



Hawkesbury City Council

attachment 1 to item 171

2008/2009
Management Plan Review
– June 2009 Quarter

date of meeting: 25 August 2009
location: council chambers
time: 5:00 p.m.

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Part 1

Executive Summary



JUNE 2009 QUARTER BUDGET REVIEW

EXECUTIVE SUMMARY

FINANCIAL PERFORMANCE

The June Quarterly Review of the 2008/2009 Management Plan is reported to Council in accordance with the requirements of the Local Government Act 1993 as amended. The June 2009 Review has been completed and reports an estimated year – end surplus position of \$49,309 subject to final audit.

Operating Income

For the year ended 30 June 2009, Council's total operating revenue from rates, fees and charges, grants and contributions and other revenue is \$57.3M, exceeding estimates by \$2M. A range of revenue streams have contributed to this variance. Interest revenue earned on Council's investment portfolio exceeded the full year budget by over \$200K. This is in addition to positive variances of \$200K accounted for in each respective quarterly review in the 2008/2009 financial year. Other contributing factors include the write back of the investments market value (\$106K), contributions in relation to the South Windsor Effluent Re-use Scheme (\$110K), road works contributions (\$50K), regulatory fines (\$60K), trade waste income (117K), internal plant hire charges (\$319K) and other revenue (\$329K). Property income also exceeded estimates, resulting in a favourable variance of \$44K. In excess of \$0.5M included in the variance is as a result of profit on sale of assets. During 2008/2009, Council has replaced a number of plant items which were fully written down due to their age. This has resulted in any income derived from the sale of such items being shown as profit. It is to be noted that while this profit inflates the operating revenue figure, it does not have an effect on the retained surplus / deficit available for general funding purposes.

Operating Expenditure

Council's operating expenditure is required for the provision of core services including road maintenance, parks, cultural and recreational facilities, regulatory services, building and development control, waste management, environmental and sewerage facilities. For the year ending 30 June 2009, total operating expenditure, including grant funded works was \$59M compared to an estimate of \$60M. Contributing to this variance is savings in bad debts (\$38K), interest on loans (\$48K), advertising (\$38K), property legal expenses (\$20K), valuation expenses (\$30K), internal audit (\$10K). The remaining balance consists of unexpended grant funded operational expenditure and amounts carried over to the 2009/2010 financial year. \$1.5M of operational funds have been requested to be carried over.

Capital Expenditure

Council manages and maintains \$557M worth of assets and to date has spent \$12M of a \$23M capital budget on road construction, kerb, guttering and drainage works, bridges, footpaths, open spaces, storm water assets, sewerage assets, waste management assets, public works plant, community buildings, fleet replacement and the cultural precinct. Capital works carried over to the 2009/2010 financial year amount to \$12.3M. A detailed list of projects being requested to carry over in the 2009/2010 financial year is contained within this document.

Cash and Investments

As at the end of June 2009 Council's investment portfolio amounted to \$39.7M. Restricted cash amounts to \$35.2M, with \$18.9M being internally restricted, and \$16.3M being externally restricted.

QUARTERLY BUDGET REVIEW

The June Quarterly Review of the 2008/2009 Management Plan is reported to Council in accordance with the requirements of the Local Government Act 1993.

Subject to final audit, the year end position is in a surplus of \$49,309. As per the included balanced financial statements, this surplus has been transferred to the Contingency Reserve.

Hawkesbury Leisure Centre – Unfavourable Variance \$159K

During the 2008/2009 financial year and continuing in the 2009/2010 year, a significant amount of works have been undertaken and are still in progress at the Hawkesbury Leisure Centre. Most of these works were long overdue and necessary to maintain the Centre operating safely. Works undertaken include UV light water treatment, a heat pump and dehumidifier, Variable Speed Drives and flow meter, ceiling tile repairs, carpeting, power factor correction equipment, and various essential repairs. In addition to these costs, \$26K was incurred to identify and rectify water leaks in both the indoor and outdoor pools, with an additional \$26K incurred in water consumption resulting from the leaks. To complete all the necessary works at the Centre and to cover over expenditure incurred as a result of the water leaks, an additional \$159K is requested in this review. Additionally, the YMCA contributed considerable staff time and resources to a variety of maintenance activities including extensive painting, repairs to the showers and toilets, garden beds, repairing vandalism, signage and various plant and equipment repairs.

Kurrajong Community Centre – Unfavourable Variance \$33K

As previously reported to Council, the construction of the Kurrajong Community Centre was estimated to cost \$960K. These costs are funded by \$94, Federal Government funds and the balance by reallocating funds from road works. Subsequent to the report being adopted by Council, further unbudgeted costs amounting to \$33K have been identified. These costs include \$29K for additional excavation and compacted fill due to unsatisfactory ground conditions and \$3.5K for telephone cabling from the public road.

Regional Museum – Unfavourable Variance \$114K

As part of the finalisation of the Museum, Council was required by the Heritage Office and the National Parks and Wildlife Service to undertake specified archaeological studies in relation to European and Aboriginal remains. Consultants are being engaged to complete these studies and commitments amounting to \$114K have been raised. These funds were not budgeted for and are being requested in this Review.

Works Depot Building works – Unfavourable Variance \$65K

Essential repairs and building modifications are required to be undertaken at Council's Works Depot at Wilberforce. Roof repairs costing approximately \$13K are necessary. The fiberglass roof sheeting has deteriorated to a point that holes are developing, requiring significant patching up. Ongoing repairs are not a permanent fix and are expected to rip and detach further if exposed to strong winds. It is therefore recommended that the sheets are replaced by new galvanized sheets. Building modifications are also required at the Depot Store due to OH&S requirements. The current office location of Stores and Depot staff is an OH&S issue due to excessively high temperatures in the hot months. Various options including electrical whirlybirds have been explored or trialed in an effort to lower the temperature in the office, to no avail. Also contributing to the hazardous environment is a high reading of power emissions. In order to address these issues various office modifications and building works are required. These include the office area roof insulation, the upgrading of the air conditioning unit, improved airflow through the installation of roller doors and office modifications. It is estimated these works can be completed within a budget of \$50K.

Investment Property Building works – Unfavourable Variance \$15K

Following on a recommendation in an engineers' report, underpinning foundations are required to be constructed at the Rev Turner Cottage site. These costs were originally included in the 2008/2009 budget, but were reallocated in a quarterly review to fund other unbudgeted urgent works which took precedence. These funds are now required and are being requested in this Review.

Howe's House Museum painting – Unfavourable Variance \$12K

Grant funds received in 2005/2006 were used for structural building works on the Howe's House Museum. The internal and external painting of the building has been deteriorating and the disturbances of the wall caused by these building works have exacerbated the situation making the need for painting a priority.

Administration Building Air Conditioning – Unfavourable Variance \$223K

As previously reported to and adopted by Council, the air conditioning unit currently being operated in the administration building needs to be replaced. Tenders were invited for this project, which originally entailed the replacement of the units. However, when tenders were received and assessed it was established that the units as specified in the tender are now obsolete, and the replacement units available are under the required capacity. This issue has resulted in a re-design of the system now being required. The revised design will include extra units, and additional work outside normal working hours to install the new units, including ducting work, ceiling works and furniture removal. This issue will result in an estimated increased total cost of \$550K. An additional unbudgeted amount of \$223K is being requested in this review to supplement the existing funding available for this project.

Tip Remediation – Variance \$424K

Council has a provision of approximately \$4M to fund tip remediation when it becomes due. In addition Council has been accounting for the Hawkesbury Waste Management Facility as a self-funding program, funding all expenditure and quarantining any surpluses within an internally restricted reserve. As at the end of June 2009 this Reserve amounted to \$2.8M, with a further \$424K being included in this review as a transfer to the Reserve. This transfer is deemed necessary in light of the recently revised remediation costs estimates.

Employee Leave Entitlements Provisions – Variance \$250K

Council is required to ensure that it maintains its employee leave entitlements provisions at the required level. An ageing workforce and the accumulation of leave entitlements have resulted in an increase in the amount required in the respective provisions for Annual Leave, Leave in Lieu, Long Service Leave and pre 1993 Sick Leave. As at June 2009, the overall increase in provisions amounts to \$250K.

Investment Properties Valuation – Favourable Variance \$330K

The Local Government Code of Accounting Practice and Financial Reporting set out a requirement for Councils' investment properties to be carried at fair value, which is based on active market prices, adjusted if necessary, for any difference in the nature, location or condition of the specific asset. If this information is not available, Council may use alternative valuation methods such as recent prices in less active markets or discounted cash flow projections. These valuations are reviewed annually by a member of the Australian Property Institute. Changes in fair values are recorded in the income statement as part of other income. In 2007, KD Wood Valuations (Aust) Pty Ltd provided independent market valuations for Council's investment properties. For the year ended June 2009,

the increase in fair value of Council's investment properties is \$330K. This increase has been transferred to the Property Reserve.

Contingency Reserve – Transfer \$59K

The surplus resulting after all the necessary adjustments and subject to final audit is \$49K. In addition, an interest allocation of \$10K, has also been transferred to the Contingency Reserve.

It is to be noted that the preparation of the annual financial statements entails the consolidation of other entities accounts with Council's figures. The income and expenses of Hawkesbury Leisure Centre and Hawkesbury Sports Council are consolidated with Council's figures. Also, the equity interest in Westpool is taken into account.

The final result before audit will be presented to Council on the 8 September 2009.

Part 2

Financial Performance





HAWKESBURY CITY COUNCIL

Income Statement

For the period ended 30th June 2009

2008 Actual \$		2009 ORIGINAL BUDGET \$	2009 AMENDED BUDGET \$	2009 Actual \$	% of Budget
<u>OPERATIONAL ACTIVITIES</u>					
Revenue from Ordinary Activities					
(21,861,095)	General Rates	(22,691,936)	(22,601,981)	(22,597,421)	100%
(11,788,046)	Utility Rates & Charges	(11,794,267)	(11,803,184)	(11,822,183)	100%
(33,649,141)		(34,486,203)	(34,405,165)	(34,419,604)	100%
(5,263,631)	Fees & Charges	(5,606,850)	(5,161,631)	(5,634,854)	109%
(9,471,643)	Grants & Contributions- Operating	(6,896,560)	(7,521,330)	(7,531,108)	100%
(1,531,076)	Interest	(1,516,822)	(2,260,507)	(2,669,334)	118%
(5,013,516)	Other Operating Revenue	(5,726,740)	(5,920,821)	(6,520,601)	110%
(32,828)	(Profit)/Loss on Sale Assets	-	-	(530,066)	
(54,961,834)	Total Operating Income	(54,233,175)	(55,269,454)	(57,305,567)	104%
Expenses from Ordinary Activities					
14,129,352	Employee Costs	14,123,445	14,304,367	14,396,505	101%
564,889	Other Employee Costs	605,150	601,661	603,971	100%
22,422,678	Materials & Services	22,774,457	25,424,841	23,574,241	93%
222,410	Borrowing Costs	52,000	52,000	238,804	459%
8,590,059	Depreciation	7,301,456	9,975,902	10,342,380	104%
10,046,351	Other Expenses	9,601,348	9,769,033	9,614,135	98%
37,358,247	Infrastructure Services	34,748,090	39,870,444	39,484,850	99%
5,841,577	Support Services	6,679,292	7,048,919	6,840,771	97%
11,425,423	City Planning	11,304,844	11,414,292	10,899,249	95%
1,350,491	General Manager	1,725,630	1,794,149	1,545,166	86%
		-	-		
55,975,739	Total Operating Expenses	54,457,856	60,127,804	58,770,036	98%
1,013,905	Operating (Surplus)/Deficit before capital items	224,681	4,858,350	1,464,468	30%
<u>CAPITAL FUNDING AND EXPENDITURE</u>					
Source of capital funding (excluding reserves)					
(992,626)	Proceeds from the sale of capital assets	(1,019,454)	(1,621,500)	(1,110,318)	
(8,590,059)	Depreciation	(7,301,456)	(9,975,902)	(10,342,380)	
(3,789,839)	Grants & Contributions - Capital	(442,731)	(3,651,276)	(2,979,291)	
(13,372,524)		(8,763,641)	(15,248,678)	(14,431,989)	95%
Application of Capital Funding					
Non current capital assets:					
344,691	Land & Land Improvements	-	582,694	582,694	
2,317,504	Buildings	406,300	2,482,733	1,098,716	
3,349,569	Infrastructure	5,923,189	13,320,856	6,747,327	
1,830,583	Plant & Equipment	2,996,896	6,159,528	3,296,466	
308,518	Other	267,143	459,211	443,512	
8,150,866		9,593,528	23,005,022	12,168,715	53%
Principal loan redemptions:					
5,680	Loan Redemptions	-	2,588	6,222	
(5,215,978)	Net Capital Expenditure	829,887	7,758,933	(2,257,052)	
<u>NET RESERVE TRANSFERS & CAPITAL MOVEMENTS</u>					
Retained (surplus)/deficit from prior years					
32,828	(Profit)/Loss on Sale Assets	-	-	530,066	
(23,101,789)	Transfer from Reserves	(22,006,024)	(32,713,120)	(28,913,456)	88%
27,467,184	Transfer (to) Reserves	20,951,670	20,095,837	29,175,974	145%
196,150	Retained (surplus)/deficit available for general funding purposes	0	0	(0)	



HAWKESBURY CITY COUNCIL

Balance Sheet

For the period ended 30th June 2009

2008		2009	2009	2009
Actual		ORIGINAL BUDGET	AMENDED BUDGET	Actual
\$		\$	\$	\$
Current Assets				
38,461,307	Cash assets & Investments	37,406,953	25,844,024	39,993,460
3,919,190	Receivables	3,919,190	3,919,190	3,933,997
226,359	Inventories	226,359	226,359	168,899
129,915	Other	129,915	129,915	217,897
25,317,955	Investment Properties at Fair Value	25,317,955	25,317,955	25,648,664
68,054,726		67,000,372	55,437,443	69,962,917
Non-Current Assets				
()	Other			
545,578,831	Property, plant and equipment	554,152,905	566,962,354	557,534,148
(125,249,514)	Accumulated Depreciation	(132,551,180)	(135,225,416)	(134,970,006)
420,329,317		421,601,725	431,736,938	422,564,142
488,384,043	TOTAL ASSETS	488,602,097	487,174,381	492,527,059
Current Liabilities				
(4,128,431)	Payables	(4,128,431)	(4,128,431)	(5,707,364)
(5,761,078)	Provisions	(5,761,078)	(5,761,078)	(5,644,285)
(55,881)	Borrowings	(55,881)	(53,293)	145
(9,945,390)		(9,945,390)	(9,942,802)	(11,351,504)
Non-Current Liabilities				
()	Interest bearing liabilities	-	-	
(5,280,220)	Provisions	(5,280,220)	(5,280,220)	(5,513,558)
(5,280,220)		(5,280,220)	(5,280,220)	(5,513,558)
(15,225,610)	TOTAL LIABILITIES	(15,225,610)	(15,223,022)	(16,865,063)
473,158,433	NET COMMUNITY ASSETS	473,376,487	471,951,359	475,661,997
Community Equity				
(436,798,549)	Capital and Capital Reserves	(440,628,842)	(452,191,769)	(438,931,447)
(33,583,949)	Other reserves	(32,529,595)	(20,966,666)	(35,215,727)
(2,775,935)	Retained (surplus)/deficit	-	-	-
0	Operating Statement (surplus) /deficit	(218,050)	1,207,076	(1,514,823)
(473,158,433)	TOTAL COMMUNITY EQUITY	(473,376,487)	(471,951,359)	(475,661,997)

INVESTMENT REPORT

INVESTMENT PERFORMANCE

The investment portfolio increased by \$2.43m for the month. The increase was due to additional income over expenditure for the June period. During June, various income was received totalling \$6.56m, including rate payments amounting to over \$2.9m, while payments to suppliers and staff costs amounted to \$4.6m.

The investment portfolio is diversified across a number of investment types. This includes term deposits, and on-call accounts.

The investment portfolio is regularly reviewed in order to maximise investment performance and minimise risk. Council's investment portfolio has been reviewed and rebalanced in favour of investments not subject to share market volatility. Comparisons are made between existing investments and available products that are not part of Council's portfolio. Independent advice is sought on new investment opportunities.

Official cash interest rate YTD is at 4.73%.

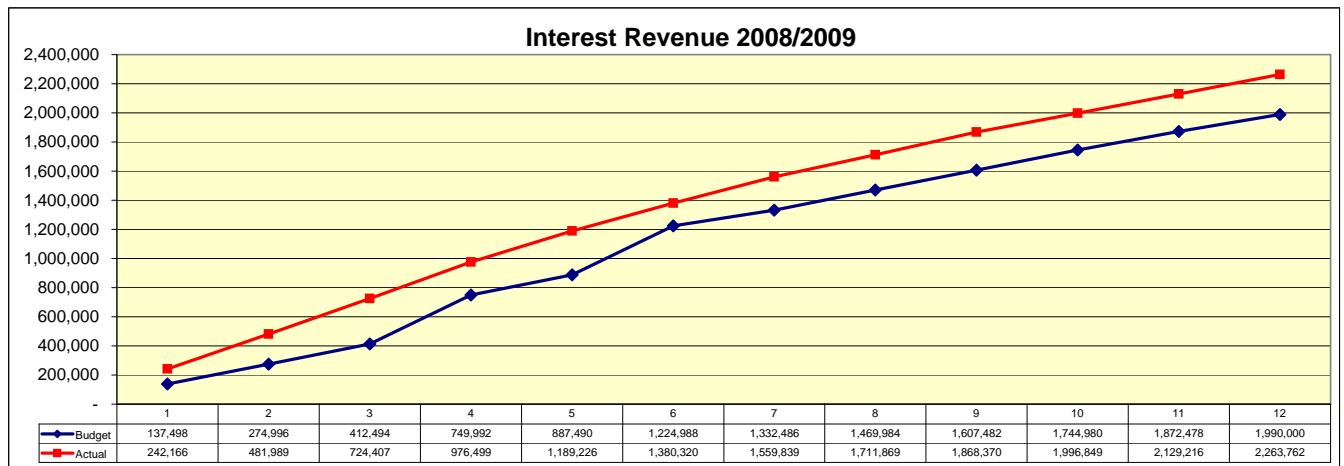
Council's Interest Earnings to date is \$2,263,762. Net interest income received to date has exceeded the YTD budget of \$1,990,000.

FACTS AND FIGURES

	YTD Budget	YTD Actual
Interest Earnings	\$ 1,990,000	\$ 2,263,762
Investment Portfolio		\$ 39,650,000
Investment Rate Return		5.89%
Official Cash Rate		4.73%

INVESTMENT PORTFOLIO

JUNE 2009	Balance	Return
On Call Funds	\$ 6,150,000	2.95%
Term Investments	\$ 33,500,000	4.38%
Total	\$ 39,650,000	4.16%



SIX YEAR TREND

	YTD 2009	2008	2007	2006	2005	2004
Average Investment Portfolio	\$37.65	\$36.04m	\$31.07m	\$25.43m	\$23.20m	\$30.56m
Interest Earnings	\$2.26	\$1.52m	\$1.95m	\$1.32m	\$1.36m	\$1.68m
Avg.Return on Investments	5.89%	4.24%	6.35%	5.80%	5.83%	5.50%



Hawkesbury City Council Investment Register - June 2009

Term Investments

Financial Institution	Rating S&P	Term Rating	Op Bal	Deposits	Withdrawals	Balance @ EOM	Percentage of Portfolio	Commence Date	Maturity Date	Term (Days)	Interest Rate
AMP Banking	A-1	Short	1,000,000.00	0.00	0.00	1,000,000.00	2.52%	22-Apr-09	19-Aug-09	119days	4.25%
ANZ	A1+	Short	1,000,000.00	0.00	-1,000,000.00	0.00	0.00%	24-Mar-09	24-Jun-09	92 days	4.00%
ANZ	A1+	Short	2,000,000.00	0.00	-2,000,000.00	0.00	0.00%	25-Mar-09	24-Jun-09	91 days	4.00%
ANZ	A1+	Short	3,000,000.00	0.00	0.00	3,000,000.00	7.57%	25-May-09	22-Sep-09	120 days	4.25%
ANZ	A1+	Short	1,000,000.00	0.00	0.00	1,000,000.00	2.52%	29-May-09	25-Nov-09	180 days	4.25%
ANZ	A1+	Short	0.00	3,000,000.00	0.00	3,000,000.00	7.57%	24-Jun-09	21-Dec-09	180 days	4.50%
Bank of Queensland	A-2	Short	1,000,000.00	0.00	0.00	1,000,000.00	2.52%	20-Jan-09	20-Jul-09	181 days	5.05%
Bank of Cyprus	Moody's P-1	Short	1,000,000.00	0.00	0.00	1,000,000.00	2.52%	04-May-09	02-Nov-09	182 days	4.50%
Bankwest	A1+	Short	1,000,000.00	0.00	0.00	1,000,000.00	2.52%	25-Mar-09	23-Jul-09	120 days	4.25%
Bendigo and Adelaide Bank	A-2	Short	1,000,000.00	0.00	0.00	1,000,000.00	2.52%	14-May-09	09-Oct-09	148 days	4.00%
Citibank	A-1	Short	1,000,000.00	0.00	0.00	1,000,000.00	2.52%	20-Jan-09	20-Jul-09	181 days	5.08%
Credit Union Australia	unrated		1,000,000.00	0.00	0.00	1,000,000.00	2.52%	01-May-09	30-Jul-09	90 days	4.35%
Elders Rural bank	A-2	Short	0.00	1,000,000.00	0.00	1,000,000.00	2.52%	15-Jun-09	15-Jun-10	365 days	4.64%
IMB	A-2	Short	1,000,000.00	0.00	0.00	1,000,000.00	2.52%	01-May-09	30-Jul-09	90 days	4.05%
Macquarie Bank	A-1	Short	0.00	1,000,000.00	0.00	1,000,000.00	2.52%	18-Jun-09	15-Jun-10	362 days	4.50%
Members Equity	A-2	Short	1,000,000.00	0.00	0.00	1,000,000.00	2.52%	04-May-09	03-Aug-09	91 days	4.30%
NAB	A1+	Short	2,000,000.00	0.00	0.00	2,000,000.00	5.04%	25-May-09	23-Oct-09	149 days	4.30%
NAB	A1+	Short	3,500,000.00	0.00	0.00	3,500,000.00	8.83%	29-May-09	16-Dec-09	200 days	4.28%
NAB	A1+	Short	0.00	2,000,000.00	0.00	2,000,000.00	5.04%	05-Jun-09	16-Dec-09	194 days	4.40%
Newcastle Permanent	A-2		0.00	1,000,000.00	0.00	1,000,000.00	2.52%	18-Jun-09	15-Jun-10	362 days	4.55%
St George	A1+	Short	1,000,000.00	0.00	-1,000,000.00	0.00	0.00%	25-Mar-09	23-Jun-09	90 days	4.30%
Suncorp	A-1		0.00	1,000,000.00	0.00	1,000,000.00	2.52%	12-Jun-09	14-Jun-09	367 days	4.60%
Westpac	A1+	Short	2,500,000.00	0.00	-2,500,000.00	0.00	0.00%	02-Mar-09	24-Jun-09	114 days	4.20%
Westpac	A1+	Short	3,000,000.00	0.00	-3,000,000.00	0.00	0.00%	20-Feb-09	18-Jun-09	119 days	4.20%
Westpac	A1+	Short	2,000,000.00	0.00	-2,000,000.00	0.00	0.00%	26-Feb-09	24-Jun-09	119 days	4.20%
BankWest	A1+		0.00	0.00	0.00	0.00	0.00%	22-Aug-06	21-Sep-06	30	
LGFS			0.00	0.00	0.00	0.00	0.00%	29-Aug-06	28-Sep-06	30	
Westpac	A1+	Short	3,000,000.00	0.00	0.00	3,000,000.00	7.57%	24-Mar-09	20-Jul-09	117 days	4.20%
Westpac	A1+	Short	0.00	3,000,000.00	0.00	3,000,000.00	7.57%	24-Jun-09	24-Feb-10	8 mnths	4.41%
CBA-Equity Linked Note	A1+	Long	2,000,000.00	0.00	-2,000,000.00	0.00	0.00%	05-Dec-07	05-Jun-09	18 months	0.00%
Total Term Investments			35,000,000.00	12,000,000.00	-13,500,000.00	33,500,000.00	84.49%	4.38%			

Financial Institution	Rating S&P	Term Rating	Op bal	Deposits	Withdrawals	Balance @ EOM	Percentage of Portfolio	Interest Rate			
CBA Oncall	A1+	Short	2,220,000.00	9,240,000.00	-5,310,000.00	6,150,000.00	15.51%	2.95%		from 8/4/09	
Total On Call Investments			2,220,000.00	9,240,000.00	-5,310,000.00	6,150,000.00	15.51%				

TOTAL INVESTMENTS	37,220,000.00	21,240,000.00	-18,810,000.00	39,650,000.00	100%						
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Bench Mark Rates	Annualised for Period	Annualised for Past 6 mths	Annualised for Past 12 mths
UBSA Bank Bill Index	3.30%	3.56%	5.48%
Indicative Cash Rate	3.00%	3.29%	4.73%



HAWKESBURY CITY COUNCIL
STATEMENT OF RESERVE BALANCES
For the Period Ending 30th June 2009

	2009	2009	2009	2009
	Opening Balance	Budgeted Reserve Transfers	Full Year Budgeted Reserve Balances	YTD Actual Reserve Balance
Externally Restricted Reserve Balances				
Sewerage Capital	324,619	(324,619)	(0)	2,118,956
Sewerage Operating Reserve	2,298,909	(2,048,909)	250,000	1,339,507
S64 Contributions Reserve	271,034	2,578,915	2,849,949	331,299
Waste Management Reserve	1,065,378	(399,957)	665,421	1,116,345
S94 Contributions	4,787,585	(182,694)	4,604,891	5,120,554
S94A Contributions	531,243	(88,045)	443,198	737,601
Extractive Industries	1,421,941	(916,773)	505,168	1,142,601
South Windsor Effluent Reuse Scheme Reserve	-	-	-	109,567
Unexpended Grants Reserve	3,835,479	(3,835,478)	1	1,911,026
Stormwater Management	2,418,595	(266,247)	2,152,348	2,346,456
	16,954,782	(5,483,807)	11,470,975	16,273,912
Internally Restricted Reserve Balances				
Council S94	567,377	(96,457)	470,920	575,888
Drainage	17,018	-	17,018	17,273
ELE	2,065,703	-	2,065,703	2,096,689
Election	332,690	(232,690)	100,000	100,000
Glossodia/Freemans	51,686	-	51,686	52,461
HLC Risk Management	104,988	-	104,988	106,563
Information Technology	474,436	(110,406)	364,030	451,241
Kerb & Gutter	356,092	-	356,092	361,433
Carryovers	6,169,346	(4,648,461)	1,520,885	7,936,880
Plant Replacement	1,573,411	(1,573,411)	(0)	383,051
Fleet Management	199,820	-	199,820	202,817
Property Development	(2,161,359)	(111,221)	(2,272,580)	(2,062,910)
Risk Management	290,398	-	290,398	294,754
Roadworks	315,965	-	315,965	320,704
Sullage	917,166	16,186	933,352	1,021,202
Trees	41,361	-	41,361	41,981
Bligh Park Reserve	512,898	(95,000)	417,898	517,229
Misc Specific Purpose	25,364	-	25,364	25,744
Workers Compensation	1,031,120	-	1,031,120	1,046,587
Heritage	84,961	(12,500)	72,461	86,235
Parks & Gardens	47,491	-	47,491	48,203
Tip Remediation Reserve	2,754,942	(89,598)	2,665,344	3,212,700
Unspent Contributions Reserve	-	-	-	1,369,263
Contingency Reserve	856,291	(179,918)	676,373	735,828
	16,629,167	(7,133,476)	9,495,691	18,941,815
	-	-	-	-
Total Reserve Balances	33,583,949	(12,617,283)	20,966,666	35,215,727

CARRYOVERS 2008/09 - DETAILS 4TH Quarter 2008/09			
Component/Project	Carryovers	Component/Project	Carryovers
General Fund		25 - Property Development	
GENERAL MANAGER		6208 - Dight St Offices (Old Windsor Library)	1,000
		6367 - 42 The Driftway Residence Londonderry	3,500
70 - Public Relations /Cultural Development		6394 - Old Hospital Site Catholic Health	15,180
0478 - Strategic Plan Review	31,000	6446 - Wagons Windsor Mall	3,400
		6208 - Dight St Offices (Old Windsor Library)	2,331
68 - Public Relations /Cultural Development		6210 - Windsor Function Centre Windsor	2,734
2014 - 2010 Anniversary Celebrations	5,000	6470 - Co Generation (Located at Deerubbin Cte)	20,000
		6147 - Rev Turner Cottage Windsor	14,500
40 - Strategic Activities		6443 - Alfresco Dining Thomson Square	7,676
2108 - Business Develop Prog-Technology Park	10,000	6480 - Hawkesbury Central Library (300GeorgeSt) Site	2,400
TOTAL	46,000		72,721
SUPPORT SERVICES		26 - Land Acquisition	
10 - Computer Services		3050 - Purchase of Land	50,000
4075 - Data Line Expenses	6,000		
4071 - Software Licensing & Maintenance	90,000	29 - Fleet Management	
4074 - Computer Exps General Consultant Expense	52,588		
4071 - Software Licensing & Maintenance	93,197	0002 - Purchase Leaseback - Plant 2	42,000
9618 - Microsoft Initiatives	12,583	0003 - Purchase Leaseback - Plant 3	42,000
9620 - Remote Site IT Improvement &Connectivity	6,903	0005 - Purchase Leaseback - Plant 5	42,000
9628 - Virtualisation Project	11,343	0007 - Purchase Leaseback - Plant 7	30,000
9632 - Helpdesk Initiatives	5,939	0008 - Purchase Leaseback - Plant 8	30,000
9635 - Additional On Line IT Training	7,755	0010 - Purchase Leaseback - Plant 10	30,000
9636 - Internet & Security Third Party Audit	10,285	0011 - Purchase Leaseback - Plant 11	30,000
9637 - PDA project	19,737	0012 - Purchase Leaseback - Plant 12	30,000
9739 - D'Works M'ment System Enhancements	73,735	0013 - Purchase Leaseback - Plant 13	30,000
9740 - Tech One Finance,HR & Payroll enhancements	57,332	0014 - Purchase Leaseback - Plant 14	30,000
9741 - Proclaim Property System enhancements	18,277	0017 - Purchase Leaseback - Plant 17	30,000
9742 - E-Commerce Initiatives	92,174	0018 - Purchase Leaseback - Plant 18	30,000
9744 - Intranet enhancements	17,960	0026 - Purchase Leaseback - Plant 26	30,000
9745 - Hawkesbury Internet site enhancements	83,706	0034 - Purchase Leaseback - Plant 34	30,000
9746 - Network Infrastructure upgrade	23,710	0035 - Purchase Leaseback - Plant 35	30,000
9747 - Business Continuity & Disaster Recovery Plan	50,391	0040 - Purchase Leaseback - Plant 40	30,000
9937 - Asset Management System	50,000	0041 - Purchase Leaseback - Plant 41	30,000
		0049 - Purchase Leaseback - Plant 49	30,000
	783,615	0054 - Purchase Leaseback - Plant 54	30,000
		0065 - Purchase Leaseback - Plant 65	30,000
11 - Records		0090 - Purchase Leaseback - Plant 90	30,000
7765 - Storage Reduction	1,348	0091 - Purchase Leaseback - Plant 91	30,000
9748 - Records Process Improvements	20,877		
			696,000
	22,225		
		39 - Cultural Services - Regional Gallery	
15 - Cultural Services - Library Services		5430 - Arts Funding Program 2009	72,280
4886 - Lib Programs & Promotions Development Project	50,000	6470 - Co Generation (Located at Deerubbin Cte)	10,000
6153 - Richmond Library Richmond	6,465	6480 - Hawkesbury Central Library (300GeorgeSt) Site	3,200
6470 - Co Generation (Located at Deerubbin Cte)	15,000	6481 - Hawkesbury Regional Gallery Site	19,575
6480 - Hawkesbury Central Library (300GeorgeSt) Site	10,859		
			105,055
	82,324	79 - Cultural Services - Regional Museum	
		6128 - Museum-Howes House, Thompson Square Windsor	12,255
		6128 - Museum-Howes House, Thompson Square Windsor	3,463
90 - Visitor Information Centre		6128 - Museum-Howes House, Thompson Square Windsor	2,691
6315 - Tourist Information Centre Clarendon	2,738		
			18,409
		TOTAL	1,833,087

CARRYOVERS 2008/09 - DETAILS 4TH Quarter 2008/09			
Component/Project	Carryovers	Component/Project	Carryovers
INFRASTRUCTURE SERVICES		54 - Kerb, Guttering & Drainage	
47 - Roads-RTA Grant Funded Projects		9731 - 22 Price Ln Agnes Banks-Replace low flow drain	202,164
8548 - Reg Rds Mtce Block Grant-ROADS Gr 181A- Exps- BUO	3,750	9920 - Investigate bridge option	11,514
1465 - Bus Route-RTA Weight Tax Subsidy	2,542	9922 - 63 Lt Bowen Rd-construct piped drainage system	20,798
8552 - Freemans Reach Rd/Gorricks Ln Roundabout	3,854	9923 - 3 Redgum Cres-pipe drainage easement	44,647
		9924 - 149 & 150 Longleat Ln-piped drainage system	122,395
		9926 - Windsor St-Pipe open channel drain	165,200
	10,146	9961 - Mtce-RTA Tfr of Windsor Rd Trafficable area	312,300
48 - Environmental Managmt Project-Stormwater		7758 - Various Locations Kerb, Gutter & Drainage	17,041
1463 - Road Reserve Management Planning	60,000	9925 - Seal sections road shoulder-erosion problems	18,962
			915,021
50 - Parks		56 - Bligh Park	
7118 - George Street Reserves	2,000	0000 - Landscape-Bligh Park Plan of Management	21,687
9750 - Streeton Lookout	3,757	7759 - Footpath Construction	70,000
6111 - Maraylya Park Tennis Shed Maraylya	1,289		91,687
6126 - McQuade Park Grandstand Windsor	2,500	60 - Community Buildings	
6299 - Half Moon Farm Lower Portland	1,369	6330 - Tiningi Youth Centre Bligh Park	10,000
6318 - Indoor Sports Stadium South Windsor	4,800	6391 - Yarramundi Community Centre Yarramundi	4,800
7631 - Bush Regeneration	10,552	6421 - Peppercorn Place Windsor	9,521
7950 - Pks Op & Maint People for Parks General	2,284	6483 - Richmond Occasional Care-W/Market St	7,861
7993 - Road Verge Tree Maintenance	10,000	6175 - St Albans School of Arts Hall St Albans	85,965
9961 - Mtce-RTA Tfr of Windsor Rd Trafficable area	26,000	6458 - Kurrajong Community Facilities	150,000
	64,551	6013 - Administration Building Windsor	22,179
51 - Recreation		6034 - Bligh Park Community Centre Bligh Park	705
6161 - Richmond Pool Richmond	6,489	6045 - Chas Perry Hall North Richmond	917
1427 - Bus Trips	4,163	6069 - Glossodia Community Centre Glossodia	784
6161 - Richmond Pool Richmond	236	6070 - Glossodia Long Day Care Glossodia	917
6161 - Richmond Pool Richmond	29,668	6076 - Greenhills LDC Centre South Windsor	917
	40,556	6080 - H'ville Long Day Care Centre Hobartville	917
52 - Roadworks Maintenance		6112 - McGrath Hill Comm'y Ctr McGraths Hill	14
Various Reseals projects	183,782	6113 - McGraths Hill LDC Centre McGraths Hill	860
53 - Roadworks Construction		6130 - North Richmond NHC North Richmond	917
8127 - GroseVleRdBellsRd-GroseWo	55,215	6132 - North Richmond Pre-School North Richmond	2,149
8305 - East Kurrajong - East Kurrajong Rd	329,665	6154 - Richmond Neighbourhood Centre Richmond	917
8736 - Tennyson Rd- Valley Way to E/Kjong Rehab	194,984	6162 - Richmond Pre-School Richmond	917
9961 - Mtce-RTA Tfr of Windsor Rd Trafficable area	249,004	6167 - Senior Citizens Centre Richmond	2,734
8553 - Intersection Bells/Old Bells/Mill Rd Kurrajong	708,571	6180 - Stewart St Child Care South Windsor	1,247
8699 - George St, South Windsor between Argyle	200,000	6203 - W'force Pre-School - (1996) Wilberforce	929
9912 - Hermitage Rd-Rehab failed pavement incl widening	215,000	6204 - W'force School of Arts Hall Wilberforce	967
9882 - DECC Flood Evac Route-Thorley St	1,413,845	6214 - Windsor Pre-school Windsor	967
8657 - Misc Traffic Facilities	14,309	6216 - Woodbury Park Amenities Glossodia	1,122
8714 - Hermitage Rd Kurrajong	343,011	6279 - Tiningi Comm'y Ctr Bligh Park Bligh Park	1,192
9738 - Upper Colo Rd-Replace bridge	107,520	6128 - Museum-Howes House, Thompson Square Windsor	7,299
9939 - Road Rehabilitation-Various Locations	24,018	6180 - Stewart St Child Care South Windsor	7,713
	3,855,142	6201 - Wilberforce Offices Wilberforce	20,284
59 - Administrative Building		6341 - Radio Tower Kjong Hts Kurrajong Heights	110,000
6012 - Administration Air Conditioning	550,000	6458 - Kurrajong Community Facilities	73,482
6013 - Administration Building Windsor	148,020	6480 - Hawkesbury Central Library (300GeorgeSt) Site	2,400
	698,020	9794 - HLC-Replace large plant	11,744
57 - Design, Survey and Mapping Servs		9796 - Replace ceiling tiles-various buildings	2,819
4690 - Hawkesbury Overland Study-Stage 1 & 2	19,779	9797 - Security system & cameras	4,722
		9943 - IRP Proj-Replace ceiling tiles in various comty bldgs	32,757
		6069 - Glossodia Community Centre Glossodia	85,181
		6458 - Kurrajong Community Facilities	628,541
		6461 - Memorial Park Kurrajong Rotunda	81,284
		6476 - Hawkesbury Regional Museum-Baker St Windsor	113,800
			1,492,441

CARRYOVERS 2008/09 - DETAILS 4TH Quarter 2008/09			
Component/Project	Carryovers	Component/Project	Carryovers
62 - Operations Management		61 - Works Depot	
0025 - P/Works vehicle,Falcon Ute - Plant 25	31,050	6052 - Council Depot Wilberforce	6,498
0029 - P/Works-Plant 29 Falcon BF Tray Back	27,945	6052 - Council Depot Wilberforce	67,500
0033 - P/Works-Plant 33 Holden Rodeo Duel Cab 4x4	36,064		
0094 - Publicworks - Ute - Plant 94	27,000		73,998
0096 - Publicworks - Table Top - Plant 96	41,000		
0097 - P/Works-Plant 97 Dutro Table Top 1.5 tonne	42,435	92 - Parks Grants	
0104 - P/Works-Plant 104 Ranger Pro 6 tonne Table Top	62,100	6975 - River Restoration Project Grants	69,028
0107 - Publicworks - Table Top - Plant 107	66,000	6976 - Macdonald Valley Tree Of Heaven	6,223
0110 - P/Works-Plant 110 Ranger 8 tonne Tipper	118,239	7013 - Bellbird Hill Reserve	4,094
0112 - Publicworks - Plant 112	118,239	7271 - Chain Of Ponds Res Rehab Project	7,195
0114 - Publicworks - Table Top - Plant 0114	58,438	7272 - Bring back the Fish to StAlbans-McDonRiv	10,991
0115 - P/Works vehicle-Plant 115 Mitsubishi Canter C/Cab	55,089	7275 - Richmond Park-Implement Landscaping Plan	50,000
0607 - Publicworks - Trailer - Plant 607	3,750	7276 - Swallow Rock-Implement L'scape & B'Regen Plan	50,000
		7874 - Rehab River Flat Forest N/Rich-Grant exp	1,029
	687,349	7886 - South Creek Restoration	40,012
		7888 - Crown Land-Weed Control	18,500
93 - Parks Plant		7260 - Richmond Park Masterplan-Landscaping	7,840
0000 - Purchase of Plant	47,050	9750 - Streeton Lookout	5,400
0145 - P/Works-Plant 145 Ranger 8M3 Compactor	150,075	9754 - Windsor Parks-Plan of Management	35,005
0148 - Bushcare Officer Vehicle	30,000	9818 - Ham Common	445
0405 - P/Works-Plant 405 Iseki 54" out front mower P&G	20,700	9819 - Windsor Wharf to Governor Phillip Reserve	22,304
0700 - Publicworks - Blower/Vaccum- Plant 700	850	7185 - Woodbury Reserve	19,863
0704 - Publicworks - Edgers- Plant 704	565	7248 - Yarramundi Reserve	982
0706 - Publicworks - Cutter - Plant 706	535	7882 - LGAG 6 Yarramundi Reserve Rehabilitation	3,424
0710 - Publicworks - Blower/Vaccum- Plant 710	407	7883 - Rickabys Creek Footbrige Construct	165,081
0712 - Publicworks - Cutter - Plant 712	535	7884 - Wilberforce Park Stage 1	16,822
0713 - Publicworks - Blower/Vaccum- Plant 713	850		
0716 - Publicworks - Mower - Plant 716	650		534,238
0717 - P/Works-Plant 717 Deutscher mower 26"	2,898		
0719 - Publicworks - Cutter - Plant 719	535	63 - Ancillary Facilities	
0722 - Publicworks - Edgers- Plant 722	565	6092 - Bus Shelter-K'jong Hills	423
0724 - Publicworks - Plant 724	600	6157 - Bus Shelt East Market St Pk Side R'mond	804
0733 - Publicworks - Mower - Plant 433	650	0000 - Footpaths maintenance	10,300
0736 - Publicworks - Cutter - Plant 736	535	8947 - Footpaths-Bligh Park	16,203
0740 - Publicworks - Blower/Vaccum- Plant 740	850	6107 - Pedestrian & Bicycle Path Construction	50,000
0741 - Publicworks - Mower - Plant 741	650	9738 - Upper Colo Rd-Replace bridge	134,431
0742 - Publicworks - Cutter - Plant 742	535		
0743 - Publicworks - Cutter - Plant 743	535		212,161
0744 - Publicworks - Cutter - Plant 744	535		
0745 - Publicworks - Cutter - Plant 745	535	64 - Ferry Operations	
0746 - Publicworks - Blower/Vaccum- Plant 746	850	6102 - L/Port'd Ferry Master Cottage Lwr Port'd	3,865
0755 - Publicworks - Edgers- Plant 755	640		
0757 - Publicworks - Plant 757	600	67 - State Emergency Services	
0776 - Publicworks - Edgers- Plant 776	565	6168 - SES Building-Wilberforce	3,996
0779 - Publicworks - Mower - Plant 779	650	0152 - SES Isuzu truck - Plant 152	166,310
0920 - Publicworks - Chainsaw - Plant 920	2,000	6168 - SES Building-Wilberforce	5,622
0921 - Publicworks - Chainsaw - Plant 921	2,000		
0922 - Publicworks - Chainsaw - Plant 922	2,000		175,928
0923 - Publicworks - Chainsaw - Plant 923	2,000		
0924 - Publicworks - Chainsaw - Plant 924	2,000		
0925 - Publicworks - Chainsaw - Plant 925	726	88 - Co Generation Project	
0926 - Publicworks - Chainsaw - Plant 926	2,000	6470 - Co Generation (Located at Deerrubbin Cte)	17,697
0927 - Publicworks - Chainsaw - Plant 927	2,000		
0930 - Publicworks - Chainsaw - Plant 930	2,000		
0931 - Publicworks - Chainsaw - Plant 931	2,000	89 - Waste Management Facility	
0932 - Publicworks - Chainsaw - Plant 932	2,000	9797 - Security system & cameras	10,000
0937 - Publicworks - Chainsaw - Plant 937	2,000		
0997 - Publicworks - Generator - Plant 997	1,050		
	288,721		

CARRYOVERS 2008/09 - DETAILS 4TH Quarter 2008/09			
Component/Project	Carryovers	Component/Project	Carryovers
95 - Parks Capital (excluding Plant)		51 - Recreation	
6313 - Bellbird Hill Amenities	85,905	6213 - Hbury Oasis Swimming Ctr Sth Windsor	4,000
6174 - South Windsor Tennis South Windsor	62,000	6318 - Indoor Sports Stadium South Windsor	4,896
6266 - 0 Richmond Lawn Cemetery Richmond	1,322	6213 - Hbury Oasis Swimming Ctr Sth Windsor	146,294
6390 - McGraths Hill Nursery Building	34	6318 - Indoor Sports Stadium South Windsor	2,441
7071 - Bensons Lane Sporting Complex	125,000	6213 - Hbury Oasis Swimming Ctr Sth Windsor	133,125
7883 - Rickabys Creek Footbridge Construct	168,000		
7179 - Freemans Reach Tennis Courts	6,140		290,756
9935 - Kurrajong Memorial upgrade	5,000		
6267 - Macquarie Park Grounds Windsor	95,171	80 - Sewerage Schemes	
7019 - Bilpin Park Reserve	33,995	5869 - Purch Asset P/S Monitor & Alarm Systems	102,090
6266 - 0 Richmond Lawn Cemetery Richmond	4,497	6273 - Sewer Treatment Wks McGraths Hill	307
6430 - Smith Park/Pughs Lagoon Shelters	18,830	9771 - Sewer pipe relining program	385,000
7099 - Richmond Park	6,729	5946 - Sewer Pump Station N	100,000
7742 - Rickabys Ck Footbridge	40,000		
7752 - Swallow Rock	748		587,397
9753 - Flow meters on all pumps-Parks	15,000		
9941 - Holmes Drive Reserve, Lower Portland	30,000		
7729 - Wbury Pk Lndscp Bsh Rgn	6,240		
7738 - Pughs Lagoon Stage 2 Impr	2,552		
7742 - Rickabys Ck Footbridge	7,297		
7099 - Richmond Park	50,000		
9779 - Ham Common-pathways	2,825		
9780 - Bellbird L'out-Carpark, paths, landscaping	3,169		
6225 - Smith Park Richmond	2,800		
6385 - Hanna Park North Richmond	5,000		
6490 - Bligh Park Tennis Courts	2,090		
	780,344		
	11,093,579		
CITY PLANNING		38 - Animal Control	
12 - Community Administration		6252 - Dog Pound McGraths Hill	15,462
4038 - Arrive Alive	750	6252 - Dog Pound McGraths Hill	229
9787 - Senior Citiz-upgrade kitchen toilets	5,864		15,691
	6,614	44 - Road Safety Programs	
		9947 - Hawkesbury Mobility Plan	48,000
30 - Heritage		5411 - RSO GLS Workshops	120
4693 - Slab Barns Heritage Study	25,000		48,120
43 - City Planning			
4010 - Preparation Hbury Local Env Plan	14,600	94 - Section 94A Funding	
4692 - Hawkesbury River Flood Risk Mgmt Study	37,498	7150 - Wilberforce Park	37,550
4887 - Residential Strategy	50,000	7185 - Woodbury Reserve	4,500
0000 - State of the Environment Report	3,555	7248 - Yarramundi Reserve	40,000
9801 - State of the Environment Report	686	7726 - Richmond Park Landscaping	98,227
4010 - Preparation Hbury Local Env Plan	10,000	6026 - Bicentennial Park Shelter Clarendon	15,000
4043 - Community Administration	28,146	6304 - Gov. Phillip Park Windsor	15,000
		7140 - Macquarie Park	15,000
	144,485	7223 - St Albans Park	19,500
35 - Health Services			244,777
9773 - Hand held computer devices	5,000		
			814,687
81 - Domestic Waste Management			
0133 - Garbage Truck - Plant 133	325,000	TOTAL CARRYOVERS	13,787,353

Part 3

Management Plan Performance





General Managers Division

Component 16 - Insurance Risk Management

Component 17 - Workers Compensation

Component 40 - Strategic Activities

Component 65-Human Resources

Component 68-Corporate Communication

Component 69-Elected Members

Component 70-Executive Management

General Manager - Operational Action Plan and Performance Indicators 2008/2009

Component 16 - Insurance Risk Management General Manager

Officer: Manager Risk Management

Total Income \$
Total Expenditure \$

Budget 2008/09									
Full Year Budget		1st Quarter		2nd Quarter		3rd Quarter		4th Quarter	
Original Budget	Amended Budget	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$
								-	-
707,272	707,272	453,138	707,436	572,326	644,581	644,240	612,161	739,509	719,681

Strategic Objective:

An informed community working together through strong local and regional connections.

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	Actual YTD \$
1. To provide an adequate level of civil liability protection and general insurance cover for Council activities and assets.	80%	565,818	362,510	565,949	457,861	515,665	515,392	489,729	591,607	575,745
2. To ensure strategies are in place to manage & minimise Council's exposure to public & internal risks.	20%	141,454	90,628	141,487	114,465	128,916	128,848	122,432	147,902	143,936
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-

Key Performance Indicators	Target	Progress this quarter
1.1 Review and placement of insurance program.	All disclosures and renewal proposals completed satisfactorily and on time.	Insurance premiums & licensing requirements have been subject to review both in terms of content and cost as they have fallen due over the course of the financial year. Generally cost increases have been inline with CPI adjustments however some savings in premium cost have been achieved given the competitive market environment. All disclosures and renewals have been completed on time.
1.2 Provide timely, accurate and quality Risk Management and insurance advice.	Advice to satisfaction of customers.	Advice sought has been responded to in a timely and comprehensive manner and to the satisfaction of our customers. There are no outstanding issues in relation to this KPI.
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.	HCC has sought to raise Westpool's profile through hosting meetings and keeping management informed. Council continues with the implementation of the OHS Management Plan initiatives which have seen claims reduced both in terms of number and cost. Risk Management has also been involved in the development of the corporate Business Continuity and Disaster Recovery Plans all of which support the Westpool initiatives.
1.4 Manage Council's insurance claims in a cost effective manner.	Monthly claims reviews and status reports of large claims reported to Manex.	Statistical reporting to MANEX continues and is inclusive of claims costs & progress, briefing on specific cases of note, injury management & corrective action statistics. Injury management details are plotted against the industry at large as well as other Self Insured Councils for the purposes of benchmarking. HCC has achieved better than industry averages for the year.

General Manager - Operational Action Plan and Performance Indicators 2008/2009

Component 17 - Workers Compensation

General Manager

Officer: Manager Risk Management

Total Income \$

Total Expenditure \$

Budget 2008/09									
Full Year Budget		1st Quarter		2nd Quarter		3rd Quarter		4th Quarter	
Original Budget	Amended Budget	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$
								-	-
564,204	564,204	175,125	134,132	309,750	239,470	436,875	323,723	563,914	470,967

Strategic Objective:

An informed community working together through strong local and regional connections.

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	Actual YTD \$
1. To ensure a safe workplace environment that meets legislative requirements and guidelines.	100%	564,204	175,125	134,132	309,750	239,470	436,875	323,723	563,914	470,967
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-

Key Performance Indicators	Target	Progress this quarter
1.1 Monitor compliance with OH&S Act and regulations.	Monthly workplace inspection returns by 10th of each month.	Returns are averaging 80% for the final quarter with those for the year achieving approx' 70%. It is pleasing to see attention to these inspections increasing however improvement is still required.
1.2 Develop a process for training employees on managing projects to reflect higher levels of OH&S compliance.	Continuous improvements assessed and implemented prior to commencing projects.	Contractor management procedures developed and being trialed. Extensive training program to commence early in the new financial year. Contractor pre-induction process initiated to inform and support contractors in demonstrating compliance prior to undertaking works.
1.3 Develop and conduct safety training programs as required.	Complete Training Needs Analysis and initiate training for Core OHS elements.	OHS training Matrix developed as is search function that interrogates OHS TrainignDatabase and provides reports to staff on training requirements/qualifications via Hawkeye. Annual training program exceeded programmed training by 15%.
1.4 Monitor claims performance and provide monthly reports on claims made.	Acceptance by WorkCover of monthly claims data.	WorkCover monthly submissions submitted on time and accepted.
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.	Monthly reports to MANEX & OHS Committee detailing claims numbers, cost, time frames and type. These are plotted against industry averages and demonstrated Council is achieving better than average industry results.
1.6 OHS&IM System achieves compliance with WorkCover Model for Self Insurers.	Achieve compliance with WorkCover Self Insurers OHS Audit.	Successful completion of Serlf Insurers audit by WorkCover NSW. 3 year licence achieved
1.7 Maintain Workers Compensation Self Insurers licence.	Complete Annual Self Insurers licence renewal in accordance with Work Cover's Licensing policy by 31st October.	Licence renewal application submitted by Council and accepted by WorkCover
1.8 Achieve compliance with the WorkCover Self Insurers Case Management Guide.	90% compliance with Worker's Annual Case Management Audit.	Audit achieved an overall 91% compliance
1.9 Information sharing and continuous improvement.	Actively support and attend peak bodies and industry group meetings.	Actively supported and engaged in Westpool, Self Insurers Group, UIP, ARIMA & LGSA

General Manager - Operational Action Plan and Performance Indicators 2008/2009									
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Component 40 - Strategic Activities	
General Manager	
Officer: Strategic Planner	
	Total Income \$
	Total Expenditure \$

General Manager		
Officer: Strategic Planner		
		Total Income \$
		Total Expenditure \$

Officer: Strategic Planner	
	Total Income \$
	Total Expenditure \$

						-	333	-	351	-	395
381,156	381,156	89,505	34,624	169,712	68,563	262,992	119,342	382,543	271,354		

381,156	381,156	89,505	34,624	169,712	68,563	262,992	119,342	382,543	271,354
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Strategic Objective:
A prosperous community sustained by a diverse local economy that encourages innovation and enterprise to attract people to live, work and invest in the City.

A prosperous community sustained by a diverse local economy that encourages innovation and enterprise to attract people to live, work and invest in the City.

Service Statements	
1.	Facilitate economic development and growth via strategies that build local workforce capabilities; support success through modern infrastructure; and attract new investment.
2.	Support business development activities that facilitate business networks, and encourage entrepreneurial alliances.
3.	Effectively and efficiently manage organisational resources to develop corporate capability, maintain integrity and appropriate employee skills.

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	Actual YTD \$
40%	152,462	35,802	13,850	67,885	27,425	105,197	47,604	152,877	108,384

30%	114,347	26,852	10,387	50,914	20,569	78,898	35,703	114,658	81,288
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30%	114,347	26,852	10,387	50,914	20,569	78,898	35,703	114,658	81,288
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	01	02	03	04	05	06	07	08	09

Key Performance Indicators

Target

Progress this quarter

1.1 Tourism - Strategic & Marketing.

Develop Branding/Marketing Plan to support LGA in our market place, in consultation with key players, by September; work with adjoining Councils on tourism projects that place the LGA in relevant regions that consumers respond to (inc. Blue Mtns and Hawkesbury River markets), by June.

Council's position on tourism program supported with resolution to prepare integrated tourism strategy/plan, which is to include brand/ promo/ marketing options. Programmed for 2009-2010.

1.2 Business Development - Future Business Leaders.

<p>Sponsor a maximum of two high-school (youth) focused business training programs across the LGA, by June; undertake maximum of three joint industry activities that inform existing/ new business operators in area about local and business matters, by June.</p>
--

Banangoes (Yr 9t) & Adopt a School (Yr 11) programs completed/ underway in conjunction with School Industry Partnership (Nepean, Blue Mountains, Hawkesbury). Joint industry activity done with Hawkesbury-Hume Base Business Network (HBBW). Other activities investigated, but notdone due to changing circumstances of providers (Dept. State & Regional Development) & local industry associations.

1.3 Hawkesbury River Festival Concept - Event Development.

Develop Bridge to Bridge Festival Advisory Committee capability to link into local & regional interests in proposed River Region-wide Event, by June; work with adjacent Councils & target Govt departments to attract interest in supporting & developing a regional flagship event, by June.

Committee set up delayed due to resources and priority given to developing adjacent council's interest in river-wide event to explore focus on the river as economic driver for local business. Adjacent Council to support with funds allocated for study. Programmed for 2009-2010.

1.4 Hawkesbury LGA Music Festival - Event Development.

(subject to regulatory & commercial matters), negotiate Agreement with proponent by December 2008 to development event as a key flagship event area (mutual benefit), work with proponent to make Inaugural event well-known & with tourism/ business to develop opportunities for event patrons, by March.

Proponent terminated proceeding with the event/ business plan in last quarter of year.

2.1 Local Business Excellence Awards.

Sponsor 2008 Awards, with contribution (prize money & attendance), completed by December.

Proponent terminated proceeding with the Awards in last quarter of year.
--

2.2 Friendship Program.

Sister Cities - ((a) Monitor Association's operation within budget quarterly, annual review with Association in December, undertake one joint project with Association, being a program brochure by June.

Annual review completed. Brochure delayed due to unforeseen circumstances. However, Policy extended to include additional role for Association in the City-Country Alliance Program youth exchanges.
--

Alliance activities in line with plan-of-action underway including corporate exchanges (Hawkesbury Show, staff visits, National Field Days) & community exchanges (youth visits, Hawkesbury Esisteddod, Rotary).

2.3 Secondary Education relationships.

Undertake review of UWS Undergraduate Scholarship Agreement (2006-2011) twice pa., inc. annual review in June (with UWS).

Annual review completed. Scholarship achieves objective of supporting a young Hawkesbury resident in learning.
--

2.4 Business Networks.

Establish relationships with Govt departments/agencies & industry groups to facilitate access to business networks & development opportunities, by June.
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Ongoing and met.

3.1 Executive support to Council and Committees of Council.

Undertake reporting via Council, Committees, Manex & newsletters by due dates and by attending meetings dates.

Ongoing and met.	
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General Manager - Operational Action Plan and Performance Indicators 2008/2009

Component 65 - Human Resources General Manager Officer: Manager Human Resources

Total Income \$
Total Expenditure \$

Budget 2008/09									
Full Year Budget		1st Quarter		2nd Quarter		3rd Quarter		4th Quarter	
Original Budget	Amended Budget	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$
- 5,000	- 5,000	- 1,248	- 5,519	- 5,000	- 5,886	- 5,000	- 8,001	- 9,046	- 8,334
361,610	361,610	91,120	83,242	181,740	173,909	265,796	252,892	361,052	332,582

Strategic Objective:

Investigating and Planning the City's future in consultation with our community, and co-ordinating human and financial resources to achieve this future.

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	Actual YTD \$
1. To develop, review and implement effective Human Resource strategies, policies and programs that meet with corporate objectives and legislative requirements for the benefit of the organisation, management and staff.	100%	356,610	89,872	77,723	176,740	168,023	260,796	244,891	352,006	324,248
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-

Key Performance Indicators	Target	Progress this quarter
1.1 Recruitment and selection of quality staff within established policies and procedures meeting all legislative requirements.	Recruitment process commenced within two weeks of approval by General Manager.	All recruitment commenced within two weeks of approval by General Manager.
	90% of appointments with qualification, skills and experience of successful applicant matching the criteria.	During the last quarter 6 appointments with the relevant qualifications, skills and experience were made to permanent positions, with a total of 39 for the 2008/2009 year.
1.2 Develop, review and implement policies and procedures to meet Award and Legislative requirements.	Monitor, review and develop Human Resource Operational Management Standards for staff as required.	Continued monitoring, reviewing, updating and developing of new Operational Management Standards for approval by Management and presentation to all staff as required.
	All legislative changes and statutory requirements actioned and complied with.	All legislative and statutory requirements met.
1.3 Support and advice to Management and Staff in relation to Award interpretation and industrial issues.	90% of industrial disputes resolved internally.	All industrial disputes resolved internally in consultation with the appropriate Union or will be resolved through ongoing discussions with relevant parties.
	Provision of accurate and timely advice to Management and Staff on industrial and legislative issues.	Management and staff kept informed of progress of all industrial and legislative changes.
1.4 Ensure continual improvement in the development, implementation and monitoring of our performance management and salary administration systems.	Annual and probationary performance reviews completed by scheduled dates.	Probationary performance reviews completed and returned by due date. 2008/2009 Annual Performance Reviews delayed due to introduction of new Employee Performance Planning and Review System.
	Monitor, review and update Performance Management and Salary Administration Systems as required.	New Employee Performance Planning and Review Program finalised, approved and ready for implementation. Supervisors and Managers trained in the new system and how to give effective feedback to staff.
1.5 Ensure corporate and individual training needs are identified and met.	The number of individual and corporate training and development programs that are approved by management and implemented.	The majority of staff undertook some form of skills or professional/personal development individual or corporate training during the 2008/2009 period including in house, on the job and external courses with expenditure covering fees, materials travelling and meal allowances. In addition some staff received financial assistance to support further tertiary education to assist in their professional development.
	Provide learning opportunities including technical, personal and professional development that support Council's objectives.	Identification and sourcing of training courses and providers to meet individual and corporate training needs.
1.6 Ensure compliance with the OH&S Acts and regulations and promote continuous improvement of safe systems at work.	Compliance with OH&S Act and Regulations.	OH&S requirements met.

General Manager - Operational Action Plan and Performance Indicators 2008/2009

Component 68 - Corporate Communication General Manager Officer: Manager Corporate Communication

Total Income \$
Total Expenditure \$

Budget 2008/09									
Full Year Budget		1st Quarter		2nd Quarter		3rd Quarter		4th Quarter	
Original Budget	Amended Budget	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$
					- 165	-	- 165	-	- 165
285,729	285,729	68,712	40,142	- 137,424	111,565	209,591	174,670	320,932	246,705

Strategic Objective:

An informed community working together through strong local and regional connections.

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	Actual YTD \$
1. To communicate and inform the community and other key stakeholders, of Council services and issues, in an efficient and effective manner.	100%	285,729	68,712	40,142	- 137,424	111,400	209,591	174,505	320,932	246,540
		-	-	-	-	-	-	-	-	-

Key Performance Indicators	Target	Progress this quarter
1.1 Year 1 Objectives of Communication Strategy Undertaken.	95% completed by June.	Participated in review of structure of council's website and provided recommendations for proposed new format. Working towards gaining accreditation through the Customer Service Institute of Australia including assisting in developing customer service standards. New Residents Guide, Community Report, Draft Community Strategic Plan and three quarterly newsletters prepared, produced and issued.
1.2 Media relationships reviewed and enhanced.	Review of media services contract Sept and March. Regular meetings and contact with all local media.	Council's relationship with media monitored with a view to giving consideration to entering into a new media services contract. Regular contact maintained with all local media. Media liaison provided at council events. 113 Media Comments issued throughout 08-09.
1.3 Issues Management Advice and Monitoring.	Regular updates provided to General Manager.	Communication strategy for Windsor Mall Policy prepared. Communication Plan for Community Strategic Plan prepared and implemented. Communication material prepared for Three Towns Sewer. Various issues monitored and appropriate advice provided to media and management. Most issues handled by issue of media release and media comment. Provided input to MANEX, and attended pre and post business paper meetings.
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.	Total of 146 media releases generated for the year. Last quarter media analysis not completed due to staff vacancy but average takeup rate across the year is 54% by at least one paper. Higher rates from Hawkesbury Gazette. Northern News now not distributing in Hawkesbury, Hawkesbury Western Weekender and Hawkesbury Independent have both folded. Hawkesbury Way - News Magazine is a new newspaper to the market from May 2009 and Hawkesbury Gazette and Courier have new General Manager and Editor. As a result, analysis of newspapers will now have to be amended to reflect all of these changes.
1.5 Strategic Cross Functional Working Groups organised and progressed.	Project Plans accomplished within timeframes set.	Assisted cross functional teams throughout the year including: Councillor Elections Committee, Intranet review, Dataworks Review, Disaster Recovery Project Team, Community Strategic Plan Working Group, Website Review, Customer Service /Communication Strategy Coordination Team, Macquarie 2010 Committee, Windsor Mall Policy Working Group, Business Continuity and Sydney Water Project Teams.
1.6 Manage civic events, publications and public relation activities.	Programs reviewed by June.	Awards programs arranged and conducted: Australia Day, Natalie Burton, Citizen of the Month, Young Citizen of the Season, Sports Medal and School Citizenship. Events arranged and conducted: Councillor Dinner, Richmond Pool Celebration Day, Community Christmas Party, Local Government Week Activities, Kurrajong Community Hall Sod Turning Assisted with: Citizenship Ceremonies, River Summit, Bush Fire Food Handling Presentation, CDSE Presentation, NAIDOC Week, Youth Week, WSROC Environmental Debating Competition and election related promotion and publications. Displays organised for Hawkesbury Show and UWS Open Day. Advertising and media training undertaken. 54 Mayoral Columns written for Courier, Northern News and The Hawkesbury Way

General Manager - Operational Action Plan and Performance Indicators 2008/2009									
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General Manager

Officer: General Manager

Component 69 - Elected Members General Manager Officer: General Manager	Budget 2008/09									
	Full Year Budget		1st Quarter		2nd Quarter		3rd Quarter		4th Quarter	
	Original Budget	Amended Budget	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$
	Total Income \$								-	-
Total Expenditure \$	605,615	605,615	84,524	326,540	437,548	432,132	571,196	502,557	596,155	581,531

Investigating and Planning the City's future in consultation with our community, and co-ordinating human and financial resources to achieve this future.

[illegible][illegible]

General Manager - Operational Action Plan and Performance Indicators 2008/2009

Component 70 - Executive Management

General Manager

Officer: General Manager

Total Income \$

Total Expenditure \$

Budget 2008/09									
Full Year Budget		1st Quarter		2nd Quarter		3rd Quarter		4th Quarter	
Original Budget	Amended Budget	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$
								-	-
975,044	975,044	243,663	215,832	487,326	440,197	730,989	722,114	985,044	958,212

Strategic Objective:

Investigating and Planning the City's future in consultation with our community, and co-ordinating human and financial resources to achieve this future.

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	Actual YTD \$
1. To ensure a safe workplace environment that meets legislative requirements and guidelines.	3%	29,251	7,310	6,475	14,620	13,206	21,930	21,663	29,551	28,746
2. Develop and maintain corporate procedures to ensure a safe workplace.	2%	19,501	4,873	4,317	9,747	8,804	14,620	14,442	19,701	19,164
3. To ensure effective salary and performance structures in place for executive management and monitor divisional performance.	95%	926,292	231,480	205,040	462,960	418,187	694,440	686,008	935,792	910,301
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-

Key Performance Indicators	Target	Progress this quarter
1.1 To assess compliance with OH&S Act and Regulations.	In accordance to system audit by Work Cover achieving 3 or greater.	System audit undertaken by WorkCover in September, 2008. Council achieved a rating of 3 or better in each of the 4 elements audited. Relicensing achieved.
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 Work Cover Industry average.	On target.
2.2 Resource allocation to facilitate the implementation of OH&S strategies.	Consistent with comparable local government councils per staff unit.	Resource allocation consistent with other Councils.
3.1 The Annual Performance Review is conducted.	June.	Review commenced in June and completed in an appropriate time frame having regard to Council requirements.
3.2 To assess the effectiveness of managing and developing human resources.	Uncertified Sick leave days < 5.00.	Achieved.
	Training & Development \$ > 1% budget and 90% satisfaction with training courses.	Achieved.
3.3 To assess the effectiveness of managing financial resources.	Actual performance vs Budget +/- 5.00%.	Under review on an ongoing basis, with subsequent financial results considered to be satisfactory.
3.4 To assess the effectiveness of achieving strategic and operational performance objectives.	95% Strategic & Operational Targets Achieved.	Community Strategic Plan under review/development as shown targets and objectives have altered to improve objectives and direction.



City Planning Division

Component 12- Community Administration
Component 30-Heritage
Component 31-Building Control
Component 32-Development Control
Component 33- Sewage Management Facilities
Component 35- Health Services
Component 36- Pollution Control
Component 37- Development Control & Regulation
Component 38- Animal Control
Component 43-Strategic Planner- Land Use
Component 43-Strategic Planner- Community
Component 43-Strategic Planner- Infrastructure
Component 43-Strategic Planner- Corporate
Component 43-Strategic Planner- Environmental
Component 44- Road Safety Programs
Component 49- Parking Control
Component 81 - Domestic Water Management

City Planning Division - Operational Action Plan and Performance Indicators 2008/2009

Component 12 - Community Administration Director City Planning Officer: Executive Manager - Community Partnerships

Total Income \$	-	104,546	-	104,546	-	14,387	-	14,360	-	40,024	-	36,459	-	65,661	-	46,288	-	60,546	-	62,655
Total Expenditure \$	511,322		511,322		148,040		118,359		271,243		245,950		376,517		358,465		463,043		473,509	

Strategic Objective:
An informed community working together through strong local and regional connections.

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	Actual YTD \$
1. Manage grants and donations programs.	15%	61,016	20,048	15,600	34,683	31,424	46,628	46,827	60,375	61,628
2. Resource and support the planning of activities and events which celebrate community diversity and promote community harmony.	16%	65,084	21,384	16,640	36,995	33,519	49,737	49,948	64,400	65,737
3. Identify funding options to establish programs to improve community linkages and meet the social, health, safety, leisure and cultural needs of the community.	12%	48,813	16,038	12,480	27,746	25,139	37,303	37,461	48,300	49,302
4. Work in conjunction with community and user groups to design and operationalise community facilities and building improvements (as identified in Council works programs).	5%	20,339	6,683	5,200	11,561	10,475	15,543	15,609	20,125	20,543
5. Provide Property Management Services for Council's community facilities portfolio.	13%	52,881	17,375	13,520	30,058	27,234	40,411	40,583	52,325	53,411
6. Provide Project Management Services.	39%	158,643	52,125	40,560	90,175	81,701	121,234	121,749	156,974	160,233

Key Performance Indicators	Target	Progress this quarter
1.1 Available funds distributed in compliance with Community Sponsorship Policy.	Respond to enquiries within 5 working days + achieve required milestones for operation of grants and donations programs.	Milestones for administration of Community Sponsorship program achieved. In total 41 organisations or individuals were approved for sponsorship to the value of \$58540.
2.1 Level of sponsorship provided.	Sponsorship agreements executed for events and activities within NSW Govt time frame.	Council has contributed more than \$16,000 to sponsor events including NAIDOC Week, Seniors Week, Youth Week, Harmony Day, International Women's Day and Refugee Week.
3.1 Source external investments to expand establish services and activities.	10% growth in community service grant receipts.	\$337,851 in additional funding for new projects secured (WYSH Project, Easy-Care Lawn Mowing, Sth Windsor Bush Dance + Family Day Care) . 17.6% increase in community service grant receipts.
4.1 Complete design briefs for referral to Building Services.	Design briefs for 100% of proposed works completed within required time-frames.	Design Brief for Kurrajong Community Centre completed, DA approved, additional funding secured and building commenced.
5.1 Properties maintained to required standard.	Property maintenance requests responded to within 3 working days. Establish baseline data for usage of community facilities.	52 requests for maintenance responded to within 3 working days from 377 Committees of Council. (a total of 257 for the year to date)1 AGM attended (a total of 5 for the year to date).
6.1 Achieve all funding and statutory requirements as negotiated.	Contracted outputs achieved.	Funding acquittals completed. Contracted outputs achieved. Re-accreditation for Family Day Care completed.

City Planning Division - Operational Action Plan and Performance Indicators 2008/2009

Director City Planning

Officer: Town Planning Coordinator

Total Income \$									-	12,500	-
Total Expenditure \$	49,198	49,198	12,294	5,570	24,594	16,300	36,189	18,955	53,145	25,800	

Strategic Objective:

Sustainable and liveable communities that respect, preserve and manage the heritage, cultural and natural assets of the City.

[illegible][illegible]

City Planning Division - Operational Action Plan and Performance Indicators 2008/2009

Component 31 - Building Control Director City Planning Officer: Building Coordinator

Total Income \$
Total Expenditure \$

Budget 2008/09									
Full Year Budget		1st Quarter		2nd Quarter		3rd Quarter		4th Quarter	
Original Budget	Amended Budget	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$
- 572,050	- 572,050	- 142,956	- 111,789	- 285,312	- 210,267	- 320,442	- 289,420	- 378,288	- 374,563
509,967	509,967	127,437	127,921	254,874	235,231	362,188	347,303	522,352	451,711

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	Actual YTD \$
1. Provide development assessment services for Class 1 -10 buildings.	32%	- 19,867	- 4,966	5,162	- 9,740	7,988	13,359	18,523	46,100	24,687
2. Provide building certification and inspection services.	50%	- 31,042	- 7,760	8,066	- 15,219	12,482	20,873	28,942	72,032	38,574
3. Provide 149D building certificate services.	3%	- 1,862	- 466	484	- 913	749	1,252	1,736	4,322	2,314
4. Regulate places of public entertainment.	4%	- 2,483	- 621	645	- 1,218	999	1,670	2,315	5,763	3,086
5. Provide technical advice to customers, via phone and counter.	11%	- 6,829	- 1,707	1,775	- 3,348	2,746	4,592	6,367	15,847	8,486
		-	-	-	-	-	-	-	-	-

Key Performance Indicators	Target	Progress this quarter
1.1 Turn around time for Development Applications.	Average 40 days, Median 35 Days.	4th Quarter - Average 24 days, Median 18 Days Yearly - Average 62 days Median 21 days
1.2 Age of current Development Applications- ratio of Development Applications older than 40 days to newer than 40 days.	0.7:1.	Q 0.4:1 Y - 0.4:1 Comment: Older applications have been targeted and substantially reduced over the last 6 months
1.3 Customer satisfaction.	80% overall satisfaction.	Under target due to staff resignations. Staff vacancies will be filled in July/August 2009
2.1 Market share of certification and inspection services.	80% of Market.	Q - 61% Y- 62% Comment: Under target due to staff resignations throughout the year
2.2 Cost effectiveness of contestable services.	Full cost recovery.	Complying
2.3 Turn around time for Construction Certificates.	21 days after Development Application consent issued.	Under target due to staff resignations
3.1 Ten day turnaround time for 149D Certificates.	80% compliance.	Q 43% Y 52% Comment: Under target due to staff resignations throughout the year
4.1 Issue licences within 40 days.	80% compliance.	Under target due to staff resignations
5.1 Return telephone call within 48 hours on consecutive days.	90% compliance.	Under target due to staff resignations
5.2 Attend to counter enquiries as required during allocated times, answer questions left with admin staff within 48 hours.	90% compliance.	Under target due to staff resignations

City Planning Division - Operational Action Plan and Performance Indicators 2008/2009

Component 32 - Development Control
Director City Planning
Officer: Town Planning Coordinator

Total Income \$
Total Expenditure \$

Budget 2008/09									
Full Year Budget		1st Quarter		2nd Quarter		3rd Quarter		4th Quarter	
Original Budget	Amended Budget	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$
\$ -	745,700	- 745,700	- 186,354	- 277,874	- 362,334	- 498,967	- 528,627	- 628,587	- 797,487
\$	845,703	845,703	211,338	240,790	455,852	439,314	667,807	651,246	918,599

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.

[illegible][illegible]

City Planning Division - Operational Action Plan and Performance Indicators 2008/2009

Component 33 - Sewage Management Facilities

Director City Planning

Officer: Manager Regulatory Services

Total Income \$
Total Expenditure \$

Budget 2008/09									
Full Year Budget		1st Quarter		2nd Quarter		3rd Quarter		4th Quarter	
Original Budget	Amended Budget	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$
- 182,720	- 182,720	- 45,660	- 48,610	- 95,040	- 100,413	- 141,600	- 132,964	- 202,006	- 185,842
247,674	247,674	61,896	60,170	123,792	121,080	154,692	150,191	201,368	202,384

Strategic Objective:

Sustainable and liveable communities that respect, preserve and manage the heritage, cultural and natural assets 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	Actual YTD \$
1. Conduct inspections of onsite Sewage Management Facilities (SMF) in the city for compliance with legislative requirements.	90%	58,459	14,612	10,404	25,877	18,600	11,783	15,504	574	14,888
2. Provide advice to the community on use and maintenance of sewage management facilities.	10%	6,495	1,624	1,156	2,875	2,067	1,309	1,723	64	1,654
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-

Key Performance Indicators	Target	Progress this quarter
1.1 Inspections are conducted in accordance with Council's adopted program.	Complete 180 inspections / month.	The SMF inspection team are averaging approx. 210 inspections per month which exceeds the target figures.
	Approvals to operate SMF are issued within 21 days of inspection.	Approvals to operate SMFs are being issued within 14 days on average, which is well within the target set.
	Rectification work documentation is sent within 21 days from inspection.	Rectification work documentation is being sent on average within 14 days of the inspection being conducted which is well within the target set.
	Annual report completed in June on compliance to Council's adopted program.	Reports are prepared each month on the performance achieved for the previous month and reported to the Director of City Planning in lieu of an annual reporting system.
2.1 Accurate information is given to assist the community with on-site sewage management issues.	90% satisfaction of customers.	Based on the number of complaints the SMF team are achieving approx. 95% satisfaction.

City Planning Division - Operational Action Plan and Performance Indicators 2008/2009

Component 35 - Health Services Director City Planning Officer: Manager Regulatory Services

Total Income \$
Total Expenditure \$

Budget 2008/09									
Full Year Budget		1st Quarter		2nd Quarter		3rd Quarter		4th Quarter	
Original Budget	Amended Budget	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$
- 54,595	- 54,595	- 13,848	- 19,632	- 27,696	- 36,623	- 40,728	- 62,444	- 76,975	- 88,513
268,318	268,318	67,270	69,014	134,540	142,294	187,612	190,978	255,068	246,102

Strategic Objective:
An informed community working together through strong local and regional connections.

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	Actual YTD \$
1. To enhance environmental protection and environmental health standards through education and statutory compliance.	90%	192,351	48,080	44,444	96,160	95,104	132,196	115,681	160,284	141,830
2. Work in partnership with the Dept of Health conducting mosquito surveillance for the detection of the Ross River Virus.	10%	21,372	5,342	4,938	10,684	10,567	14,688	12,853	17,809	15,759
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-

Key Performance Indicators	Target	Progress this quarter
1.1 Conduct inspections, review of premises for compliance with the public health statutory requirements.	Complaints about unhealthy conditions responded to within 48 hours.	Complaints about unhealthy conditions are responded to within 24hrs on average and well within the target set
	20 premises are inspected each month.	The environmental health officers are conducting between 20 and 40 inspections per month
1.2 Conduct Food Handling Training courses.	Three training courses are conducted each year.	Three training courses have been conducted in the past year with high numbers of attendees. Evening classes have been included in the course to allow for additional attendees who couldn't get to classes during business hours
	90% customer satisfaction in training course from evaluation survey.	Customer satisfaction with the training courses rates at approx. 99% satisfaction from each course conducted
1.3 Conduct inspections of Caravan Parks to measure compliance with legislative requirements.	Complaints about caravan parks are responded to within 96 hours of receipt.	Complaints about caravan parks are responded to with 48 hrs of receipt
2.1 Conduct mosquito surveillance program between December and April at nominated sites.	Completed in accordance with Dept of Health Surveillance Program.	The mosquito monitoring program was conducted between December '08 and April '09. The results will be published by Westmead Hospital Entamology Department late '09

City Planning Division - Operational Action Plan and Performance Indicators 2008/2009

Component 36 - Pollution Control
Director City Planning
Officer: Manager Regulatory Services

Budget 2008/09									
Full Year Budget		1st Quarter		2nd Quarter		3rd Quarter		4th Quarter	
Original Budget	Amended Budget	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$
-	-	-	-	-	-	-	-	-	-
133,018	133,018	125,918	125,173	126,836	125,374	132,637	130,015	133,830	131,911

<p>Strategic Objective: <i>Sustainable and liveable communities that respect, preserve and manage the heritage, cultural and natural assets of the City.</i></p>
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[illegible][illegible]

City Planning Division - Operational Action Plan and Performance Indicators 2008/2009

Component 37 - Development Control & Regulations

Director City Planning

Officer: Manager Regulatory Services

Total Income \$	42,432	42,432	10,602	8,625	21,204	28,591	31,806	37,973	43,361	77,001
Total Expenditure \$	228,751	228,751	57,165	60,112	124,332	125,295	189,918	186,984	263,845	255,820

Strategic Objective:

Sustainable and liveable communities that respect, preserve and manage the heritage, cultural and natural assets of the City.

[illegible][illegible]

City Planning Division - Operational Action Plan and Performance Indicators 2008/2009

Component 38 - Animal Control Director City Planning Officer: Manager Regulatory Services

Total Income \$
Total Expenditure \$

Budget 2008/09									
Full Year Budget		1st Quarter		2nd Quarter		3rd Quarter		4th Quarter	
Original Budget	Amended Budget	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$
- 452,233	- 452,233	- 113,019	- 93,352	- 226,038	- 184,542	- 339,057	- 324,939	- 452,233	- 431,920
508,346	508,346	127,032	143,154	254,064	292,535	383,202	425,791	584,285	563,220

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	Actual YTD \$
1. Provide adequate care of animals housed at the animal shelter.	50%	28,057	7,007	24,901	14,013	53,997	22,073	50,426	66,026	65,650
2. Carry out patrols of the city area for roaming dogs.	30%	16,834	4,204	14,941	8,408	32,398	13,244	30,256	39,616	39,390
3. Provide education to the community on responsible pet ownership.	10%	5,611	1,401	4,980	2,803	10,799	4,415	10,085	13,205	13,130
4. Maintain registration and micro chipping records.	10%	5,611	1,401	4,980	2,803	10,799	4,415	10,085	13,205	13,130
5. 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	Target	Progress this quarter
1.1 Animals are cared for with adequate food and housing and homes are found for as many animals as possible.	80% dogs rehomed.	The Animal Shelter team deliver excellent care for the animals under their control and by working closely with the animal welfare agencies rehome in excess of 85% of dogs each month
2.1 Patrols are conducted where complaints are received of roaming dogs.	Within 48 hrs of receipt of the complaint.	Patrols are conducted within 48hrs of receipt of complaints of roaming dogs.
3.1 School visits are conducted at the shelter and at schools throughout the year with the assistance of the Petpup program.	100% satisfaction of school groups participating.	There have been no complaints received from any schools attending the shelter throughout the year
	Four school visits per year.	4 visits by schools have been conducted during the year
4.1 Process records.	Registration and micro chipping records to be completed within 14 working days.	As required by the Companion Animal legislation all micro chipping records are entered onto the register within 14 days of receipt of the documentation

City Planning Division - Operational Action Plan and Performance Indicators 2008/2009

Component 43 - City Planning

Director City Planning

Officer: Strategic Planner - Land Use

Total Income \$

Total Expenditure \$

Budget 2008/09									
Full Year Budget		1st Quarter		2nd Quarter		3rd Quarter		4th Quarter	
Original Budget	Amended Budget	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$
6,500	6,500	1,623	10,500	13,746	10,500	71,570	71,033	96,033	87,243
680,886	680,886	211,254	111,659	396,856	338,562	575,628	390,181	696,276	491,668

Strategic Objective:

Investigating and Planning the City's future in consultation with our community, and co-ordinating human and financial resources to achieve this future.

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	Actual YTD \$
1. Maintain and update Hawkesbury Local Environmental Plan.	7.27%	49,028	15,240	7,354	27,852	23,850	36,645	23,202	43,638	29,402
2. Maintain and update Hawkesbury Development Control Plan.	9.53%	64,269	19,978	9,640	36,510	31,264	48,037	30,415	57,203	38,542
3. Service Council committees as required.	7.21%	48,623	15,114	7,294	27,622	23,653	36,343	23,011	43,278	29,159
4. Participate in State Government planning reforms and sub regional planning processes.	4.63%	31,224	9,706	4,684	17,738	15,189	23,338	14,777	27,791	18,725
5. Cor-ordinate/Manage Employment lands Strategy.		-	-	-	-	-	-	-	-	-
6. Preparation work for Land use / Residential Strategy.		-	-	-	-	-	-	-	-	-

Key Performance Indicators	Target	Progress this quarter
1.1 Prepare Local Environmental Plans as resolved by Council and/ or as directed by Dept of Planning.	Zero successful court challenges against LEP structure.	Compliant
2.1 Maintain and update Hawkesbury's Development Control Plan.	Zero successful court challenges against DCP structure.	Compliant
3.1 Service Council's Heritage Advisory Committee.	Quarterly.	
4.1 Respond to the Dept of Planning requests for information and assistance.	As Directed by Dept Planning.	Actioned as required
5.1 Manage Employment land strategy.	Draft report to Council by May 2008.	Completed. Employment Lands Strategy adopted by Council in December 2008
6.1 Prepare work for Land Use / Residential Strategy.	June 2009.	Consultant engaged May 2009

City Planning Division - Operational Action Plan and Performance Indicators 2008/2009

Component 43 - City Planning
Director City Planning
Officer: Strategic Planner-Community

Total Income \$
Total Expenditure \$

Budget 2008/09									
Full Year Budget		1st Quarter		2nd Quarter		3rd Quarter		4th Quarter	
Original Budget	Amended Budget	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$
- 6,500	- 6,500	- 1,623	- 10,500	- 13,746	- 10,500	- 71,570	- 71,033	- 96,033	- 87,243
680,886	680,886	211,254	111,659	396,856	338,562	575,628	390,181	696,276	491,668

Strategic Objective:
An informed community working together through strong local and regional connections.

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	Actual YTD \$
1. Establish processes that build community capacity to identify and respond to diversity and difference.	4.16%	28,054	8,721	4,208	15,937	13,647	20,969	13,277	24,970	16,824
2. Build community connections by supporting information linkages, life-long learning and access to local meeting spaces.	4.16%	28,054	8,721	4,208	15,937	13,647	20,969	13,277	24,970	16,824
3. Work in partnership with community and government to implement community plans to meet the social, health, safety, leisure and cultural needs of the city.	4.16%	28,054	8,721	4,208	15,937	13,647	20,969	13,277	24,970	16,824
4. Social planning requirements		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-

Key Performance Indicators	Target	Progress this quarter
1.1 Liveability and diversity indexes - Principles developed	November.	Not completed
1.2 Social Planning Process- priorities for all directorates included in Strategic Plan.	June.	Completed for 2009/2010 Management Plan
2.1 Tasks for Community Planning Advisory Committee (CPAC).	Quarterly Meetings.	Completed - as required
3.1 Community Indicators Project (Stage 1) - Base line data developed.	October.	Not completed
4.1 Complete the Social Atlas 2008	December.	Draft data & maps for Chapters 1 & 2 completed
4.2 Develop framework for new Social Plan.	April.	Not completed - November 2009 dead-line
4.3 Community survey plan for 2009.	March.	Commissioned (to commence around August 2009)
4.4 Demographic analysis for strategies	June.	Completed - as required

City Planning Division - Operational Action Plan and Performance Indicators 2008/2009

Component 43 - City Planning Director City Planning

Officer: Strategic Planner- Infrastructure

Budget 2008/09										
Full Year Budget		1st Quarter		2nd Quarter		3rd Quarter		4th Quarter		
Original Budget	Amended Budget	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	
Total Income \$	- 6,500	- 6,500	- 1,623	- 10,500	- 13,746	- 10,500	- 71,570	- 71,033	- 96,033	- 87,243
Total Expenditure \$	680,886	680,886	211,254	111,659	396,856	338,562	575,628	390,181	696,276	491,668

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	Actual YTD \$
1. Provide the development and establishment of Strategic Asset Management Planning, Policy and Processes across the organisation.	95.00%	640,667	199,149	96,101	363,955	311,659	478,855	303,191	570,231	384,204
2. Provide Subdivision Development Inspection Services.	5.00%	33,719	10,482	5,058	19,156	16,403	25,203	15,957	30,012	20,221
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-

Key Performance Indicators	Target	Progress this quarter
1.1 Asset Management Policy Developed.	September 2009.	The draft Local Government Amendment (Planning and Reporting) Bill 2009, requires council to have an Asset Management Policy. The draft policy is being redrafted to to ensure it meet the legislative requirement. The policy will be submitted to upcoming Policy Review Committee.
1.2 Solid Waste (Landfill) Asset Management Plan Developed.	October 2009.	Plan about 30% done, presently on hold due to priority work on Community Strategic Plan. Waste expertise assistance needed to specifically look at future waste management strategy and options analysis.
2.1 Inspect and Certify subdivision works.	Works comply to DCP specifications June 2009.	Bona Vista Subdivison Stage 1 and 2 completed, Linen plans released, new assets handed over to Operations area for maintenance. No further subdivision work planned at Pitt Town at this time.

City Planning Division - Operational Action Plan and Performance Indicators 2008/2009

Component 43 - City Planning Director City Planning Officer: Strategic Planner- Corporate

Total Income \$
Total Expenditure \$

Budget 2008/09									
Full Year Budget		1st Quarter		2nd Quarter		3rd Quarter		4th Quarter	
Original Budget	Amended Budget	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$
- 6,500	- 6,500	- 1,623	- 10,500	- 13,746	- 10,500	- 71,570	- 71,033	- 96,033	- 87,243
680,886	680,886	211,254	111,659	396,856	338,562	575,628	390,181	696,276	491,668

Strategic Objective:
An informed community working together through strong local and regional connections.

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	Actual YTD \$
1. Maintain and update Council's land use management information systems.	3.71%	25,020	7,777	3,753	14,213	12,171	18,701	11,840	22,269	15,004
2. Maintain and update Council's Section 94 and 94A Development Contribution Plans.	14.02%	94,549	29,390	14,182	53,712	45,994	70,669	44,745	84,154	56,700
3. Service Council Committees as required.	36.71%	247,567	76,956	37,135	140,640	120,432	185,040	117,159	220,349	148,464
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-

Key Performance Indicators	Target	Progress this quarter
1.1 Update Policy Register upon resolution of Council.	Instruct relevant staff to update register within 14 days of Council resolution.	Eight (8) policies adopted by Council.
1.2 Convert HLEP 1989 into Standard Template Local Environmental Plan.	New plan to Dept of Planning by April 2008.	Draft plan with Department of Planning for Section 65 certificate to enable exhibition.
1.3 Maintain and update LEP, Section 149 Certificates, Proclaim and GIS system.	149 certificates 100% accurate, other updated within 7 days of gazetted changes.	Maintenance and additions to Proclaim and GIS occurred in order to maintained and improve accuracy of Section 149 certificate system including four (4) amendments to HLEP 1989, Department of Planning's Planning Reform changes and changes dealing with Complying Development, planning proposals and contaminated land.
2.1 Maintain and update Section 94 & Section 94A developer contribution plans.	Reviewed annually.	Section 94 plan made effective on 10 December 2008. Further review pending commencement of amending legislation and release of guidelines from Department of Planning.
3.1 Service Council's Floodplain Management Committee.	As adopted by Council.	Three (3) Committee meetings held during year.

City Planning Division - Operational Action Plan and Performance Indicators 2008/2009

Component 43 - City Planning

Director City Planning

Officer: Strategic Planner- Environmental

Total Income \$

Total Expenditure \$

Budget 2008/09									
Full Year Budget		1st Quarter		2nd Quarter		3rd Quarter		4th Quarter	
Original Budget	Amended Budget	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$
6,500	6,500	1,623	10,500	13,746	10,500	71,570	71,033	96,033	87,243
680,886	680,886	211,254	111,659	396,856	338,562	575,628	390,181	696,276	491,668

Strategic Objective:

Sustainable and liveable communities that respect, preserve and manage the heritage, cultural and natural assets 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	Actual YTD \$
1. Enhance, preserve and protect the environment through a strategic environmental management approach that is transparent, efficient and dynamic.	12.31%	83,017	25,806	12,453	47,161	40,384	62,050	39,287	73,890	49,785
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-

Key Performance Indicators	Target	Progress this quarter
1.0 Produce the State of the Environment Report.	November.	This year is the comprehensive reporting year and on target for completion date
1.2 Maintain the State of the Environment Reporting Indicators Database.	September.	Due to new Integrated Planning and reporting guidelines the completed work from this project will be combined into Councils sustainable reporting process.
1.3 Prepare annual progress report for the Water Savings Action Plan and submit to DEUS.	August.	Water management reporting responsibility for the legislative "Annual Progress Report" as directed by Management Executive Team.
1.4 Prepare annual progress report for the Energy Savings action Plan and submit to DEUS.	November.	Energy reporting responsibility for the legislative "Annual Progress Report" as directed by Management Executive Team.
1.5 Provide comments and advise to external and internal bodies on environmental issues.	Within 21 days of request.	Submissions completed by 21 days of request.
1.6 Service Council's' Waste Advisory Committee.	Twice a year.	A second information meeting was held on Wednesday 20th May 2009. Another scheduled for August 2009.

City Planning Division - Operational Action Plan and Performance Indicators 2008/2009

Component 44 - Road Safety Programs

Director City Planning

Officer: Executive Manager - Community Partnerships

	Budget 2008/09									
	Full Year Budget		1st Quarter		2nd Quarter		3rd Quarter		4th Quarter	
	Original Budget	Amended Budget	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$
Total Income \$	- 45,000	- 45,000	-	-	-	36,000	- 45,000	- 36,000	- 45,750	- 48,800
Total Expenditure \$	95,364	95,364	64,253	395	42,521	17,372	108,093	36,926	126,535	73,221

Strategic Objective:

Investigating and Planning the City's future in consultation with our community, and co-ordinating human and financial resources to achieve this future.

[illegible][illegible]

City Planning Division - Operational Action Plan and Performance Indicators 2008/2009

Component 49 - Parking Control
Director City Planning
Officer: Manager Regulatory Services

Budget 2008/09									
Full Year Budget		1st Quarter		2nd Quarter		3rd Quarter		4th Quarter	
Original Budget	Amended Budget	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$
- 248,256	- 248,256	- 62,040	- 44,491	- 124,080	- 126,679	- 186,120	- 195,945	- 272,256	- 271,931
196,643	196,643	49,137	37,606	93,276	89,513	139,458	104,468	181,824	150,071

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.

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.

[illegible][illegible]

City Planning Division - Operational Action Plan and Performance Indicators 2008/2009

Component 81 - Domestic Waste Management

Director City Planning

Officer: Manager Regulatory Services

Total Income \$

Total Expenditure \$

Budget 2008/09

Full Year Budget		1st Quarter		2nd Quarter		3rd Quarter		4th Quarter	
Original Budget	Amended Budget	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$
- 5,981,937	- 5,981,937	- 1,494,888	- 5,644,490	- 5,809,159	- 5,836,940	- 5,895,484	- 5,944,225	- 5,979,614	- 6,039,960
5,517,650	5,517,650	1,378,863	957,733	2,757,726	2,436,618	4,094,607	3,771,916	5,502,122	5,063,740

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	Actual YTD \$
1. To provide the waste collection service.	40%	- 185,715	- 46,410	- 1,874,703	- 1,220,573	- 1,360,129	- 720,351	- 868,924	- 190,997	- 390,488
2. To provide the recycling service for the community.	40%	- 185,715	- 46,410	- 1,874,703	- 1,220,573	- 1,360,129	- 720,351	- 868,924	- 190,997	- 390,488
3. To provide the Kerb Side Collection Service.	15%	- 69,643	- 17,404	- 703,014	- 457,715	- 510,048	- 270,132	- 325,846	- 71,624	- 146,433
4. Provide waste education to the Hawkesbury community.	5%	- 23,214	- 5,801	- 234,338	- 152,572	- 170,016	- 90,044	- 108,615	- 23,875	- 48,811
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-

Key Performance Indicators	Target	Progress this quarter
1.1 Service missed bins.	24 hours from notification.	All missed services throughout the year have been attended to within the 24hrs target set
2.1 Manage recycling contracts.	Zero non conformance to contract conditions.	There has been zero non conformance to the contract conditions over the past year
2.2 Increase domestic recycling activities and community participation through education and the provision of increased recycling service.	5% annual increase.	Awaiting the compilation of the statistics from the annual "State of the Environment Report" due September 2009
3.1 Manage kerbside collection service contracts.	100% compliance with contract conditions.	There has been zero non conformance to the contract conditions over the past year
4.1 Education programs are developed and presented to the community to encourage recycling and waste avoidance.	Annual program designed by March.	With the introduction of the new recycling service contract in August '09 a new program will be created March 2010 for the 2010/2011 financial year



Infrastructure Services Division

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
Component 89- Hawkesbury City Waste Management Facility

Infrastructure Services - Operational Action Plan and Performance Indicators 2008/2009

Component 34 - Sullage Services

Director Infrastructure Services

Officer: Manager Waste Management

Budget 2008/09										
Full Year Budget		1st Quarter		2nd Quarter		3rd Quarter		4th Quarter		
Original Budget	Amended Budget	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	
- 2,567,536	- 2,567,536	-2,374,899	- 2,368,808	- 2,439,078	- 2,433,996	- 2,503,257	- 2,487,565	- 2,576,574	- 2,556,139	
2,563,598	2,563,598	570,534	411,483	1,141,068	1,220,319	1,922,150	1,793,716	2,480,388	2,382,294	

Total Income \$

Total Expenditure \$

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	Actual YTD \$
1. To provide high quality sullage service to the community.	100%	- 3,938	-1,804,365	- 1,957,325	- 1,298,010	- 1,213,677	- 581,107	- 693,849	- 96,186	- 173,845
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-

Key Performance Indicators	Target	Progress this quarter
1.1 Compliance to EPA approved post closure plan.	Rehabilitation of Racecourse Road Sludge Disposal Depot by June.	Completed 2008
	Rehabilitation of Blaxland Ridge Effluent Maturation Ponds by June.	Completed 2008
1.2 Implementation of Sullage Collection Contract.	100% compliance with contract conditions.	On target

Infrastructure Services - Operational Action Plan and Performance Indicators 2008/2009

Component 46 - Roads to Recovery
Director Infrastructure Services
Officer: Manager Construction and Maintenance

Total Income \$	-	574,696	-	574,696	-	143,616	-	246,120	-	540,252	-	246,120	-	740,252	-	840,044	-	840,044	-	840,044
Total Expenditure \$	-	574,696	-	574,696	-	810,812	-	107,447	-	517,845	-	392,212	-	1,141,798	-	669,903	-	1,507,240	-	1,507,286

Strategic Objective:
Investigating and Planning the City's future in consultation with our community, and co-ordinating human and financial resources to achieve this future.

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	Actual YTD \$
1. Undertake Roads to Recovery works.	100%	-	667,196	- 138,673	- 22,407	146,092	401,546	- 170,141	667,196	667,242
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-

Key Performance Indicators	Target	Progress this quarter
1.1 Identify suitable works program for consideration by Council.	Inspections conducted of road condition and data base maintained.	Target Achieved
	Reports prepared on time.	Target Achieved
	Implement adopted works program over 3 years.	Target Achieved
	Accept funding within the required timeframe.	Target Achieved

Infrastructure Services - Operational Action Plan and Performance Indicators 2008/2009

Component 47 - RTA Funding
Director Infrastructure Services
Officer: Manager Construction and Maintenance

Total Income \$	-	1,019,000	-	1,019,000	-	254,646	-	246,250	-	314,344	-	314,500	-	471,516	-	471,750	-	629,000	-	629,000
Total Expenditure \$	-	1,019,000	-	1,019,000	-	274,125	-	185,153	-	314,874	-	297,451	-	498,648	-	445,798	-	654,267	-	623,005

Strategic Objective:

Investigating and Planning the City's future in consultation with our community, and co-ordinating human and financial resources to achieve this future.

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	Actual YTD \$
1. Undertake works on Regional Roads to meet our obligations to the Roads Traffic Authority.	100%	-	19,479	- 61,097	530	- 17,049	27,132	- 25,952	25,267	- 5,995
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-

Key Performance Indicators	Target	Progress this quarter
1.1 Completion of maintenance works program.	June.	Target Achieved
1.2 Roads are maintained.	Maintenance completed in accordance with sound engineering principles.	Target Achieved
1.3 Dangerous situations where known are acted upon immediately.	95% urgent repairs made safe within 24 hours and repaired within 1 month.	Target Achieved

Infrastructure Services - Operational Action Plan and Performance Indicators 2008/2009

Component 48 - Environmental Stormwater
Director Infrastructure Services
Officer: Manager Waste Management

Total Income \$
Total Expenditure \$

Budget 2008/09									
Full Year Budget		1st Quarter		2nd Quarter		3rd Quarter		4th Quarter	
Original Budget	Amended Budget	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$
								-	-
314,519	314,519	62,605	38,266	133,210	115,276	251,381	186,020	329,291	250,206

Strategic Objective:
Sustainable and liveable communities that respect, preserve and manage the heritage, cultural and natural assets 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	Actual YTD \$
1. Progressively implement initiatives adopted by Council as part of the Environmental Stormwater Levy Program.	100%	314,519	62,605	38,266	133,210	115,276	251,381	186,020	329,291	250,206
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-

Key Performance Indicators	Target	Progress this quarter
1.1 Operation of 21 gross pollutant traps (GPT's).	Affected GPT's cleaned and maintained and in operation.	On target
1.2 Monitor and maintain Gross Pollutant's.	Affected GPT's inspected for pollutants post rain events.	Ongoing and on target
	Update results Quarterly on web page.	Ongoing and on target

Infrastructure Services - Operational Action Plan and Performance Indicators 2008/2009

Component 50 - Parks Director Infrastructure Services Officer: Manager Land Management

Total Income \$	172,597	172,597	40,396	49,681	89,401	93,542	193,583	217,278	486,125	303,831
Total Expenditure \$	3,683,717	3,683,717	1,334,165	1,066,961	2,082,934	2,339,624	3,553,285	3,305,056	5,083,450	4,535,034

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	Actual YTD \$
1. To manage all passive open space under Council's care and control.	56%	1,966,227	724,511	569,677	1,116,378	1,257,806	1,881,433	1,729,156	2,574,502	2,369,474
2. To manage all bushland under Council's care and control.	8%	280,890	103,502	81,382	159,483	179,687	268,776	247,022	367,786	338,496
3. To manage all cemeteries under Council's care and control.	4%	140,445	51,751	40,691	79,741	89,843	134,388	123,511	183,893	169,248
4. Contributions to outside bodies for action recreation.	27%	948,002	349,318	274,666	538,254	606,442	907,120	833,700	1,241,278	1,142,425
5. To manage trees on nature strips and road verges.	5%	175,556	64,688	50,864	99,677	112,304	167,985	154,389	229,866	211,560
		-	-	-	-	-	-	-	-	-

Key Performance Indicators	Target	Progress this quarter
1.1 Open space is maintained for passive recreational purposes.	According to the level of usage, lawns kept below 150mm.	Lawns maintained to appropriate levels 90% of the time. Due to the good rains during the summer period there were times where the grass has exceeded its height but these were rectified as soon as possible.
	All toilets/facilities cleaned and bins emptied weekly (as per work schedule).	Completed as per work schedule.
2.1 Maintain and restore Bushland areas.	Match funds for at least four bush regeneration projects.	7 grants were applied for in this quarter to the value of \$340,000.
3.1 Richmond Cemetery to be managed in an effective manner.	Lawns maintained below 150mm.	Lawns maintained to appropriate levels.
4.1 External recreational providers (377 Committee's) are supported.	Funds allocated quarterly.	Funds have been allocated as requested
	Attend at least 2 meetings of the Sports Council.	Meetings attended as required.
	Attend at least 2 meetings of the McMahons Park Committee.	Meetings attended as required.
5.1 Street trees maintained for aesthetic and safety purposes.	Develop a Street Tree Master Plan for Key streets in Richmond.	Street Tree Policy being developed prior to the Master Plan being commenced.

Infrastructure Services - Operational Action Plan and Performance Indicators 2008/2009

Component 51 - Recreation Director Infrastructure Services Officer: Manager Land Management

Budget 2008/09										
Full Year Budget		1st Quarter		2nd Quarter		3rd Quarter		4th Quarter		
Original Budget	Amended Budget	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	
Total Income \$	- 118,000	- 118,000	- 500	- 195	- 50,000	- 50,240	- 115,000	- 143,839	- 145,106	- 146,311
Total Expenditure \$	772,098	772,098	236,192	197,824	397,015	332,762	698,303	659,928	1,164,235	1,033,529

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	Actual YTD \$
1. Manage all Council's recreational assets	30%	196,229	70,708	59,289	104,105	84,757	174,991	154,827	305,739	266,165
2. Supervise all the operation of Richmond Swimming Pool	70%	457,869	164,984	138,340	242,911	197,765	408,312	361,262	713,390	621,053
3. Manage the Deed for the Management of the Oasis Aquatic Centre and the Hawkesbury Indoor Stadium		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-

Key Performance Indicators	Target	Progress this quarter
1.1. Council's recreational playgrounds and skate parks managed to an acceptable level.	Quarterly safety inspection undertaken of all Skate parks and playgrounds. .	Quarterly inspections carried out.
	Recreation information published on internet and updated quarterly.	All Recreation Programs were developed and placed on website.
2.1 Manage Richmond Pool to service the community.	100% compliance to Dept of Health guidelines.	Richmond Pool meeting all requirements.
	Richmond Pool open to the community as per advertised opening hours.	Richmond Pool opened as advertised.
3.1 Deed of Management of the Hawkesbury Leisure Centre	Meet with YMCA every 3 months	Formal meetings held on 29 August 2008, 17 February 2009 and 13 May 2009 between Council staff and representatives from the YMCA. Also numerous informal meetings and discussions have taken place during the year.
	Carry out review of Deed of Management prior to 30/6/2009	Completed - Checklist established of requirements for YMCA to comply with under the current Deed. Checklist provided to YMCA for appropriate action.
	Ensure that reports are received from YMCA in accordance with Deed,	Reports in accordance with Deed received by Council from YMCA including monthly financial and attendance reports and annual marketing plan.

Infrastructure Services - Operational Action Plan and Performance Indicators 2008/2009

Component 52 - Roadworks Maintenance

Director Infrastructure Services

Officer: Manager Construction and Maintenance

Total Income \$

Total Expenditure \$

Budget 2008/09

Full Year Budget		1st Quarter		2nd Quarter		3rd Quarter		4th Quarter	
Original Budget	Amended Budget	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$
- 465,084	- 465,084	- 116,226	- 124,421	- 256,257	- 283,504	- 384,385	- 422,296	- 512,518	- 514,170
4,071,764	4,071,764	1,438,394	832,082	2,450,935	1,795,764	3,488,468	3,367,490	5,035,917	4,679,743

Strategic Objective:

Investigating and Planning the City's future in consultation with our community, and co-ordinating human and financial resources to achieve this future.

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	Actual YTD \$
1. Undertake roadworks maintenance to ensure a safe and healthy community.	100%	3,606,680	1,322,168	707,661	2,194,678	1,512,260	3,104,083	2,945,194	4,523,399	4,165,573
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-

Key Performance Indicators	Target	Progress this quarter
1.1 Completion of maintenance program for roads.	Works are completed within budget.	A balanced budget was achieved except for some reseal carry overs
	Works are completed on time.	Target Achieved except for some reseals
1.2 Measure the response to road damage.	95% urgent repairs made safe within 24 hours and repaired within 1 month.	Target Achieved
	Generate PMS reports for sealed roads.	Compliant

Infrastructure Services - Operational Action Plan and Performance Indicators 2008/2009

Component 53 - Roadworks Construction
Director Infrastructure Services
Officer: Manager Construction and Maintenance

Total Income \$	-	900,173	-	900,173	-	224,952	-	287,378	-	510,086	-	510,627	-	735,129	-	675,670	-	900,173	-	944,638
Total Expenditure \$	-	1,276,420	-	1,276,420	-	318,981	-	151,978	-	637,962	-	384,321	-	937,899	-	705,774	-	1,239,303	-	1,089,246

Strategic Objective:
Investigating and Planning the City's future in consultation with our community, and co-ordinating human and financial resources to achieve this future.

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	Actual YTD \$
1. Undertake roadworks construction program to ensure a safe and healthy community.	100%	376,247	94,029	- 135,400	127,876	- 126,306	202,770	30,104	339,130	144,608
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-

Key Performance Indicators	Target	Progress this quarter
1.1 Completion of construction program for roads.	Tendering /quotation process commences within four weeks following receipt of design details.	Compliant
	Works are completed within budget following the completed tendering process.	Target Achieved
1.2 Measure the response to road damage.	Appropriate programs are prepared to identify and repair the subject road conditions.	Compliant
	95% urgent repairs made safe within 24 hours and repaired within 1 month.	Compliant

Infrastructure Services - Operational Action Plan and Performance Indicators 2008/2009

Component 54 - Kerb, Guttering and Drainage Director Infrastructure Services Officer: Manager Construction and Maintenance

Budget 2008/09										
Full Year Budget		1st Quarter		2nd Quarter		3rd Quarter		4th Quarter		
Original Budget	Amended Budget	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	
Total Income \$	- 23,973	- 23,973	- 5,991	- 19,390	- 28,434	- 22,835	- 34,666	- 26,268	- 40,901	- 29,701
Total Expenditure \$	817,084	817,084	204,186	65,025	408,372	195,569	596,106	355,844	787,638	673,422

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	Actual YTD \$
1. To undertake the re-construction, maintenance and repair of kerb and gutter and footpath network in accordance with the maintenance Works Schedule.	50%	396,556	99,098	22,818	189,969	86,367	280,720	164,788	373,369	321,861
2. Undertake drainage construction repair and maintenance in accordance with the maintenance schedule and established priorities.	50%	396,556	99,098	22,818	189,969	86,367	280,720	164,788	373,369	321,861
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-

Key Performance Indicators	Target	Progress this quarter
1.1 Completion of the Maintenance Program.	June.	Target Achieved
1.2 To monitor the level of service response to dangerous situations where known.	Acted upon within 24 hours.	Compliant
2.1 Reschedule maintenance and establish priorities.	As requested within 7 days.	Generally compliant subject to the nature of request

Infrastructure Services - Operational Action Plan and Performance Indicators 2008/2009

Component 55 - Car park Maintenance
Director Infrastructure Services
Officer: Manager Construction and Maintenance

Total Income \$
Total Expenditure \$

Budget 2008/09									
Full Year Budget		1st Quarter		2nd Quarter		3rd Quarter		4th Quarter	
Original Budget	Amended Budget	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$
								-	-
212,797	212,797	53,178	41,152	106,356	78,053	157,614	116,852	159,400	160,830

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	Actual YTD \$
1. Undertake maintenance and repair of car park surface and associated facilities.	100%	212,797	53,178	41,152	106,356	78,053	157,614	116,852	159,400	160,830
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-

Key Performance Indicators	Target	Progress this quarter
1.1 Provide safe and functional car park with clearly visible signs, symbols and lines.	Works completed within budget.	Compliant
	Signs and lines are provided in accordance with RTA standards.	Target Achieved

Infrastructure Services - Operational Action Plan and Performance Indicators 2008/2009

Component 57 - Survey Design and Mapping
Director Infrastructure Services
Officer: Manager Design and Mapping Services

Budget 2008/09										
Full Year Budget		1st Quarter		2nd Quarter		3rd Quarter		4th Quarter		
Original Budget	Amended Budget	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	
Total Income \$	- 22,820	- 22,820	- 705	- 762	- 1,410	- 1,537	- 2,115	- 2,600	- 27,820	- 28,279
Total Expenditure \$	590,540	590,540	160,978	129,218	279,414	276,228	451,728	431,026	626,189	607,550

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	Actual YTD \$
1. Provide Engineering designs for Council's operations program and other projects.	57%	323,600	91,356	73,220	158,462	156,574	256,279	244,203	341,070	330,184
2. Provide Engineering survey for Council's operation program and other projects.	11%	62,449	17,630	14,130	30,580	30,216	49,457	47,127	65,821	63,720
3. Mapping system provided for users with various needs.	32%	181,670	51,287	41,106	88,961	87,901	143,876	137,096	191,478	185,367
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-

Key Performance Indicators	Target	Progress this quarter
1.1 Designs undertaken.	Meet 95% service level.	Target Service Level Met, however some designs are outstanding and not passed onto C&M due to variable constraints not under our control such as Land Acquisition, REF, RTA approval etc.
2.1 Field surveys undertaken.	Survey output to meet 95% level of regulation standards.	Target Met
3.1 Complete Data input and maintenance of mapping system.	Assets data entered into system LEP, Linens within 7 days of notification.	Target Met

Infrastructure Services - Operational Action Plan and Performance Indicators 2008/2009

Component 59 - Administrative Building
Director Infrastructure Services
Officer: Manager Building Services

Total Income \$
Total Expenditure \$

Budget 2008/09									
Full Year Budget		1st Quarter		2nd Quarter		3rd Quarter		4th Quarter	
Original Budget	Amended Budget	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$
								-	-
313,634	313,634	78,147	60,287	156,372	162,766	314,118	264,589	585,795	516,850

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	Actual YTD \$
1. Building is maintained in accordance with Works Program.	100%	313,634	78,147	60,287	156,372	162,766	314,118	264,589	585,795	516,850
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-

Key Performance Indicators	Target	Progress this quarter
1.1 Operation of communications.	98% uptime.	98 % or better up time of communications achieved
1.2 Operation of air conditioner.	96% uptime.	98% operation of air conditioner achieved
1.3 Operation of Emergency generator.	Zero Failures.	Generator was tested on regular basis and unit started on power outages

Infrastructure Services - Operational Action Plan and Performance Indicators 2008/2009

Component 60 - Community Buildings Director Infrastructure Services Officer: Manager Building Services

Total Income \$

Total Expenditure \$

Budget 2008/09									
Full Year Budget		1st Quarter		2nd Quarter		3rd Quarter		4th Quarter	
Original Budget	Amended Budget	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$
								- 909	- 1,055
1,244,473	1,244,473	398,046	232,239	739,793	523,583	1,099,116	916,157	1,974,676	1,726,022

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	Actual YTD \$
1. Buildings are maintained in accordance with Works Program.	100%	1,244,473	398,046	232,239	739,793	523,583	1,099,116	916,157	1,973,767	1,724,967
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-

Key Performance Indicators	Target	Progress this quarter
1.1 Completion of the Works Program.	Buildings are maintained for their designed use within budget.	Maintenance completed on emergency requests
	New construction completed within budget.	Construction works completed within available staff time
	Maintenance performed in a timely manner.	Maintenance performed in a timely manner

Infrastructure Services - Operational Action Plan and Performance Indicators 2008/2009

Component 61 - Works Depot
Director Infrastructure Services
Officer: Manager Construction and Maintenance

Total Income \$
Total Expenditure \$

Budget 2008/09									
Full Year Budget		1st Quarter		2nd Quarter		3rd Quarter		4th Quarter	
Original Budget	Amended Budget	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$
								-	-
123,182	123,182	30,786	44,448	61,572	90,941	124,014	127,555	199,047	205,400

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	Actual YTD \$
1. Provide functional Works Depot facilities to enable safe and convenient access to Stores, Work Shop, Office and Storage area.	100%	123,182	30,786	44,448	61,572	90,941	124,014	127,555	199,047	205,400
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-

Key Performance Indicators	Target	Progress this quarter
1.1 Undertake maintenance and repairs.	Works completed on time and within budget.	Compliant

Infrastructure Services - Operational Action Plan and Performance Indicators 2008/2009

Component 62 - Operations Management
Director Infrastructure Services
Officer: Manager Construction and Maintenance

Budget 2008/09										
Full Year Budget		1st Quarter		2nd Quarter		3rd Quarter		4th Quarter		
Original Budget	Amended Budget	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	
- 1,191,395	- 1,191,395	- 297,729	- 277,970	- 595,458	- 636,675	- 893,187	- 1,069,300	- 1,178,895	- 1,467,692	
1,375,038	1,375,038	343,623	378,152	687,246	755,960	968,917	1,009,813	1,330,912	1,331,102	

Total Income \$

Total Expenditure \$

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	Actual YTD \$
1. Ensure Plant usage is costed to appropriate projects.	100%	183,643	45,894	100,182	91,788	119,285	75,730	- 59,487	152,017	- 136,590
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-

Key Performance Indicators	Target	Progress this quarter
1.1 Adopted charges are balanced with plant reserve fund.	100% Compliance.	Compliant

Infrastructure Services - Operational Action Plan and Performance Indicators 2008/2009

Component 63 - Street Cleaning Director Infrastructure Services

Officer: Manager Construction and Maintenance

Total Income \$	-	165,741	-	165,741	-	41,418	-	14,709	-	42,486	-	28,429	-	63,729	-	54,763	-	151,205	-	74,354
Total Expenditure \$	1,744,034	1,744,034	444,330	263,919	912,660	653,712	1,350,954	1,050,461	1,762,966	1,488,822										

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	Actual YTD \$
1. Provide the level of service to maintain a vibrant and clean city for residents and visitors.	100%	1,578,293	402,912	249,210	870,174	625,283	1,287,225	995,698	1,611,761	1,414,468
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-

Key Performance Indicators	Target	Progress this quarter
1.1 Monitor street cleaning service to designated streets, Township and Central Business District to ensure streets are kept tidy.	Sweeper requests where warranted will be dispatched within 24 hours of receipt.	Target Achieved
1.2 Maintain street litter bins to Central Business District and designated areas.	Bins within the Central Business District are cleared on a daily basis, and others within a designated timeframe.	Parks Responsibility
	Damaged bins repaired or made safe within 2 days of request.	Compliant

Infrastructure Services - Operational Action Plan and Performance Indicators 2008/2009

Component 64 - Ferry Operations
Director Infrastructure Services
Officer: Manager Construction and Maintenance

Budget 2008/09										
Full Year Budget		1st Quarter		2nd Quarter		3rd Quarter		4th Quarter		
Original Budget	Amended Budget	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	
- 147,191	- 147,191	- 36,783	-	- 80,955	- 80,955	- 151,433	- 154,845	- 187,191	- 154,845	
307,651	307,651	76,881	113,510	220,408	218,039	307,222	300,183	392,561	381,349	

Total Income \$

Total Expenditure \$

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	Actual YTD \$
1. Provide a reliable Lower Portland Ferry Service	100%	160,460	40,098	113,510	139,453	137,084	155,789	145,338	205,370	226,504
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-

Key Performance Indicators	Target	Progress this quarter
1.1 Maintenance carried out to ensure optimal use of operation.	100% compliance to maintenance schedule.	Compliant
1.2 Ferry service provided.	100% compliance to contract and specifications.	Compliant

Infrastructure Services - Operational Action Plan and Performance Indicators 2008/2009

Component 66 - Fire Control Director Infrastructure Services Officer: Director Infrastructure Services

Budget 2008/09										
Full Year Budget		1st Quarter		2nd Quarter		3rd Quarter		4th Quarter		
Original Budget	Amended Budget	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	
- 310,000	- 310,000	- 77,469	- 120	-	- 304,963	- 310,000	- 313,526	- 310,000	- 314,198	
1,305,837	1,305,837	326,322	139,087	652,644	727,784	995,669	960,774	1,392,425	1,237,238	

Total Income \$

Total Expenditure \$

Strategic Objective:

An informed community working together through strong local and regional connections.

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	Actual YTD \$
1. Implement the Service Level Agreement with the Rural Fire Service to provide protection to life and property when threatened by fire.	100%	995,837	248,853	138,967	652,644	422,821	685,669	647,248	1,082,425	923,040
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-

Key Performance Indicators	Target	Progress this quarter
1.1 Service Level Agreement is completed and funding provided.	Funding provided within 14 days of request.	Target achieved
	100% compliance with conditions of agreement.	Compliant

Infrastructure Services - Operational Action Plan and Performance Indicators 2008/2009

Component 67 - Emergency Services
Director Infrastructure Services
Officer: Director Infrastructure Services

Total Income \$
Total Expenditure \$

Budget 2008/09									
Full Year Budget		1st Quarter		2nd Quarter		3rd Quarter		4th Quarter	
Original Budget	Amended Budget	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$
								-	-
120,374	120,374	29,085	19,066	58,170	46,854	99,627	80,713	146,314	132,947

Strategic Objective:
An informed community working together through strong local and regional connections.

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	Actual YTD \$
1. To provide facilities for local SES units to a standard acceptable to the Director General in accordance with the State Emergency Services Act.	100%	120,374	29,085	19,066	58,170	46,854	99,627	80,713	146,314	132,947
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-

Key Performance Indicators	Target	Progress this quarter
1.1 Maintenance and operation of SES Building.	Controllers Yearly review completed and forwarded to regional headquarters.	Completed and forwarded
1.2 Maintain operation readiness.	Complete activity report and forwarded to state headquarters at the completion of each incident.	Completed and forwarded
1.3 Provision of funds.	Funds processed in accordance with Council's adopted budget.	Achieved

Infrastructure Services - Operational Action Plan and Performance Indicators 2008/2009

Component 88 - Cogeneration Plant Director Infrastructure Services Officer: Manager Building Services

Budget 2008/09										
Full Year Budget		1st Quarter		2nd Quarter		3rd Quarter		4th Quarter		
Original Budget	Amended Budget	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	
Total Income \$	- 120,300	- 120,300	- 30,063	- 31,751	- 69,480	- 66,945	- 107,424	- 130,143	- 208,738	- 199,950
Total Expenditure \$	317,317	317,317	78,051	75,583	165,450	143,825	259,841	204,296	449,168	454,159

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	Actual YTD \$
1. Manage Cogeneration Plant in an economical viable manner with minimal disruption to tenants.	100%	197,017	47,988	43,832	95,970	76,880	152,417	74,153	240,430	254,209
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-

Key Performance Indicators	Target	Progress this quarter
1.1 Operation of plant.	Less than 4 break downs per annum.	No operational failure effecting electrical and hot and chilled water when required
1.2 Maintain temperatures within the complex.	Minimal complaints from tenants.	No complaints from tentants within complex
1.3 Maintain temperature and humidity within the gallery area to standard requirements, except for Acts of God and power/gas outages.	Stay within preset range.	Tempture and humidity maintained except when area power failure

Infrastructure Services - Operational Action Plan and Performance Indicators 2008/2009

Component 89 - Hawkesbury City Waste Management Facility Director Infrastructure Services Officer: Manager Water & Waste Management

Total Income \$
Total Expenditure \$

Budget 2008/09									
Full Year Budget		1st Quarter		2nd Quarter		3rd Quarter		4th Quarter	
Original Budget	Amended Budget	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$
- 4,454,516	- 4,454,516	- 1,452,945	- 1,013,880	- 2,550,429	- 2,154,436	- 3,501,714	- 3,027,551	- 4,063,500	- 3,884,840
4,891,262	4,891,262	1,132,672	433,956	2,341,840	1,507,691	3,368,512	2,466,602	4,181,808	3,682,405

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	Actual YTD \$
1. Operate and maintain the Hawkesbury City Waste Management Facility.	100%	436,746	- 320,273	- 579,924	- 208,589	- 646,745	- 133,202	- 560,949	118,308	- 202,435
2. Provide assistance to the Clean up Australia Day activities.		-	-	-	-	-	-	-	-	-
3. Service the Community- Open every day except Good Friday & Christmas Day.		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-

Key Performance Indicators	Target	Progress this quarter
1.1 Maintain and operate the Hawkesbury City Waste Management Facility in accordance with EPA licence.	100% compliance, no breaches of license conditions.	95% compliance - Elevated methane readings in 2 monitoring wells
2.1 Assist volunteers.	Annual assistance given. All waste collected within 96 hrs of the event.	Component 81 (Assistance to volunteers during Clean up Australia Day provided)



Support Services Division

Component 10- Computer Services
Component 11- Records
Component 15- Library
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 24-Supply
Component 25-Property Development
Component 28-Reception
Component 29-Fleet Management
Component 39- Gallery
Component 42- Legal Services
Component 58-Printing & Sign Writing
Component 79- Museum
Component 90- Tourist Information Centre

Support Services- Operational Action Plan and Performance Indicators 2008/2009

Component 10 - Computer Services Director Support Services Officer: Chief Information Officer

Budget 2008/09										
Full Year Budget		1st Quarter		2nd Quarter		3rd Quarter		4th Quarter		
Original Budget	Amended Budget	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	
Total Income \$	- 11,500	- 11,500	- 2,874	-	- 5,748	- 14,159	- 8,622	- 14,159	- 14,159	- 19,795
Total Expenditure \$	2,272,733	2,272,733	752,696	506,131	1,243,801	960,724	1,620,122	1,345,664	2,055,900	1,804,041

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	Actual YTD \$
1 To provide agreed levels of system availability.	60%	1,356,740	449,893	303,679	742,832	567,939	966,900	798,903	1,225,045	1,070,548
2. To reduce operating cost of IT infrastructure & services.	23%	520,084	172,459	116,410	284,752	217,710	370,645	306,246	469,600	410,377
3. To provide continuous improvement of IT services to make traditional aspects of Council business more effective.	15%	339,185	112,473	75,920	185,708	141,985	241,725	199,726	306,261	267,637
4. To provide additional IT services for new and non-traditional aspects of Council business that would pave way for revenue generation.	2%	45,225	14,996	10,123	24,761	18,931	32,230	26,630	40,835	35,685
		-	-	-	-	-	-	-	-	-

Key Performance Indicators	Target	Progress this quarter
1.1 Infrastructure Strategy.	Disaster recovery plan implemented - 3rd quarter.	In progress. Draft recommendations presented to MANEX with a action items being determined for follow up.
	New Storage Area Network [SAN] implemented - 2nd quarter.	Completed.
1.2 Internal Capabilities Strategy.	IT Governance framework implemented - 4th quarter.	Various IT governance implemented including email, internet and security policies.
2.2 Internal Communications Strategy.	DataWorks workflows refined - 2nd quarter.	Review of workflows undertaken post DataWorks upgrade. Immediate action taken where required.
2.2 Collaborative Working Strategy.	At least one partnership with an external body established - 1st quarter.	Completed.
3.1 Business Systems Strategy.	All business systems up 98% of the time - on going.	Target achieved.
	Leases replaced or renewed within 2 months of expiry - on going.	Target achieved.
3.2 Client Delivery Strategy.	On-line DA lodgement system implemented - 4th quarter.	In Progress. Development of e-Plan commenced and awaiting fianlisation from Department of Planning.
4.1 Stakeholder Management Strategy.	IT steering committee meets at least 4 times a year.	Target achieved.
	Access to helpdesk 8am to 5:30pm 98% of the time.	Target achieved.

Support Services- Operational Action Plan and Performance Indicators 2008/2009

Component 11 - Records Director Support Services Officer: Chief Information Officer

Budget 2008/09										
Full Year Budget		1st Quarter		2nd Quarter		3rd Quarter		4th Quarter		
Original Budget	Amended Budget	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	
- 3,540	- 3,540	- 885	- 2,674	- 1,770	- 5,395	- 2,655	- 8,108	- 9,043	- 10,562	
578,345	578,345	144,525	123,664	283,770	260,683	412,323	391,202	544,291	525,225	

Strategic Objective:
Investigating and Planning the City's future in consultation with our community, and co-ordinating human and financial resources to achieve this future.

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	Actual YTD \$
1. To enable seamlessness and continuity of Council business by executing its records keeping function effectively.	55%	316,143	79,002	66,545	155,100	140,408	225,317	210,702	294,386	283,065
2. To reduce physical storage requirements by maintaining records effectively in an electronic format.	25%	143,701	35,910	30,248	70,500	63,822	102,417	95,774	133,812	128,666
3. To minimise risk to the council in terms of court actions and litigations by retrieving and producing relevant records to support Council's position or as required by a court of law.	10%	57,481	14,364	12,099	28,200	25,529	40,967	38,309	53,525	51,466
4. To comply with government legislation in terms of retention and destruction of records.	10%	57,481	14,364	12,099	28,200	25,529	40,967	38,309	53,525	51,466
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-

Key Performance Indicators	Target	Progress this quarter
1.1 Registration of daily inwards paper correspondence.	90% within 8 business hours, 100% within 12 business hours - on going.	Target achieved.
1.2 Record keeping rules.	Thesaurus prepared and communicated to staff - 2nd quarter.	Target achieved.
1.3 Refine existing records.	Precis of existing documents cleaned up as per the thesaurus - 4th quarter.	Ongoing
1.4 Training.	DataWorks training programme for new employees developed and implemented - 1st quarter.	Target achieved.
2.1 Reduction of paper based records through increasing electronic records.	A new procedure for invoice registering developed and implemented - 4th quarter.	Target achieved.
3.1 Retrieval of information.	100% subpoenas processed as per the subpoena procedure - on going.	Target achieved.
4.1 GDA10 based sentencing and destruction scheme.	Implement a GDA10 based subject system in DataWorks - 3rd quarter.	Target achieved.

Support Services- Operational Action Plan and Performance Indicators 2008/2009

Component 15 - Library Director Support Services Officer: Manager Cultural Services

Budget 2008/09										
Full Year Budget		1st Quarter		2nd Quarter		3rd Quarter		4th Quarter		
Original Budget	Amended Budget	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	
Total Income \$	- 139,900	- 139,900	- 9,471	- 10,824	- 186,518	- 185,786	- 196,283	- 199,966	- 213,624	- 212,920
Total Expenditure \$	1,522,821	1,522,821	377,474	332,666	771,951	697,474	1,185,298	1,099,399	1,612,529	1,529,752

Strategic Objective:
An informed community working together through strong local and regional connections.

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	Actual YTD \$
1. Provide a free, accessible and well resourced public library service to the people of the City of the Hawkesbury as well as the wider community.	80%	1,106,337	294,402	257,474	468,346	409,350	791,212	719,546	1,119,124	1,053,466
2. Encourage community participation in lifelong learning.	15%	207,438	55,200	48,276	87,815	76,753	148,352	134,915	209,836	197,525
3. Effectively and efficiently manage cultural services and promote community use of the Cultural Precinct.	5%	69,146	18,400	16,092	29,272	25,584	49,451	44,972	69,945	65,842
3. Opening Hours: Hawkesbury Central Monday to Friday 9am - 7pm: Saturday 9am - 1pm; Sunday 2pm - 5pm. Richmond Monday to Friday 9:30am - 6pm, Saturday 9am - 1pm.		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-

Key Performance Indicators	Target	Progress this quarter
1.1 Promote use of the library.	200,000 library visitors per year.	Exceeded target: 221,192 people visited both libraries during Jul 08 - Jun 09
	40% of LGA population are library members.	Exceeded target: As of Jun 09 Library membership is 32,766 which is approximately 52.7% of the Hawkesbury population (62,211), which is above the baseline suggested by the State Library of NSW.
	300,000 loans per year.	Exceeded target: 315,292 items were loaned during the Jul 08 - Jun 09 period.
	Maintain an active and well trained volunteer based of 20.	Exceeded target: 31 volunteers .
	Produce and distribute Library Program information at least twice a year - incorporating a 5% increase in digital distribution per annum	Exceeded target: 20% of Library program information distributed digitally, including school holiday activities & public programs. Staff have also been promoting the use of email to patrons for notifications such as overdue
2.1 Enable access to the latest collections & technology.	3% net increase in library stock per year.	Exceeded target: Stock was increased by 5.46%, which is a total of 6,600 items during the Jul 08 - Jun 09 period.
	PC use is 60% of total available time.	Exceeded target: PC utilisation for the Jul 08 - Jun 09 period was 66.08% of total available time which was 38,559 computer bookings recorded for both libraries (Central Library, Windsor and Branch Library, Richmond).
2.2 Promote community's use of the Cultural Precinct including community rooms in the Deerubbin Centre.	5% increase in number of hours community rooms are used.	Community Room usage hours increased by 13 hours to 3,771 hours for the period July 08 to June 09 which is an increase of .34% compared with the July 07 to June 08 period. Increases in usage have now slowed as regular bookings occupy the most popular scheduled times.

Support Services- Operational Action Plan and Performance Indicators 2008/2009

Component 18 - Financial Planning Director Support Services Officer: Chief Financial Officer

Total Income \$
Total Expenditure \$

Budget 2008/09									
Full Year Budget		1st Quarter		2nd Quarter		3rd Quarter		4th Quarter	
Original Budget	Amended Budget	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$
440,374	440,374	110,052	112,914	220,104	225,266	330,156	335,971	438,875	445,856

Strategic Objective:

Investigating and Planning the City's future in consultation with our community, and co-ordinating human and financial resources

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	Actual YTD \$
1. Financial Planning - to manage based on a comprehensive financial strategy.	40%	176,150	44,021	45,166	88,042	90,106	132,062	134,388	175,550	178,342
2. Management Reporting - maintain effective and informative internal management reporting to meet corporate requirements.	40%	176,150	44,021	45,166	88,042	90,106	132,062	134,388	175,550	178,342
3. Systems Management - develop and maintain the accounting systems.	20%	88,075	22,010	22,583	44,021	45,053	66,031	67,194	87,775	89,171
		-	-	-	-	-	-	-	-	-

Key Performance Indicators	Target	Progress this quarter
1.1 To ensure a planned approach to Council programming.	Management Plan adopted by June.	Target achieved.
	Quarterly Reviews completed within 60 days of end of quarter.	On target.
1.2 Assess the effective implementation of Council's Long Term Financial Strategy.	Review LTFP annually.	No progress 2008/09
2.1 Ensure that financial reporting is timely, accurate and informative.	Executive reports within 14 days of EOM.	Target achieved.
	Managers Reports distributed within 5 days EOM.	Target achieved.
2.2 Assess the ability of Council to properly budget for and manage the resources that are available to fulfil its management plan.	Carried forward < 25% funding.	Not on target.
	Actual Performance vs budget forecasts +/- 5%.	Target achieved.
3.1 Ensure the integrity of the financial systems.	Review FSP annually.	No progress 2008/09
	Review project strategy monthly.	Target achieved.

Support Services- Operational Action Plan and Performance Indicators 2008/2009

Component 19 - Accounting Services Director Support Services Officer: Chief Financial Officer

Total Income \$	- 2,900,500	- 2,900,500	- 725,123	- 740,164	- 1,478,802	- 1,479,441	- 2,218,203	- 2,219,427	- 2,958,705	- 2,959,277
Total Expenditure \$	747,635	747,635	186,680	219,495	374,760	413,173	504,386	504,825	792,356	697,305

Strategic Objective:
Investigating and Planning the City's future in consultation with our community, and co-ordinating human and financial resources

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	Actual YTD \$
1. Accounts Payable - To ensure the prompt and accurate payment of Council's Creditors.	30%	- 645,860	- 161,533	- 156,201	- 331,213	- 319,880	- 514,145	- 514,381	- 649,905	- 678,592
2. Payroll - To ensure the timely and accurate processing of payroll.	25%	- 538,216	- 134,611	- 130,167	- 276,011	- 266,567	- 428,454	- 428,651	- 541,587	- 565,493
3. Debtors - To ensure the timely and accurate processing of accounts receivable.	25%	- 538,216	- 134,611	- 130,167	- 276,011	- 266,567	- 428,454	- 428,651	- 541,587	- 565,493
4. Statutory Compliance - To ensure Council's compliance with external regulatory and taxation legislation.	5%	- 107,643	- 26,922	- 26,033	- 55,202	- 53,313	- 85,691	- 85,730	- 108,317	- 113,099
5. Cash Management - To ensure Council has sufficient cash resources to meet future commitments.	10%	- 215,287	- 53,844	- 52,067	- 110,404	- 106,627	- 171,382	- 171,460	- 216,635	- 226,197
6. Financial reporting - To provide statutory financial accounts to stakeholders in compliance with the legislative requirements.	5%	- 107,643	- 26,922	- 26,033	- 55,202	- 53,313	- 85,691	- 85,730	- 108,317	- 113,099

Key Performance Indicators	Target	Progress this quarter
1.1 Assess the effectiveness of payment processing of creditors.	85% invoices paid by due date.	Target achieved.
2.1 Assess the accuracy of payroll processing and meet deadlines.	99% accuracy in payroll processing.	Progressing to target.
3.1 Assess effectiveness of Debtor accounts settlement.	90% debtors accounts paid within 90 days.	Not on target-this process has been outsourced to improve results in this area.
	Debtors on arrangements paid within 12 months.	Not on target-this process has been outsourced to improve results in this area.
4.1 Assess the accuracy and timeliness of S94 Register Updates.	S94 Register reconciled within 5 days EOM.	Target achieved.
4.2 Assess the adequacy of and strategically manage Council's reserves.	Reconciliation of reserves within 5 days EOM.	Target achieved.
4.3 Assess Council's compliance with taxation and other regulatory legislation.	BAS & Diesel Fuel submitted within 5 days EOM.	Target achieved.
	FBT submitted by due date.	Target achieved.
	ABS & DLG returns submitted by due date.	Target achieved.
5.1 Assess the effectiveness of Council's cash flow management.	Bank Reconciliation within 5 days EOM.	Target achieved.
	Unrestricted Current Ratio > 2.00.	Target achieved.
6.1 Ensure that financial reporting is timely and accurate.	Statutory financial reports submitted by due date.	Target achieved for 2007/08 , on target for 2008/09.
6.2 Ensure that audit recommendations are implemented in a timely manner.	95% audit recommendations implemented by due date.	Progressing to target.
6.3 Assess the effectiveness of Council's financial management practices & policies and compliance with prescribed legislation.	Unqualified Audit Opinion.	Target achieved for 2007/08 , on target for 2008/09.

Support Services- Operational Action Plan and Performance Indicators 2008/2009

Component 20 - Rating Services Director Support Services Officer: Chief Financial Officer

Budget 2008/09										
Full Year Budget		1st Quarter		2nd Quarter		3rd Quarter		4th Quarter		
Original Budget	Amended Budget	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	
Total Income \$	- 23,292,500	- 23,292,500	- 23,193,862	- 22,788,949	- 23,226,724	- 23,281,214	- 23,359,586	- 23,423,855	- 23,459,614	- 23,571,083
Total Expenditure \$	689,186	689,186	247,991	179,170	389,601	488,868	621,483	622,782	794,130	838,589

Strategic Objective:
Investigating and Planning the City's future in consultation with our community, and co-ordinating human and financial resources

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	Actual YTD \$
1. Rating Services - To ensure the accuracy of Council's computer based rating and property information system and efficient collection of rate revenue.	50%	- 11,301,657	- 11,472,936	- 11,304,890	- 11,418,562	- 11,396,173	- 11,369,052	- 11,400,537	- 11,332,742	- 11,366,247
2. Debt Recovery - To minimise Council's exposure to outstanding debts through effective debt recovery procedures.	25%	- 5,650,829	- 5,736,468	- 5,652,445	- 5,709,281	- 5,698,087	- 5,684,526	- 5,700,268	- 5,666,371	- 5,683,124
3. Cashiers - To ensure the accurate processing of receipts.	25%	- 5,650,829	- 5,736,468	- 5,652,445	- 5,709,281	- 5,698,087	- 5,684,526	- 5,700,268	- 5,666,371	- 5,683,124
		-	-	-	-	-	-	-	-	-

Key Performance Indicators	Target	Progress this quarter
1.1 Assess the accuracy and timeliness of distributing rating notices.	Rate Notices issued by due dates with 95% accuracy.	Target achieved.
1.2 Assess the turnaround time for issuing s603 certificates.	Issued within 3 Working Days.	Target achieved.
1.3 Assess the accuracy of Council property database.	Updates within 5 Working Days.	Target achieved.
2.1 Assess the effectiveness of Council's collection process for outstanding rates.	Rate Arrears < 5.00%.	Not on target- this process has been outsourced to improve results in this area.
3.1 Assess the effectiveness and accuracy of Council's receipting system.	Ensure cash discrepancies are less than 0.1% of total receipts.	Target achieved.

Support Services- Operational Action Plan and Performance Indicators 2008/2009

Component 21 - Investment Debt Servicing Director Support Services Officer: Chief Financial Officer

Budget 2008/09									
Full Year Budget		1st Quarter		2nd Quarter		3rd Quarter		4th Quarter	
Original Budget	Amended Budget	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$
- 1,301,500	- 1,301,500	- 390,375	- 548,165	- 991,550	- 1,130,868	- 1,581,925	- 1,713,254	- 1,973,269	- 2,190,646
50,000	50,000	-	3,945	7,370	12,739	11,370	23,881	76,512	27,670

Total Income \$

Total Expenditure \$

Strategic Objective:

Investigating and Planning the City's future in consultation with our community, and co-ordinating human and financial resources to achieve this future.

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	Actual YTD \$
1. To ensure the investment strategy maximises the return on Council's investment portfolio.	95%	- 1,188,925	- 370,856	- 517,009	- 934,971	- 1,062,223	- 1,492,027	- 1,604,904	- 1,801,919	- 2,054,827
2. To ensure the appropriate utilisation of loan facilities in accordance with policy.	5%	- 62,575	- 19,519	- 27,211	- 49,209	- 55,906	- 78,528	- 84,469	- 94,838	- 108,149
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-

Key Performance Indicators	Target	Progress this quarter
1.1 Assess the effectiveness of Council's investment strategies to maximise returns on investment.	ROI > 90 Day Bank Bill Rate.	Target achieved.
1.2 Ensure that Council's investment strategy compares with industry standards.	Review Investment Policy annually.	Target achieved.
2.1 Ensure the prompt and accurate payment of loan interest and redemption.	Payments made by due date.	Target achieved.
2.2 Assess the ability of Council capacity to service outstanding debt.	Debt Service Ratio < Industry Benchmark 10%.	Target achieved.

Support Services- Operational Action Plan and Performance Indicators 2008/2009

Component 22 - Corporate Services and Governance Director Support Services Officer: Manager Corporate Services and Governance

	Budget 2008/09									
	Full Year Budget		1st Quarter		2nd Quarter		3rd Quarter		4th Quarter	
	Original Budget	Amended Budget	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$
Total Income \$	- 41,405	- 41,405	- 10,023	- 12,512	- 20,696	- 23,709	- 30,719	- 33,360	- 43,105	- 45,115
Total Expenditure \$	358,737	358,737	115,632	107,882	196,964	189,130	273,914	249,848	354,147	320,794

Strategic Objective:

An informed community working together through strong local and regional connections.

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	Actual YTD \$
1. Provision of effective and efficient corporate and governance support.	100%	317,332	105,609	95,370	176,268	165,421	243,195	216,488	311,042	275,679
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-

Key Performance Indicators	Target	Progress this quarter
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.	Target Achieved
1.2. Applications assessed under the Freedom of Information Act.	Applications completed in accordance with statutory requirements.	Target Achieved
1.3 Development and review of Corporate Services and Governance policies.	Policies are implemented and reviewed in accordance with legislative requirements.	Target Achieved

Support Services- Operational Action Plan and Performance Indicators 2008/2009

Component 23 - Word Processing

Director Support Services

Officer: Manager Corporate Services and Governance

Total Income \$
Total Expenditure \$

Budget 2008/09									
Full Year Budget		1st Quarter		2nd Quarter		3rd Quarter		4th Quarter	
Original Budget	Amended Budget	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$
								-	-
133,187	133,187	33,285	29,536	66,570	59,990	99,157	87,733	133,187	117,227

Strategic Objective:

Investigating and Planning the City's future in consultation with our community, and co-ordinating human and financial resources to achieve this future.

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	Actual YTD \$
1. Compile and distribute Council Meeting agendas, minutes and action items and provide an efficient and effective typing and document presentation and processing system for Council.	100%	133,187	33,285	29,536	66,570	59,990	99,157	87,733	133,187	117,227
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-

Key Performance Indicators	Target	Progress this quarter
1.1 Compilation of Council Business Papers.	Forwarded to Publishing Manager by 12 noon on the Thursday prior to the Meeting.	Target Achieved
1.2 Compilation of Council Meeting Minutes.	Draft completed and distributed to Senior Staff within 48 hours after meeting.	Target Achieved
1.3. Distribution of Action Items from Council Meeting Minutes.	Distributed to Senior Staff within 4 working hours from approval of draft minutes.	Target Achieved
1.4. Distribution of Questions Without Notice.	Distributed to Senior Staff within 8 working hours from approval of draft minutes.	Target Achieved
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.	Target Achieved
1.6. Provide word processing, software user and help desk support.	Requests for support are responded to within 1 working hour.	Target Achieved
1.7. Preparation of word documents.	Completed and returned within 2 working days.	Target Achieved

Support Services- Operational Action Plan and Performance Indicators 2008/2009

Component 24 - Supply
Director Support Services
Officer: Chief Financial Officer

Total Income \$	-	5,000	-	5,000	-	1,248	-	2,377	-	2,496	-	2,899	-	4,694	-	2,899	-	5,950	-	9,329
Total Expenditure \$	-	239,730	-	239,730	-	59,904	-	82,511	-	125,670	-	135,943	-	190,074	-	190,928	-	250,732	-	249,142

Strategic Objective:

Investigating and Planning the City's future in consultation with our community, and co-ordinating human and financial resources to achieve this future.

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	Actual YTD \$
1. Maintain a manageable inventory stock level to satisfy Council's requirements and cost.	30%	70,419	17,597	24,040	36,952	39,913	55,614	56,409	73,435	71,944
2. Manage the process of acquiring goods, works and services, spanning the whole cycle from identification of needs through to end of a services contract or the end of useful life of an asset. Providing measurable benefits in value for money obtained on a whole of life basis through open and effective competition.	70%	164,311	41,059	56,094	86,222	93,131	129,766	131,620	171,347	167,869
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-

Key Performance Indicators	Target	Progress this quarter
1.1 Minimal inventory investment and inventory losses.	95% Inventory Accuracy as reported in stock takes.	Target achieved.
2.1 Procurement strategies are aligned with Corporate objectives.	100% compliance.	Progressing to target.
2.2 Develop Procurement Guidelines.	December.	Progressing to target.
2.3 Training and support of Purchasing system users.	95% competency level maintained.	Progressing to target.
2.4 Implement cost effective methods of procurement for low cost items.	Relative reduction in the annual purchase costs.	Progressing to target.
2.5 Response to Supply enquires.	General enquiries within 24 hours.	Target achieved.
2.6 Response to Quotation requests.	Quotation requests within 10 working days- for non complex needs and 25 working days for complex needs.	Target achieved.

Support Services- Operational Action Plan and Performance Indicators 2008/2009

Component 25 - Property Development

Director Support Services

Officer: Manager Corporate Services and Governance

Budget 2008/09										
Full Year Budget		1st Quarter		2nd Quarter		3rd Quarter		4th Quarter		
Original Budget	Amended Budget	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	
Total Income \$	- 1,932,295	- 1,932,295	- 522,128	- 669,659	- 996,471	- 1,169,049	- 1,461,280	- 1,831,875	- 2,044,212	- 2,087,933
Total Expenditure \$	780,787	780,787	307,758	230,344	466,134	383,480	656,989	577,174	876,070	749,294

Strategic Objective:

Investigating and Planning the City's future in consultation with our community, and co-ordinating human and financial resources to achieve this future.

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	Actual YTD \$
1. Co-ordination and management of Council's property portfolio including the acquisition and sale of property, leasing of property, road closures and openings.	100%	- 1,151,508	- 214,370	- 439,315	- 530,337	- 785,569	- 804,291	- 1,254,701	- 1,168,142	- 1,338,639
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-

Key Performance Indicators	Target	Progress this quarter
1.1 Vacancies for leased premises in Council's property portfolio.	Greater than 90% occupancy rates.	Target Achieved
1.2 Inspections of Council's leased residential properties.	Each residential property inspected annually during October to December.	Target Achieved
1.3 Inspections of Council's leased commercial/retail properties.	Each commercial/retail property inspected annually during January to March.	Target Achieved
1.4 Consumer Price Index reviews implemented for the relevant leases.	100% of CPI reviews implemented within 2 months of review date.	Target Achieved
1.5 Process lease options and lease renewals.	100% of tenants notified within 3 to 6 months of termination dates.	Target Achieved
1.6 Monitoring payments of property rentals for leased premises in Council's property portfolio.	85% or greater property rentals paid when due.	Target Achieved
1.7 Actioning of Council resolutions regarding property sales and acquisitions.	Initial action commenced within 5 working days of approved Council resolutions.	Target Achieved

Support Services- Operational Action Plan and Performance Indicators 2008/2009

Component 28 - Reception
Director Support Services
Officer: Manager Corporate Services and Governance

Budget 2008/09										
Full Year Budget		1st Quarter		2nd Quarter		3rd Quarter		4th Quarter		
Original Budget	Amended Budget	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	
Total Income \$	- 8,000	- 8,000	- 1,998	- 1,058	- 3,996	- 1,765	- 5,994	- 1,945	- 4,000	- 4,461
Total Expenditure \$	217,305	217,305	54,303	57,699	82,398	99,631	136,701	143,910	186,097	192,782

Strategic Objective:
An informed community working together through strong local and regional connections.

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	Actual YTD \$
1. Provision of an efficient reception and telephone service to Councillors, Council staff and the public and to promote the image of Council as being courteous, efficient and effective.	100%	209,305	52,305	56,641	78,402	97,866	130,707	141,965	182,097	188,321
2. Opening hours Monday-Friday 8:30am - 5:00pm		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-

Key Performance Indicators	Target	Progress this quarter
1.1 The reception desk and switchboard are staffed during business hours.	100% attended during business hours.	Target Achieved

Support Services- Operational Action Plan and Performance Indicators 2008/2009

Component 29 - Fleet Management
Director Support Services
Officer: Chief Financial Officer

Total Income \$
Total Expenditure \$

Budget 2008/09									
Full Year Budget		1st Quarter		2nd Quarter		3rd Quarter		4th Quarter	
Original Budget	Amended Budget	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$
- 125,000	- 125,000	- 31,236	- 33,932	- 62,472	- 64,692	- 93,708	- 101,476	- 130,000	- 133,227
413,469	413,469	103,326	111,298	224,652	225,042	423,582	351,195	571,134	488,559

Strategic Objective:
An informed community working together through strong local and regional connections.

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	Actual YTD \$
1. To manage Council's fleet to meet corporate objectives.	100%	288,469	72,090	77,366	162,180	160,350	329,874	249,719	441,134	355,332
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-

Key Performance Indicators	Target	Progress this quarter
1.1 Managed in accordance with policies and procedures.	Vehicles to achieve minimum 25,000 km annualised.	Target achieved.
	Monthly reports completed and communicated.	Target achieved.
	Vehicles to be maintained in accordance with manufacturers recommendations.	Target achieved.
	All vehicles are inspected quarterly to ensure maintained.	Target achieved.
	Vehicles are replaced on time and within budget.	Target achieved.

Support Services- Operational Action Plan and Performance Indicators 2008/2009

Component 39 - Gallery Director Support Services Officer: Manager Cultural Services

Budget 2008/09										
Full Year Budget		1st Quarter		2nd Quarter		3rd Quarter		4th Quarter		
Original Budget	Amended Budget	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	
Total Income \$	- 4,000	- 4,000	- 700	- 3,500	- 4,800	- 9,583	- 9,700	- 9,795	- 111,000	- 121,571
Total Expenditure \$	406,449	406,449	96,076	99,186	210,580	234,392	327,082	336,438	515,289	436,006

Strategic Objective:
An informed community working together through strong local and regional connections.

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	Actual YTD \$
1. Provide free and accessible visual art exhibitions to the people of the City of the Hawkesbury as well as the wider community.	75%	301,837	71,532	71,765	154,335	168,607	238,037	244,982	303,217	235,826
2. Encourage community participation in visual arts.	20%	80,490	19,075	19,137	41,156	44,962	63,476	65,329	80,858	62,887
3. Build and maintain a City-wide profile and a reputation in the wider arts community and create strategic partnerships with community groups, arts sector and government.	5%	20,122	4,769	4,784	10,289	11,240	15,869	16,332	20,214	15,722
Opening hours Monday to Friday -10am - 4pm; Saturday & Sunday 10am - 3pm (closed Tuesdays).		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-

Key Performance Indicators	Target	Progress this quarter
1.1 Provide a program of exhibitions.	Seven exhibitions per year.	Exceeded target; major collection exhibition, four in-house curated exhibitions and four incoming touring exhibitions. Bloodlines: Art and the Horse touring to Qld and through NSW
	7,500 Gallery visitors per year.	Exceeded target: 5989 visitors + 8510 to Hawkesbury Regional Gallery's touring exhibitions
	80% satisfaction rating from visitors.	Exceeded target: 90% visitor satisfaction
2.1 Increase community participation in visual arts.	14 public programs per year.	Exceeded target: 8 curator talks, 12 artists talks, 3 general talks, 8 school holiday workshops, 4 other events
	Gallery supports four visual arts activities held in Stan Stevens Studio per year.	Exceeded target: Accessible Arts workshops held weekly during term times, August - December, April - June
	Maintain an active and well trained volunteer base of 35.	Exceeded Target: After a recruitment and training in May, there are currently 55 active and well trained volunteers
3.1 Promote use of the Gallery.	Produce and distribute Gallery program information at least twice a year - incorporating a 5% increase in digital distribution per annum.	Exceeded target: Sept 08 - Feb 09 Gallery Program + 2009-2010 Gallery Program published and distributed via 600 e-invites as well as direct mail. Request for mailing list recipients to become GEMS or only receive e-invites sent out to strong response. Mailing list reduced to 1000 with e-list increased to 900. Use of online marketing tools such as Facebook being investigated

Support Services- Operational Action Plan and Performance Indicators 2008/2009									
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Component 42 - Legal Services Director Support Services Officer: Director Support Services		Total Income \$ Total Expenditure \$
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Budget 2008/09									
Full Year Budget		1st Quarter		2nd Quarter		3rd Quarter		4th Quarter	
Original Budget	Amended Budget	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$
478,000	478,000	119,485	- 50,815	238,970	12,631	300,318	94,689	405,557	421,874

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.

[illegible]

Key Performance Indicators	Target	Progress this quarter
1.1 Timely advice on Council matters.	Urgent advice provided within 24 hours.	All urgent legal advice provided immediately or within 24 hours of initial request.
	Other advice provided within deadlines or required service levels.	Target achieved
1.2 Effective project management.	Monthly Monitoring of outstanding matters.	Monthly reports received from Council's Solicitors outlining outstanding legal matters. The monthly reports are considered and monitored by MANEX.

Support Services- Operational Action Plan and Performance Indicators 2008/2009

Component 58 - Printing and Sign Writing
Director Support Services
Officer: Manager Corporate Services and Governance

Total Income \$
Total Expenditure \$

Budget 2008/09									
Full Year Budget		1st Quarter		2nd Quarter		3rd Quarter		4th Quarter	
Original Budget	Amended Budget	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$
- 25,200	- 25,200	- 6,297	- 6,985	- 12,594	- 13,116	- 18,891	- 18,454	- 25,200	- 37,523
279,216	279,216	69,792	59,998	139,590	117,069	209,187	190,901	283,069	259,268

Strategic Objective:
An informed community working together through strong local and regional connections.

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	Actual YTD \$
1. Provision of a consistent quality and efficient printing and sign writing service for Councillors, Council staff, the public and external customers.	100%	254,016	63,495	53,013	126,996	103,953	190,296	172,447	257,869	221,745
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-

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.	Target Achieved
	Others-completed by 12 noon on the Friday prior to meeting.	Target Achieved
1.2 Provide timely quotations to external organisations for printing and sign writing requests.	Quotations provided within 2 working days of request.	Target Achieved
1.3 Acceptance of competitive quotations provided to external customers.	Acceptance of 80% of quotes provided.	Target Achieved
1.4 Preparation of emergency signage for road closures, diversions and the like.	Provided within 1 working day from request.	Target Achieved
1.5 Provide printing and sign writing services to meet the requirements of Council and external customers.	90% of works completed within agreed timeframes.	Target Achieved
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.	Target Achieved

Support Services- Operational Action Plan and Performance Indicators 2008/2009

Component 79 - Museum Director Support Services Officer: Manager Cultural Services

Budget 2008/09										
Full Year Budget		1st Quarter		2nd Quarter		3rd Quarter		4th Quarter		
Original Budget	Amended Budget	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	
Total Income \$	- 2,499	- 2,499	- 250	- 750	-	- 628	- 262	- 850	- 2,227	
Total Expenditure \$	291,804	291,804	147,049	75,180	182,279	181,672	282,630	293,424	374,727	382,985

Strategic Objective:
An informed community working together through strong local and regional connections.

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	Actual YTD \$
1. Provide free and accessible history and heritage exhibitions to the people of the City of the Hawkesbury as well as the wider community.	70%	202,514	102,759	52,626	127,070	127,170	197,401	205,213	261,714	266,531
2. Encourage community participation in history and heritage.	25%	72,326	36,700	18,795	45,382	45,418	70,501	73,291	93,469	95,190
3. Provide high quality heritage programs that contribute to cultural tourism in the Hawkesbury.	5%	14,465	7,340	3,759	9,076	9,084	14,100	14,658	18,694	19,038
4. Opening hours: Wednesday to Friday 10am - 4pm; Saturday & Sunday 10am - 3pm (Closed to general public Monday & Tuesday but available to pre-booked groups, including tour and school groups)		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-

Key Performance Indicators	Target	Progress this quarter
1.1 Provide a program of exhibitions.	An ongoing program of exhibitions is developed.	Temporary exhibitions changed over in April, with a focus on John Tebbutt and astronomy. Information in the permanent exhibition has been updated and work on Howes House 're-interpretation' has commenced. The collection management project is ongoing
2.1 Increase community participation in history and heritage.	Maintain an active and well trained volunteer base of 40.	Exceeded target: 52 trained museum volunteers, who participate as guides, heritage walk tour guides, receptionists, researchers and exhibition assistants.
	12 public programs per year.	Exceeded target: Walking tours are programmed to run every weekend (depending on weather conditions), 6 workshops have been held on conservation and collection management techniques; 7 talks have been given to special interest groups and other historical societies; 4 functions have been held: AnniversaryGEMS Christmas function, HHS cheque handover. 24 education/school groups since July 2008.
3.1 Promote use of the museum.	Produce and distribute Museum program information at least twice a year - incorporating a 5% increase in digital distributions per annum.	Exceeded target: production of museum information is ongoing, with brochures and handouts being distributed regularly. A 360 degree walkthrough is on the Museum page of the HCC website which shows visitors interacting with the museum displays. A museum e-mailing list is in development, with over 300 members.

Support Services- Operational Action Plan and Performance Indicators 2008/2009

Component 90 - Visitor Information Centre
Director Support Services
Officer: Manager Cultural Services

Budget 2008/09										
Full Year Budget		1st Quarter		2nd Quarter		3rd Quarter		4th Quarter		
Original Budget	Amended Budget	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	
- 6,000	- 6,000	- 1,500	- 1,334	- 3,000	- 2,621	- 4,098	- 3,782	- 5,400	- 5,299	
Total Income \$										
Total Expenditure \$										

Strategic Objective:

A prosperous community sustained by a diverse local economy that encourages innovation and enterprise to attract people to live, work and invest in 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	Actual YTD \$
1. Operate a visitor information service that provides accurate information and advice on visiting the Hawkesbury and environs	90%	176,215	43,612	34,538	80,412	82,456	135,672	118,395	178,834	168,156
2. Support promotion of the Hawkesbury	10%	19,579	4,846	3,838	8,935	9,162	15,075	13,155	19,870	18,684
Opening hours Monday to Friday -9am - 5pm; Saturday & Sunday 9am - 4pm, Closed Good Friday and Christmas Day		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-

Key Performance Indicators	Target	Progress this quarter
1.1 Ensure the prompt and accurate provision of visitor information	Collect and maintain accurate data on visitor numbers and inquiries	Target achieved: Data collected includes VIC full year visitor numbers (16,066) and enquiries (11,810) and referrals in the area (16,864), including to cultural and recreation services and events
	Staff are trained and skilled in customer service and local tourism	Target achieved including technical and OHS training
2.1 Monitor available promotional material on the Hawkesbury	Review and update maps or information brochures on the Hawkesbury area - within resource constraints	Target achieved: Windsor & surrounds and Richmond & surrounds B&W maps have been designed and produced. New full colour Hawkesbury brochure will be launched in July 2009



Business Activities

Component 80-Sewage

Business Activities - Operational Action Plan and Performance Indicators 2008/2009

Component 80 - Sewerage Director Infrastructure Services Officer: Manager Waste Management

Budget 2008/09										
Full Year Budget		1st Quarter		2nd Quarter		3rd Quarter		4th Quarter		
Original Budget	Amended Budget	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	YTD Budget	Actual YTD \$	
Total Income \$	- 4,163,656	- 4,163,656	- 3,536,392	- 3,579,593	- 3,799,329	- 3,919,339	- 4,071,217	- 4,060,601	- 4,113,454	- 4,191,234
Total Expenditure \$	3,203,845	3,203,845	786,237	686,450	1,602,171	1,610,910	3,209,204	2,803,929	4,515,798	4,047,861

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	Actual YTD \$
1. To provide and maintain a high quality sewage treatment service to the community.	90%	- 863,830	- 2,475,140	- 2,603,829	- 1,977,442	- 4,977,224	- 775,812	- 1,131,005	362,110	- 129,036
2. To provide and maintain a high quality trade waste service to the community.	10%	- 95,981	- 275,016	- 289,314	- 219,716	- 553,025	- 86,201	- 125,667	40,234	- 14,337
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-

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