

# TABLE OF CONTENTS

SUMMARY	.2
Part 1 - Strategic Plan	.2
Part 2 - Operational Plan	
Part 3 – Budget Estimates	.2
PART 4 - REVENUE PRICING POLICY (WITH FEES AND CHARGES)	.2
HAVE YOUR SAY	.3

## **OPERATIONAL PLAN**

GENERAL MANAGER	SAND
CITY PLANNING	Buff
EXTERNAL SERVICES	
INFRASTRUCTURE SERVICES	
SUPPORT SERVICES	Salmon
BUSINESS ACTIVITIES	WHITE



Management or Corporate Planning is a continuous process that provides a framework for an organisation to achieve its strategic goals through effectively and efficiently using its resources. The process of developing the Management Plan, implementing the Plan and reporting on its implementation forms a continuing cycle.

This year's plan reflects Hawkesbury City Council's strategic planning, outlining future directions on how it communicates to the community and stakeholders. It also sets the work for councillor and senior staff decision making with performance monitoring and the allocation of resources that achieves maximum efficiency and cost effectiveness.

The Management Plan is divided into four parts to make it easier for readers to use:

- Strategic Plan
- Operational Plan
- Estimates
- Revenue Pricing Policy (with Fees & Charges)

## PART 1 - STRATEGIC PLAN

This is the summary that outlines the different strategic goals Council will work toward in this financial year and, broadly, over the next three years. It states the Council's vision and briefly identifies the strategic direction for the challenges of the future that Council will take and how this relates to committing resources in 2007/2008. It provides an outline of some of the key projects Council plans to undertake.

### PART 2 - OPERATIONAL PLAN

This document is a more detailed look at some key elements of projects that will be undertaken in the year. It includes some operational outcomes and performance measures. This document also gives some detail of each department's role in working towards the goals and objectives of the Council as a whole. Quarterly reviews on the Operational Plan are undertaken to track and report progress to Council.

## PART 3 – BUDGET ESTIMATES

This document details the annual budget. It is a detailed estimate of the Council's income and expenditure for the coming year. It is broken down into the components outlining the various functions Council undertakes.

## PART 4 - REVENUE PRICING POLICY (WITH FEES AND CHARGES)

The Revenue Pricing Policy is a list of Council's fees and charges for 2007/2008 including all areas that support the production of Council's income from which Council provides its services. The revenue categories include rates, annual charges for services, fees for services, Federal and State government grants, borrowing and earnings from investments and entrepreneurial activities.



## HAVE YOUR SAY

This management plan gives an opportunity for residents to see what is planned and to voice any suggestions for Council activities for the future, particularly for the coming financial year.

Council's Management Plan is exhibited annually and you can comment on this Draft Management Plan by submitting your comments in writing by close of business on Tuesday, 22 May 2007 to Council, attention the General Manager:

• By Mail:

- PO Box 146 Windsor NSW 2756
- By faxing us at: (02) 4560 4400; or ٠
  - By emailing: council@hawkesbury.nsw.gov.au

Note Reference: "Management Plan Submission" in your documentation.

# General Managers Division

- A BOAS

Hawkesbury City Counci

Component 10 - Computer Services Component 11 - Records Component 40 - Commercial Response Unit Component 42 - Legal Services Component 65-Human Resources Component 68-Corporate Communications Component 69-Elected Members Component 70-Executive Management

General Ma	nager - Operational Action Plan and	Perform	nance I	ndicat	ors 20(	07/200	8				
Component 10 - Computer Services						Budget 2	007/08				
General Manager		Full Year Budget		1st Quarter		2nd Quarter		3rd Quarter		4th C	uarter
Officer: Chief Information Officer		Original Budget	Amended Bdget	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YT \$
	Total Income \$	- 9,859	-								
	Total Expenditure \$	2,167,656									
Strategic Objective: A network of towns, villages and rural localities connected by v	vell-maintainted public and private infrastructure, whic	h supports	the social	and econ	omic deve	elopment	of the City	<i>ı</i> .			
• • •		Full Year	Budget	1st C	uarter	2nd (	Quarter	3rd Q	luarter	4th G	uarter
Service Statements		%	\$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTI \$
1 To provide access to Information Services and Technology to meet corporate o	ojectives.	100%	2,157,797	-	-	-	-	-	-	-	-
			_	_			_	-	_	_	
			-	_	-		-	-	_	-	
				-							
			_			-	_				
Key Performance Indicators	Target		,		Prog	gress th	is quarte	er			
<ol> <li>Meet with IT Committee, web committee, system custodians &amp; sub committees.</li> </ol>	Meet a minimum of 3 times per year.										
1.2 Manage the system.	98% System up time for network, email & internet system										
	Review annually IT Policies that affect users.										
	Agreed leases replaced within two months of expiry date										
1.3 Access to application support and an IT Helpdesk.	100% access from 8am to 5.30pm										

General Man	ager - Operational Action Plan and	Perform	nance I	ndicat	ors 20(	07/200	8				
Component 11 - Records						Budget 2	007/08				
General Manager		Full Year	Budget	1st C	uarter	2nd Quarter		3rd Quarter		4th G	uarter
Officer: Chief Information Officer		Original	Amended	YTD	Actual YTD		Actual YTD		Actual	YTD	Actual YTE
	Total Income \$	Budget	Bdget	Budget	\$	Budget	\$	Budget	YTD \$	Budget	\$
	Total Expenditure \$	- 552,061	- 552,061								
Strategic Objective: Investigating and Planning the City's future in consultation with c	ur community, and co-ordinating human and financi			ve this fu	ture.			1	1	1	
		Full Year	Budget	1st C	uarter	2nd (	Quarter	3rd Q	luarter	4th G	uarter
Service Statements		%	\$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$
1. To provide a Records and Document Management storage, inquiry, disposal and	customer service facility.	100%	552,061	-	-		_	-	-	_	_
			_	_	_	_	_	_	_	_	_
			-	-	-	-	-	-	-		-
			-	-	-	-	-	-	-	-	-
			-	-	-	-	-	-	-	-	-
Key Performance Indicators	Target		-		Prog	gress th	is quarte	er	-		
1.1 Registration of daily inwards paper correspondence.	90% within 8 business hours, 100% within 12 business hours										
1.2 Register inward faxes and customer emails.	Within 1 working hour of receipt										
1.3 Creation of New Dataworks customer names in the Central Names Database.	No more than 200 new customer names outstanding at end of month										
1.4 Storage, Retention and disposal of Council records.	Completion of stage 2 & 3 by June										
1.5 Postage of outwards correspondence via Australia Post.	Mail posted by 4.30pm										

General	Manager - Operational Action Plan and	Perform	ance l	ndicate	ors 20	07/200	8				
Component 40 - Commercial Resp	onse Unit					Budget 2	007/08				
General Manager		Full Year	Budget	1st Q	uarter	2nd C	Quarter	3rd Q	uarter	4th Q	uarter
Officer: Strategic Planner		Original Budget	Amended Bdget	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$
	Total Income \$	- 518	- 518								
	Total Expenditure \$	543,419	543,419								
Strategic Objective: A prosperous community sustained by a diverse local ecc	nomy that encourages innovation and enterprise to attract	people to l	ive, work a	nd invest	in the Ci	ty.					
Ormites Oferenants		Full Year	Budget	1st Q	uarter	2nd C	Quarter	3rd Q	uarter	4th Q	uarter
Service Statements		%	\$	YTD         Actual         YTD         Actual         YTD         Actual         YTD           \$         Budget         YTD\$         Budget         \$         Budget         YTD\$         Budget							Actual YTD \$
<ol> <li>Facilitate economic development and growth via strategies that build lo infrastructure; and attract new investment</li> </ol>	cal workforce capabilities; support success through modern	100/									
<ol> <li>Support business development activities that facilitate business networ</li> </ol>		40%	217,160	-	-	-	-	-	-	-	
2. Support business development activities that facilitate business networ	s, and encourage entrepreneuriar aniances.	30%	162,870	-		-	-		-	-	
3. Effectively and efficiently manage organisational resources to develop	corporate capability, maintain integrity and appropriate employee skills.	30%	162,870	-	_	-			-		
			-				-				
Key Performance Indicators	Target				Pro	gress th	is quarte	r			
1.1 Business Skills Program - Young People	Undertake Hawkesbury Business Skills Program (YAA) & start 2008 program by April.										
1.2 Business Infrastructure	Install 80% of programmed Level 2 signs of Signage Policy (directional) & annual review by June										
	Participate in alliance tourism activities that promote &/or install infrastructure for town & business development, & annual review by June										
	Pursue installation of service provider technologies to support changing market business processes, inc. broadband/wifi sites, & annual review by June										
1.3 Masterplan - Technology Business precinct.	Subject to RAAF Richmond Base Study (Dept of Defence), complete 25% by June										
1.4 Business Multiplier program	Guide Bridge-to-Bridge Festival program, inc. annual review of B2B working group by June										
	Guide Hawkesbury Tourism program, inc. annual review by June										
2.1 Contractual relationships with external service providers.	Complete review of all contracts twice p.a., inc. annual review in June										
2.2 Sister Cities relationships.	Activities maintained within budget & annual review in June										
2.3 Secondary Education relationships	Complete review of UWS Undergraduate Scholarship Agreement 2006-2011 twice p.a., inc. annual review in June										
2.4 Business Networks	Establish relationships with Govt Departments/Agencies & industry groups to facilitate access to business networks & development opportunities, by June.										
3.1 Executive support to Council and Committees of Council.	Reporting to Council & Committees within meeting cycles.										

General Man	ager - Operational Action Plan and	Perform	nance I	ndicat	ors 200	)7/200	8				
Component 42 - Legal Services						Budget 2	007/08				
General Manager		Full Year Budget		1st Quarter		2nd Quarter		3rd Quarter		4th G	luarter
Officer: Strategic Planner		Original Budget	Amended Bdget	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTI \$
	Total Income \$		9-1		Ť	3	-			3	· ·
	Total Expenditure \$	423,700	423,700								
Strategic Objective: A network of towns, villages and rural localities connected by we	ll-maintainted public and private infrastructure, whic			and econ	omic deve	elopment	of the City	1.			
		Full Year	Budget	1st C	uarter	2nd (	Quarter	3rd Q	luarter	4th C	luarter
Service Statements		%	\$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTI \$
1. Support sound corporate governance.		100%	423,700	-	-	-	-	-	-	_	
			_			_	_		_	_	
								_		_	
			-	-	-	-	-	-	-	-	-
			-	-	-	-	-	-	-		
			-	-	-	-	-		-	-	-
			-	-	-	-		-	-	.	
Key Performance Indicators	Target				Prog	gress th	is quarte	r			
1.1 Timely advice on corporate and divisional matters.	Annual review of service level agreements completed by December										
	Service levels monitored Quarterly										
1.2 Effective project management.	Advice received is consistent with briefing instructions.										
	Monthly Monitoring of outstanding matters										

General Manager	s Division - Operational Action Plan	and Pe	rforma	nce In	dicato	rs 200	7/2008					
Component 65 - Human Resources						Budget 2	007/08					
General Manager		Full Year	Budget	1st Quarter		2nd Quarter		3rd Quarter		4th Q	Quarter	
Officer: Manager Human Resources		Original Budget	Amended Bdget	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	
	Total Income \$	- 35,250	- 35,250							Ŭ		
	Total Expenditure \$	328,077	328,077									
Strategic Objective: Investigating and Planning the City's future in consultation with	our community, and co-ordinating human and financ	cial resourc	es to achi	eve this fi	uture.							
		Full Year Budget 1st Quarter 2nd Quarter 3rd Quarter							4th Q	uarter		
Service Statements		%	\$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	
1. To develop, review and implement effective Human Resource strategies, polic	ies and programs that meet the corporate objectives and											
legislative requirements.		100%	292,827	-	-	-	-	-	-	-		
					-		-	-	-	-		
			-	-	-		-	-	-	-		
							-	-	-	-		
			-	-	-	-	-	-	-	-		
										-		
Key Performance Indicators	Target				Pro	gress th	is quarte	er				
<ol> <li>1.1 Recruitment and selection of quality staff within established policies and procedures meeting all legislative requirements.</li> </ol>	Recruitment process commenced within two weeks of approval by General Manager.											
	Number of appointments where qualification, skills and experience criteria are successfully filled within two months of first public advertising.											
1.2 An induction program for new staff and individual/ corporate training needs identified and actioned within budget provision.	Induction requirements for new staff actioned within first week of commencement.											
	Training database providing monthly reports to Management on training activities of staff.											
1.3 Support and advice to management and Start in relation to Award interpretation and industrial issues.	90% of industrial disputes resolved internally.											
	All legislative changes and statutory requirements actioned and complied with.											
	Fortnightly discussion sessions for Senior Management.											
<ol> <li>Salary Administration and Performance Management systems meeting organisational and legislative requirements.</li> </ol>	Annual and probationary performance reviews 95% completed by scheduled dates.											
	Performance Management system reviewed and accepted by Management and Staff by June.											
1.5 OH & S skills analysis, audit and training plan identified for all positions and staff within the organisation.	Investigate the compilation of a skills database for inclusion in each position description by June											
	Develop & implement a skills audit by December. Develop a skills gap analysis & training plan by June 2008.											

General Managers	s Division - Operational Action Plan	and Pe	erforma	nce In	dicator	s 200	7/2008				
Component 68 - Corporate Communica	ition					Budget 2	007/08				
General Manager		Full Year	r Budget	1st C	uarter	2nd (	Quarter	3rd Q	luarter	4th Q	uarter
Officer: Manager Corporate Communic	ation	Original Budget	Amended Bdget	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$
	Total Income \$	-		J	·						
	Total Expenditure \$	328,334	328,334								
Strategic Objective: An informed community working together through strong local a	nd regional connections.										
Comiles Statements		Full Year	r Budget	1st C	uarter		Quarter	3rd Q	luarter		uarter
Service Statements		%	\$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$
1. To communicate and inform the community and other key stakeholders, of Coun	cil services and issues, in an efficient and effective manner.	100% 328,334									-
			-	-	-		-	-	-		-
			_	-	-	-	-	-	-	-	-
			_	_	_	_	_	_	_	_	_
			-	-	-		-	-			-
Key Performance Indicators	Target				Prog	gress th	is quarte	r			
1.1 Year 1 Objectives of Communication Strategy Undertaken	95% completed by June										
1.2 Media relationships reviewed and enhanced	Review of media services contract Sept and March. Regular meetings and contact with all local media.										
1.3 Issues Management Advice and Monitoring	Regular updates provided to General Manager										
1.4 Media stories generated.	50% take up ratio of media releases in local newspapers. 90% of generated media releases published in at least one local newspaper.										
1.5 Strategic Cross Functional Working Groups organised and progressed	Project Plans accomplished within timeframes set.										
1.6 Manage civic events, publications and public relation activities.	Programs reviewed by June										

General Managers	Division - Operational Action Plan	and Pe	rforma	nce In	dicator	s 2007	7/2008				
Component 69 - Elected Members	1					Budget 2	007/08				
General Manager		Full Year Budget		1st Quarter		2nd Quarter		3rd Quarter		4th C	uarter
Officer: General Manager		Original Budget	Amended Bdget	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$
	Total Income \$			3	· ·		Ť				
	Total Expenditure \$	314,130	314,130								
Strategic Objective: Investigating and Planning the City's future in consultation with o	ur community, and co-ordinating human and financi	al resource	s to achiev	ve this fut	ture.						
Comileo Statemento		Full Year	Budget	1st Q	uarter		Quarter	3rd Q	uarter	4th C	uarter
Service Statements		% YTD Actual YTD YTD Budget \$ Budget YTD\$ Budget									Actual YTD \$
1. To ensure elected officials are renumerated in accordance with the Local Governm	ent Act.	65% 204,185									
2. To attend external conferences relevant to Council's strategic direction and activitie	s in a cost effective manner.	33%	103,663		-	-	-	-	-		-
3. To identify, report and develop concepts and strategies arising from Councillor exp	osure to external conferences.	2%	6,283	_	-	-	-	-	-	-	_
			-		-	-	-		-		-
			-		-		-				_
			-		-						
Key Performance Indicators	Target				Prog	gress th	is quarte	er			
1.1 Monthly payments to elected officials completed on time.	100% compliance										
2.1 Number of conferences attended where subject matter relates to strategic concepts in Council's Plan.	100% compliance										

General Managers	Division - Operational Action Plan	and Pe	rforma	nce Ind	dicato	rs 200	7/2008				
Component 70 - Executive Managemer	nt					Budget 2	2007/08				
General Manager		Full Yea	r Budget	1st Q	uarter	2nd (	Quarter	3rd Q	uarter	4th Q	uarter
Officer: General Manager		Original Budget	Amended Bdget	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$
	Total Income \$	-	-								
	Total Expenditure \$	906,619	906,619								
Strategic Objective: Investigating and Planning the City's future in consultation with	our community, and co-ordinating human and financ	ial resourc	es to achie	ve this fu	ture.						
		Full Yea	r Budget	1st Q	uarter	2nd (	Quarter	3rd Q	uarter	4th Q	uarter
Service Statements		%	\$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$
1. To ensure a safe workplace environment that meets legislative requirements and	guidelines.	3% 27,199									-
2. Develop and maintain corporate procedures to ensure a safe workplace.		2%	18,132	-	-	-		-			
3. To ensure effective salary and performance structures in place for executive man	agement and monitor divisional performance.	95%	861,288								
		5070	001,200								
			-	-	-	-	-	-	-	-	-
			-	-			-	-	-		-
Key Performance Indicators	Target		-		Pro	gress th	is quarte	er			
1.1 To assess compliance with OH&S Act and Regulations.	In accordance to system audit by Workcover achieving 3 or greater										
2.1. To assess the effectiveness of Council's OH&S system and corporate compliance.	Reduce number of loss time injuries by 10% or at least match the Workcover Industry average.										
2.2 Resource allocation to facilitate the implementation of OH&S strategies.	Consistant with comparable local government councils per staff unit.										
3.1 The Annual Performance Review is conducted.	June										
3.2 To assess the effectiveness of managing and developing human resources.	Uncertified Sick leave days < 5.00										
	Training & Development \$ > 1% budget and 90% satisfaction with training courses.										
	Annual leave < 8 weeks										
3.3 To assess the effectiveness of managing financial resources.	Actual performance vs Budget +/- 5.00%										
	Carryforward projects < 35% of budget										
3.4 To assess the effectiveness of responding to customer communications.	Correspondence replied to within 14 days										
3.5 To assess the effectiveness of achieving strategic and operational performance objectives.	95% Strategic & Operational Targets Achieved										
3.7 To assess the level of customer's satisfaction in dealing with Council.	reduce % complaints : Total correspondence										
	> 80% customer satisfaction within performance area										

# Hawkesbury City Council

# External Services Division

Component 12-Community Administration Component 13-Family Day Care Component 14-Occasional Care Component 15-Cultural Precinct-Library Component 33-Sewage Management Facilities Component 35-Health Services Component 36-Pollution Control Component 37-Development Control & Regulations Component 38-Animal Control Component 39-Cultural Precinct-Gallery Component 44-Road Safety Programs Component 45-Hawkesbury Family Co-op Component 49-Parking Patrol Component 81-Waste

### External Services - Operational Action Plan and Performance Indicators 2007/2008 **Component 12 - Community Administration** Budget 2007/08 Director External Services Full Year Budget 1st Quarter 2nd Quarter 3rd Quarter 4th Quarter Amended YTD Actual YTD Actual YTD YTD Actual YTD Actual Original **Officer: Executive Manager - Community Partnerships** YTD \$ YTD \$ YTD \$ Budget Bdget Budget Budget Budget Budget **Total Income \$** 162,118 162,118 **Total Expenditure \$** 438.446 438.446 Strategic Objective: An informed community working together through strong local and regional connections. Full Year Budget 1st Quarter 2nd Quarter 3rd Quarter 4th Quarter **Service Statements** YTD YTD Actual YTD Actual YTD YTD Actual Actual % \$ YTD \$ YTD \$ YTD \$ Budget Budget Budget Budget Manage grants and donations programs to meet the community's social, health, safety, leisure and cultural needs. 15% 41,449 In conjunction with community committees, resource and support the planning of activiites which celebrate community diversity and promote community harmony. 16% 44.212 Identify funding options to establish programs to improve community linkages and meet the social, health, safety, leisure and cultural needs of the community 12% 33,159 Work in conjunction with community and user groups to design and operationalise community facilities (as identified in Section 94 Contributions Plan). 5% 13,816 Support and resource Council Section 377 committees with delegated responsibility for the day-to-day management of Council facilities and services. 13% 35,923 6. Provide Project Management Services 39% 107,768 Progress this quarter **Key Performance Indicators** Target Achieve required milestones for operation of grants and 1 Access funds for initiatives to improve community linkages donationa pro

	donations programs	
2. Promote events.	Program of activities developed and implemented with NSW Govt time frame	
3 Source external investments to expand establish services and activities.	10% growth in community service grant receipts	
4 Implement works as identified in Section 94 Contributions Plan.	achieve consultatio and design targets within required time- framea	
5 Assist Council's Section 377 Committees.	Requests responded to within 3 working days	
6 Achieve all funding and statutory requirements as negotiated.	Contracted outputs achieved	

### External Services - Operational Action Plan and Performance Indicators 2007/2008 **Component 13 - Family Day Care** Budget 2007/08 **Director External Services** Full Year Budget 1st Quarter 2nd Quarter 3rd Quarter 4th Quarter YTD YTD Actual YTD YTD YTD Actual YTD Original Amended Actual YTD Actual Officer: Family Day Care Co-ordinator Bdget YTD \$ Budget Budget \$ \$ Budget Budget Budget \$ Total Income \$ 974,050 974,050 Total Expenditure \$ 974.839 974.839 Strategic Objective: A network of towns, villages and rural localities connected by well- maintained public and private infrastructure, which supports the social and economic development of the City. Full Year Budget 1st Quarter 2nd Quarter 3rd Quarter 4th Quarter Service Statements Actual YTD YTD Actual YTD YTD YTD Actual YTD Ctual YTD % \$ YTD \$ Budget \$ Budget \$ Budget Budget \$ Provide affordable home based child care options for families within the City of Hawkesbury. 70% 552 . Recruit, train and support approved Family Day Care Carers. 10% 79 Regulate the operation of Family Day Care in accordance with statutory requirements. 20% 158 Provide services between Monday to Friday 8:30am - 4:30pm. Key Performance Indicators Progress this quarter Target 1.1. Meet demand for home based child care within City Achieve utilisation of 160 Equivalent Full Time (EFT) places 2.1. Maintain sufficient number of registered carers to achieve utilisation 40 carers registered with scheme target (160 EFT places) 3.1 Maintain Quality Assurance (QA) Accreditation to retain schemes Retain QA accreditation to 'satisfactory' level eligibility for Child Care Benefit payments to parents. 3.2. FDC Operations meet requirements of Children's Services Regulations. Maintain License with no breaches (of regulations)

External Serv	vices - Operational Action Plan and	Perform	nance I	ndicat	ors 20	07/200	8				
Component 14 - Occasional Care						Budget 2	007/08				
Director External Services		Full Year Budget		1st Quarter		2nd Quarter		3rd Quarter		4th C	luarter
Officer: Occasional Care Co-ordinator		Original Budget	Amended Bdget	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTE \$
	Total Income \$	Dudgot	Jugot	Dudgot	Ŷ	Dudgot	÷	Dudget		Dudgot	Ŷ
	Total Expenditure \$	-	-								
Strategic Objective: An informed community working together through strong local a	nd regional connections.										
Demise Otelemente		Full Yea	r Budget	1st Q	uarter	2nd C	Quarter	3rd Q	luarter	4th C	luarter
Service Statements		%	\$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTE \$
<ol> <li>Provide flexible based child care options for families within the City of Hawkesbury</li> </ol>	v (with licensed capacity of 20 places).	90%									-
<ol> <li>Regulate the operations of Occasional Child Care in accordance with statutory reconcilence</li> </ol>	juirements.	10%		-	-	-	-	-	-	-	-
Opening hours 9:00am - 3:00pm, Tuesday - Friday			_		-		_		-		_
			_		-		_		-		-
			-		-		-	-	-	-	-
			_		-		-	-	-	-	-
Key Performance Indicators	Target				Pro	gress th	is quarte	r			
<ol> <li>Meet demand for flexible occasional child care within the City.</li> </ol>	Respond to service enquiries within 3 working days. Achieve 80% utilisation of available child care places.										
2 Occasional Child care meets requirement of Children Services Regulation.	No breaches of licence regulations.										
<ol> <li>Investigate options for establishing Occasional Child Care Service at South Windsor Family Centre</li> </ol>	Feasibility study completed										

External Serv	ices - Operational Action Plan and	Perforn	nance I	ndicat	ors 20	07/200	8								
Component 15 - Cutlural Precinct - Libr	arv					Budget 2	007/08								
Director External Services		Full Year	Budget	1st Q	uarter	2nd (	Quarter	3rd Q	uarter	4th G	uarter				
Officer: Manager Cultural Services		Original Budget	Amended Bdget	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTE \$				
	Total Income \$	- 159,362	- 159,362					-		-					
	Total Expenditure \$	1,527,771													
Strategic Objective: An informed community working together through strong local an	d regional connections.														
		Full Year	Budget	1st Q	uarter	2nd (	Quarter	3rd Q	uarter	4th C	uarter				
Service Statements													Actual YTD \$	YTD Budget	Actual YTD \$
<ol> <li>Provide a free and accessible public library service to the people of the City of the</li> </ol>	Hawkesbury as well as the wider community	90%	1,231,568	-	-	-	_	-	-	-	-				
2. Encourage community participation in lifelong learning		5%	68,420		-			-	-	-	-				
<ol> <li>Effectively and efficiently manage cultural services and promote community use of</li> </ol>	the Cultural Precinct	5%	68,420	_	-	-	-	-	-	-	-				
Opening Hours: Hawkesbury Central Monday to Friday 9:00am - 7:00pm: Saturday 9: Friday 9:30am - 6:00pm, Saturday 9:00am - 1:00pm	00am - 1:00pm; Sunday 2:00pm - 5:00pm. Richmond Monday to		-	_	-			-	-	-	_				
				-	-	-		-	-	-	-				
			-		-		_	-	-	-	-				
Key Performance Indicators	Target				Pro	gress th	is quarte	er							
1.1 Promote use of the library	5% increase in library visitors														
	5% increase in new library memberships														
2.1 Enhance access to information and learning tools	5% increase in computer use														
	5% increase in inquiries														
3.1 Increase integration of library and gallery programs	5% increase in integrated programs														
3.2 Promote community's use of community rooms located in Deerubbin Centre	5% increase in number of hours community rooms are used														

External Serv	vices - Operational Action Plan and	Perform	nance I	ndicat	ors 20	07/200	8				
Component 33 - Sewage Management	Facilities					Budget 2	2007/08				
Director External Services		Full Year	Budget	1st Q	uarter	2nd	Quarter	3rd Q	uarter	4th C	uarter
Officer: Manager Regulatory Services		Original Budget	Amended Bdget	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTE \$
	Total Income \$	- 223,220	- 223,220		·				•		
	Total Expenditure \$	228,573	228,573								
Strategic Objective: Sustainable and liveable communities that respect, preserve and	manage the heritage, cultural and natural assets of t	he City.	•				·				
		Full Year	Budget	1st Q	uarter	2nd	Quarter	3rd Q	luarter	4th C	uarter
Service Statements		%	\$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTE \$
1. Conduct inspections of onsite Sewage Management Facilities (SMF) in the city for	r compliance with legislative requirements.	85% 4,550									-
<ol><li>Provide advice to the community on use and maintenance of sewage manageme</li></ol>	nt facilities.	15%	803	-	-		_	-	-	-	-
			_						<u> </u>		_
			-	-	-			-	-		-
			-	-	-			-	-	-	-
			-						-		_
Key Performance Indicators	Target				Pro	gress th	nis quarte	r			
1.1 Inspections are conducted in accordance with Council's adopted program.	Complete 140 inspections / month										
	Approvals to operate SMF are issued within 21 days of inspection.										
	Rectification work documentation is sent within 21 days from inspection										
	Annual report completed in June on compliance to Council's adopted program.										
<ol> <li>Accurate information is given to assist the community with on-site sewage management issues.</li> </ol>	90% satisfaction of customers										

External Serv	rices - Operational Action Plan and	Perform	nance I	ndicat	ors 20	07/200	8				
Component 35 - Health Services						Budget 2	007/08				
Director External Services		Full Year	Budget	1st Q	uarter	2nd C	Quarter	3rd Q	uarter	4th C	uarter
Officer: Manager Regulatory Services		Original Budget	Amended Bdget	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTE \$
	Total Income \$	- 43,042	- 43,042					-		-	
	Total Expenditure \$	269,938	269,938								
Strategic Objective: An informed community working together through strong local a	nd regional connections.										
		Full Year	r Budget	1st Q	uarter	2nd C	Quarter	3rd Q	luarter	4th C	uarter
Service Statements		% \$YTD Actual YTD YTD Actual YTD YTD A Budget \$Budget \$Budget Y									Actual YTE \$
1. To enhance environmental protection and environmental health standards throug	ce environmental protection and environmental health standards through education and statutory compliance.									-	-
2. Work in partnership with the Dept of Health conducting mosquito surveillance for	the detection of the Ross River Virus.	10%	22,690	-	-	-	-	-	-	-	-
			-	-	-	-	-	-	-	-	-
			-		-		_				_
			_		-		_	-	-		_
			-		-		-	-	-		-
Key Performance Indicators	Target				Pro	gress th	is quarte	er			
<ol> <li>Conduct inspections, review of premises for compliance with the public health statutory requirements.</li> </ol>	Complaints about unhealthy conditions responded to within 48 hours										
	20 premises are inspected each month										
1.2 Conduct Food Handling Training courses.	Three training courses are conducted each year										
	90% customer satisfaction in training course from evaluation survey.										
<ol> <li>Conduct inspections of Caravan Parks to measure compliance with legislative requirements.</li> </ol>	Complaints about caravan parks are responded to within 96 hours of receipt										
2.1 Conduct mosquito surveillance program between December and April at nominated sites.	Completed in accordance with Dept of Health Surveillance Program										

External Ser	vices - Operational Action Plan and	Perform	nance I	ndicat	ors 20	07/200	8					
Component 36 - Pollution Control						Budget 2	007/08					
Director External Services		Full Yea	Budget	1st Q	uarter	2nd C	Quarter	3rd Q	luarter	4th G	luarter	
Officer: Manager Regulatory Services		Original Budget	Amended Bdget	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTE \$	
	Total Income \$	-	-									
	Total Expenditure \$	156,312	156,312									
Strategic Objective: Sustainable and liveable communities that respect, preserve and	I manage the heritage, cultural and natural assets of t	he City.										
Damias Olatamanta		Full Yea	Budget	1st Q	uarter	2nd C	Quarter	3rd Q	uarter	4th Q	luarter	
Service Statements		%	\$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$			
<ol> <li>Pollution Incidents are investigated to protect the local environment and potential</li> </ol>	health risk to the community.	20%     31,262     -     -     -     -       80%     125,050     -     -     -     -									-	
2. Financially contribute to the operations of the Hawkesbury River County Council											_	
			-						_		_	
			-		-							
			-		-		-	-	-		-	
			-	-	-			-	-	<u> </u>		
Key Performance Indicators	Target				Pro	gress th	is quarte	r				
1.1 Pollution Incidents are investigated.	Appropriate action initiated within 24hrs											
2.1 Contributions to Hawkesbury River County Council is funded.	Contributions forwarded within 21 days of request.											

External Servi	ces - Operational Action Plan and	Perform	nance	Indicat	tors 20	07/20	08				
Component 37 - Development Control a	& Regulations					Budget 2	007/08				
Director External Services		Full Year	Budget	1st Q	uarter	2nd C	Quarter	3rd Q	uarter	4th Q	uarter
Officer: Manager Regulatory Services		Original Budget	Amended Bdget	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$
	Total Income \$	- 31,035	- 31,035							_	
	Total Expenditure \$	193,324	193,324								
Strategic Objective: Sustainable and liveable communities that respect, preserve and	I manage the heritage, cultural and natural assets o	f the City.									
		Full Year	Budget	1st Q	uarter	2nd 0	Quarter	3rd Q	uarter	4th Q	uarter
Service Statements		%			Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$
<ol> <li>Investigate and take appropriate action in relation to unauthorised development.</li> </ol>	50% 81,145		50% 81 145								
2. Control disposal of derelict and abandoned vehicles.		20%	32,458	-	-	-	-	-	-	_	
3. Monitor compliance with development approval conditions.		30%	48,687	-	-	-	-	-	-	-	
			-	-	-	-	-	-	-	_	
			-	-	-	-	-	-	-	_	
			-	-	-	-	_	-	-	-	
Key Performance Indicators	Target		•		Pro	gress th	is quarte	er			
1.1 Conduct inspection of suspected illegal development and implement actions	Action initiated within 72 hrs										
2.1 Investigate complaints of derelict vehicles and monitor streets and bushland for the existence of abandoned vehicles and take appropriate impounding action or disposal	Responded to within 72 hrs										
8.1 Complaints of non compliance with development consent conditions are investigated and appropriate action taken.	Responded to within 72 hrs										

#### External Services - Operational Action Plan and Performance Indicators 2007/2008 **Component 38 - Animal Control** Budget 2007/08 **Director External Services** 1st Quarter 3rd Quarter 4th Quarter Full Year Budget 2nd Quarter YTD Actual YTD YTD Actual YTD YTD Actual YTD Actual YTD Officer: Manager Regulatory Services Original Amended Budget Bdget Budget \$ Budget \$ Budget YTD \$ Budget \$ Total Income \$ 335.000 335.000 Total Expenditure \$ 563.321 563.321 Strategic Objective: A network of towns, villages and rural localities connected by well- maintained public and private infrastructure, which supports the social and economic development of the City. Full Year Budget 1st Quarter 2nd Quarter 3rd Quarter 4th Quarter Service Statements YTD YTD Actual YTD YTD YTD Actual YTD Actual YTD Actual % \$ YTD \$ Budget \$ Budget \$ Budget Budget \$ . Provide adequate care of animals housed at the animal shelter. 50% 114.161 2. Carry out patrols of the city area for roaming cats and dogs. 68,496 30% 3. Provide education to the community on responsible pet ownership 10% 22,832 4. Maintain registration and microchipping records 10% 22.832 Opening hours to benefit the community, Monday - Friday: 9:30am - 12:30pm & 2:00pm - 4:30pm, Saturday: 9:30am - 11:30am, Sunday: 7:00am -9:00am Key Performance Indicators Targat Progress this quarter

		Target	
1.1	Animals are cared for with adequate food and housing and homes are found for as many animals as possible.	80% dogs rehomed.	
2.1	Patrols are conducted where complaints are received of roaming dogs.	Within 48 hrs of receipt of the complaint	
3.1	School visits are conducted at the shelter and at schools throughout the year with the assistance of the Petpep program.	100% satisfaction of school groups participating	
		Four school visits per year	
4.1	Process records.	Registration and microchipping records to be completed within 14 working days.	

External Ser	vices - Operational Action Plan and	Perform	nance I	ndicat	ors 20	07/200	8				
Component 39 - Cultural Precinct - Ga	lery					Budget 2	007/08				
Director External Services	5	Full Year	r Budget	1st C	uarter	2nd (	Quarter	3rd Q	uarter	4th G	uarter
Officer: Manager Cultural Services		Original Budget	Amended Bdget	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTI \$
_	Total Income \$	- 5,175									
	Total Expenditure \$	586,191	586,191								
Strategic Objective: An informed community working together through strong local a	nd regional connections.										
		Full Year	Budget	1st C	uarter	2nd (	Quarter	3rd Q	uarter	4th Quarter	
Service Statements		%	\$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTE \$
<ol> <li>Provide free and accessible exhibitions to the people of the City of the Hawkesb</li> </ol>	iry as well as the wider community	80%	464,813	-	-	-	-	-	-	-	-
<ol> <li>Encourage community participation in arts and culture and support of Hawkesbu</li> </ol>	y's creative industries	15%	87,152	-	-	-	-	-	-	-	-
<ol><li>Effectively and efficiently manage cultural services and promote community use</li></ol>	of the Cultural Precinct	5%	29,051	-	-	-	-	-	-	-	_
Opening hours Monday to Friday -10:00am - 4:00pm; Saturday & Sunday 10:00am	3:00pm		-		-	-	-				<u> </u>
				-	-	-	-	-	-	-	<u> </u>
			-				_				<u> </u>
Key Performance Indicators	Target				Pro	gress th	is quarte	r			
1.1 Provide a program of exhibitions	Seven exhibitions presented, with up to three of these curated in- house - per annum										
2.1 Increase community participation in arts and culture	5% increase in Gallery visitors										
	80% satisfaction rating from visitors										
2.2 Enhance opportunities for community to support Hawkesbury's creative industries	Community groups assisted to stage 24 cultural activities at the Deerubbin Centre per annum										
3.1 Increase integration of library and gallery programs	5% increase in Cultural Services integrated programs										
3.2 Promote community's use of the Cultural Precinct	16 workshops or audience development activities presented per annum										

External Serv	vices - Operational Action Plan and	Perform	nance I	ndicat	ors 20	07/200	8				
Component 44 - Road Safety Programs						Budget 2	007/08				
Director External Services		Full Year	Budget	1st C	uarter	2nd C	Quarter	3rd Q	uarter	4th G	uarter
Officer: Executive Manager - Communi	ty Partnerships	Original Budget	Amended Bdget	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$
	Total Income \$	- 41,400	- 41,400					-			
	Total Expenditure \$	102,224	102,224								
Strategic Objective: Investigating and Planning the City's future in consultation with o											
		Full Year	Budget	1st C	uarter	2nd C	Quarter	3rd Q	uarter	4th C	uarter
Service Statements		%	\$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$
<ol> <li>Provide a road safety program which incorporates a comprehensive approach to integrated education, engineering and enforcement programs.</li> </ol>	preventing road trauma through the development of	10% 6,082									-
<ol> <li>Identify the mobility needs of vulnerable road used and develop solution to addres</li> </ol>	s these needs	90%	54,742		-				-		
			-	-	-	-	-		-		-
			-	-	-	-	-	-	-		-
			-	-	-	-	-	-	-		-
			-		-		-	-	-		-
Key Performance Indicators	Target				Prog	gress th	is quarte	r			
<ol> <li>Develop and implement Council/RTA Action Plan to reflect local trends, statistics and priorities.</li> </ol>	Action Plan developed. Project strategies and timelines met by June.										
<ol> <li>Links established with partner organisations to develop local interventions and solutions.</li> </ol>	Meetings of Road Safety Form held (with representatives from Police, Health and RTA)										
<ol> <li>Links developed within Council to deliver a whole-of-Council approach to the prevention of road trauma.</li> </ol>	Coordinator attends 95% of the Local Traffic Committee meetings.										
2.1 Oversee the development of a Mobility Plan for the Hawkes bury LGA.	Mobility plan developed with consultation from relevant Council departments and stakeholders										

### External Services - Operational Action Plan and Performance Indicators 2007/2008 **Component 49 - Parking Control** Budget 2007/08 **Director External Services** Full Year Budget 1st Quarter 3rd Quarter 2nd Quarter 4th Quarter YTD Actual YTD YTD Actual YTD YTD Actual YTD Actual YTD Officer: Manager Regulatory Services Original Amended Budget Bdget Budget \$ Budget \$ Budget YTD \$ Budget \$ Total Income \$ 220.000 220.000 Total Expenditure \$ 191.673 191.673 Strategic Objective: A network of towns, villages and rural localities connected by well- maintained public and private infrastructure, which supports the social and economic development of the City. Full Year Budget 1st Quarter 2nd Quarter 3rd Quarter 4th Quarter Service Statements YTD YTD Actual YTD YTD Actual YTD Actual YTD Actual YTD % \$ YTD \$ Budget \$ Budget \$ Budget Budget \$ City streets and car park areas are patrolled for compliance with time limit and parking restriction signage. 80% 22.662 2. Parking infringements are issued correctly for offences committed. 5,665 20% Key Performance Indicators Target Progress this quarter Streets and car parks are patrolled and monitored for compliance with 100% Compliance restriction signage in a safe and reasonable manner Parking infringements are issued correctly for offences committed. 99% Compliance

External Se	ervices - Operational Action Plan and	Perform	nance li	ndicate	ors 200	7/2008	3				
Component 81 - Waste	]					Budget 20	07/08				
Director External Services	-	Full Year	Budget	1st Q	uarter	2nd (	Quarter	3rd Q	uarter	4th Q	uarter
Officer: Manager Regulatory Services		Original Budget	Amended Bdget	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$
	Total Income \$	- 7,023,138	- 7,023,138								
	Total Expenditure \$	6,399,501	6,399,501								
Strategic Objective: A network of towns, villages and rural localities connected by v	vell- maintained public and private infrastructure, which	supports t	he social a	nd econo	mic develo	pment of	the City.				
											uarter
Service Statements		%         YTD Budget         Actual YTD Budget         YTD Budget         YTD Budget         Actual YTD Budget         YTD         Actual YTD									Actual YTD \$
1. To provide the waste collection service.	-	-	-	-	-	-	-				
2. To provide the recycling service for the community.		25%	- 155,909	-		-	-	-	-	-	
3. Operate and maintain the Hawkesbury City Waste Management Facility.		20%	- 124,727	-	-	-	-	-	-	-	
4. To provide the Kerb Side Collection Service.		20% - 124,72	- 124,727	-	-	-	-	-	-	_	
5. Provide assistance to the Clean up Australia Day activities.		5%	- 31,182	-	-	-	-	-	-	-	
6. Provide waste education to the Hawkesbury community.		5%	- 31,182	_	_	-	_	-	_	_	
7. Service the Community- Open every day except Good Friday & Christmas Day				-	-	-	-	-	-	-	
Key Performance Indicators	Target				Prog	ress thi	s quarter				
1.1 Service missed bins.	24 hours from notification										
2.1 Manage recycling contracts.	Zero non conformance to contract conditions.										
2.2 Increase domestic recycling activities and community participation through education and the provision of increased recycling service.	5% annual increase										
3.1 Maintain and operate the Hawkesbury City Waste Management Facility in accordance with EPA licence	100% compliance, no breaches of license conditions.										
4.1 Manage kerbside collection service contracts	100% compliance with contract conditions.										
5.1 Assist volunteers.	Annual assistance given. All waste collected within 96 hrs of the event										
6.1 Education programs are developed and presented to the community to encourage recycling and waste avoidance.	Annual program designed by March										
	Program implemented.										

## Infrastructure Services Division

Hawkesbury City Counci

Component 34-Sullage Services **Component 46-Roads To Recovery** Component 47-RTA Funding Component 48-Environmental Stormwater **Component 50-Parks Component 51-Recreation Component 52-Roadworks Maintenance Component 53-Roadworks Construction** Component 54-Kerb, Guttering and Drainage **Component 55-Carpark Maintenance** Component 57-Survey Design and Mapping **Component 59-Administrative Building** Component 60-Community Building Component 61-Works Depot **Component 62-Operations Management** Component 63-Street Cleaning **Component 64-Ferry Operations** Component 66-Fire Control **Component 67-Emergency Services Component 88-Cogeneration Plant** 

Infrastruct	ure Services - Operational Action Plan	and Perf	ormano	ce Indi	cators	2007/2	8008										
Component 34 - Sullage Services						Budget 20	007/08										
Director Infrastructure Services		Full Yea	r Budget	1st (	luarter	2nd	Quarter	3rd G	Quarter	4th C	Quarter						
Officer: Manager Water Manageme	nt	Original Budget	Amended Bdget	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YT \$						
•	Total Income	-		Duugot	Ť	Dudgot	Ŷ	Budget		Dudgot	Ŷ						
	Total Expenditure																
Strategic Objective: A network of towns, villages and rural localities connected	d by well- maintained public and private infrastructure, wh	ch supports	the social	and econ	omic devel	opment c	of the City.				·						
		Full Yea	r Budget	1st (	Quarter	2nd	Quarter	3rd G	Quarter	4th G	Quarter						
Service Statements		%         YTD         Actual YTD         YTD         Actual YTD								YTD Budget	Actual YTI \$						
1. To provide high quality sullage service to the community		100% - 221,099									100% - 221,099		100% - 221,099		_		
			-	-	-		_	-	-	-							
			_	-	-	-		-	-	-							
			_	-	-	-	_	-	-	-							
			_	-	-	-	_	-	_	-							
			_	-	-	-	_	-	-	-							
Key Performance Indicators	Target				Prog	ress thi	is quarte	r									
1.1 Compliance to EPA approved post closure plan.	Rehabilitation of Racecourse Road Sludge Disposal Depot by June																
	Rehabilitation of Blaxland Ridge Effluent Maturation Ponds by June																
1.2 Implementation of Sullage Collection Contract.	100% compliance with contract conditions.																
		1															

Infrastructure S	ervices - Operational Action Plan a	nd Perfe	ormand	e Indi	cators	2007/2	2008				
Component 46 - Roads to Recovery						Budget 2	007/08				
Director Infrastructure Services		Full Year	Budget	1st C	uarter	-	Quarter	3rd Q	uarter	4th C	uarter
Officer: Manager Construction and Mai	ntenance	Original Budget	Amended Bdget	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$
U	Total Income \$	- 754,966	Duger	Dudget	Ψ	Dudget	Ψ	Dudget	ΠĐΨ	Dudget	Ψ
	Total Expenditure \$	754,966									
Strategic Objective: Investigating and Planning the City's future in consultation with (	our community, and co-ordinating human and financi										
		Full Year	Budget	1st C	uarter	2nd C	Quarter	3rd Q	luarter	4th C	uarter
Service Statements		%	\$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$
1. Undertake Roads to Recovery works											-
											-
										-	-
			-	-	-	-	-		-	-	-
			-	-	-	-	-		-	-	-
			-	-	-	-	-		-	-	-
Key Performance Indicators	Target				Prog	gress th	is quarte	r			
1.1 Identify suitable works program for cnosideration by Council	Inspections conducted of road conditon and data base maintained.										
	Reports prepared on time.										
	Implement adopted works program over 3 years.										
	Accept funding within 14 days of receipt.										

Infrastructure S	ervices - Operational Action Plan a	nd Perf	ormand	e Indi	cators	2007/2	2008				
Component 47 - RTA Funding						Budget 2	007/08				
Director Infrastructure Services		Full Yea	r Budget	1st C	luarter	_	Quarter	3rd Q	uarter	4th G	uarter
Officer: Manager Construction and Ma	ntenance	Original Budget	Amended Bdget	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTE \$
5	Total Income \$	Dudget	Duger	Dudget	Ψ	Dudget	Ψ	Dudget	ΠĐΨ	Dudget	Ŷ
	Total Expenditure \$	-									
Strategic Objective: Investigating and Planning the City's future in consultation with	g the City's future in consultation with our community, and co-ordinating human and financial resources to achieve this future.										
		Full Yea	r Budget	1st C	luarter	2nd C	Quarter	3rd Q	uarter	4th C	uarter
Service Statements		%	\$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$
<ol> <li>Undertake works on Regional Roads to meet our obligations to the Roads Traffic</li> </ol>	Authority										-
											-
										_	_
				-		-			_	-	
							-		-		-
Key Performance Indicators	Target			I	Pro	gress th	is quarte	er		1	
1.1 Completion of maintenance works program	June										
1.2 Roads are maintained .	Maintenance completed in accordance with sound engineering principles										
1.3 Dangerous situations where known are acted upon immediately	95% urgent repairs made safe within 24 hours and repaired within 1 month										

Infrastructure S	ervices - Operational Action Plan a	nd Perfe	ormano	e Indi	cators	2007/2	2008														
Component 48 - Environmental Stormw	ater					Budget 2	2007/08			4th Quarter       YTD     Actual YTD       Budget     \$       4th Quarter     \$       YTD     Actual YTD       Budget     \$       I     1 </th											
Director Infrastructure Services			Budget	1st C	uarter	2nd (	Quarter	3rd Quarter		4th G	uarter										
Officer: Manager Water Management		Original Budget	Amended Bdget	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$												
5 5	Total Income \$	Dudget	Duger	Dudget	Ψ	Dudget	Ψ	Dudget	ΠĐΨ	Duuger	Ψ										
	Total Expenditure \$	81,671	81,671																		
Strategic Objective: Sustainable and liveable communities that respect, preserve and	manage the heritage, cultural and natural assets of t	he City.																			
		Full Year	Budget	1st C	uarter	2nd (	Quarter	3rd Q	uarter	4th C	uarter										
Service Statements		%	\$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$		Actual YTD \$										
1. Progressively implement initiatives adopted by Council as part of the Environmental Stormwater Levy Program.			81,671	-	-	-		-	-	-											
			-	-	-	-	-	-	-	-	-										
			-	-	-	-	<u> </u>	-	-	-	-										
			-		_	-	_	-	_		-										
			-	-	-	-	-	-	-	-	-										
			-	-	-	-	-	-	-	-	-										
Key Performance Indicators	Target				Prog	gress th	nis quarte	r													
1.1 Operation of gross pollutant traps (GPT's)	Two completed by June																				
1.2 Prepare and implement water quality monitoring framework for GPT's .	Quarterly																				
	Publish Quarterly results on web page																				
1.3 Implement community programs	Bligh Park by June																				
	Redbank Creek catchment by June																				
	MacDonald Valley catchment by June																				
1.4 Implement remediation works as identified within the "Bushland affected by stormwater audit"	one site per year																				

Infrastructure	Services - Operational Action Plan a	nd Perf	ormano	e Indi	cators	2007	2008													
Component 50 - Parks						Budget 2	2007/08		Actual YTD Actual YTD \$ UTD \$											
Director Infrastructure Services		Full Year	r Budget	1st Q	uarter	2nd	Quarter	3rd Quarter		4th Q	uarter									
Officer: Manager Land Management		Original Budget	Amended Bdget	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget												
	Total Income \$																			
	Total Expenditure \$	3,940,016																		
Strategic Objective: A network of towns, villages and rural localities connected b	y well- maintained public and private infrastructure, wh	ich suppor	ts the soci	al and eco	onomic d	evelopme	ent of the (	City.												
		Full Year	r Budget	1st Quarter		2nd Quarter		3rd Quarter		4th Q	uarter									
Service Statements		%	\$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget												
1. To manage all passive open space under Council's care and control.		51%	1,938,501	-	-			-	-	-										
2. To manage all bushland under Council's care and control.		7%	266,069	-	-	-		-	-	-										
3. To manage all cemeteries under Council's care and control.		3%	114,029	_	-	-		_	-	_										
4. Contributions to outside bodies for action recreation.		25%	950,246	_	-	-		_	-	_										
5. To manage trees on nature strips and road verges.		4%	152,039		_			_	_	_										
			_			-														
Key Performance Indicators	Target				Pro	gress th	nis quarte	er												
1.1 Open space is maintained for passive recreational purposes.	According to the level of usage, lawns kept below 150mm																			
	All toilets/facilities cleaned and bins emptied weekly (as per works schedule)																			
2.1 Maintain and restore Bushland areas.	Match funds for at least four bush regeneration projects.																			
3.1 Richmond Cemetery to be managed in a sensitive and effective manner.	Lawns maintained below 150mm																			
4.1 External recreational providers (377 Committee's) are supported.	Funds allocated quarterly.																			
	Land Mgt staff to attend 80% of meetings.																			
	Quarterly reports to be received within 14 days																			
5.1 Street trees maintained for aesthetic and safety purposes	Develop a Street Tree Master Plan for Key streets in Richmond																			

Infrastructure	Services - Operational Action Plan a	nd Perf	ormand	e Indi	cators	2007/2	2008												
Component 51 - Recreation					Budget 2	2007/08			Budget     S      def      def										
Director Infrastructure Services		Full Year	r Budget	1st C	luarter	2nd	Quarter	3rd Quarter		4th C	uarter								
Officer: Manager Land Management		Original Budget	Amended Bdget	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$										
	Total Income \$	-	-																
	Total Expenditure \$	998,210																	
Strategic Objective: A network of towns, villages and rural localities connected by	well- maintained public and private infrastructure, whic	h supports	the social	and econ	omic deve	elopment	of the City	<i>.</i>											
			r Budget	1st Quarter		2nd Quarter		3rd Quarter		4th C	luarter								
Service Statements		%	\$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$										
1. Manage all Council's recreational assets		30%	262,466	-	-		_	-	-	_									
2. Supervise all the operation of Richmond Swimming Pool		70%	612,420		-	-													
			-		-														
			-	-	-	-	_	-	-	-									
			-	-	-	-	_	-	-	-									
			-	-	-	-	-	-	-	-									
Key Performance Indicators	Target				Prog	gress th	nis quarte	r											
<ol> <li>Council's recreational playgrounds and skate parks managed to an acceptable level.</li> </ol>	Quarterly safety inspection undertaken of all Skate parks and playgrounds																		
·	Recreation information published on internet and updated quarterly																		
2.1 Manage Richmond Pool to service the community.	100% compliance to Dept of Health guidelines.																		
	Richmond Pool open to the community as per advertised opening hours.																		

Infrastructure S	ervices - Operational Action Plan a	nd Perf	ormanc	e Indie	cators	2007/2	2008														
Component 52 - Roadworks Maintenan	ce					Budget 2	007/08				4th Quarter YTD Actual YTD										
Director Infrastructure Services		Full Year	Budget	1st Quarter		-	luarter	3rd Quarter		4th Q	uarter										
Officer: Manager Construction and Mai	ntenance	Original Budget	Amended Bdget	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budgot											
<b>.</b>	Total Income \$	- 455,339	-	Budget	φ	Buuger	Ψ	Buuger	ΠDφ	Buuget	φ										
	Total Expenditure \$	3,932,669																			
Strategic Objective: Investigating and Planning the City's future in consultation with c	our community, and co-ordinating human and financi			ve this fut	ure.																
			Budget	1st Quarter		2nd Quarter		3rd Quarter		4th Q	uarter										
Service Statements		%	\$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget											
1. Undertake roadworks maintenance to ensure a safe and healthy community.		100%	3,477,330	-	-	-		-	-	-	-										
			-	-	-	-	-	-	-	-	-										
			-	_	_	-	_		_	-	_										
			_	_	_																
Key Performance Indicators	Target				Pro	gress th	is quarte	r													
1.1 Completion of maintenance program for roads.	Works are completed within budget																				
	Works are completed on time																				
1.2 Measure the response to road damage.	95% urgent repairs made safe within 24 hours and repaired within 1 month																				
	Generate PMS monthly reports for sealed roads.																				

Infrastructure S	ervices - Operational Action Plan a	nd Perfo	ormano	e Indi	cators	2007/2	2008													
Component 53 - Roadworks Construct	ion					Budget 2	007/08			4th Uurter       YTD     Actual YTD       Budget     3       YTD     4       YTD     3       Budget     3       YTD     4       YTD     4										
Director Infrastructure Services		Full Year	Budget	1st C	uarter	-	Quarter	3rd Quarter		4th C	uarter									
Officer: Manager Construction and Mai	ntenance	Original Budget	Amended Bdget	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$											
, C	Total Income \$	- 900,835	-	Dudget	Ŷ	Dudget	Ŷ	Dudget	ΠĐΨ	Dudget	Ŷ									
	Total Expenditure \$	1,218,106																		
Strategic Objective: Investigating and Planning the City's future in consultation with o	our community, and co-ordinating human and financi	al resource	s to achiev	ve this fu	ure.															
			Budget	1st Quarter		2nd Quarter		3rd Quarter		4th Q	uarter									
Service Statements		%	\$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$											
1. Undertake roadworks construction program to ensure a safe and healthy commun	100%	317,271	-	-	-	-	-	-	-	-										
			-	-	-	-	-		-	-	-									
			-	-	-	-	_	-	_	_	-									
			-	-	_	-	-	-	-	_	-									
			-	-	_	-	_	-	-	_	_									
			_	-	-	-	_	-	-	_	-									
Key Performance Indicators	Target				Prog	gress th	is quarte	er												
1.1 Completion of construction program for roads.	Tendering /quotation process commences within four weeks following receipt of design details.																			
	Works are completed within budget following the completed tendering process.																			
1.2 Measure the response to road damage.	Works are completed on time following the completed tendering process.																			
	95% urgent repairs made safe within 24 hours and repaired within 1 month																			
	- Hold																			

### Infrastructure Services - Operational Action Plan and Performance Indicators 2007/2008 Component 54 - Kerb, Guttering and Drainage Budget 2007/08 Director Infrastructure Services 1st Quarter 3rd Quarter Full Year Budget 2nd Quarter 4th Quarter YTD Actual YTD YTD Actual YTD YTD Actual YTD Actual YTD **Officer: Manager Construction and Maintenance** Original Amended Budget Bdget Budget \$ Budget \$ Budget YTD \$ Budget \$ Total Income \$ 23.982 23.982 Total Expenditure \$ 249.287 249.287 Strategic Objective: A network of towns, villages and rural localities connected by well- maintained public and private infrastructure, which supports the social and economic development of the City. Full Year Budget 1st Quarter 2nd Quarter 3rd Quarter 4th Quarter Service Statements YTD YTD Actual YTD YTD Actual YTD Actual YTD Actual YTD % \$ YTD \$ Budget \$ Budget \$ Budget Budget \$ To undertake the re-construction, maintenance and repair of kerb and gutter and footpath network in accordance with the maintenance Works Schedule. 50% 112,653 . Undertake drainage construction repair and maintenance in accordance with the maintenance schedule and established priorities. 112,653 50% Key Performance Indicators Target **Progress this quarter** 1.1 Completion of the Maintenance Program June 1.2 To monitor the level of service response to dangerous situations where Acted upon within 24 hours known. 2.1 Reschedule maintenance and establish priorities. As requested within 7 days.

#### Infrastructure Services - Operational Action Plan and Performance Indicators 2007/2008 **Component 55 - Carpark Maintenance** Budget 2007/08 **Director Infrastructure Services** 1st Quarter 3rd Quarter 4th Quarter Full Year Budget 2nd Quarter Amended YTD Actual YTD YTD Actual YTD YTD Actual YTD Actual YTD **Officer: Manager Construction and Maintenance** Original Budget Bdget Budget \$ Budget \$ Budget YTD \$ Budget \$ Total Income \$ Total Expenditure \$ 143.442 143.442 Strategic Objective: A network of towns, villages and rural localities connected by well- maintained public and private infrastructure, which supports the social and economic development of the City. Full Year Budget 1st Quarter 2nd Quarter 3rd Quarter 4th Quarter Service Statements YTD Actual YTD YTD Actual YTD YTD Actual YTD Actual YTD % \$ YTD \$ Budget \$ Budget \$ Budget Budget \$ Undertake maintenance and repari fo carpark surface and associated facilities. 100% 143.442 Key Performance Indicators Target Progress this quarter .1 Provide safe and functional carpark with clearly visible signs, symbols Works completed within budget. and lines. Signs and lines are provided in accordance with RTA standards.

# Hawkesbury City Council 2

# Support Services Division

Component 16-Insurance Risk Management Component 17-Workers Compensation Component 18-Financial Planning Component 19-Accounting Services Component 20-Rating Services Component 21-Investment Debt Servicing Component 22-Corporate Services & Governance Component 23-Word Processing Component 23-Word Processing Component 24-Supply Component 25-Property Development Component 28-Reception Component 29-Fleet Management Component 58-Printing & Sign Writing

Support Serv	rices - Operational Action Plan and	Perforn	nance I	ndicat	ors 20	07/200	8				
Component 16 - Insurance Risk Manag	ement					Budget 2	007/08				
Director Support Services		Full Year	Budget	1st Q	uarter	2nd C	Quarter	3rd Q	uarter	4th G	uarter
Officer: Manager Risk Management		Original Budget	Amended Bdget	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTI \$
	Total Income \$	-	-				•		•		
	Total Expenditure \$	699,547	699,547								
Strategic Objective: An informed community working together through strong local a	nd regional connections.										
Samiaa Statementa		Full Year	Budget	1st Q	uarter		Quarter	3rd Q	uarter	4th C	uarter
Service Statements		%	\$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YT \$
<ol> <li>To provide an adequate level of civil liability protection and general insurance cov</li> </ol>	er for Council activities and assets.	80%	559,638	-	_	-	_	_	_	_	-
<ol> <li>To ensure strategies are in place to manage &amp; minimse Council's exposure to pu</li> </ol>	olic & internal risks.	20%	139,909	-	-	-	-	-	-	-	
			#VALUE!	#VALUE!	#VALUE!	#VALUE!	#VALUE!	#VALUE!	#VALUE!	#VALUE!	#VALUE
				_	-						
			-	-	-		-		-	-	
			-		-					-	
Key Performance Indicators	Target				Prog	gress th	is quarte	r			
1.1 Review and placement of insurance program.	All disclosures and renewal proposals completed satisfactorily and on time										
1.2 Provide timely, accurate and quality Risk Management and insurance advice.	Advice to satisfaction of customers.										
1.3 Compliance with Westpool's Risk Management practices and reduction in claims.	Enhance staff awareness of risk exposure and risk management techniques through appropriate education programs.										
1.4 Manage Council's insurance claims in a cost effective manner	Monthly claims reviews and status reports of large claims reported to Manex.										

Support Ser	vices - Operational Action Plan and	Perforn	nance I	ndicat	ors 20	07/200	8				
Component 17 - Workers Compensation	on					Budget 2	2007/08				
Director Support Services		Full Year	Budget	1st C	luarter	-	Quarter	3rd Q	uarter	4th C	Quarter
Officer: Manager Risk Management		Original	Amended	YTD Budget	Actual YTD \$	YTD	Actual YTD \$	YTD	Actual YTD \$	YTD	Actual YT \$
	Total Income \$	Budget	Bdget	Budget	\$	Budget	ð	Budget	τDŞ	Budget	Þ
	Total Expenditure \$	- 619,360	- 619,360								
Strategic Objective: An informed community working together through strong local	and regional connections.	010,000	013,000							1	
		Full Year	Budget	1st C	uarter	2nd	Quarter	3rd Q	luarter	4th C	Quarter
Service Statements		%	\$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YT \$
1. To ensure a safe workplace environment that meets legislative requirements an	d guidelines	100%	619,360	-	-	-		-	-	-	
			_	_	_	-		_			
			-		-	-	-	-	-	-	
			-		-	-		-	-	-	
			-	-	-	-		-	-	-	
Key Performance Indicators	Target		-		Prog	gress th	is quarte	er			
1.1 Monitor compliance with OH& S Act and regulations.	Monthly workplace inspection returns by 10th of each month.										
<ol> <li>Develop a process for training employees on managing projects to reflect higher levels of OH&amp;S compliance.</li> </ol>	Continuous improvements assessed and implemented prior to commencing projects										
1.3 Develop and conduct safety training programs as required.	Complete Training Needs Analysis and initiate training for Core OHS elements										
1.4 Monitor claims performance and provide monthly reports on claims made	Acceptance by WorkCover of monthly claims data.										
1.5 Provide effective rehabilitation programs for staff with work related injuries and report monthly.	Accurate monthly reports to Manex for employee injury management and return to work programs.										
1.6 OHS&IM System achieves compliance with WorkCover Model for Self     Insurers	Achieve compliance with WorkCover Self Insurers OHS Audit.										
1.7 Maintain Workers Compensation Self Insurers licence	Complete Annual Self Insurers licence renewal in accordance with WorkCover's Licencing policy by 31st October.										
1.8 Achieve compliance with the WorkCover Self Insurers Case Management Guide	90% compliance with Worker's Annual Case Management Audit										
1.9 Information sharing and continuous improvement	Actively support and attend peak bodies and industry group meetings.										

Support Se	rvices- Operational Action Plan and	Perform	ance li	ndicate	ors 200	)7/200	8				
Component 18 - Financial Planning						Budget 2	007/08				
Director Support Services		Full Year	Budget	1st Q	uarter	2nd (	Quarter	3rd Q	uarter	4th Q	uarter
Officer: Chief Financial Officer		Original Budget	Amended Bdget	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$
	Total Income \$	Budgot	Bugot	Budgot		Duugot	÷	Budgot		Budgot	
	Total Expenditure \$	447,233	447,233								
Strategic Objective: Investigating and Planning the City's future in consultation wit	h our community, and co-ordinating human and financ	al resource	es								
		Full Year	Budget	1st Q	uarter	2nd (	Quarter	3rd Quarter		4th Q	uarter
Service Statements		%	\$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$
<ol> <li>Financial Planning - to manage based on a comprehensive financial strategy</li> </ol>		40% 178,893							-	-	
2. Management Reporting - maintain effective and informative internal manager	nent reporting to meet corporate requirements.	40%	178,893								
<ol> <li>Systems Management - develop and maintain the accounting systems</li> </ol>		20%	89,447	-	-	-	_	-	-		
			_				-	-	-		
			-	-	-		-	-	-	_	
			-		-				-	_	
Key Performance Indicators	Target				Pro	gress th	is quarte	r			
1.1 To ensure a planned approach to Council programming.	Management Plan adopted by June										
	Quarterly Reviews completed within 30 days of end of quarter										
1.2 Assess the effective implementation of Council's Long Term Financial Strategy.	Review LTFP annually										
2.1 Ensure that financial reporting is timely, accurate and informative.	Executive reports within 14 days of EOM										
	Managers Reports distributed within 5 days EOM										
2.2 Assess the ability of Council to propeny budget for and manage the     resources     that are quellable to fulfil its management plan	Carried forward < 35% funding										
	Actual Performance vs budget forecasts +/- 5%										
3.1 Ensure the integrity of the financial systems	Review FSP annually								_		

### Support Services - Operational Action Plan and Performance Indicators 2007/2008

Director Support Services						Budget 2	007/08				
Component 19 - Accounting Services		Full Year	Budget	1st Q	uarter	2nd C	Quarter	3rd Q	uarter	4th Q	uarter
Officer: Chief Financial Officer		Original Budget	Amended Bdget	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$
	Total Income \$	3,396,500	- 3,396,500								
	Total Expenditure \$	1,144,436	1,144,436								
Strategic Objective: Investigating and Planning the City's future in consultation wit	h our community, and co-ordinating human and fina	ncial resou	rces								
	_	Full Year	Budget	1st Q	uarter	2nd C	Quarter	3rd Q	uarter	4th Q	uarter
Service Statements		%	\$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$
1. Accounts Payable - To ensure the prompt and accurate payment of Council's (	Creditors.	30%	- 675,619		-		-	-	-		
2. Payroll - To ensure the timely and accurate processing of payroll.		25% - 563,016									
3. Debtors - To ensure the timely and accurate processing of accounts receivable		25% - 563,016									
4. Statutory Compliance - To ensure Council's compliance with external regulatory	y and taxation legislation.	5%	- 112,603				-				
5. Cash Management - To ensure Council has sufficient cash resources to meet f	uture commitments.	10%	- 225,206	-	-		-	-	-	-	
6. Financial reporting - To provide statutory financial accounts to stakeholders in	compliance with the legislative requirements	5%	- 112,603	-	-	-	-	-	-		
Key Performance Indicators	Target				Pro	gress th	is quarte	r			
1.1 Assess the effectiveness of payment processing of creditors.	85% invoices paid by due date										
2.1 Assess the accuracy of payroll processing and meet deadlines.	99% accuracy in payroll processing										
3.1 Assess effectiveness of Debtor accounts settlement.	90% debtors accounts paid within 90 days										
	Debtors on arrangements paid within 12 mths										
4.1 Assess the accuracy and timeliness of S94 Register Updates.	S94 Register reconciled within 5 days EOM										
4.2 Assess the adequacy of and strategically manage Council's reserves.	Reconciliation of reserves within 5 days EOM										
4.3 Assess Council's compliance with taxation and other regulatory legislation.	BAS & Diesel Fuel submitted within 5 days EOM										
	FBT submitted by due date										
	ABS & DLG returns submitted by due date										
5.1 Assess the effectiveness of Council's cash flow management.	Bank Reconciliation within 5 days EOM										
	Unrestricted Current Ratio > 2.00										
6.1 Ensure that financial reporting is timely and accurate	Statutory financial reports submitted by due date										
6.2 Ensure that audit recommendations are implemented in a timely manner.	95% audit recommendations implemented by due date.										
6.3 Assess the effectiveness of Council's financial management practices &	Unqualified Audit Opinion										

Support S	Services - Operational Action Plan a	nd Perfo	rmance	Indicato	ors 2007/2	2008					
Component 20 - Rating Services					Bud	dget 2007/0	8				
Director Support Services		Full Year	Budget	1st Q	uarter	-	Quarter	3rd Q	uarter	4th G	uarter
Officer: Chief Financial Officer		Original Budget	Amended Bdget	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTI \$
	Total Income \$	- 21,108,182	-			Dudget	Ψ	Duuget	ΠĐψ	Duuger	Ψ
	Total Expenditure \$	- 21,100,102	713,714								
Strategic Objective: Investigating and Planning the City's future in consultation with	our community, and co-ordinating human and financ		•								
0		Full Year	Budget	1st Q	uarter	2nd C	Quarter	3rd Q	uarter	4th G	uarter
Service Statements		%	\$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTI \$
1. Rating Services - To ensure the accuracy of Council's computer based rating and	property information system and efficient collection of rate revenue.	ction of rate revenue. 50% - 10,197,234								-	-
2. Debt Recovery - To minimise Council's exposure to outstanding debts through eff	ective debt recovery procedures.	25%	- 5,098,617		-	-	-	-	-	-	-
3. Cashiers - To ensure the accurate processing of receipts.		25%	- 5,098,617	_		-	-	-	-	-	-
			_	_	_		-	-	-		
			-	_	-	-	-	-	-	-	-
			-	_	-	-	-	-	-	-	-
Key Performance Indicators	Target				Progres	s this q	uarter				
1.1 Assess the accuracy and timeliness of distributing rating notices.	Rate Notices issued by due date with 95% accuracy										
1.2 Assess the turnaround time for issuing s603 certificates	Issued within 3 Working Days										
1.3 Assess the accuracy of Council property database	Updates within 5 Working Days										
2.1 Assess the effectiveness of Council's collection process for outstanding rates.	Rate Arrears < 5.00%										
3.1 Assess the effectiveness and accuracy of Council's receipting system.	Ensure cash discrepancies are less than 0.1% of total receipts										

Support Serv	vices - Operational Action Plan and	Perform	nance I	ndicat	ors 20	07/200	8				
Component 21 Investment Debt Servi	oing					Declaration	007/00				
Component 21 - Investment Debt Servi Director Support Services	cing	Full Yea	r Budget	1st C	luarter	Budget 2	Quarter	3rd C	Quarter	Ath C	Juarter
Officer: Chief Financial Officer		Original	Amended	YTD	Actual YTD	YTD	Actual YTD		Actual	YTD	Actual YTD
Officer: Chief Financial Officer		Budget	Bdget	Budget	\$	Budget	\$	Budget	YTD \$	Budget	\$
	Total Income \$	- 1,100,000									
	Total Expenditure \$	740	740						<u> </u>	<u> </u>	
Strategic Objective: Investigating and Planning the City's future in consultation with o	our community, and co-ordinating human and financi	al resource	es to achie	/e this fu	ture.						
		Full Yea	r Budget	1st C	luarter	2nd	Quarter	3rd C	Quarter	4th C	luarter
Service Statements		%	\$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$
1. To ensure the investment strategy maximises the return on Council's investment p	vortfolio.	95%	- 1,044,297		_		_		_		_
2. To ensure the appropriate utilisation of loan facilities in accordance with policy.		5%	- 54,963	-	-		_	-	_	_	-
			_	_	_		_		_	_	_
							_				
			-	-	-	-	_	-	-	-	-
Key Performance Indicators	Target				Pro	gress th	is quarte	r			
1.1 Assess the effectiveness of Council's investment strategies to maximise returns on investment	ROI > 90 Day Bank Bill Rate										
1.2 Ensure that Council's investment strategy compares with industry standards.	Review Investment Policy annually										
2.1 Ensure the prompt and accurate payment of loan interest and redemption.	Payments made by due date.										
2.2 Assess the ability of Council capacity to service outstanding debt.	Debt Service Ratio < Industry Benchmark 10%										

Support Serv	rices - Operational Action Plan and	Perform	nance l	ndicat	ors 20(	07/200	8				
Component 22 - Corporate Services an	d Governance					Budget 2	007/08				
Director Support Services		Full Year	Budget	1st Q	uarter	-	Quarter	3rd Q	uarter	4th C	luarter
Officer: Manager Corporate Services a	nd Governance	Original Budget	Amended Bdget	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$
	Total Income \$	- 37,159	- 37,159	-							
	Total Expenditure \$	366,081	366,081								
Strategic Objective: An informed community working together through strong local a	nd regional connections.										
0		Full Year	Budget	1st Q	uarter		Quarter	3rd Q	uarter	4th C	luarter
Service Statements		%	\$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$
1. Provision of effective and efficient corporate and governance support.		100%	328,922	_		-	-	-	_	-	_
			-	-	-	-	-	-	-	-	_
			_	_	_	_	_			_	_
					_				_		_
								_	_		
			-		-		-	-	-		-
Key Performance Indicators	Target		•		Prog	gress th	is quarte	er			
1.1 Applications assessed under Section 12 of the Local Government Act	75% of applications initially responded to within 2 working days of receipt of each application.										
1.2. Applications assessed under the Freedom of Information Act	Applications completed in accordance with statutary requirements.										
1.3 Development and review of Corporate Services and Governance policies.	Policies are implemented and reviewed in accordance with legislative requirements.										

Support Se	vices - Operational Action Plan and	Perforn	nance I	ndicat	ors 20(	07/200	8				
Component 23 - Word Processing						Budget 2	2007/08				
Director Support Services		Full Year	Budget	1st C	uarter	-	Quarter	3rd Q	uarter	4th G	Quarter
Officer: Manager Corporate Services	and Governance	Original Budget	Amended Bdget	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTE \$
	Total Income \$	Budget	Buger	Budget	φ	Buuger	φ	Budgei	τDφ	Budget	Φ
	Total Expenditure \$	- 117,209	117,209								
Strategic Objective: Investigating and Planning the City's future in consultation with	our community, and co-ordinating human and financi			ve this fu	ture.			•	1		
		Full Year	Budget	1st C	uarter	-	Quarter	3rd Q	uarter		Quarter
Service Statements		%	\$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTE \$
<ol> <li>Compile and distribute Council Meeting agendas, minutes and action items an and processing system for Council.</li> </ol>	I provide an efficient and effective typing and document presentation	100%	117,209	-	-	-		-	-	-	-
				-	-		_	-	-	-	-
			_	_	_			_	_	_	_
								_	_		
			-	-	-	-		-	-	-	-
Key Performance Indicators	Target				Prog	gress th	nis quarte	er			
1.1 Compilation of Council Business Papers.	Forwarded to Publishing Manager by 12 noon on the Thursday prior to the Meeting.										
1.2 Compilation of Council Meeting Minutes.	Draft completed and distributed to Senior Staff within 48 hours after meeting.										
1.3. Distribution of Action Items from Council Meeting Minutes.	Distributed to Senior Staff within 4 working hours from approval of draft minutes.										
1.4. Distribution of Questions Without Notice.	Distributed to Senior Staff within 8 working hours from approval of draft minutes.										
1.5. Council Business Papers completed for publication on Council's website.	Forwarded to IT prior to 12 noon on the Friday before the meeting.										
1.6. Provide word processing, software user and help desk support.	Requests for support are responded to within 1 working hour.										
1.7. Preparation of word documents.	Completed and returned within 2 working days.										

### Support Services - Operational Action Plan and Performance Indicators 2007/2008

Component 24 - Supply						Budget 2	007/08				
Director Support Services		Full Year	Budget	1st Q	uarter	2nd (	Quarter	3rd Q	uarter	4th Q	luarter
Officer: Supply Co-ordinator		Original Budget	Amended Bdget	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actua YTD \$
	Total Income \$										
	Total Expenditure \$	228,172	228,172								
Strategic Objective: Investigating and Planning the City's future in consultation wit	h our community, and co-ordinating human and financi	al resources	s to achiev	e this fut	ure.						
Service Statements		Full Year	Budget		uarter		Quarter	3rd Q	uarter		uarter
Service Statements		%	\$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$
1. Maintain a manageable inventory stock level to satisfy Council's requiremen		50%	114,086	-	-	-	-	-	-	-	
<ol> <li>Manage the process of acquiring goods, works and services, spanning the w contract or the end of useful life of an asset. Providing measurable benefits in and effective competition.</li> </ol>		50%	114,086	-	-	-	-	-	-	-	
			_			_		_	_		
					_	_	_				
			-	-	-	-	-	-	-	-	
			-	-	-	-	-	-	-	-	
			-	-	-	-	-	-	-	-	
Key Performance Indicators	Target				Pro	gress th	is quarte	r			
1.1 Minimal inventory investment and inventory losses.	80% Inventory Accuracy as reported in stock takes										
2.1 Procurement strategies are aligned with Corporate objectives.	100% compliance										
2.2 Develop Procurement Guidelines.	December										
2.3 Training and support of Purchasing system users.	95% competency level maintained										
2.4 Implement cost effective methods of procurement for low cost items.	Relative reduction in the annual purchase costs										
2.5 Response to Supply enquires.	General enquiries within 24 hours										
2.6 Response to Quotation requests.	Quotation requests within 10 working days- for non complex needs and 25 working days for complex needs.										

Support Ser	vices - Operational Action Plan and	Perforn	nance l	ndicat	ors 20(	07/200	8				
Component 25 - Property Developmen	•					Budget 2	007/08				
Director Support Services	•	Full Year	Budget	1st Q	uarter	-	Quarter	3rd Q	uarter	4th G	luarter
Officer: Manager Corporate Services a	nd Governance	Original Budget	Amended Bdget	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$
<b>C</b> .	Total Income \$	- 1,804,505	-	Dudget	Ψ	Dudget	Ŷ	Dudget	ΠĐΨ	Dudget	Ŷ
	Total Expenditure \$	807,053	807,053								
Strategic Objective: Investigating and Planning the City's future in consultation with	our community, and co-ordinating human and financi	al resource	s to achiev	ve this fut	ure.		-				
Service Statements		Full Year	Budget		uarter		Quarter		luarter		luarter
Service Statements		%	\$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$
<ol> <li>Co-ordination and management of Council's property portfolio including the acqu openings.</li> </ol>	isition and sale of property, leasing of property, road closures and	100%	- 997,452	-	-	-	-	-	-	-	-
			-	-	-	-	-		-	-	-
				_	_	-	_	_	_	_	_
				-				_		-	
								-	-		-
Key Performance Indicators	Target			1	Prog	gress th	is quarte	er		1	
1.1 Vacancies for leased premises in Council's property portfolio	Greater than 90% occupancy rates.										
1.2 Inspections of Council's leased residential properties.	Each residential property inspected annually during October to December.										
1.3 Inspections of Council's leased commercial/retail properties	Each commercial/retail property inspected annually during January to March.										
1.4 Consumer Price Index reviews implemented for the relevant leases.	100% of CPI reviews implemented within 2 months of review date.										
1.5 Process lease options and lease renewals.	100% of tenants notified within 3 to 6 months of termination dates.										
<ol> <li>Monitoring payments of property rentals for leased premises in Council's property portfolio.</li> </ol>	85% or greater property rentals paid when due.										
1.7 Actioning of Council resolutions regarding property sales and acquisitions.	Initial action commenced within 5 working days of approved Council resolutions.										
i											

Support Serv	ices - Operational Action Plan and	Perform	nance l	ndicat	ors 20	07/200	8								
Component 28 - Reception	1					Budget 2	007/08								
Director Support Services		Full Year	Budget	1st Q	uarter	2nd C	Quarter	3rd Q	uarter	4th Q	uarter				
Officer: Manager Corporate Services ar	nd Governance	Original Budget	Amended Bdget	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$				
	Total Income \$	- 6,000	- 6,000	-		-				-					
	Total Expenditure \$	220,870	220,870												
Strategic Objective: An informed community working together through strong local ar	nd regional connections.														
		Full Year	Budget	1st Q	uarter	2nd C	Quarter	3rd Q	uarter	4th Q	uarter				
Service Statements		%	\$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$				
<ol> <li>Provision of an efficient reception and telephone service to Councillors, Council being courteous, efficient and effective.</li> </ol>	staff and the public and to promote the image of Council as	ge of Council as 100% 214,870						-	-	-					
Opening hours Monday-Friday 8:30am - 5:00pm			_		-		-	-	-						
			_		-		-								
			_		-		-								
			_		-		-								
			-	-	-	-	-	-	-	-	-				
Key Performance Indicators	Target				Prog	gress th	is quarte	r							
1.1 The reception desk and switchboard are staffed during business hours.	100% attended during business hours														

Support Serv	ices - Operational Action Plan and	Perform	nance I	ndicat	ors 20	07/200	8				
Component 29 - Fleet Management						Budget 2	2007/08				
Director Support Services		Full Year	Budget	1st C	uarter	2nd (	Quarter	3rd Q	uarter	4th G	uarter
Officer: Supply Co-ordinator		Original Budget	Amended Bdget	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTE \$
	Total Income \$	- 119,966	- 119,966		· ·						· ·
	Total Expenditure \$	437,435	437,435								
Strategic Objective: An informed community working together through strong local ar	nd regional connections.										
		Full Year	Budget	1st C	uarter	2nd (	Quarter	3rd Quarter		4th C	uarter
Service Statements		%	\$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$
1. To provide an adequate level of civil liability protection and general insurance cov	er for Council activities and assets.	100%	317,469	-	-	-		-	-	-	-
			-	-	-			-			-
			-	-	-	-	-	-	-	-	-
			-	-	-	-	-		-	-	-
			-	-		-		-	-		-
			-	-	-	-		-	-	-	-
Key Performance Indicators	Target				Pro	gress th	nis quarte	er			
1.1 Managed in accordance with policies and procedures.	Vehicles to achieve minimum 25,000 klm annualised.										
	Monthly reports completed and communicated.										
	Vehicles to be maintained in accordance with manufacturers recommendations.										
	All vehicles are inspected quarterly to ensure maintained.										
	Vehicles are replaced on time and within budget.										

Support Serv	ices - Operational Action Plan and	Perform	nance l	ndicat	ors 20(	07/200	8				
Component 58 - Printing and Sign Writi	Budget 2007/08										
Director Support Services Officer: Manager Corporate Services and Governance			Budget	1st Quarter		-	Quarter	3rd Quarter		4th G	uarter
			Amended Bdget	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$
	Total Income \$	Budget	- 32,000	Dudget	Ψ	Dudget	Ŷ	Dudget	ΠĐΨ	Dudget	Ŷ
	Total Expenditure \$	316,402	316,402								
Strategic Objective: An informed community working together through strong local ar	nd regional connections.										
Samiaa Statemanta		Full Year	Budget		uarter		Quarter	3rd Quarter		4th Quarter	
Service Statements		%	\$	YTD Actual YTD Budget \$		O YTD Actual YTD Budget \$		D YTD Actual Budget YTD \$		YTD Budget	Actual YTD \$
<ol> <li>Provision of a quality and efficient printing and sign writing service for Councillors,</li> </ol>	Council staff, the public and external customers.	100% 284.402					-	-			
			-	-	-	-	-	-	-	-	-
				-	-	-			-		-
					-	-	_				-
			-	-	-	-	-	-	-	-	-
			-	-	-	-	-	-	-	-	-
Key Performance Indicators	Target	Progress this quarter									
1.1 Accurate and timely printing and binding of Council Business Papers.	Councillors - completed by 4:00pm on the Thursday prior to the meeting.										
	Others-completed by 12 noon on the Friday prior to meeting.										
<ol> <li>Provide timely quotations to external organisations for printing and sign writing requests.</li> </ol>	Quotations provided within 2 working day of request.										
1.3 Acceptance of competitive quotations provided to external customers.	Acceptance of 80% of quotes provided.										
1.4 Preparation of emergency signage for road closures, diversions and the like.	Provided within 1 working day from request.										
1.5 Provide printing and sign writing services to meet the requirements of Council and external customers.	90% of works completed within agreed timeframes.										
1.6 Regular cleaning, testing and maintenance of Print Room machinery.	Each item of machinery cleaned and tested monthly and maintained as required by the relevant maintenance schedules.										



# **Business Activities**

Component 80-Sewage Component 82-Hawkesbury Leisure Centre

#### **Business Activities - Operational Action Plan and Performance Indicators 2007/2008** Component 80 - Sewerage Budget 2007/08 **Director Infrastructure Services** Full Year Budget 1st Quarter 2nd Quarter 3rd Quarter 4th Quarter YTD

Actual

YTD \$

Budget

YTD

Budget

Actual

YTD \$

Officer: Manager Water Management	Original Budget	Amended Bdget	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	I
Total Income \$_	4,235,328	- 4,235,328					
Total Expenditure \$	3,257,423	3,257,423					

Strategic Objective:

A network of towns, villages and rural localities connected by well- maintained public and private infrastructure, which supports the social and economic development of the City.

Service Statements		Full Year Budget		1st Quarter		2nd Quarter		3rd Quarter		4th Quarter	
		%	\$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actua YTD S
. To provide and maintain a high quality sewage treatment service to the commun	ity.	90%	- 880,115	-	-	-	-	-	-	-	
. To provide and maintain a high quality trade waste service to the community.		10%	- 97,791	-	-		-	-	-	-	
			-	-	-	-	-	-	-	-	
			-	-	-	-	-	-	-	-	
			-	-	-	-	-	-	-	-	
			-	-	_	-	_	-	-	-	
ev Performance Indicators	Target	Progress this quarter									

Key Performance Indicators	Target	Progress this quarter
1.1 Sewage Treatment Plants and major pump stations alarms responded.	Respond to alarms within 1 hour.	
1.2 Minor pump stations alarms responded.	Respond to alarms within 4 hours.	
1.3 Sewer choke response.	Respond to notification within 2 hours.	
1.4 Licence conditions met.	No breaches to EPA license conditions	
2.1 Monitor trade waste	Keep database updated	

Business Activities - Operational Action Plan and Performance Indicators 2007/2008													
Component 51 - Hawkesbury Leisure C	entre	Budget 2007/08											
Director Support Services			Budget	1st C	uarter	2nd (	Quarter	3rd Q	Quarter	4th Quarter			
Officer: Manager Land Management		Original Budget	Amended Bdget	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$		
	Total Income \$												
	Total Expenditure \$	80,000	80,000								'		
Strategic Objective: A network of towns, villages and rural localities connected by well- maintained public and private infrastructure, which supports the social and economic development of the City.													
O - miles Statements		Full Year	Budget	1st Quarter		2nd Quarter		3rd Quarter		4th Quarter			
Service Statements		%	\$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$		
1. Provide a wide range of economical sporting and recreational lifestyle activities for	r the community .	100%	80,000	-	-	-	-	-		-	-		
							-						
							<u> </u>						
				-	-		-	-					
Key Performance Indicators	Target	Progress this quarter											
1.1 Centre is operated and maintained in accordance with the YMCA Licensing Review Checklist.	95% compliance to Quarterly audit.												