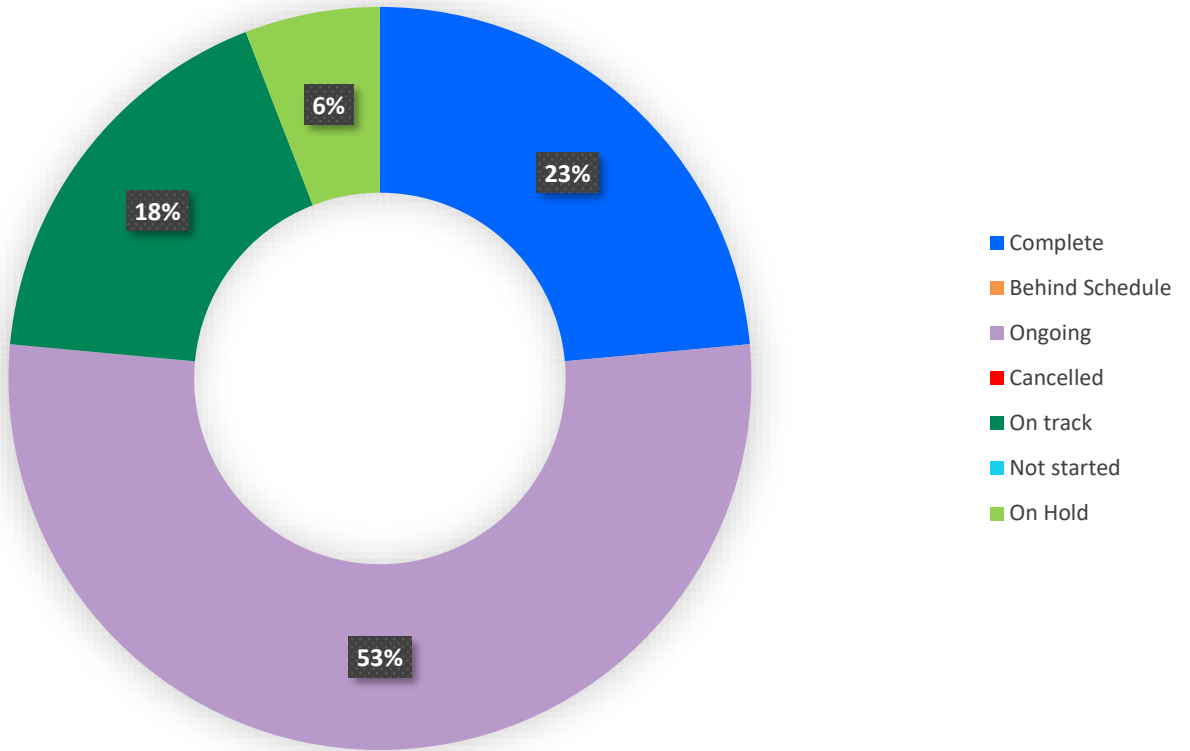
Code	Action Name	Status	Comments
3.3.1Ai	Prepare a business case for the 'River Rail' (Kogarah to Parramatta rail link).		The River Rail is included as a strategic priority in the development of the Advocacy Impact Plan.

3.3.1B: Influence the next iteration of district and metropolitan planning, with recognition of the untapped potential of the Southern Aerotropolis

Code	Action Name	Status	Comments
3.3.1Bi	Advocate for the acknowledgement of and investment in the Southern Aerotropolis through a NSW Government -led vision and plan in collaboration with local councils and key stakeholders.		Workshops have been conducted with Council teams to understand project deliverables in the next 12 months. The language is refined as Georges River Council is the third strategic centre in the development of the Advocacy Impact Plan which will broaden investment opportunities. Investment attraction and precinct development will be discussed as an agenda item in the Economic Leadership Group. This will inform the development of the Economic Development Strategy.









Completed	Not Started	On Track	Behind Schedule	Cancelled	Ongoing	Carry over	On Hold
							

4: OUR BUILT ENVIRONMENT











Achievements

- Website is up to date and is monitored quarterly to ensure currency and accuracy.
- There were 145 driveway applications received and 162 driveway applications approved. 18 stormwater applications received and 13 processed.
- All templates now rolled out. Periodic review and update stage underway, with next review in Q4 or as needs due to legislative change.
- Workshops have been conducted with Council teams to understand project deliverables in the upcoming 12 months. Transport is included as a strategic priority in the development of the Advocacy Impact Plan.
- All programmed maintenance on Council's buildings and open spaces has been performed and reactive service requests actioned within agreed timeframes.
- Council has signed a Memorandum of Understanding with the NSW Office of Sport handing over responsibility for the development of a Detailed Business Case, Detailed Design and to obtain Development Consent to the State Government.

Completed	Not Started	On Track	Behind Schedule	Cancelled	Ongoing	Carry over	On Hold
							


Performance Indicators

Description	Annual Target	Results To Date	Status	YTD Comments
Civil design for private works completed within timeframe	> 90%	93.00%	On Track	YTD there has been 145 driveway applications were received and 162 driveway applications were approved. 18 stormwater applications were received 13 were processed,
Mean gross assessment times (in days) on DAs, modifications, DA reviews.	< 90	155.00	On Track	Impacted by removal of large old DAs from system in Q1, and longstanding staff shortages in Q1. Staffing levels improved by 8 in Q2 and these are now continuing this trend.
Number of DAs determined.	> 800	149.00	Off Track	Average output remains well in excess of 22/23. The key differences are standardised templates, additional staff (8), greater stability in the unit, and the support of the Metro Assessment Relief Program from the Department of Planning.
Percentage of Construction Certificates determined	> 90%	52.50%	On Track	Lodgements are low, accordingly statistical variations are significant. This has been the case for some time, with Council remaining uncompetitive with the private certification industry.
Percentage of occupancy across Council-owned commercial properties.	> 90%	91.00%	On Track	There continues to be seven vacancies across the portfolio.
Percentage of planning proposals meeting Gateway determination timeframes.	> 85%	NA	On Track	All Planning Proposals are currently on track.
Percentage of pothole requests made safe and scheduled for repair within 48 hours.	= 100%	100.00%	On Track	All potholes make safe requests are being scheduled within the required 48 hr timeframe.
Percentage of utility restorations completed within timeframe advised.	≥ 80%	68.00%	On Track	We have received 516 restorations YTD and have actioned 480 with 352 being issued for completion or completed.


Completed	Not Started	On Track	Behind Schedule	Cancelled	Ongoing	Carry over	On Hold
							

4.1.1: Prepare Development Control Plans and Master Plans to guide liveable development and amenity.


4.1.1A: Complete a Master Plan for Beverly Hills and Mortdale that will revitalise the centre and respond to the community's ideas and aspirations for the future of the centre.

Code	Action Name	Status	Comments
4.1.1.Ai	Finalise the Master Plan for Beverly Hills and Mortdale Local Centre.		Beverly Hills Local Centre Master Plan - In December 2023, the Draft Master Plan, Public Domain and Economic Analysis were issued by the consultants to Council for review. A report to the April 2024 Environment and Planning Committee meeting will be prepared to seek a Council resolution to amend the Master Plan as per the outcome of the project team meeting in January 2024. Mortdale Local Centre Master Plan - On 23 October 2023, Council resolved to adopt Option 1A as exhibited with amendments in response to submissions received. Council resolved to prepare a Planning Proposal, amend the Georges River DCP 2021, and amend the Georges River Local Infrastructure Contributions Plan 2021 to implement Option 1A (Post Exhibition Version), subject to a successful budget bid in the 2024/25 financial year. Council also resolved to add design excellence principles and controls in the DCP to ensure building design complements the village atmosphere.


4.1.1B: Prepare a Master Plan for the Riverwood Local Centre in association with the Riverwood community and Canterbury-Bankstown Council.









Code	Action Name	Status	Comments
4.1.1Bi	Commence consultation on a Master Plan for the Riverwood Local Centre.		This project will not be undertaken in 2023/24 due to the project not being funded in 2023/24.

4.1.1C: Include the Hurstville Civic Centre site in the Georges River Local Environmental Plan 2021.

Code	Action Name	Status	Comments
4.1.1Ci	Finalise the rezoning of the Hurstville Civic Centre site.		The Planning Proposal was gazetted on 27 October 2023.


4.1.1D: Develop and implement planning controls to protect the scenic character of the foreshore.

Code	Action Name	Status	Comments
4.1.1Di	Report the results of the preliminary community consultation on the proposed implementation of the Biodiversity Study and Foreshore Scenic Character Study.		Preliminary community consultation on proposed changes to planning controls concerning biodiversity, unique local character and foreshore scenic character in 2022/23. Submissions summarised and sent to the consultant to inform amendments to proposed controls. Discussion with consultants held to formulate options for planning controls, which was presented at a Councillor briefing in August 2023. While no option was selected, consensus by the Councillors was that changes are required, and more options requested. Councillor briefing held 6 November 2023 to present more options - Councillors agreed to move forward with the exhibited controls and to reduce FSR, increase landscaping and strengthen the existing Landscape Area clause with biodiversity considerations from the existing FSPA

Completed	Not Started	On Track	Behind Schedule	Cancelled	Ongoing	Carry over	On Hold
							

Code	Action Name	Status	Comments
------	-------------	--------	----------



clause. Report on community consultation outcomes and to seek endorsement to prepare a planning proposal will be presented to Environment & Planning Committee on 11 March 2024.

4.1.1Dii	Prepare a set of biodiversity, scenic character and foreshore controls for community consultation.		Preliminary community consultation on proposed changes to planning controls concerning biodiversity, unique local character and foreshore scenic character in 2022/23. Submissions summarised and sent to the consultant to inform amendments to proposed controls. Discussion with consultants held to formulate options for planning controls, which was presented at a Councillor briefing in August 2023. While no option was selected, consensus by the Councillors was that changes are required, and more options requested. Councillor briefing held 6 November 2023 to present more options - Councillors agreed to move forward with the exhibited controls and to reduce FSR, increase landscaping and strengthen the existing Landscape Area clause with biodiversity considerations from the existing FSPA clause. Report on community consultation outcomes and to seek endorsement to prepare a planning proposal will be presented to Environment & Planning Committee on 11 March 2024.
----------	--	---	--

4.1.2: Undertake rigorous assessment of development applications (DAs) by Council staff, local planning panel and Sydney South Planning Panel.



4.1.2A: Monitor and standardise DA assessment reports and templates.









Code	Action Name	Status	Comments
------	-------------	--------	----------

4.1.2Ai	Update report templates to reflect current planning controls.		All templates now rolled out. Periodic review and update stage underway, with next review in Q4 or as needs due to legislative change.
4.1.2Aii	Ensure templates are up to date and reflect any legislative changes.		All templates are up-to-date with legislative changes. A review of the templates for currency will be carried out in Q4 2023/24 to ensure that they are up to date with the present applicable policies.

4.1.2B: Provide ongoing education to the community about controls to the development and building approval processes.

Code	Action Name	Status	Comments
------	-------------	--------	----------


4.1.2Bi	Implement community information session on planning development and building sessions.		Sessions organised for March, one for the community and one for industry.
4.1.2Bii	Provide up to date self-help information on Council's website.		Website is up to date and is monitored quarterly to ensure currency and accuracy.

Completed	Not Started	On Track	Behind Schedule	Cancelled	Ongoing	Carry over	On Hold
							



4.2: Affordable and quality housing options are available.









4.2.1: Develop policies that encourage a greater supply of housing diversity and choice.

4.2.1A: Develop and implement an Affordable Rental Housing Scheme.

Code	Action Name	Status	Comments
4.2.1Ai	Develop an Affordable Rental Housing Scheme that applies to precincts within the LGA.		Council resolved on 28 November 2022 to prepare an Affordable Housing Contribution Scheme. Since that date Council officers have been working with the Department of Planning and Environment (DPE) on a structure of an AHCS, with a number of meetings held to date. The DPE requested that Council develop different options for an AHCS and for DPE to review and provide guidance on Council's next steps. Council officers developed a number of different options and forwarded them to DPE on 6 March 2023. A letter was received on 17 November 2023 from the DPE which provided comments on Council's proposed options and feasibility testing required for the AHCS. Council is currently preparing a brief for the preparation of a feasibility study to determine a viable Affordable Housing Contribution rate, accounting for any local infrastructure and Special infrastructure contributions that would be applied on the site, either existing or required as part of a future rezoning.

4.2.1B: Provide affordable housing in one of Council's redevelopments.



Code	Action Name	Status	Comments
4.2.1Bi	Select a Council owned site for the provision of affordable housing.		Council resolved on 28 November 2022 to prepare an Affordable Housing Contribution Scheme. Since that date Council officers have been working with the Department of Planning and Environment (DPE) on a structure of an AHCS, with a number of meetings held to date. The DPE requested that Council develop different options for an AHCS and for DPE to review and provide guidance on Council's next steps. Council officers developed a number of different options and forwarded them to DPE on 6 March 2023. A letter was received on 17 November 2023 from the DPE which provided comments on Council's proposed options and feasibility testing required for the AHCS. Council is currently preparing a brief for the preparation of a feasibility study to determine a viable Affordable Housing Contribution rate, accounting for any local infrastructure and Special infrastructure contributions that would be applied on the site, either existing or required as part of a future rezoning.
4.2.1Bii	Select a Council owned site or investigate the acquisition of residential property for the provision of affordable housing.		Site selection under consideration and subject to future feasibility study.

Completed	Not Started	On Track	Behind Schedule	Cancelled	Ongoing	Carry over	On Hold
							

4.3: There are a range of transport options and increased walkability and cycling to connect people, goods and businesses.


4.3.1: Provide expert advice and lobby the State Government to provide and improve public transport options such as train and bus services

4.3.1A: Pursue State Government priority for express trains on the T4 line stop at Kogarah and T8 line to the CBD, the River Rail and Hurstville (or Kogarah) to Macquarie Park via Rhodes (through Burwood or Strathfield) rail line.


Code	Action Name	Status	Comments
4.3.1Ai	Continue to lobby Transport for NSW and the Minister for Transport for improved public transport options.		Workshops have been conducted with Council teams to understand project deliverables in the upcoming 12 months. Transport is included as a strategic priority in the development of the Advocacy Impact Plan.
4.3.1Aii	Conduct economic modelling to explore the viability of reinstating train services to Kogarah in peak periods.		Transport is included as a strategic priority in the development of the Advocacy Impact Plan.









4.3.2: Plan for, improve and maintain safe and connected footpaths and cycleways

4.3.2A: Maintain Council's footpath network to be functional and safe.

Code	Action Name	Status	Comments
4.3.2.Ai	Undertake programmed and reactive maintenance works of Council's footpath assets.		The proactive footpath grinding program was completed in the Kogarah area. Service requests for footpath repairs were sitting at a total of 365 at the end of Q2.

4.3.2B: Continue to maintain Council's walkways and cycleways to be functional and safe.


Code	Action Name	Status	Comments
4.3.2Bi	Commence investigation and design for key cycle routes within the LGA.		Council has engaged two consultants to commence detailed investigation of key cycleways along the foreshore, Riverwood and Hurstville with commencement in February 2024 and to be completed by end of April 2024. Council is working with TfNSW to progress their detailed investigation of strategic cycleway network within the GRLGA. Council is also working with TfNSW to progress the design of the Oatley to Como shared pathway upgrade

Completed	Not Started	On Track	Behind Schedule	Cancelled	Ongoing	Carry over	On Hold
							


4.4: Everyone has access to quality parks and open space and active and passive recreation facilities

4.4.1: Ensure public parks, open space and Council buildings are accessible, well maintained and managed.



4.4.1A: Maintain Council's buildings and open space to be functional and safe.









Code	Action Name	Status	Comments
4.4.1Ai	Undertake programmed and reactive maintenance works of Council's buildings, open spaces.		All programmed maintenance on Council's buildings and open spaces has been performed and reactive service requests actioned within agreed timeframes.


4.4.1B: Incorporate design principles for parks and open spaces that promote resilience.

Code	Action Name	Status	Comments
4.4.1Bi	Ensure that design principles that promote resilience are incorporated into plans for open space.		All new design and construction projects utilise accessibility, environmental and resilience-based principles.

4.4.1C: Implement the GRC Open Space, Recreation and Community Facilities Strategy.

Code	Action Name	Status	Comments
4.4.1Ci	Identify open space and recreation priorities based on the findings of the GRC Open Space, Recreation and Community Facilities Strategy.		<p>Playground upgrades to meet demand and desired level of service:</p> <ul style="list-style-type: none"> • Carss Bush Park - contractor procurement in progress • Merv Lynch Reserve - contractor procurement in progress • Austin Avenue - contractor procurement in progress • Arthur Hardiman Reserve detail design in progress • Woodville Park, Empress Reserve and Croot Park playground detail design in progress <p>Active recreation facilities upgrades:</p> <ul style="list-style-type: none"> • Olds Park netball courts and skatepark completed • Renown Park field 2 upgrade to be completed by June 30 • Renown Park field improvement works grant awarded • Lugarno light watercraft launching detail design in progress • 'Get Active NSW' grant applied to include an active shared path through Blackforest Reserve to connect M5 Linear park, Beverly Hills Park and beyond. <p>Synthetic Sportsfields:</p> <ul style="list-style-type: none"> • Council is awaiting the publication of the NSW Chief Scientist guideline. Council will adhere to recommendations where practicable.
4.4.1Cii	Accelerate the feasibility study, concept plans and business case for a new aquatic centre in the LGA to allow Council to pursue funding sources.		Council has signed a Memorandum of Understanding with the NSW Office of Sport handing over responsibility for the development of a Detailed Business Case, Detailed Design and to obtain Development Consent to the State Government.

Completed	Not Started	On Track	Behind Schedule	Cancelled	Ongoing	Carry over	On Hold
							



Code	Action Name	Status	Comments
4.4.1Ciii	Implement the 2023/24 Recreational and Open Space Capital Works Program		The 2023/24 Recreational and Open Space Capital Works Program is progressing towards completion within allocated project milestones

4.4.2: Plan and provide active and passive recreation including skate parks, aquatic facilities and off road biking opportunities.

4.4.2A: Research and plan for active and passive recreation opportunities within the Georges River Local Government Area.


Code	Action Name	Status	Comments
4.4.2Ai	Undertake detailed design for a skate and BMX facility at Olds Park.		The construction of a new skate and BMX facility at Olds Park has been completed. Official opening to occur on 17/02/2024.
4.4.2Aii	Plan for increased cycling opportunities across the Georges River Local Government Area.		Council's Road Safety Officer has obtained quotes from bike repair stores and is currently discussing promotion within Council future events. Active Transport studies along the foreshore, Riverwood and Hurstville are currently being undertaken with finalisation by end of April 2024. Council is also working with Transport to undertake the design of the Oatley to Como shared pathway upgrade.









4.4.2B: Progress the construction of a new aquatic facility in the LGA.



Code	Action Name	Status	Comments
4.4.2Bi	Undertake investigations and business cases to progress the construction of an aquatic facility at Carss Park.		Council has signed a Memorandum of Understanding with the NSW Office of Sport handing over responsibility for the development of a Detailed Business Case, Detailed Design and to obtain Development Consent to the State Government.
4.4.2Bii	Seek funding to progress construction of a new aquatic facility in the LGA.		Council continues to progress funding opportunities for stages of this project.

4.4.3: Review Plans of Management for all open space in the local government area.

4.4.3A: Ensure our parks and reserves have updated Plans of Management and Master Plans

Code	Action Name	Status	Comments
4.4.3Ai	Continue the Plans of Management for Crown Lands in accordance with the Crown Land Management Act.		The following Plans of Management are currently underway in Q2: <ul style="list-style-type: none"> Carss Bush Park/Todd Reserve Plan of Management and Master Plan Donnelly Park Plan of Management and Master Plan Merriman Reserve Plan of Management and Landscape Masterplan Oatley Park Plan of Management and Landscape Masterplan Generic Plans of Management - Amendment 1 Olds Park Master Plan - Amendment 1


Completed	Not Started	On Track	Behind Schedule	Cancelled	Ongoing	Carry over	On Hold
							

Code	Action Name	Status	Comments
4.4.3Aii	Finalise the Plan of Management for Sans Souci Park.		The Sans Souci Plan of Management and Master Plan was adopted by Council on 22 May 2023.
4.4.3Aiii	Finalise the Master Plan for Sans Souci Park.		The Sans Souci Plan of Management and Master Plan was adopted by Council on 22 May 2023.




4.5: Council-led development and assets provide quality, long term benefits to everyone.

4.5.1: Provide new and upgraded community assets and services to the LGA


4.5.1A: Plan for and implement a purchasing program for property requiring compulsory acquisition in the comprehensive LEP

Code	Action Name	Status	Comments
4.5.1Ai	Acquire land for open space purposes as identified in the Local Environmental Plan.		No actions delivered in this quarter.


4.5.1B: Achieve service delivery outcomes through a 10 year Capital Works Program driven by Council Strategies.









Code	Action Name	Status	Comments
4.5.1Bi	Implement the 2023/24 Sportsfield Renovation Program.		Council undertook renovations to 11 sporting fields this quarter, consisting of top dressing, herbicide & fertiliser applications, turf patching and adjusted irrigation regimes to suit hotter/drier weather periods. We are currently on track for the upcoming winter sport season starting in Q3.
4.5.1Bii	Deliver the 2023/24 Critical Safety and Asset Renewal Program.		The 2023/24 Critical Safety and Asset Renewal Program is progressing towards completion within allocated project milestones.
4.5.1Bill	Deliver the 2022/23 Road Resheeting Program.		The 2023/24 Road Resheeting Program is progressing towards completion within allocated project milestones.

4.5.1C: Deliver Asset Management Plans for each Asset Class (Roads, Buildings, Open Space and Stormwater) which plan for the long term sustainability of Council's Infrastructure assets.

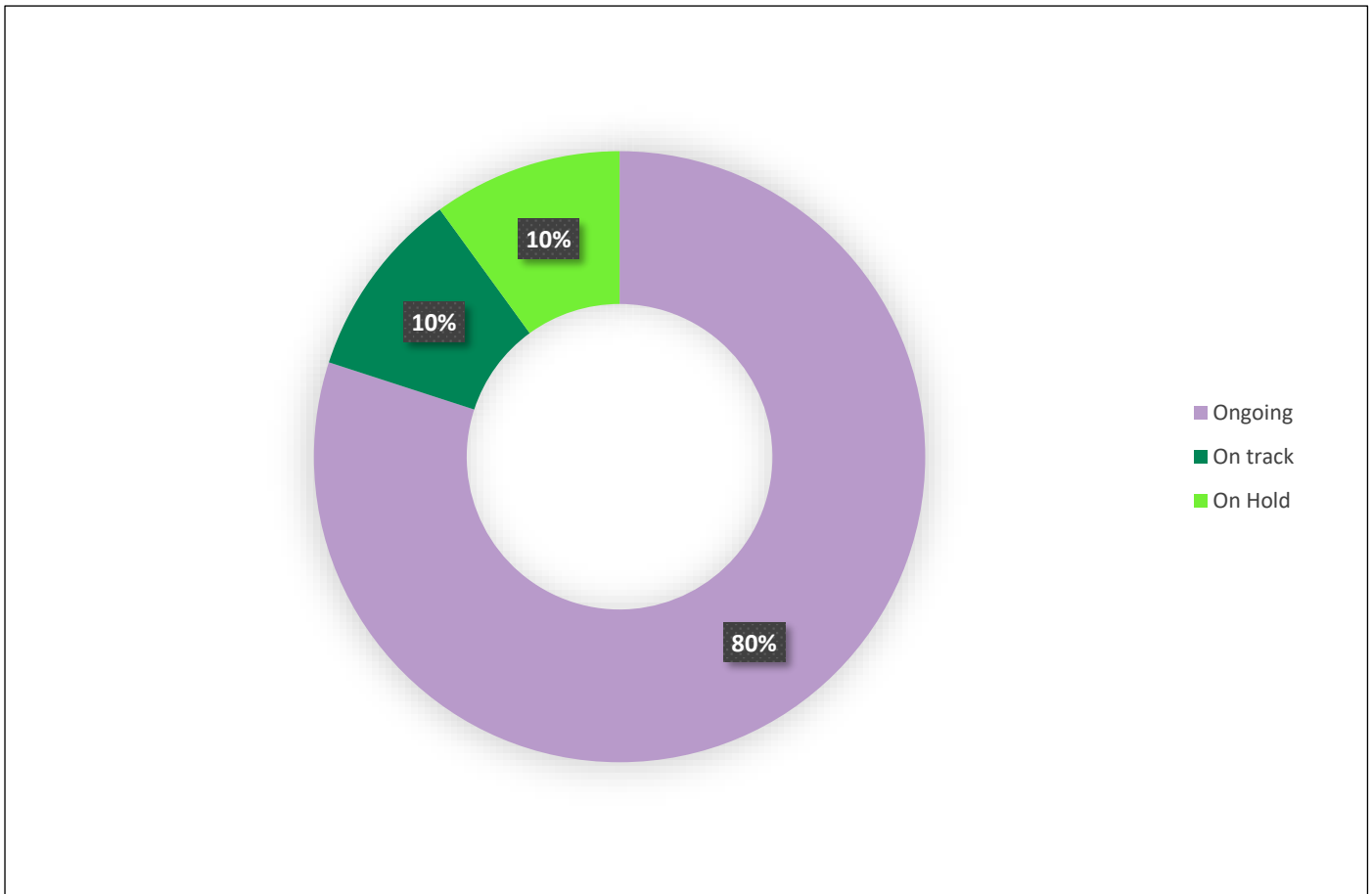
Code	Action Name	Status	Comments
4.5.1Ci	Develop asset class based 10-year Asset Management Plans.		Roads Asset Management Plan and Buildings Asset Management Plan are nearing completion and then will follow a process of Executive approval. Awaiting Stormwater asset data to be received by mid-Feb 2024.

4.5.1D: Provide new and upgraded community assets such as new library services to the western part of our LGA.

Code	Action Name	Status	Comments
4.5.1Di	Review options to provide new library services to the western part of our LGA.		Current funding and resources are committed to the branch library feasibility study in accordance with Council Motion NM097-22. The investigation of options for the western half of the LGA will be informed by the findings of the feasibility study as well as the Mortdale Master Plan.









Completed	Not Started	On Track	Behind Schedule	Cancelled	Ongoing	Carry over	On Hold
							

5: OUR PLACE IN SYDNEY











Achievements

- Council's website features a new application icon to simplify self-service transactions, allowing customers to easily find, apply, and pay.
- A monthly City Futures Report has been including website analytics. Data from this will be used for ongoing website improvement and user experience. All templates now rolled out. Periodic review and update stage underway, with next review in Q4 or as needs due to legislative change.
- Council communicated the 'Share our Space' School Infrastructure program. All programmed maintenance on Council's buildings and open spaces has been performed and reactive service requests actioned within agreed timeframes.
- Workshops have been conducted with Council teams to understand project deliverables in the next 12 months that require priority visibility and connection to State and Federal Strategic actions. A new Advocacy Impact Plan will be delivered in early 2024.

Completed	Not Started	On Track	Behind Schedule	Cancelled	Ongoing	Carry over	On Hold
							

Performance Indicators




Description	Annual Target	Results To Date	Status	YTD Comments
Council's overall Customer Experience Rating	≥ 65%	77.50%	On Track	Average for year to date is 77.5% Q1 was 78% Q2 was 77%
Customer satisfaction with face-to-face interaction at Council operated facilities.	≥ 80%	83.00%	On Track	Average for year to date is 83% Q1 was 83% Q2 was 83%
Percentage of customers satisfied with the overall experience with their customer requests to Council.	≥ 80%	72.00%	Off Track	Average for year to date is 72% Q1 was 71% Q2 was 73%

Completed	Not Started	On Track	Behind Schedule	Cancelled	Ongoing	Carry over	On Hold
							

5.1: Leadership focuses on innovation and improving the customer experience.



5.1.1: Promote Georges River as a place for innovation and collaboration and a desirable location for government and private investment.









5.1.1A: Explore the viability of a university precinct in Georges River Local Government Area and new investment from government and private enterprise to increase the region's competitiveness as a place for investment and innovation.

Code	Action Name	Status	Comments
5.1.1Ai	Develop an investment prospectus for the whole Georges River Local Government Area.		A new Discover Georges River website is under development. Local businesses have been encouraged to ensure that their data is up to date and/or included in the Australia Tourism Data. Information from this database will be pulled into the Discover Georges River website and increases discoverability through Tourism Australia and Destination NSW platforms. The Discover Georges River website launch will be combined with the Sydney's Connected Community Campaign.
5.1.1Aii	Continue to support medtech startups establishing in Kogarah.		No actions undertaken in this quarter.
5.1.1Aiii	Implement grant projects that improve place, especially in key employment centres.		No actions have been undertaken in this quarter.

5.1.2: Provide positive experiences across all customer interactions for our community and visitors.

5.1.2A: Improve consistency and reliability of service across all customer contact channels.

Code	Action Name	Status	Comments
5.1.2Ai	Develop and implement the Georges River Council Customer Experience Strategy 2022 - 2027.		Council's website features a new application icon to simplify self-service transactions, allowing customers to easily find, apply, and pay. Six applications launched in Q2: <ul style="list-style-type: none"> - planning certificates, - rates 603 certificates, - food Premises compliance, - outstanding notices, - Annual Fire Safety statements, and - Pool Compliance certificates. Development began for Damage Deposit Bonds, to be implemented Q3. Tree permit application development to continue after TechOne upgrade. Vendor procured to install keyless entry at 7 hirable community venues enabling ease of access for customers, removing need to collect/return keys from the Civic Centre. Research commenced on a cloud-based Contact Centre upgrade to deliver omni-channel capabilities and call-back options, enhancing customer experience, and optimising operational efficiency that aligns with ongoing system review and upgrades.
5.1.2Aii	Establish a new baseline for Georges River website engagement and		A monthly City Futures Report has been including website analytics. Data from this will be used for ongoing website improvement and user experience.


Completed	Not Started	On Track	Behind Schedule	Cancelled	Ongoing	Carry over	On Hold
							

Code	Action Name	Status	Comments
	accessibility utilising new and existing analytics tools.		


5.2: The three spheres of government work together to improve services and facilities in our area.

5.2.1: Advocate to all levels of government to ensure critical infrastructure accompanies residential and employment growth.

5.2.1A: Develop an advocacy strategy that identifies how Georges River Council can influence government policy and secure government investment in the Georges River Local Government Area.


Code	Action Name	Status	Comments
5.2.1Ai	Implement an Advocacy Program to raise Council's reputation/profile and ultimately influence government policy to secure government investment in the Georges River Local Government Area.		Workshops have been conducted with Council teams to understand project deliverables in the next 12 months that require priority visibility and connection to State and Federal Strategic actions. A new Advocacy Impact Plan will be delivered in early 2024.









5.2.1B: Work with neighbouring councils to facilitate major projects with long-term delivery timeframes

Code	Action Name	Status	Comments
5.2.1Bi	Develop strategic partnerships to influence key government policy and bring investment to the Georges Local Government Area.		Workshops have been conducted with Council teams to understand project deliverables in the next 12 months that require priority visibility and connection to State and Federal Strategic actions. A new Advocacy Impact Plan will be delivered in early 2024.
5.2.1Bii	Deliver an engagement program for city and council advocacy.		Workshops have been conducted with Council teams to understand project deliverables in the next 12 months that require priority visibility and connection to State and Federal Strategic actions. A new Advocacy Impact Plan will be delivered in early 2024.

5.2.2: Investigate the opportunities for government land and shared facilities being used for open space and other uses e.g. schools and health.

5.2.2A: Develop an engagement program for services and facilities where regional collaboration would assist in their delivery, including those identified in the GRC Open Space, Recreation and Community Facilities Strategy.

Code	Action Name	Status	Comments
5.2.2Ai	Continue with shared and joint use program with Department of Education.		Council communicated the 'Share our Space' School Infrastructure program.

Completed	Not Started	On Track	Behind Schedule	Cancelled	Ongoing	Carry over	On Hold
							









5.3: Georges River is known for being environmentally and culturally rich and enhances its metropolitan position as a destination for people and business.

5.3.1: Demonstrate our environmental and cultural riches through policies, programs and projects to showcase and immerse our residents and visitors in our lifestyle.

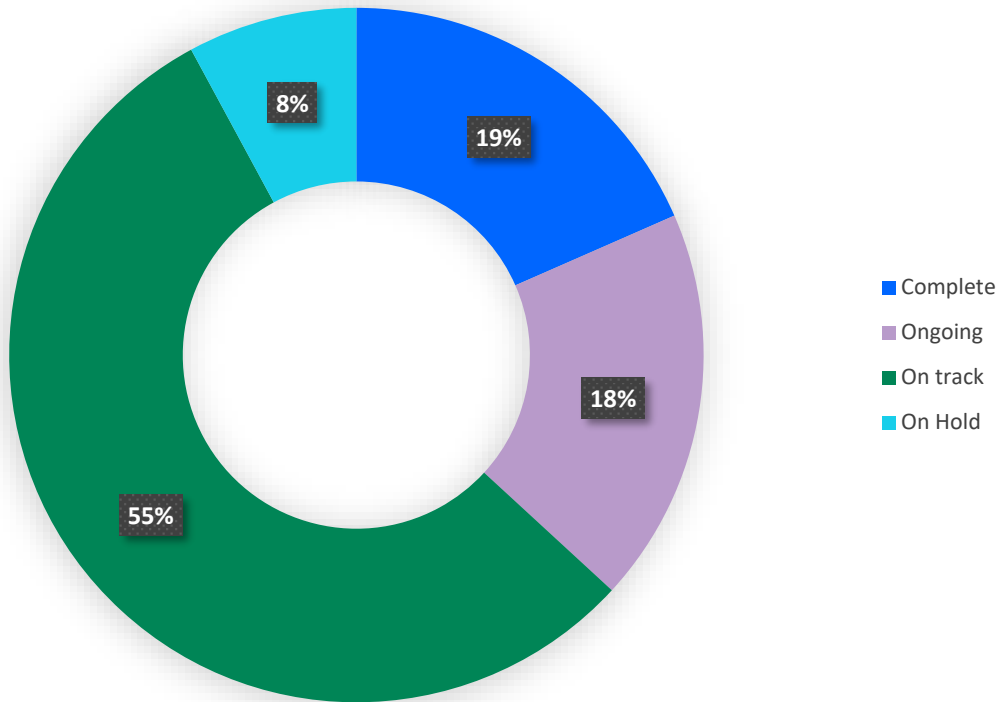
5.3.1A: Develop and build a brand and identity for the local government area.

Code	Action Name	Status	Comments
5.3.1Ai	Continue to develop and build a brand and identity for the Georges River Local Government Area.		A new Discover Georges River website is under development. Local businesses have been encouraged to ensure that their data is up to date and/or included in the Australia Tourism Data. Information from this database will be pulled into the Discover Georges River website and increases discoverability through Tourism Australia and Destination NSW platforms. The Discover Georges River website launch will be combined with the Sydney's Connected Community Campaign.











Completed	Not Started	On Track	Behind Schedule	Cancelled	Ongoing	Carry over	On Hold
							

6: OUR GOVERNANCE











Achievements

- 11 out of 12 Appeals were resolved by Court Consent.
- During this quarter the survey and consultation with the registered Your Say contributors, the Your Say Panel, was undertaken. 86 panel members visited the consultation and eight completed the survey. The feedback in the surveys will be applied to future projects, the Your Say platform and the Your Say newsletter.
- 66 registered speakers at July - December 2023 Council Meetings.
- The majority of the 22/23 audit program has been completed and tabled at previous ARIC meetings.
- LeaderLIFT concluded for Coordinators and Heads of with the two final modules delivered: Accelerator 4 - High performing teams and Core 4 - Personal excellence and authentic leadership. People and Culture set to remodel the leadership experience based on feedback from the current group as well as from Managers.









Completed	Not Started	On Track	Behind Schedule	Cancelled	Ongoing	Carry over	On Hold
							

Performance Indicators









Description	Annual Target	Results To Date	Status	YTD Comments
Actual year-to date income is no more than +/- 5% from the year-to-date approved budget.	< 5%	5.20%	On Track	Income ahead of budget due to higher-than-expected returns on Council investments.
Actual year-to-date expenditure is no more than +/- 5% from the year-to-date approved budget.	< 5%	6.40%	On Track	Savings in employee costs, and also the timing of Agency Collection Fee invoicing.
Attempted resolution of Class 1 merit appeals by way of alternative dispute resolution such as s34 conciliation wherever possible and appropriate.	= 100%	92.00%	On Track	11 out of 12 Appeals were resolved by Court Consent.
Council decisions made at meetings closed to the public.	< 10%	3.20%	On Track	8 out of 250 resolutions made in confidential closed session.
Cyber Threat Preparedness	> 85%	100%	On Track	By leveraging our protection tools Council has deployed across corporate network the team have managed to prevent almost 3.5 Million vulnerabilities in the first half of 2023/2024. These vital layers of protection have prevented councils network from attack externally and ensured malicious attacks have not impacted the security and reliability of councils systems.
Investment portfolio returns for the financial year to date exceeding industry benchmark as disclosed by CPG.	NA	2.171%	On Track	For Quarter 2, the financial year to date performance return in Council's investment portfolio was 2.171%. It is 0.022% above the Bloomberg Ausbond Bank Bill Index of 2.149%. The benchmark was flat to slightly higher, while the Council's portfolio was improving steadily. Council is still monitoring for viable investment opportunities to switch old securities to higher rates in the coming quarter as they become available.
Number of registered speakers at Committee Meetings.	> 0	14.00	On Track	14 registered speakers at Committee Meetings during July - December 2023.
Number of registered speakers at Council Meetings.	> 5	66.00	On Track	66 registered speakers at July - December 2023 Council Meetings.
Percentage compliance with statutory and legislative reporting requirements (Office of	= 100%	100.00%	On Track	All legislative requirements have been met for the first quarter of 2023. The Annual report was approved at the November Council meeting and the 'undesigned' version emailed to the Office of the Local Government prior to 30 November.

Completed	Not Started	On Track	Behind Schedule	Cancelled	Ongoing	Carry over	On Hold
							

Description	Annual Target	Results To Date	Status	YTD Comments
Local Government Compliance Calendar).				The 'designed' version will be completed mid-January 2024 and has been entered into the ARA awards along with an entry for the 'cover page' award.
Percentage of Committee Meeting business papers made publicly available on Council's website at least three days prior to each meeting.	= 100	100.00	On Track	All Committee Meeting business papers have been made publicly available on Council's website in the required timeframe.
Percentage of complaints completed within agreed times.	≥ 90%	100.00%	On Track	All Q1 and Q2 Complaints completed within agreed timeframes.
Percentage of correspondence responded to within 14 days.	> 80%	88.00%	On Track	Average for year to date is 88% Q1 was 88% Q2 was 88%
Percentage of Council Meeting business papers made publicly available on Council's website at least three days prior to each meeting.	= 100%	100.00%	On Track	All Council Meeting Business papers have been made publicly available.
Percentage of Critical devices on Council's network fully patched	≥ 80%	100%	On Track	Patching of Council's network is an ongoing task, as new vulnerabilities are discovered council works to implement patches to prevent these vulnerabilities and ensure the security of council's data and information is maintained. The team conduct regular patching on all platforms to ensure they are managed according to industry best practice, while critical patches to protect against zero day vulnerabilities are completed within 48 hours. This adds an additional layer to councils' protection of the network and data within.
Percentage of customer requests completed within agreed times.	≥ 90%	92.50%	On Track	Average for year to date is 92.5% Q1 was 94% Q2 was 91%
Percentage of Cyber Threats blocked	> 80%	98%	On Track	The team have continued to leverage new technologies to further protect data and councils corporate network, by focusing on these projects council is creating additional layers to keep vulnerabilities out while maintaining business as usual functionality. Through disaster recovery testing, data integrity checking and audit recommendation implementation the team are constantly building the resilience of the network against external factors.


Completed	Not Started	On Track	Behind Schedule	Cancelled	Ongoing	Carry over	On Hold
							

Description	Annual Target	Results To Date	Status	YTD Comments
Percentage of legal cases determined in accordance with Council's corporate and strategic objectives including successful prosecutions (convictions) and/ or fines for major environment offences, including tree breaches	> 75%	86.00%	On Track	12 out of 14 prosecutions that were handled in Local Court were awarded in Council's favour.
Percentage of WHS Incident Management Corrective Actions finalised within agreed times	≥ 60%	93.50%	On Track	In the first half of the year there was a total of 126 incidents were reported with 15 not closed within the time period.



Completed	Not Started	On Track	Behind Schedule	Cancelled	Ongoing	Carry over	On Hold
							

6.1.1: Commit to consult and engage the community on projects, initiative and issues which have an impact on their lives.



6.1.1A: Embed a culture of continuous improvement where we use the feedback provided by the community to improve our programs and services.

Code	Action Name	Status	Comments
6.1.1Ai	Undertake the biannual community satisfaction survey and provide results to managers and the Executive team for action.		The presentation has been scheduled to be delivered to the Executive Team. The results will be used to inform the next iteration of the Community Strategic Plan.


6.1.1B: Develop a service delivery review program of Council's services









Code	Action Name	Status	Comments
6.1.1Bi	Redesign the process to enable faster, simpler reviews, focussed on building organisational capability and impact, and incorporating service reviews outcomes into business as usual.		No actions undertaken in this quarter.
6.1.1Bii	Conduct an organisation wide review of Council services including commercial property, paid parking and premium facilities.		Review to be undertaken in the 3rd quarter of 2023/24 financial year.

6.1.1C: Embed Council's Engagement Strategy as an overarching process for all Council engagement activity



Code	Action Name	Status	Comments
6.1.1Ci	Re-establish the Your Say panel and undertake an ongoing survey to continue to improve the Your Say platform and Council's approach to engaging with the community.		During this quarter the survey and consultation with the registered Your Say contributors, the Your Say Panel, was undertaken. 86 panel members visited the consultation and eight completed the survey. The feedback in the surveys will be applied to future projects, the Your Say platform and the Your Say newsletter.
6.1.1Cii	Develop an intranet suite of resources to support all Council staff to create more opportunities for community engagement		The Community Engagement Officer continued to work with project leads across Council to maximise the effectiveness of their community consultations. This included sharing the support resources and providing one on one support to build confidence.

6.1.1D: Refer a broad range of Council and community issues for engagement to Council's Your Say platform.


Code	Action Name	Status	Comments
6.1.1Di	Use a broad range of tools in community engagements.		During this quarter, community engagements employed a range of tools including but not limited to: ideas tools (virtual post-it notes) for Verge Garden Competition, face-to-face community consultations for Carss Bush Park and Todd Park Master Plan and Plan of Management and survey tool for EOIs and feedback for all other projects.

Completed	Not Started	On Track	Behind Schedule	Cancelled	Ongoing	Carry over	On Hold
							


6.1.1E: Develop comprehensive engagement and communication plans for Council's community engagements.

Code	Action Name	Status	Comments
6.1.1Ei	Create and implement Engagement and Communications Plans for major projects where Council is seeking community engagement utilising Council's communications channels.		During this quarter plans were in place for Planning Agreement 1-5 Treacy Street, Hurstville, Verge Garden Competition, Sustainable Procurement Policy, Olds Park Master Plan, Carss Bush Park and Todd Park Master Plan and Plan of Management, GRDCP 2021 - Amendment No 5 - Subdivision, Lot Consolidation and Boundary Adjustments in Heritage Conservation Areas, Planning Proposal for 28 and 28A Carlton Crescent, Kogarah Bay, developing our ATSI Strategy, Enterprise Risk Management Policy, Austin Avenue Reserve Playground, E-scooter Trial 2024, Your Say Panel Survey, Events and Festival Charter, Event Guide and Event Toolkit, Early Learning Services Survey, Peakhurst Park Master Plan, Community Infrastructure Needs Assessment and Acquisition Area Strategy, and Resident Parking Permit Scheme Policy. There were also plans for seeking expressions of interest for the Multicultural Advisory Committee, Access and Inclusion Advisory Committee and the Economic Leadership Group.
6.1.1Eii	Maintain on Your Say a community facing dashboard on engagement activity.		The interactive dashboard featuring demographic data from the Your Say consultations held over the 2022/23 financial year has been published on Your Say to close the loop for our community. It is available alongside past dashboards to ensure transparency of the contributors to Council's consultations.

6.1.1F: Develop an Annual Community Consultation Progress report.


Code	Action Name	Status	Comments
6.1.1Fi	Develop a comprehensive community engagement report for Council's annual report		Content for community engagement has been provided for the 2022/23 Annual Report. A new monthly report on community engagement has been established in the City Futures monthly report which will bring efficiencies to the end of year report this financial year.









6.1.1G: Provide opportunities for the community to engage with their ward Councillors.

Code	Action Name	Status	Comments
6.1.1Gi	Provide a Meet Your Ward Councillor session for each ward annually.		Meet Your Ward Councillor Sessions have been put on hold pending future budget allocation.

6.1.2: Ensure Council's financial assistance and grants programs are managed effectively.

6.1.2A: Deliver and report on Council's financial assistance program.

Code	Action Name	Status	Comments
6.1.2Ai	Provide reports on Council's financial assistance program, including community grants, microgrants, venue hire program,		<ul style="list-style-type: none"> Venue Hire Grants 2023-2024: Round 4 - 3 projects funded, totaling \$8,214.00. Round 5 - 1 project funded, totaling \$8,705.00.




Completed	Not Started	On Track	Behind Schedule	Cancelled	Ongoing	Carry over	On Hold
							

Code	Action Name	Status	Comments
	heritage grants, heritage publication grants, and donations program.		<ul style="list-style-type: none"> Community Grants 2023-2024 Round 1 - 20 projects funded (15 Capacity Building, 5 Reconnecting Communities), totaling \$130,215. Micro Grants 2023-2024 - not open for application. Quick Response Donations 2023-2024 - 1 request funded, totaling \$1,280. Grants and Donations Policy adopted in October 2023 (Council Resolution COM031-23).


6.2: Our decisions are based on evidence which consider financial impacts, the environment and impacts on future generations.









6.2.1: Ensure the behaviour and decisions of councillors and staff is professional and ethical.

6.2.1A: Facilitate the Audit, Risk and Improvement Committee (ARIC) to fulfil its responsibilities under the Local Government Act and ARIC Charter.

Code	Action Name	Status	Comments
6.2.1Ai	Facilitate ARIC reports to Council on activities and functions, including an Annual Report from the ARIC Chair.		August, October and November ARIC meeting minutes were resolved at the 27 November Normal Council meeting. The EOI for a replacement independent member has been prepared and submitted to the 12 February Finance & Governance Committee meeting for endorsement. The Annual Report for ARIC is not due until June 2024.
6.2.1Aii	Facilitate replacement of ARIC Chair in June 2022. Recruit 1 new ARIC member to the Committee to replace outgoing/retiring Chair.		The EOI for the replacement of the ARIC member finishing in March 2024 has closed and a preferred candidate selected, interviewed and feedback provided by external referees. A report has been prepared for the 12 February Finance & Governance Committee meeting for endorsement to the next ordinary Council meeting. Once resolved a letter of appointment will be sent and the first meeting for the replacement member will be the May 2024 ARIC.
6.2.1Aiii	Prepare an annual ARIC Responsibility Calendar reflecting Local Government and ARIC Charter requirements to be completed throughout the year.		The ARIC Forward Responsibility Calendar for the 2024 calendar year has been prepared (including amended references to the adopted ARIC Terms of Reference document) and endorsed by ARIC at the November meeting. 2024 meeting dates were circulated to the ARIC members and invites sent to secure dates, people and resources for next year's meetings.


6.2.1B: Promote and assist in creating an ethical organisational environment with emphasis on internal controls, efficiency, effectiveness and good governance.


Code	Action Name	Status	Comments
6.2.1Bi	Complete the 2022/23 Audit Program.		The majority of the 2022/23 audit program has been completed and tabled at previous ARIC meetings. The majority scheduled audit items to be completed are the ongoing IMT compliance audits and the fleet and light vehicles review, which have either commenced or are due to commence in the next

Completed	Not Started	On Track	Behind Schedule	Cancelled	Ongoing	Carry over	On Hold
							

Code	Action Name	Status	Comments
------	-------------	--------	----------


quarter, as per the audit plan status report tabled at either the February or May ARIC meetings. The 2024-2028 Audit Program will be developed over the coming months, presented to the Executive Team and ARIC for endorsement.

6.2.1Bii	Implement any mandatory internal audit guidelines issued by the OLG.		<p>An EOI process for the replacement of an independent member is almost complete with a preferred candidate selected and a report prepared for the 12 February Finance & Governance Committee meeting.</p> <p>The Internal Audit Charter has been endorsed by ARIC and adopted at the 27 November ordinary Council meeting.</p> <p>A draft 2024-2028 Audit Program is being developed for presentation to the Executive and endorsement by ARIC for commencement on 1 July 2024.</p>
----------	--	---	---









6.2.1Biii	Continue to roll out education programs, provide good governance to the organisation and implement effective safeguards in order to provide assurance that Council is delivering a high standard of ethical behaviour.		<p>The monthly Governance team article in Council's internal newsletter was commenced in Q2 with each article addressing Governance related issues, such as the new PID Act and general expectations of staff. It also creates a new avenue for staff to ask general questions and to address a larger audience. Assistance is provided to the Internal Audit Executive for Code of Conduct (CoC) investigations as required. A new CoC lecture is being drafted to ensure there is greater capacity for CoC training at Council. It is expected this will be completed in Q4.</p>
-----------	--	---	--

6.2.1C: Implement and deliver a Councillor induction and professional development program to ensure the Mayor and Councillors are aware of the knowledge, skills and personal attributes expected of them in their civic roles under the Local Government Act 1993, and of the support Council should be providing to ensure they are able to effectively fulfil their roles.

Code	Action Name	Status	Comments
------	-------------	--------	----------


6.2.1Ci	Provide ample training and development opportunities (offered both externally and internally) to ensure diversity of choice and availability.		<p>Training and development opportunities are continually being offered to Councillors utilising their training and conference budget allocation within the Mayor and Councillors Expenses Policy.</p>
---------	---	---	--

6.2.1Cii	Provide opportunities for a recommended minimum of 12 hours of skill and/or development training to be achieved by each Councillor annually.		<p>All Councillors are encouraged to complete minimum 12 hours of skill and/or development training. Training opportunities are provided within Council and externally through LGNSW and other agencies.</p>
----------	--	---	--


Completed	Not Started	On Track	Behind Schedule	Cancelled	Ongoing	Carry over	On Hold
							

6.2.2: Maintain a sustainably strong financial position balanced with demand for essential services and new projects and having regard for Section 8(b)(d)(ii) of the Local Government Act (the current generation funds the cost of its services).


6.2.2A: Ensure financial decisions address the key financial sustainability risks to secure Council's immediate and long-term future.









Code	Action Name	Status	Comments
6.2.2Ai	Align the annual budget strategy to incorporate proposed new projects and programs and to facilitate financially sustainable decisions		<p>Q2 result is showing an operating surplus of \$3.0 million. This surplus is better than the December YTD budgeted surplus by \$2.9m. Increased depreciation due to the increasing cost of materials and an update of the useful life of open space assets has materially increased depreciation from 2022/23. This is more than offset by interest income in the short to medium term while Council has a healthy cash balance and interest rates being higher than anticipated.</p> <p>Council has established the Project Review Committee to prioritize the capital works project proposals for ETs consideration in forming the 2024/25 and future year budgets.</p>

6.2.2B: Ensure the Long-Term Financial Plan incorporates strategic priorities and risks.

Code	Action Name	Status	Comments
6.2.2Bi	Ensure the annual Long Term Financial Plan adequately highlights emerging risks and outlined actions to remediate.		<p>Annual updating of the LTFP indicates a deficit position will occur in the last 2 years (shown as Model 1 in the Resourcing Strategy) and will need to be addressed in coming years. Without intervention from IPART to align the rate peg with the award and CPI increases the economy has recently faced around the cost of materials, Council may have to submit another application for an SRV to continue to achieve surplus results. Alternately, service reviews to identify non-essential services that are contributing to the deficits, and asset management plans to prioritize asset management practices and the decommissioning of underperforming or underutilised assets.</p> <p>Council has established the Project Review Committee to prioritise the capital works project proposals for ETs consideration in forming the 2024/25 and future year budgets.</p>



6.2.2C: Ensure financial policy and process improvements focus on the integrity of controls, improved data for business decisions and customer experience.

Code	Action Name	Status	Comments
6.2.2Ci	Expand payment channels and self-service online access for financial processes.		On hold until the Enterprise System Review is finalised

Completed	Not Started	On Track	Behind Schedule	Cancelled	Ongoing	Carry over	On Hold
							


6.2.3: Undertake effective risk management to manage risks that may arise.









6.2.3A: Annually review Council's enterprise and operational risks.

Code	Action Name	Status	Comments
6.2.3Ai	Maintain the focus on education, awareness and mitigation with respect to risk management and fraud control.		Quarterly corporate reporting requires each responsible person to address operational and strategic risks assigned to them. On-going support and training is provided at each quarter to ensure a continued improvement in risk maturity across Council. Additional online risk training was provided on 22, 23 and 28 November 2023 to assist staff with their reporting obligations and provide guidance with the use of Council's risk register. Pulse report capability is being investigated to provide accessible statistical functionality for the ET and Directors during the quarterly reviews. Practically, the facilitation of Statewide Risk assessments is ongoing on an ad-hoc basis as risk events occur or potential risks are identified. The Fraud and Corruption Control Framework is due for review by Council in Q3.
6.2.3Aii	Review and report on the Governance and Risk Frameworks status to the Audit, Risk and Improvement Committee.		Arising risk events are addressed with Council's risk consultants as they arise. Quarterly reporting is made to the ARIC regarding the increased maturity of Council's risk framework with the next report to be submitted in the ARIC meeting planned for Q3. Review of Council's strategic risks is expected to commence in Q4, with the annual risk review for Q1 in the next reporting year. The ongoing use and expansion of functionality of Council's online Risk Register is being investigated with new initiatives planned regarding reporting formats to roll out in Q3.

6.2.4: Ensure procurement policies and practices demonstrate best practice in probity assurance and legislative compliance.





6.2.4A: Review procurement policy and practice through the Local Government Procurement Program.

Code	Action Name	Status	Comments
6.2.4Ai	Focus on procurement and contracts governance strategies and practices via continued training, reporting and awareness.		Procurement team has a continued focus on adherence to policy and best practices. Purchase order training has commenced. Review of outstanding purchase orders and Requisitions is conducted monthly. A review of the procure to pay training course provided at induction is underway. Sustainable Procurement policy was revised and approved by Council in December 2023.

Completed	Not Started	On Track	Behind Schedule	Cancelled	Ongoing	Carry over	On Hold
							

6.2.5: Undertake effective management of council's digital framework to enable responsive and timely services and information.


6.2.5A: Implement the Digital Resourcing Management Plan.









Code	Action Name	Status	Comments
6.2.5Ai	Continue to implement digital transformation initiatives that improve our e-planning, regulatory and asset management services.		Q2 2023/24 The Enterprise SaaS migration is on track, Council have approved the Integrations with councils records system (Content Manager) and this project to upgrade and integrate the records system is underway, users have commenced UAT testing of the system to ensure functionality is as expected. once the SaaS project is complete the team will focus on progressing the enterprise system review incorporating integrations.
6.2.5Aii	Engineering Trust through the implementation of the independent information security audit program, to build business resilience and safeguard Council's information.		Q2 2023/24 - the Internal Network Penetration and Wi-Fi Penetration Audit has been completed, final audit report is being finalized and prepared to be presented to ARIC, once approved by ET recommendations will be included in Pulse for completion.
6.2.5Aiii	Implement Annual program of funded initiatives for organisational plans of Council: - Customer and Digital Experience Program - Cultural Program - 2030 Library Strategy - 2021-2031 Early Learning Services Strategy.		Q2 2023/24 - Update: Progress has continued on the Enterprise System migration to cloud, this is expected to go live in May 2024, in addition to this the team are also supporting other areas of council to implement new and improved applications such as: new booking system, electronic locking system, call center software and records system upgrades, these will all provide improved experiences across council for the community and staff by allowing more seamless integrations between systems and improved experiences for the community.
6.2.5Aiv	Review Council's Enterprise architecture to future proof and enable secure, scalable information services.		Q2 2023/24 At the end of Q2 2024/25 IMT will begin the Technology One and market assessment phase of the Enterprise Systems Review. As a precursor to the next step however, IMT are currently migrating the "on Premises" version of Technology One platform to the cloud, which will be completed by the end of 2023/24. This will enable a greater range of capabilities to be made available in Technology One for Council consideration and assessment.

6.3: Our community knows why and how decisions are made.

6.3.1: The community is informed, has access to information and Council reports and reports from other levels of government, institutions and organisations pertaining to Georges River are made public.


6.3.1A: Maintain online public registers as required under the Government Information (Public Access) Act 2009 (GIPA) and Designated Persons disclosure returns (section 4.21-4.27 of Council's Code of Conduct).

Code	Action Name	Status	Comments
6.3.1.Ai	Continue to maintain online public registers as required including gifts and benefits and Councillor disclosures of interest returns.		A full audit of all Government Information (Public Access) Act 2009 (GIPA) register requirements has been conducted to ensure Council is meeting its obligations. This is periodically reviewed to maintain


Completed	Not Started	On Track	Behind Schedule	Cancelled	Ongoing	Carry over	On Hold
							

Code	Action Name	Status	Comments
			compliance. Governance is working with the People and Culture team to automate notifications regarding staff commencement to ensure all designated person returns are submitted within the legislated timeframes. It is expected this automation project will be completed in Q3. The Agency Information Guide was reviewed and submitted the IPC as per GIPA requirements, with publication occurring on the external Council website on 31 October 2023.


6.3.1B: Report to the Office of Local Government and the NSW Ombudsman on Code of Conduct and Public Interest Disclosure matters in accordance with statutory reporting requirements.

Code	Action Name	Status	Comments
6.3.1Bi	Continue reporting statistics to the Office of Local Government, NSW Ombudsman and the Information Privacy Commission under provisions of related Acts and Council's Procedures for the Administration of the Code of Conduct in accordance with statutory reporting requirements.		PID statistical reporting was reduced from bi-annual to annual requirements in line with the enactment of the Public Interest Disclosures Act 2022, that commenced in October 2023. The reporting is now only required at the conclusion of Q4 (see section 78 PID Act 2022). GIPA statistics are submitted in the same timeframes via the IPC portal and were submitted as required in Q2 (on 2 November 2023).


6.3.1C: Comply with all requirements of Integrated Planning and Reporting legislation, including progress reports for the Community Strategic Plan, Delivery Program and Operational Plan.









Code	Action Name	Status	Comments
6.3.1Ci	Communicate Council's progress against the Community Strategic Plan, Delivery Program and Operational Plan.		All requirements of Integrated Planning and Reporting including Community Strategic Plan, Delivery Program and Operational Plan are communicated within legislated timeframes.

6.3.1D: Provide live webcasting of all Council and Committee meetings.

Code	Action Name	Status	Comments
6.3.1Di	Recordings of all Council and Committee meetings to be available on Council's website for a period of four years (from 2021 onwards).		This has now become a Council process.

6.3.1E: Maintain online records of Council and Committee papers and minutes.


Code	Action Name	Status	Comments
6.3.1Ei	Ensure the unconfirmed minutes of each meeting of Council are published on Council's website within five business days.		Unconfirmed minutes have all been published on Council's website within five business days of the meeting occurring.

Completed	Not Started	On Track	Behind Schedule	Cancelled	Ongoing	Carry over	On Hold
							




6.4: The workforce is inspiring, diverse and engaged.









6.4.1: Implement leading people practices to create a high performing, capable and resilient workforce.

6.4.1A: Implement a Workplace Health and Safety System to support a well and safe workplace.









Code	Action Name	Status	Comments
6.4.1Ai	Evaluate Work, Health and Safety (WH&S) procedures and implement effective controls to manage WH&S risks.		The following WHS Management System documents have been approved for implementation in the second quarter: - Pol-007.02 Drug and Alcohol Policy - WHS020 Drug and Alcohol Procedure, Drug and Alcohol Worker Instruction - WHSI007 Hazardous Noise Management - The Executive Team peer visit records - The development of WHSI002 High-Risk and Hazardous Activities, WHSI011 Construction Work, and WHSP013 Procurement of Goods and Materials is currently underway.

6.4.1B: Implement the 2022-2026 Workforce Management Plan.

Code	Action Name	Status	Comments
6.4.1Bi	Design and Implement Council's Performance Excellence Program to achieve leading practices in reviewing, managing and recognising performance, fostering an environment where employees are engaged, aligned and motivated to excel in their roles.		FAQs and Program Document have been reviewed ahead of launch of PEP Talk 2 in February 2024, to emphasise separation of PEP Talks to the salary review committee process. PEP Talks are highlighted as occurring to develop and facilitate continuous performance and development partnerships between our people and their people leaders. A revision of the salary review committee process map has also been actioned, for further consideration of, and discussion with the Executive Team. Q3 will see the probationary period review developed, built and launched in ePM21, this review aligning with PEP Talks, so all performance reviews are facilitated and housed via one platform and flow as a full performance and development goal setting process.
6.4.1Bii	Deliver a Leadership Program to unite leaders of the organisation and drive a thriving culture where leaders inspire staff and teams to achieve our operational and strategic goals to provide quality outcomes for our community		Action Completed: LeaderLIFT concluded for Coordinators and Heads of with the two final modules delivered: Accelerator 4 - High performing teams and Core 4 - Personal excellence and authentic leadership. People and Culture set to remodel the leadership experience based on feedback from the current group as well as from Managers.
6.4.1Biii	Implement Council's wellness and belonging program to drive a healthier, happier and more productive and engaged workforce, and promote Council as an employer of choice.		M-FIT: Phase 4 of the program is focused on creating a psychosocial safe workplace and will include a Council wide education program. The learning outcomes were scoped in consultation with WHS to align with programs in development and to create awareness of the 2023 federal legislation. No changes to WELL-FIT & FLEX-FIT.

Completed	Not Started	On Track	Behind Schedule	Cancelled	Ongoing	Carry over	On Hold
							



Completed	Not Started	On Track	Behind Schedule	Cancelled	Ongoing	Carry over	On Hold
							



Delivery Program and Operational Plan Report

2023-24

July to December 2023
Half Yearly Progress Report

georgesriver.nsw.gov.au