

Business Report 2013-14

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1. Overview

This document reports on Council's performance as measured against Wyong Shire Council's Strategic Plan for 2013-2017 and covers the period for the three months ended 30 September 2013 (Q1).

The 2013-14 financial year is focused on Council's continued journey to achieve financial sustainability and improvements in asset management.

Council remains on target to deliver the current level of services within the adopted 2013-14 operating shortfall of \$2.3m.

Council will continue to enhance its culture of cost containment and rigorous business planning to deliver valuable services to the community.

Operating Result

The year to date (YTD) operating result (excluding capital grants and contributions) shows a favourable variance of \$5.9m, consisting of an actual surplus of \$107.5m compared to a budget surplus of \$101.6m. This result includes Rates and Annual Charges income of \$142.6m which represents the full year income.

The Q1 result reinforces that Council is committed to achieving long term financial viability. This report identifies risks impacting the ability to achieve the targeted result however current projections indicate that Council will be in a satisfactory financial position at year end with regard to estimated operating income and expenditures.

Capital Works

Actual YTD capital expenditure is \$11.6m against the YTD budget of \$14.4m, and represents 14% of the full year capital budget. Typically our capital expenditure spend profile is less in the earlier half of the year due to the need to investigate, plan and design new works and deliver those works in quarters three and four.

The 2013-14 capital works budget totals \$83.8m, including \$12m for SRV projects. In June 2013 Council was granted a special rate variation for a period of four years to address our \$130 million asset backlog to improve the condition of our roads,

bridges, footpaths, buildings, and sports facilities - to ensure they are 'satisfactory' in terms of being safe and fit for community use.

With the additional funds raised from the Special Rate Variation, Council will spend approximately \$10 million each year for the next 13 - 15 years, addressing the backlog, reversing a long-term decline in asset conditions.

Projects that were not completed at 30 June 2013 and have been finalised during the 1st quarter of 2013-14 have been considered for budget purposes as part of this Q1 review and funding has been identified from savings in other projects to ensure that the whole capital works program is delivered within budget.

Financial Snapshot

Financial Performance 2013-14	YTD Actual \$'000	YTD Budget \$'000	Full Year Budget \$'000
Income (excluding capital)	162,082	160,081	230,774
Expenses	54,583	58,491	233,120
Net Operating Result	107,499	101,590	(2,344)

Note: Full year budget above represents original budget figures

Financial Position as at 30 September 2013	YTD Actual \$'000	Full Year Budget \$'000
Assets	2,830,044	2,506,992
Liabilities	323,925	335,685
Position	2,506,119	2,171,307

Council's equity as at 30 September 2013 is \$2.5b.

The improved balance sheet position above budget predominantly relates to an increase in infrastructure, property, plant and equipment as a result of the rolling revaluation program undertaken in 2012-13.

The componentisation of buildings and plant and equipment asset effective life and residual values review at June 2013 provided greater carrying values than original budget estimates.

2. Highlights

General Manager's Department

Finance

2012-13 End of Financial Year

End of financial year activities were a key focus in Q1, with the interim financial result reported to Council of a \$6.4m surplus (excluding capital grants and contributions). The final annual financial statements for 2012-13 will be presented to Council on November 13.

Banking Review

Council commenced a Request for Proposal for Banking Services with the aim of improving customer experience, removing manual internal processes and realising cost savings. The four major banks advised their intention to submit a proposal and discussions are now underway.

2014-15 Strategic Planning

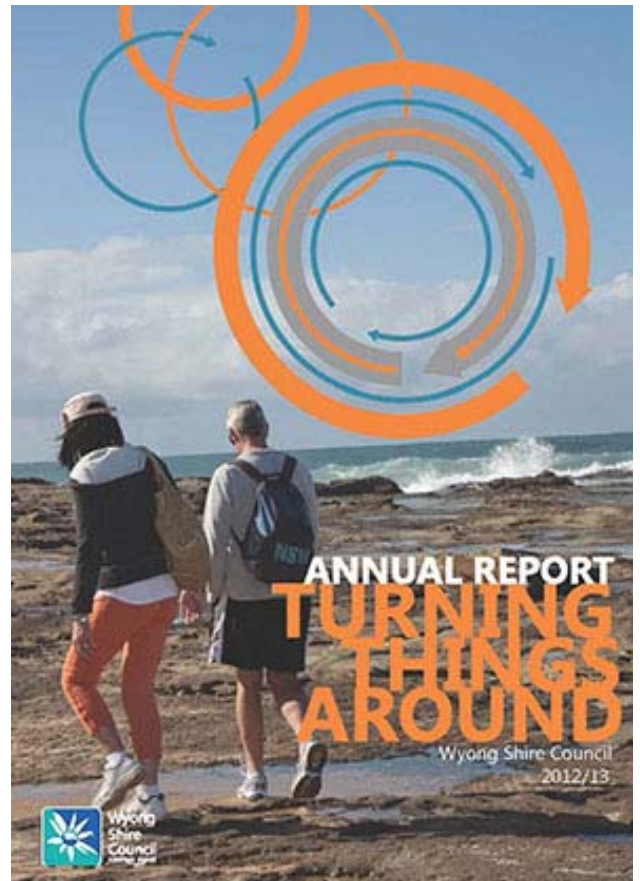
Planning for the 2014-15 Strategic Plan and budget process commenced including plans to upgrade to an automated "power-planner" platform to improve reporting transparency.

Initial planning has commenced for the Councillor Workshop scheduled for February 2014.

2013-14 Annual Report

The 2013-14 Annual Report was prepared during Q1 for consideration by Council in November.

The theme - Turning things around - reflects the financial turn-around, Wyong Shire being open for business, extensive community engagement and alignment to community needs.



Human Resources

Succession planning

Council's annual succession planning forum was held with the Executive Team in August. The process assists in the identification and development of targeted potential successors within the organisation for the first four tiers of management.

Southland MOU

An MOU with Southland Council in New Zealand has been developed and was signed by both General Managers. The MOU establishes a mutually beneficial staff exchange program to begin in March 2014.

Child Care pre-vocational funding request

State Training Services approved Strategic Skills Priority Funding for pre-vocational training in child care. The funding will enable Council, in partnership with TAFE Central Coast, to hold a five week training program for job-seekers. Upon completion of the program seven 12 month traineeships in Certificate III in Children's Services will be offered.

Remuneration

A review of the Frozen Sick Leave Scheme was undertaken. This scheme is only open to staff employed by Council prior to October 1989. The scheme currently allows staff in the scheme to have their accrued sick leave paid out upon termination or retirement. WSC is seeking to limit this liability if possible. Discussions are continuing with union representatives and a report will go to Council in Q2.

Drug and Alcohol Testing

The implementation of the Alcohol and Other Drugs program progressed with employees attending one of 60 awareness sessions. The purpose was to increase staff awareness about the dangers of alcohol and other drugs and advise that Council will be introducing a random testing program for staff from November 7.

WHS Management System

Work continues on the rewriting of 190 documents within our WHS Management System in order to conform with new National Safety Legislation and new Self Insurers Audit Legislation requirements.

Preparation for the next Workcover Self Insurers Audit in February 2014 commenced.

Figtree roll out

Council has purchased a new safety reporting and monitoring system, Figtree, to replace SafeTsmart.

The system underwent testing and configuration during this quarter and will be fully functional by December 2013. Figtree allows for better monitoring and reporting and the ability to create our own reports for analysis of accident and near miss trends.

Corrective Services NSW MOU signed

An MOU with Corrective Services NSW has been developed and was signed by both parties. The MOU establishes a formal partnership that provides community service workers the opportunity to undertake community service activities that contribute positively to the local community.

Information Management

Electronic Conveyancing Service

An upgrade was completed to Council's electronic conveyancing service enabling all certificates required for conveyancing purposes to be ordered online and delivered electronically to the customer within a few hours of receiving their application.

This quick and easy way of ordering and delivering certificates ensures that property sales are completed as quickly as possible.

Microwave Telecommunications Upgrade

A microwave telecommunications 'backbone upgrade' was undertaken connecting critical remote sites at Charmhaven Depot, Long Jetty Depot and Buttonderry Waste Management Facility.

The upgrade will provide each site with a minimum of 150% improvement in network performance and improved reliability due to a higher tolerance for weather changes.

Emergency Operations Centre Network Redesign

Information Management worked with the Rural Fire Service and our own Emergency Operations Centre (EOC) to address concerns regarding the network design at the EOC at Charmhaven.

The internal network has now been redesigned to provide a more reliable wired and WIFI network.

Electronic Storage Upgrade

Council's current electronic information storage solution is nearing end of its life and had almost reached its maximum capacity. A replacement solution to service Council over the next five years was implemented, and the process of transferring servers and electronic information is continuing.

An additional storage device was purchased for Charmhaven Depot to improve Council's disaster recovery capability. The project was completed in September.

Legal & Governance

Internal Ombudsman

The Internal Ombudsman's Office continues to investigate complaints and has completed 20 investigations, assisted in policy development and appointed probity officer for a sensitive/complicated tender.

Internal Audit

Two final reports were issued relating to the annual RMS DRIVES24 Security and Compliance Audit. The audit provided a high level of assurance to RMS that security and compliance risks are being effectively managed and are in line with the prescribed requirements of the Terms of Access Agreement.

Twenty two management actions, relating to audit recommendations, were closed during the period. Validation work verified the closed items had been undertaken and the associated risks are now being managed more closely.

Risk Register

The corporate Risk Register was moved to Council's intranet during Q1 as part of the Enterprise Risk Management Strategy project.

Service Unit Managers were provided with training and have been using the new system since the end of September.

Legal proceedings

Council was party to various legal and other proceedings and conducted a legal review of the environment protection licences issued to Council by the NSW Environment Protection Authority.

Community & Recreation Services Department

Community Partnerships & Planning

New CCTV Cameras Installed

New CCTV cameras were installed at Blue Haven Community Centre and the Lake Haven/Gravity Precinct. In addition four new relocatable cameras were purchased to target hot spots.

The new technology allows for remote access and the high definition cameras installed with a light finder ensure quality images even at night.

The cameras complement previous CCTV cameras installed at the site resulting in an 85% reduction of graffiti/vandalism after installation.

Transition to School Video

Educators from WSC's Little Coast Kids Care & Education Centres partnered with the Department of Education and Communities and Skip Film Productions to produce a series of videos on the transition of children from the early childhood setting to the first years of school.

The videos, launched in August, will be used as a resource for training and information for both schools and early childhood settings in an effort to bridge the gap between early childhood education and formal school education.

National SunSmart Childcare Program

All six Little Coast Kids Care & Education Centres were assessed as SunSmart by complying with the requirements of the National SunSmart Childcare Program run by the Cancer Council of NSW.

The program supports childcare services in the development and implementation of a sun protection policy which minimises children's exposure to ultra violet radiation and reduces the risk of skin cancer.

Events Management Guide

An Event Management Guide was developed to assist event organiser's stage strong events and to provide a support structure for event organisers. It answers frequently asked questions, provides information, resources, tools, templates and relevant event contacts. The guide not only focuses on Council's systems and processes but also aims to provide community members with the resources and knowledge on issues like permits, approval, venues, traffic and legislation.



Positive Ageing Strategy

The Central Coast Positive Ageing Strategy is a joint Wyong and Gosford Council project that is being developed to respond to the ageing of our population.

At the end of September, 2,500 Central Coast residents had completed a community survey and/or participated in an individual conversation or focus group. This has provided valuable information regarding what is important to older residents as they age and the opportunities and challenges of an ageing community.

Road Safety Education Program for 2013-14

Council received confirmation of \$88,827 in funding from under the Local Government Road Safety Program towards the cost of the Road Safety Officer Education (RSO) and delivery of road safety education programs for 2013-14.

These programs have been developed based on an analysis of local crashes and fatalities, consultation with other road safety professionals including police and evaluation of previous programs.

The programs include:

- A Speed Reduction Program targeting selected streets with traffic and speed analysis, police enforcement and community education
- A Late Night Transport Guide
- Child restraint checking program
- Workshops for the supervisors of learner drivers.

Customer & Community Relations

Northern Community Hub

A concept document was prepared for the Northern Community Hub for the purpose of discussions with key stakeholders and possible partners.

An overview of the project was presented to the Regional Leadership Network Meeting (includes all Directors of State and Federal agencies in the Central Coast) as well as the Senior Regional Co-ordinator from Premier and Cabinet Central Coast.

IAP2 Conference

At the start of September, Wyong Shire Council was represented at the International Association of Public Participation (IAP2) Australasia Best Practice in Community Engagement Conference in Adelaide.

Council was selected to present *It's Everyone's Problem* - a communications, community engagement and education program for the Estuary Management Plan under the \$20m Federal Government Caring for Our Country funding.

It was a great opportunity to highlight the cross collaboration work undertaken between Council's Service Business Units, the three levels of government and numerous partner organisations.

Mobile Website Launched

A mobile version of our corporate website was launched on August 27. Information sections have been adapted specifically for the mobile platform including links to the most popularly visited pages and sections.

By creating a mobile site instead of an application, the cost to pay to upload it to app stores was removed as well as making it available for mobile platforms.

Online Computer and Mobile Device Training

The Library Services website provides 24/7 access to *thecomputerschool.net*, which offers hundreds of comprehensive free user-friendly online technology tutorials. These tutorials include full colour, easy-to-follow screen shots with step by step instructions on topics with more being continually added.

Our customers will be able to tap into *thecomputerschool.net* and discover how easy it is to use iPads, iPhones, iPods, smart phones and tablet computers to download electronic books, audio books and magazines.

Customer Service Review

Planning commenced on Phase 2 of the Customer Service Review following the successful completion of Phase 1 in June 2013. Phase 2 focuses on implementing the high priority recommendations from Phase 1, with a key outcome of embedding a customer service culture across the organisation and improving the customer experience by making it easier to do business with us.

A-Z of Council Services

A 20 page booklet listing over 40 of Council's most popular services was updated and printed for the third year running. The A-Z of Council Services was posted to 59,000 ratepayers in July.



Communicating the Special Rate Variation

Following the approval by IPART of a 4 year 6.9% Special Rate Variation, the communications team worked with finance and other areas of Council to develop key communication materials.

- *Your Rates* brochure was posted to every ratepayer in the Shire in July and focused on explaining the changes to rates in 2013-14 including the Special Rate Variation.
- A new website page at www.wyong.nsw.gov.au/capitalworks - was set up to help people understand where and how the additional funds raised will be spent.
- Frequently Asked Questions were produced for frontline staff on the SRV.
- The design of the rates bill was amended to help ratepayers understand the changes to their rates and clearly separate out Ordinary Rates from Water and other charges.

National Family History Month

Our Library Service has an extensive collection of family history resources to help patrons discover their ancestors and their histories. Wyong Family History Group visits our Tuggerah branch one Saturday per month to help family historians navigate the world of births, deaths and marriages, convict passenger records, shipping records and to assist our customers to develop successful search strategies.

To commemorate National Family History Month, State Records NSW visited Tuggerah Library during August and spoke to over 40 attendees about the challenging issue of tracking down records of ancestors who had passed away in psychiatric hospitals, infirm and destitute asylums.

Open Space & Recreation

Wyong Shire Garden Competition Awards

A number of Landcare groups took out prizes at the 2013 Wyong Shire Garden Competition.

The Gwandalan and Summerland Point Community Garden won Culinary Garden - Community Award for the second year in a row and held an open day for the public on September 22 to celebrate the win.

Sohier Park Playground

The Shire's newest playground, on the corner of Ken Cook Way and Shirley Street, Ourimbah, opened in August. Designed in consultation with the local community Sohier Park Playground is a state-of-the-art facility that caters for pre-schoolers to young teenagers. It features:

- a 25 metre long double flying fox
- a 7.4 metre high net climbing structure
- an explorative dinosaur skeleton
- regular play equipment like swings, slides and spring toys
- a large shelter, adult seating and bike racks.



Magenta Shared Pathway

The Magenta Shared Pathway Concept Design Project commenced in Q1.

This project will produce a concept design, construction methodology and estimate of staged construction options for a shared pathway to link existing pathways in The Entrance North to the shared path on the western side of Evans Road, Noraville.

New tablets (mobile touchscreen computers)

The Open Space Unit has recently purchased seven tablets to improve the efficiency of staff in the field.

Three tablets are in use by our Sports Field Teams with software being built to allow staff to open and close sports fields on their tablet and also automatically update the website, wet weather phone line and SMS bounce back messaging.

Tablets are being used by our Public Tree Risk Management Coordinator and Noxious Weeds and Pest Species Officer to perform site inspections, capture pictures and send service requests.

Weed Spray Operators will now use tablets to capture information on where, when and what to spray. Electronic access on site enables our operators to look up weather conditions and plan their day accordingly, as well as view booking sheets.

Recreation Facilities Survey

A survey benchmarking open space and recreational facilities in Wyong Shire against seven other Councils, found that Wyong received the highest satisfaction ratings in the history of the survey. The quality of grass, fences, barriers, pathways, trails, sports fields and ground litter removal continued to receive the highest ratings.

Mannering Park Welcome Wall

The official opening of the Mannering Park's Welcome Wall was held on September 26. The Mannering Park Tidy Towns Group undertook the project which was self-financed through fundraising activities and donations of services and materials. The group raised over \$14,000 to complete the project.

New Tidy Town Groups

Berkeley Vale Tidy Towns group formed in May and held a two day working bee in August collecting over 4,000 litres of dumped waste and litter.

A new Tidy Towns group also started up at Gorokan focusing on litter collection, lake wrack removal, saltmarsh areas and land weed removal. Gorokan Tidy Towns had their first working bee in August.

Development & Building Department

Development & Rezoning

Estimated Dollar Value of DAs

The dollar value for Development Applications (DAs) received in the first quarter was \$113m, with DAs determined amounting to \$80m. This trend should see 2013-14 eclipse previous years.

Some of the major applications dealt with this quarter include:

- \$7.7m in alterations and additions to a Registered Club at Doyalson;
- \$5.6m in alterations and additions to an existing Bunnings Warehouse at Tuggerah
- \$13.4m 154 bed aged care facility at Hamlyn Terrace

DA Processing Times

Net Median Processing times for DAs this quarter was 29 days, with one priority DA issued in July in a net median turn-around time of 8 days. These times are well under the target of less than 40 days and well above state averages.

Warnervale Town Centre

The first DAs were issued for the Warnervale Town Centre this quarter, including Yeramba Estate's residential subdivision.

Draft conditions have also been issued for Urban Growth's residential subdivision adjacent to Sparks Road and the new entry road.

Building Certification, Compliance & Health

Paws For Claws

\$6,400 was raised at a very successful Paws for Claws event in August which attracted a large number of people to The Entrance.

The funds raised go to support Council's Animal Care Facility at Charmhaven and the RSPCA.

Swimming

Pools

Community consultation and a resident e-panel survey were undertaken in Q1 for the proposed private pool inspection program in line with changes to NSW legislation. The inspection program has since been adopted by Council.



Beachwatch

In partnership with the Office of Environment and Heritage, Council staff commenced the 2013-14 Beachwatch season.

This inspection program analyses water quality at 22 popular lake and ocean beach locations on a weekly basis.

Ongoing lake and foreshore improvement programs are likely to see these sites become consistently safer for swimming in coming years.

Infrastructure & Operations

Contract & Project Management

Norah Head Boat Ramp

Tenders for the construction of the Bald Street Boat Ramp closed on 5 September 2013. Three tenders were received and are currently being evaluated. A report on the evaluation of tenders will be submitted to Council in November 2013. The upgrade will be funded from the Special Rate Variation.

Wyong River Streambank Rehabilitation

Wyong River Streambank Rehabilitation works were successfully completed this quarter.

Mannering Park RFS Station Upgrade

Design brief and tender documents were completed this quarter, with community consultation continuing throughout the process.

Roads & Drainage

Minnesota Rd upgrade complete

After many years of planning, Minnesota Road was successfully opened to traffic in September after a \$5.6m upgrade.

A total of 144 concrete box culverts (drains) were installed meaning the road is now able to provide access after storms up to a one in 100 year flood event. The road was also widened and a shared pathway constructed to allow for safer access for school children at Wadalba Community School.

Minnesota Road is a vital road linking new residential suburbs of Hamlyn Terrace and Warnervale to the Pacific Highway, Wadalba shopping centre and the Warnervale Town Centre.

Waterways & Asset Management

Lakes Management

Council collected 3,498m³ of wrack during the quarter from the Tuggerah Lakes. Large volumes were collected over a 21 day period between mid-August to mid-September when two harvesters and a truxor ran simultaneously.

The final report on the Estuary Management Program was sent to the Federal Government satisfying the last of Council's contractual requirements under the Caring for our County grant.

Gross Pollutant Traps (GPTs)

The GPT at Wirrigan St, Charmhaven, was replaced and will intercept pollutants from a 92 hectare catchment area before the entry into Tuggerah Lakes estuary. A second GPT was replaced at Spring Valley Avenue, Gorokan.



Water & Sewer

Lower Hunter Water Plan

The Lower Hunter Water Plan focuses on drought management for the Lower Hunter. The plan is currently in draft form and has identified a number of options including demand management, restrictions, temporary desalination and the existing Central Coast/Hunter Pipeline Agreement with no raising of Mangrove Creek Dam planned at this stage.

Mardi Dam Tower

The contract for the demolition of the Mardi Dam Tower has been awarded. The dam level needs to be raised to 80% for demolition to occur with work on the tower expected to start in late November. Mardi Dam is currently being filled with water releases from Mangrove Dam given the low Wyong River and Ourimbah Creek river flows and high consumption demands.

Water Meter Replacement Program

Council staff have replaced all 80 & 100 mm water meters requiring replacement with the replacement of the 40 & 50 mm meters (176 in total) scheduled to commence in Q2. Tenders for the replacement of the 20 & 25 mm meters (approx. 12,000) have closed, with work to commence in Q3. It is anticipated that the full replacement program will be completed by 30 June 2014.

Sewer rehabilitation

The contract for sewer rehabilitation works was awarded this quarter. Due to the size of the project, the contractor will establish a permanent works depot at Warnervale, and have a full time construction crew consisting of 13 team members based on the Central Coast. This was a joint tender with Gosford City Council.

Property & Economic Development

Commercial Enterprises

Buttonderry wins National Excellence Award

Our Buttonderry Waste Management Facility (BWMF) took out top honours at the Waste Management Association of Australia's 2013 Landfill and Transfer Station Innovation and Excellence Awards.

Judges stated that the facility had the 'whole package of leadership in environmental and landfill management' and was 'exceptionally' well managed facility with environmental protection measures and monitoring systems which went well beyond licence requirements.

Capital works at Buttonderry

Construction of a new waste cell and associated works commenced this quarter. Construction is expected to be completed by - October 2014.

Development and construction approvals were also obtained for a new administration building at Buttonderry to be built by August 2014.

Award for Budgewoi Holiday Park

Budgewoi Holiday Park received a Silver Gumnut Environment Award at the Caravan and Camping Industry Association's (CCIA) Awards, having developed an integrated Environmental Management Plan and proven continued commitment to sustainability. It was also a finalist in the Hunter & Central Coast Tourism Awards.

Toowoan Bay Holiday Park was recognised as a finalist in the 2013 CCIA NSW Awards of Excellence in the category of Holiday, Tourist & Resort Parks.

Chemical CleanOut

The second of the 2013 biannual household chemical collections was held on Saturday 24 August, at Charmhaven depot, as part of the state-wide "CleanOut" program.

The event attracted 1,045 vehicle drop-offs by local residents. A record 35,000 kilograms (35 tonnes) of materials was collected on the day.

Materials collected included paints, oils and fuels, pool and hobby chemicals, gas bottles, batteries, pesticides, herbicides, acids and alkalis, household cleaners and fluorescent tubes.



Waste education activities

- Approximately 90 Year 3 and 4 students from Brooke Ave Public School visited the Materials Recovery Facility in September, learning how household recyclables are sorted.
- A recycling display was set up at Bay Village and Lake Haven Shopping Centres and attended by staff from Remondis and Council.
- Three free waste wise workshops were held with approximately 60 participants.

Property Development

Long Jetty Masterplan

The draft Masterplan for the Long Jetty Town Centre and Foreshore was exhibited in August and September, and adopted by Council in October 2013. The Masterplan focuses on improvements to public and private land in the Long Jetty Village which are practical and affordable and build on the natural strengths of the area such as the proximity of the Tuggerah Lake, Foreshore Reserve, existing parks and playgrounds, and good transport links.



Budgewoi Masterplan

In August, the draft Masterplan for the Budgewoi Town Centre was finalised, and exhibited in October.

Key Site, The Entrance

Following endorsement by Council of the planning proposal for the Key Site, it has now been forwarded to the Department of Planning and Infrastructure for finalisation.

The Entrance Tile Replacement Project

A contractor was appointed to undertake the first stage of the Tile Replacement Project in The Entrance, at the eastern side of The Entrance Rd between Ocean Parade and Marine Parade with granite pavers.

The work is scheduled to be completed before December.

The Entrance Memorial Park Re-Design

A detailed survey (including locating underground services) for the Memorial Park/Waterfront Plaza area in The Entrance was completed in September.

The survey plan will now be used in the preparation of the concept designs for the area. Staff held discussions with key stakeholders in the town centre about this design during October.

Lakeside Plaza

A meeting was held in September with the owner of this site to discuss further opportunities and options for addressing the Public Benefit Offer for this site. A revised public benefit offer is now being prepared by the applicant and it is expected to be submitted to Council in November. If the public benefit offer is acceptable, a report on the proposed planning proposal seeking to vary the maximum building height will then be forwarded to Council for consideration.

Wyong Business and Education Precinct

A draft Economic Feasibility Report for the proposed Education Precinct has been received. The draft report will be reviewed by staff before it is finalised. The final report will inform the preparation of a masterplan for the site which is expected to be completed by June 2014.

Wyong Local Environmental Plan (WLEP)

Throughout the first quarter, discussions between senior Council staff and representatives from the NSW Department of Planning and Infrastructure advanced WLEP 2012. Some outstanding issues were resolved that should see it on track for finalisation prior to the end of the year.

In September, the Director General of the Department of Planning and Infrastructure gave conditional approval to Council's Settlement Strategy.

Property Management

Accessible community buildings

Extensions to Colongra Bay (Lake Munmorah) Hall were completed, providing additional fully accessible office/meeting spaces complete with data cabling.

The upgrade of the accessible toilets at Lakes Beach was completed and involved the construction of two new accessible toilets that will fit the wider than standard beach wheel chairs available for hire at Lakes Beach.

Graffiti management

Council is working with Corrective Services to facilitate the removal of graffiti on non-Council assets by people on the Community Offenders program two days per week.

Areas targeted include fence lines along Sparks Road (Woongarra and Hamlyn Terrace), Pacific Highway (Wyong), Casey Drive (Watanobbi) and fence lines bordering reserves and walkways in Blue Haven, Halekulani and Lake Haven.

In Q1, Council responded to 241 requests to remove graffiti from Council assets.

3. Progress on Principal Activities

3.1. Council's Delivery Plan

Council's 2012-16 Strategic Plan details the main activities Council will deliver from 2012-13 through to 2015-16.

The Local Government (Planning and Reporting) Amendment Act 2009 requires Council to prepare a 4 Year Strategic Plan and report to Council on progress against it at least every six months.

Council's 2012-16 Strategic Plan contains the:

Annual Plan

The Annual Plan is a subset of the 4 Year Delivery Plan and describes the activities to be undertaken by Council in the 2012-13 financial year. The Annual Plan includes the capital and operational expenditure budgets for the coming financial year.

4 Year Delivery Plan

The 4 Year Delivery Plan outlines the Principal Activities plus the capital investment to be undertaken by Council in the medium term. It also includes actions for delivering the objectives and strategies within the Community Strategic Plan.

Council's Principal Activities

Council has the following 12 Principal Activities that are the core services it provides to the community:

1. Community & Education
2. Community Recreation
3. Economic & Property Development
4. Council Enterprises
5. Regulatory
6. Environment & Land Use
7. Waste Management
8. Roads
9. Drainage
10. Sewerage Services
11. Water Supply
12. Administration

Assessing Council's Progress

In assessing Council's progress in implementing the 2012-16 4 Year Delivery Plan and the 2012-13 Annual Plan, a range of qualitative and quantitative performance measures are used.

Within the Strategic Plan there are Key Performance Indicators (KPIs) which focus on overall organisational performance and Service Performance Indicators (SPIs) which focus on the individual services and products Council provides to the community through its Principal Activities. There are also details of relevant actions that Council has decided to take to achieve required outcomes for the community. The organisational KPIs have been allocated to relevant Units and are reported together with the other Unit specific indicators. This report details the progress against the relevant performance indicators and actions from the Strategic Plan. Where targets have not been achieved or actions are not on track, comment is provided as to how this will be addressed in the future.

Key performance indicators that measure financial sustainability are contained within section 4.5.

The table below is a summary of the overall progress on principal activities. Please refer to attachment 5.8 for a detailed report on the progress on principal activities as at the end of the September quarter.

Status	Number	%
On Track	216	80
Off Track	21	8
Project Completed	9	3
Project Deferred	24	9

3.2. Major Projects

The Strategic Plan also identifies 15 Council projects as "Major Projects". These are high priority projects that are designated by the General Manager as being of critical importance to improving service delivery to the community.

Responsibility for completion of these critical projects in accordance with their approved work program usually rests with Operational Units or Departments.

A Major Projects Unit in the General Manager's Department supports and monitors progress as well as being directly responsible for delivery of the remainder of the projects. The table below lists the overall status of each major project. Further details on progress of specific actions related to major projects are also contained within the relevant Principal Activity in Attachment 5.8.

Major Projects 2013-14			
Project Name	Responsible Unit	Progress	Comments
Wyong Shire "Art House" (subject to funding) - The construction of a performing arts centre that will provide a state of the art facility for the Central Coast	Community Partnership and Planning	On Track	Draft concept plans developed. Communication Strategy information updated on web site. Regional Development Assistance Fund Round 5B applications submitted for funding.
Lake Munmorah Civic Centre (Government Hub) - Identification and planning for a Lake Munmorah Civic Centre to improve accessibility to all government services for all community members in the north area of the Shire	Customer and Community Relations	On Track	Developed a concept document for discussion. Overview of project provided to Services NSW, Regional Leadership Network, Premier and Cabinet Central Coast, Enterprise Connect.
Support and Promotion of Dune Care / Landcare - Support and promotion of the extensive volunteer network to enhance the environmental outcomes	Open Space and Recreation	On Track	477 volunteers to date including Tidy Towns volunteers
Support of Pioneer Dairy and Regional Sport Facility development - Support and promotion of this unique Community facility to increase utilisation	Open Space and Recreation	On Track	Concept plan revised for reduction option
Airport (Bushells Ridge) - Support and promotion of the establishment of a regional airport on the border of Wyong Shire and Lake Macquarie Councils	Property Management	On Track	Pending gazettal of LEP with airport
Enhanced Graffiti Removal - Enhanced amenity and reduced ongoing maintenance costs	Property Management	On Track	Improved graffiti removal methods in place. Department of Corrective Services have commenced removal of graffiti on non-Council assets in high visibility areas, 2 days per week as agreed.

Major Projects 2013-14			
Project Name	Responsible Unit	Progress	Comments
Iconic Sites Development - Development of key iconic sites to increase economic and sustainable development	Property Development	On Track	Staged DA's are being prepared for 3 Council owned iconic development sites - Oasis Site in Wyong, Short Street Car Park in The Entrance and Toukley Town Centre Car Park.
Property Portfolio Strategy - Identification and planning for future development to create a revenue stream to off-set increase rates	Property Development	On Track	Preliminary draft Strategy is currently being prepared.
Warnervale Town Centre - Development of the Warnervale Town Centre to support local community and future development	Property Development	Off Track	Community development program will follow development of Town Centre retail hub.
Best Practice Application Assessment - Efficient assessment of Development applications to the benefit of Council and the community through industry best standards for turning around applications	Building Certification, Compliance and Health and Development and Rezoning	On Track	Median processing time for Development Applications in Building Certification, Compliance and Health is currently 12 days and Complying Development Certificates is 7 days. Review of Development and Rezoning Unit assessment reports and internal processes has commenced. To be consolidated in Quarter 2
Shire-wide Comprehensive LEP and DCP Adopted - Adoption of a new Local Environmental Plan that responds to current challenges and opportunities, as well as establishing direction for the Shire for the next 20 years	Development and Rezoning	On Track	Gazettal of LEP expected November 2013.
Establishment of Waterways Service - Ensuring a corporate and community focus on local waterways both now and in the future with a focus on wrack removal and gross pollutant traps to ensure our lakes remain healthy and aesthetic pleasing, increasing their use by the community	Waterways and Asset Management	On Track	
Central Coast Water Corporation and Joint Services Business Establishment - The management of the supply of water and sewerage services for the Central Coast Region, supported by a combined, Wyong Shire Council and Gosford City Council Joint Services Business. This service will provide essential administration services and operating efficiencies to the Central Coast Water Corporation and both Councils.	Water and Sewer	Deferred	Central Coast Water Corporation and Joint Services Project remains on hold

Major Projects 2013-14			
Project Name	Responsible Unit	Progress	Comments
Capital Works Program - Renewal and upgrade projects that address the current asset maintenance gap while also delivering on new high usage assets such as completing the gap in the North Entrance cycleway to enhance accessibility	Contract and Project Management	On Track	Annual schedule prepared to deliver projects referred from internal clients and on track to deliver to the satisfaction of the client
Managing outcomes of the Special Rate Variation - Create financial sustainability and enhance the standard of assets and reduce Council's asset maintenance backlog substantially	Finance	On Track	Systems in place to monitor and report on progress of all Special Rate Variation projects.

3.3. Special Rate Variation Projects

In June 2013, Council was successful in gaining approval from the Independent Pricing and Regulatory Tribunal (IPART) for a Special Rate Variation, providing an increase to General Rates of 6.9% per year for 4 years, commencing 2013-14. This increase includes the normal rate peg amount of around 3% set annually by IPART. In accordance with the IPART approval, the additional rate income must be used to reduce the \$130m funding shortfall required to return Council's General Fund assets to a satisfactory condition.

Council will determine a list of works to be undertaken on an annual basis from the Special Rate Variation funds. The IPART approval also requires Council to report on the results achieved from the use of these funds. The table below sets out the year to date status of each of the approved 2013-14 projects. This information will also be reported to the community each quarter, along with a more detailed analysis at the end of the financial year.

Special Rate Variation Projects 2013-14			
Project Name	Responsible Unit	Progress	Comments
Outdoor playground upgrade at Treelands Care & Education Centre: Complete outdoor playground area upgrade to meet National Quality Framework requirements and commitments made to The Department of Education and Communities. This includes construction of wooden deck, digging patch and installation of shade sail.	Community Partnerships and Planning	On Track	Planning phase completed in consultation with stakeholders. Work will commence in next quarter.
Library RFID improvements: Install six floor mounts for RFID gates to improve access	Customer and Community Relations	On Track	Program costed and contractors sourced.
Asset Protection Zone (APZ) Upgrades: Upgrade and improvement in 30 APZ	Property Management	On Track	11 upgrades to date
Fire Trail Upgrades: Upgrade and Improvement in 2 fire trails	Property Management	On Track	Preparation of tender documents commenced.
Natural Asset Capital Upgrades and Renewals: Natural Asset Capital Upgrades and Renewals including signage, trail restoration, fencing, barriers, erosion control	Property Management	On Track	Curtis Parade/Wyuna, The Entrance North - beach access replacement completed. Uwa Street Steps installed. Ocean Street access repaired and reopened. Soldiers Beach stairs completed.
Norah Head Bald Street Boat Ramp Replacement	Open Space and Recreation	On Track	Quotes received for construction.
Toukley Pool - Upgrade filtration system in pool plant room: Required for efficient operations and to reduce ongoing maintenance costs.	Open Space and Recreation	On Track	Quotes received for upgrade.

Special Rate Variation Projects 2013-14

Project Name	Responsible Unit	Progress	Comments
Air Conditioning unit replacements: Replace various A/C units based on recommendations from an audit carried out during 2012-13	Property Management	Completed	New chiller unit has been installed in Block A of Civic Centre.
Kitchenettes Upgrades: Upgrading of 4 kitchenettes (per annum) to meet legislative requirements per year	Property Management	On Track	Designs finalised, orders placed, scheduling of work is underway.
Passenger Lift Upgrade (Lift No 2): Upgrade of Civic Centre Lift No 2 to meet legislative guidelines	Property Management	On Track	Work programmed for December, 2013.
Lake Haven Town Centre Masterplan Implementation: Priority projects identified in the Lake Haven Town Centre Masterplan which is anticipated to be adopted by Council during the first quarter of 2013-14	Property Development	On Track	Draft Masterplan prepared and Councillors briefed in September 2013 prior to public exhibition. Masterplan is expected to be adopted early in 2014.
Long Jetty Town Centre Masterplan Implementation: Priority projects identified in the Long Jetty Town Centre Masterplan which is anticipated to be adopted by Council during the first quarter of 2013-14	Property Development	On Track	Draft Masterplan has been exhibited for public comment and will be reported to Council in October 2013 seeking adoption. Priority works identified in the draft Masterplan are underway for completion during 2013-14
Toukley Town Centre Masterplan: Toukley Eastern north-south link footpath, landscape and safety upgrade	Property Development	On Track	Project tender documents prepared.
Anita Avenue at Agatha: Road Upgrade including stormwater drainage	Roads and Drainage	On Track	
Bay Road: Road Upgrade including stormwater drainage	Roads and Drainage	On Track	
Berkeley Road: Road Upgrade including stormwater drainage	Roads and Drainage	On Track	
Bumble Hill Guardrail: Road Safety Facilities	Roads and Drainage	On Track	
Bunning Creek Road: Road Upgrade (Seal)	Roads and Drainage	On Track	
Elouera Ave: Road Upgrade with possible stormwater drainage	Roads and Drainage	On Track	
Goorama Ave: Road Upgrade/Renewal including stormwater drainage	Roads and Drainage	On Track	

Special Rate Variation Projects 2013-14

Project Name	Responsible Unit	Progress	Comments
Panorama Ave/Hobson: Road Upgrade/Renewal with possible stormwater drainage	Roads and Drainage	On Track	
Saltwater Creek Killarney Vale timber footbridge replacement programme	Roads and Drainage	Off Track	Delays with gaining environmental approvals will delay physical works until late 2013
Shire Wide bridge renewals	Roads and Drainage	On Track	
The Entrance Road disabled parking improvements: Road Safety Facilities	Roads and Drainage	On Track	
The Ridgeway (CH1100 CH1870): Road Upgrade and Renewal	Roads and Drainage	Off Track	Anticipated delays with relocation of power poles will delay road works until mid-2014
Timber footbridge replacement programme – Peninsula	Roads and Drainage	On Track	
Tumbi Rd at The Ridgeway: Road Safety Facilities	Roads and Drainage	On Track	
Information Technology upgrades to improve organisation productivity and efficiency and service quality	Information Management	On Track	
Finance Technology upgrades to improve organisation productivity and efficiency and service quality	Finance	On Track	

4. Quarterly Budget Review Statement

4.1. Responsible Accounting Officer's Statement

Report by Responsible Accounting Officer

The following statement is made in accordance with Clause 203(2) of the Local Government (General) Regulations 2005.

It is my opinion that the Quarterly Budget Review Statement for Wyong Shire Council for the quarter ended 30 September 2013 indicates that Council's projected financial position at 30 June 2014 will be satisfactory at year end, having regard to the projected estimates of income and expenditure and the original budgeted income and expenditure.

Vivienne Louie
Acting Responsible Accounting Officer

27 November 2013

4.2. Operating Result

Consolidated

Financial Performance 2013-14 Year to Date	Last Year Actual 2012-13 \$'000's	YTD Actual 2013-14 \$'000	YTD Budget 2013-14 \$'000	Full Year Budget 2013-14 \$'000
Income (including capital)	248,427	163,624	161,958	245,419
Expenses	226,006	54,583	58,491	233,120
Net Operating Result	22,421	109,041	103,466	12,300
Income from Capital items	15,115	1,542	1,877	14,644
Net Operating Result before capital items	7,305	107,498	101,589	(2,344)

The Q1 operating result (including capital income) is favourable to budget by \$5.6m, with income above budget by \$1.7m, and expenditure under budget by \$3.9m. The YTD surplus excluding capital income is \$5.9m favourable to budget.

The favourable income variance relates to timing differences of budgeted Rates and Annual Charges that have been corrected as part of this Q1 review. The favourable expenditure variance relates predominantly to materials and contracts.

The detailed financial reports can be found on pages 42 to 48 of this document, while the following pages provide an analysis of the Q1 results.

Income Analysis

Based on the result at 30 September 2013, income (including capital) is above budget by \$1.7m. Analysis of this variation is below.

Income from Continuing Operations	Last Year Actual 2012-13 \$'000	YTD Actual 2013-14 \$'000	YTD Budget 2013-14 \$'000	Full Year Budget 2013-14 \$'000
Rates & Annual Charges	135,675	142,565	139,598	142,171
User Charges & Fees	57,502	13,209	14,625	60,570
Interest and Investment Revenue	9,271	2,409	2,290	8,677
Other Revenue	4,083	1,296	970	4,124
Grants & Contributions Operating	25,953	2,490	2,460	14,431
Grants & Contributions Capital	15,115	1,542	1,877	14,644
Gain from the Disposal of Assets	828	112	138	803
Total Income from Continuing Operations	248,427	163,624	161,958	245,419

Note: Full year budget above represents original budget figures

Rates and Annual Charges

YTD Rates & Annual Charges revenue is favourable by \$3.0m based on actual income of \$142.6m compared to budget income of \$139.6m. The YTD income is aligned to the full year budget. Further analysis of the YTD variance has found misaligned budget phasing for sewer and drainage annual charges. A proposed adjustment to the budget phasing forms part of this quarterly review.

User Charges & Fees

YTD User Charges & Fees income is unfavourable to budget expectations. The majority of income in this category is attributed to:

- residential water usage - 44%;
- tipping fees - 17%; and
- tourist park user charges – 16%.

Tipping fee revenue has had a slow start to the year, but initiatives are being investigated to increase tipping fee revenues.

Interest & Investment Revenue

Interest & Investment Revenue is consistent with budget expectations. Should our cash and investment portfolio continue to yield the YTD investment returns the projected actual full year income will be slightly above budget. Please refer to section 4.4 Cash and Investments for further information on Council's cash management outcomes.

Other Revenue

Other Revenue is aligned to budget with 49% of income being generated through property leases.

Grants & Contributions Operating

Operating Grants & Contributions income is on budget year to date, with no significant variances at this stage.

Grants & Contributions Capital

Capital Grants & Contributions income is tracking slightly under budget. This is expected to recover over the balance of the year.

Gain from the Disposal of Assets

Gain from the Disposal of Assets is in line with budget expectations with projected full year actual income slightly above the full year budget. These gains relate predominantly to disposals of heavy plant, light commercial and passenger vehicles.

Expenditure Analysis

As at 30 September 2013, operating expenditure is under budget by \$3.9m. Analysis of this variation is below.

Expenses from Continuing Operations	Last Year Actual 2012-13 \$'000	YTD Actual 2013-14 \$'000	YTD Budget 2013-14 \$'000	Full Year Budget 2013-14 \$'000
Employee Costs	75,222	18,374	18,979	79,473
Borrowing Costs	16,741	3,879	3,183	16,071
Materials and Contracts	48,418	9,179	11,839	46,325
Depreciation	52,678	13,655	13,693	55,078
Other Expenses	30,264	9,279	10,720	35,859
Loss from the Disposal of Assets	2,683	217	78	313
Total expenses from Continuing Operations	226,006	54,583	58,491	233,120

Note: Full year budget above represents original budget figures

Employee Costs

Employee Costs are favourable by \$0.6m with YTD actual expenditure of \$18.4m compared to the YTD budget of \$19.0m.

Employee costs are Council's largest expenditure type representing one third of operational costs. Council continues to maintain tight fiscal control over labour costs and is developing a budget for 2014-15 which includes further labour cost reductions, while achieving strategic objectives.

Borrowing Costs

Borrowing Costs are unfavourable by \$0.7m with YTD actual expenditure of \$3.9m compared to the YTD budget of \$3.2m. The unfavourable variance is attributable to budget phasing. A nil impact budget variation has been proposed for Q1 which addresses the phasing and also reflects the \$20m internal loan that has been raised between the General Fund and the Water Fund.

Materials and Contracts

YTD materials and contracts expenditure of \$9.2m is below budget by \$2.6m when compared to YTD budget of \$11.8m. This is partially due to the natural lag in invoices received after works/services are provided and also phasing due to changes in operational deadlines.

Depreciation

Depreciation expense is largely consistent with budget expectations with a small favourable YTD variance of \$38k. A proposed Q1 budget adjustment is included in this report which is re-aligning depreciation budgets between asset categories with more detailed depreciation forecasts. These adjustments have no impact on the full year budget estimate of \$55.1m. A further review of depreciation budgets will occur in Q2 in conjunction with the 2014-15 budget preparations when more information is available as to the exact timing of this year capital works programs.

Other Expenses

YTD other expenses of \$9.3m are favourable by \$1.4m compared to the YTD budget of \$10.7m. This variation is predominantly within the Waste unit due to a \$1.3m fall in YTD EPA levy expense, driven by lower tonnages being disposed at the Buttonderry Waste Management Facility.

Loss from the disposal of assets

Loss from the disposal of assets is unfavourable by \$0.1m based on YTD actual losses of \$0.2m against YTD budget losses of \$0.1m. This variation is predominantly related to unfavourable timing difference in proceeds of asset retirements attributable of disposal of an excavator.

By Fund

Net operating results before capital grants and contributions at a consolidated level resulted in a YTD favourable variance to budget of \$5.9m attributed to each Fund as follows:

- General Fund - \$5.0m favourable variance;
- Water Fund - \$0.1m favourable variance; and
- Sewer Fund - \$0.8m favourable variance

Net Operating Result By Fund	Last Year Actual 2012-13 \$'000	Original Budget 2013-14 \$'000	Proposed Changes for Council \$'000	Projected Full Year 2013-14 \$'000	YTD Actual 2013-14 \$'000
General Fund	19,153	191	2,383	2,574	77,341
Water Fund	(8,498)	(6,112)	(2,201)	(8,313)	10,069
Sewer Fund	(3,350)	3,577	118	3,695	20,088
Net operating result before capital items	7,305	(2,344)	0	(2,344)	107,498
General Fund	29,633	10,785	14	10,799	78,054
Water Fund	(5,376)	(3,175)	0	(3,175)	10,556
Sewer Fund	(1,836)	4,690	0	4,690	20,430
Net operating result including capital items	22,421	12,300	14	12,314	109,040

General Fund

The YTD net operating result before capital items for General Fund is \$77.3m compared to a YTD budget result of \$72.4m producing a favourable full year variation of \$4.9m. The most significant variations relate to:

- Materials and Contracts expense (including internal items) favourable by \$2.2m. Expenditure across all units in general fund is tracking behind budget. This is partially due to the natural lag in invoices received after works/services are provided and also phasing due to changes in operational deadlines.
- Depreciation expense favourable by \$0.2m directly attributed to the impact of the recognition of residual values and a review of the estimated useful lives for buildings and plant and equipment undertaken in 2012-13. A proposed budget adjustment has been included in this quarterly review to re-align general fund and sewer fund budgets.
- Other expenses favourable by \$1.8m predominantly within the Waste unit due reduced EPA levy expenses as a direct result of falling tonnages being disposed at the waste management facility.

Water Fund

The YTD net operating result before capital items for Water Fund is a surplus of \$10.1m compared to a YTD budget surplus of \$10.0m producing a favourable variation of \$0.1m. The most significant variations relate to:

- User Charges and Fees income unfavourable by \$1.2m due to a timing difference between the actual income and budgeted phasing for water usage. While Council expects to achieve the full year budgeted income for water usage, actual usage tends to increase over summer months. Additional income as a result of the water meter replacement program is also expected to be realised in the latter part of the financial year.
- Employee Costs favourable by \$0.8m as a result of ongoing vacancies and a sustained focus on improving work practices to reduce unnecessary overtime.
- Borrowing costs unfavourable by \$0.6m attributable to borrowing costs associated with the \$20m internal loan from General Fund to Water Fund which was approved by Council on 26 June 2013. This has been corrected as part of the Q1 budget review.
- Materials and Contracts favourable by \$0.8m. Of this, \$0.2m relates to Drainage flood studies awaiting confirmation of grant approvals and \$0.2m relates to the Mardi Sludge Dewatering project that is currently out for tender. Both of these projects have not yet commenced but are still anticipated to occur later this financial year. Additional savings of \$0.4m have also been realised in Corporate Overheads allocated to the Water Fund.

Sewer Fund

The YTD net operating result before capital items for Sewer Fund is a surplus of \$20.1m compared to a YTD budget surplus of \$19.3m producing a favourable variation of \$0.8m. The most significant variations relates to:

- Rates and Annual Charges favourable by \$2.0m due to incorrect phasing of the Original budget. A proposed budget adjustment is included in this quarterly review.
- Employee costs are unfavourable by \$0.6m largely as a result of minimal leave being taken over this period.
- Materials and Contracts are unfavourable by \$0.4m as a result of additional Corporate Overheads being allocated to the Sewer Fund.
- Depreciation is unfavourable by \$0.2m attributable to an accelerated delivery of the capital works program, resulting in additional depreciable assets coming online during 2012-13. A proposed budget adjustment has been included in this quarterly review to re-align general fund and sewer fund budgets.

By Function – Reportable Business Unit

Net operating results by reportable Business Unit are shown in the following table.

Net Operating Result By Function	Last Year Actual 2012-13 \$'000	Original Budget 2013-14 \$'000	Proposed Changes for Council \$'000	Projected Full Year 2013-14 \$'000	YTD Actual 2013-14 \$'000
Waste Management	17,197	14,258	(469)	13,789	27,565
Holiday Parks	1,882	2,208	103	2,311	388
Care and Education	223	528	7	535	176

Note: Figures exclude Corporate Overheads and Tax Equivalent Payments

Waste Management

The YTD net operating result before overheads and TER's for Waste Management is a \$28.0m surplus compared to a budgeted surplus of \$27.6m producing a favourable variation of \$0.4m. Variations relate to the following:

- External User charges and internal tipping fees unfavourable \$1.9m. Higher tipping fees (driven predominantly by the higher EPA levy) are driving waste to other landfills and alternate waste processing facilities.
- Materials & Contracts favourable \$0.7m. Variable costs across the Waste business are being managed down as a result of the falling tonnages being processed at the Buttonderry waste facility.
- Other Operating Expenses favourable \$1.3m. Falling tonnages at the Buttonderry Facility, combined with approved material re-use are resulting in lower EPA levy expense.

Council is investigating options to both increase tipping revenues and reduce variable expenses in the business.

Holiday Parks

The YTD net operating result before overheads and TER's for Holiday Parks is a \$388K surplus compared to a budgeted surplus of \$294K producing a favourable variation of \$94K. Variations relate to the following:

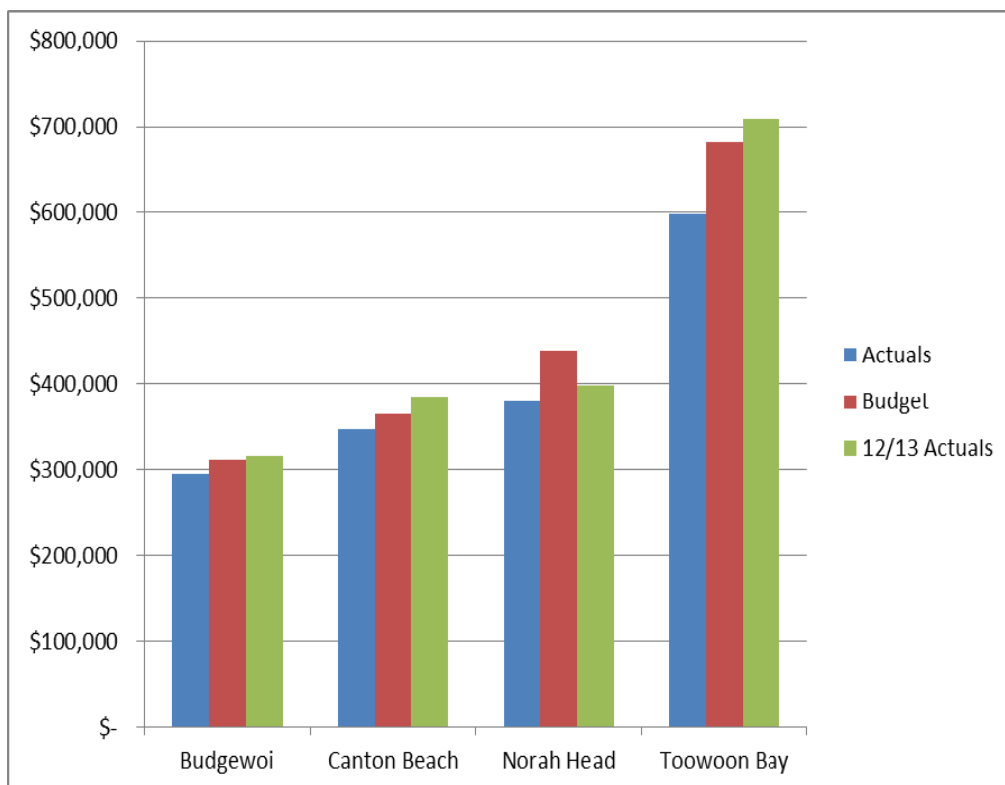
- Materials & Contracts favourable by \$167K. These expenses largely relate to the maintenance of the parks and the cleaning of the cabins. As Q1 is during the off-season for the parks there has not been need to carry out work as often.

- Depreciation is favourable by \$85K which is attributed to the componentisation and effective life review of buildings conducted in June 2013 as part of the rolling revaluation program. Depreciation across the organisation has been analysed as part of this quarterly review and adjustments are proposed to align the budget with the post revaluation forecast.
- Revenue unfavourable by \$177K. Utilisation is down compared to budget across all four parks. This is consistent with what is a downward national trend.

According to Destination NSW (June 2013) research on Travel to Central Coast indicates that holiday or leisure nights were down to 51.2% for the year ended June 2013, compared to 56.6% for the year ended June 2012. Research also showed that staying with friends or relatives is the most popular accommodation used for nights in the region at 48.8%.

The current state of the economy means that families are choosing to camp rather than spend more money hiring cabins. Our YTD cabin nights are up by 8 nights compared to the same period last year, however powered sites for have increased by 1,115 nights. There is also an increase in the occupancy of powered sites due to an increase in travelling retirees. As an example, caravan registrations over 10 years increased from 5,317 in 1996 to 18,840 in 2006 – an increase of 254%. Annual growth of at least 10% is expected to continue.

HOLIDAY PARKS REVENUE BY PARK



Marketing initiatives include:

- Free fun days (Open Days) are being undertaken in the parks. These are expected to not only gain greater exposure to the community but will also attract people from those who are staying at relatives or friends.
- The "grey nomads" market has been targeted. This was done through senior editorials/marketing and having displays at caravan and camping super shows

Care and Education

The YTD operating result for Care and Education (excluding overheads and tax equivalents) is a surplus of \$176k compared to a budgeted surplus of \$140k producing a favourable variation of \$36k. Variations are attributed to User Fees and Charges which is unfavourable by \$22k due to lower utilisations, however, this is offset by reduced operating expenditure in labour \$33k, other operating expenses \$16k and additional other revenue \$10k.

Care and Education Operating Results are as follows:

Q1 Actuals - July to September 2013			
	Childcare	Vacation Care	Total
Operating Income	1,131,430	44,067	1,175,497
Operating Expense	920,938	22,927	943,865
Direct Management Overheads	54,708	1,403	56,111
Operating Result before Corporate Overheads	155,784	19,737	175,521
Direct Corporate Overheads	26,500	679	27,179
Corporate Overheads	174,829	4,352	179,181
Operating Result after Corporate Overheads	(45,544)	14,705	(30,839)
TER's	51,819		51,819
Operating Result after Corporate Overheads & TERs	(97,363)	14,705	(82,658)

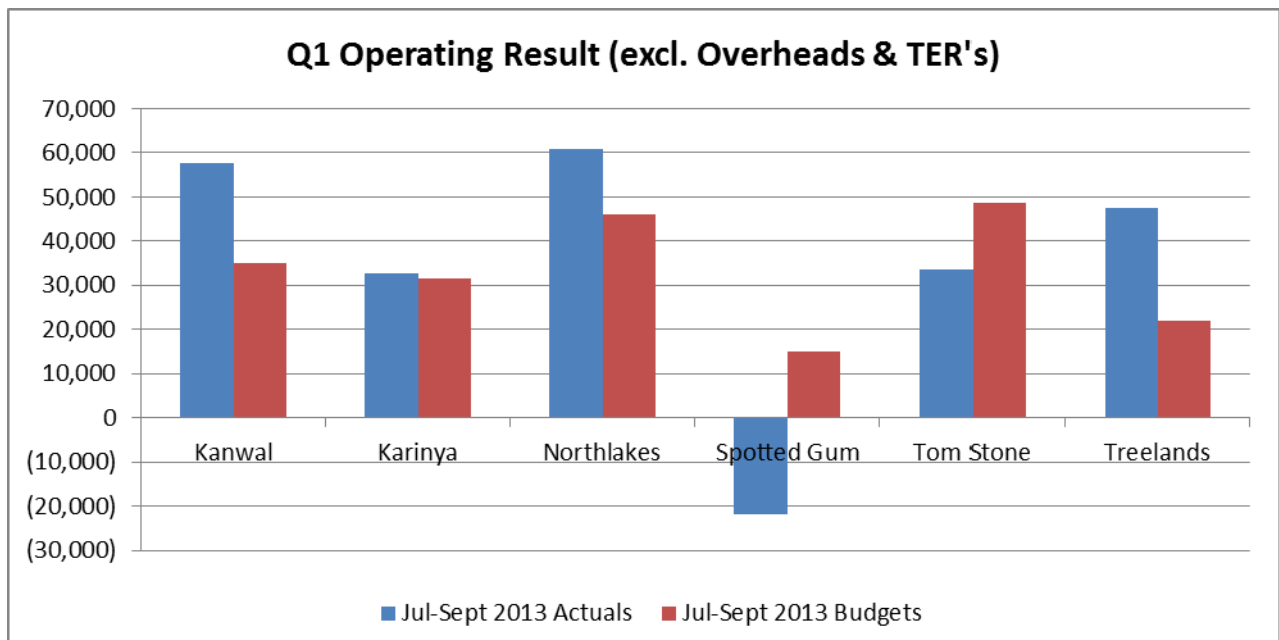
Vacation Care

Vacation Care operated at two sites in the July and September/October holidays. Council is in the process of transferring the Blue Haven service to San Remo Neighbourhood Centre Incorporated. San Remo Neighbourhood Centre will operate the service from January 2014. Council has now ceased operating the Ourimbah Vacation Care service. The Department of Education and Communities are currently seeking a new provider for the school location, ready to operate from January 2014 holiday period. Vacation Care operating result (excluding administration costs) for the July-September quarter resulted in a profit of \$21k. Average utilisations in the first quarter were: Blue Haven 57% and Ourimbah 77%.

Child Care

During the quarter Northlakes, Spotted Gum and Kanwal were successfully assessed by the Department of Education in Communities recently against National Quality Standards.

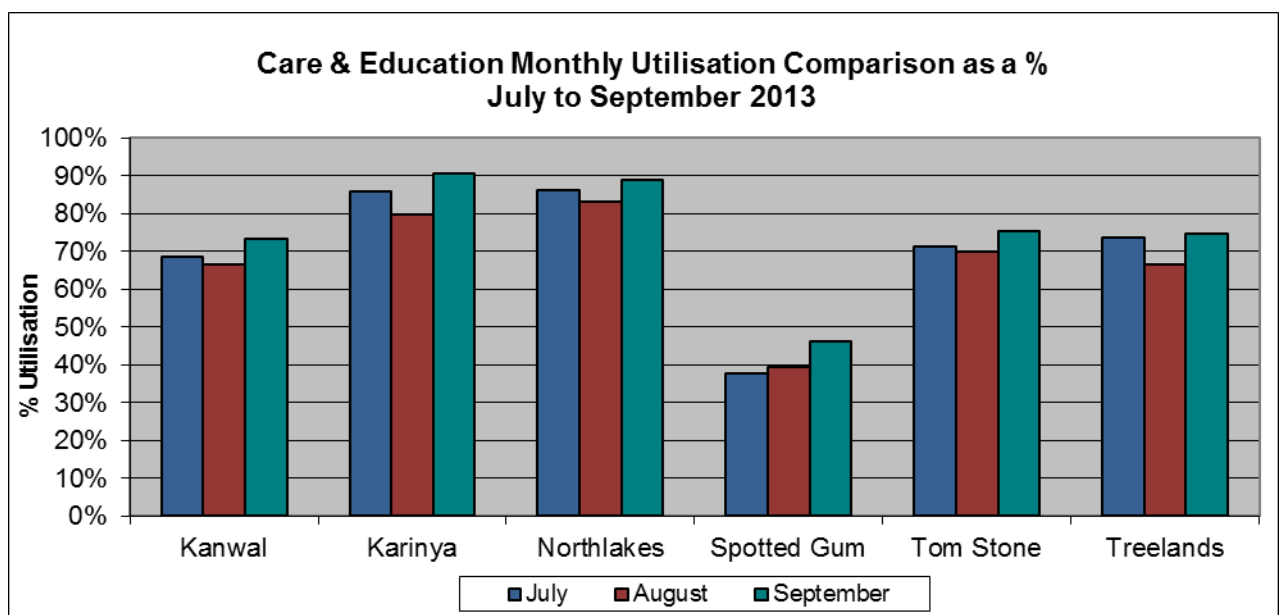
Actual versus budgeted operating results before overheads and TERs for each care and education centre for the July to September 2013 is shown in the graph below.



Care and Education Centres average utilisations for the first quarter were as follows

- Kanwal 69% - 59 places
- Karinya 86% - 39 places
- Northlakes 86% - 45 places
- Spotted Gum 41% - 39 places
- Tom Stone 72% - 39 places
- Treelands 72% - 39 places

Utilisation rates are monitored closely and staffing is adjusted to ensure child staff ratios are met whilst ensuring optimal allocation of staff through our Care and Education Centres.



4.3. Capital Expenditure

Capital expenditure to 30 September 2013 was \$11.6m, compared to a year to date budget of \$14.4m and represents 14% of the full year adopted budget of \$83.8m. It is typical to find that the first half of the year's capital expenditure is a period of lower expenditure due to the need to investigate, design and commence new works and Council's capital budgets are phased accordingly. Capital expenditure by fund for Q1 is summarised below.

Capital Expenditure By Fund	Last Year Actual 2012-13 \$'000	Original Budget 2013-14 \$'000	Proposed Changes for Council \$'000	Projected Full Year 2013-14 \$'000	YTD Actual 2013-14 \$'000
General Fund	41,884	56,829	(-3)	56,826	8,132
Water Fund	13,322	16,335	915	17,250	2,616
Sewer Fund	12,223	10,663	(912)	9,751	821
Total capital expenditure	67,429	83,827	-	83,827	11,569

Council's capital expenditure program is constantly being reviewed to better understand and respond to delays, variation to estimates, phasing, changed priorities, weather, availability of support funding and related developments, or other factors. During Q1 a review of capital projects was undertaken and resulted in no change to the full year capital expenditure budget of \$83.8m.

Adjustments are proposed in this Q1 review to align funding for 2012-13 projects that were completed in the first quarter of 2013-14. It is normal that some projects are not completed by 30 June each year and these have been accommodated by deferring allocations for several current year projects where delays and/or variations have been recognised during Q1. The following table lists those units where variations over \$100k (primarily) for continuation projects are proposed and those units where offsets have been identified.

Service	Significant Projects	Proposed Movement Q1 2013-14 \$'000
Roads and Drainage	Numerous projects continued from 2012-13 including: <ul style="list-style-type: none"> Minnesota Road Alison Road Retaining Wall Hinemoa Road, Killarney Valle Tumbi Road, Tumbi Umbi 	Increase \$456k
Property Management	Council Chambers Lift Upgrade continued from 2012-13	Increase \$443k
Holiday Parks	Canton Beach Power Source Alterations continued from 2012-13	Increase \$110k
Property Development	Warnervale Town Centre Entry Road - part deferral of funds due to project delays	Reduce (\$356k)
Waterways and Asset Management	Revised estimates for a number of projects, no project's deferred	Reduce (\$303k)
Waste	Construction and lining of new cell increased to align with contracted cost, offset by removal of consultancy projects that will be met from existing resources	Reduce (\$265k)
Open Space and Recreation	Deferral of Tennis Court Floodlight Replacement program and partial reduction in Tunkalwallin Oval Sub Soil Drainage project to offset failed grant bids for EDSACC Subsoil Drainage and Tunkalwallin Oval Sub Soil Drainage projects to allow these projects to proceed	Reduce (\$100k)

A summary of capital expenditure by Council Service is detailed in Attachment 5.6 of this report and shows that the majority of capital expenditure in 2013-14 is dedicated to Roads and Drainage consisting of 38% of total budget, followed by Water and Sewer attributing 22% and Commercial Enterprises 18% to the total budget for the year.

Significant Capital Projects

The following table shows YTD expenditure on Council's significant 2013-14 capital projects, which are those projects with a budget over \$1.5m and is indicative of lower expenditure in the first quarter of the financial year.

Project	Original Budget 2013-14 \$'000	Proposed Changes for Council Q1 \$'000	Projected Full Year 2013-14 \$'000	YTD Actual 2013-14 \$'000	YTD Actual / Original Budget 2013-14 %
Construction and Lining of Cell 4.3 and Associated Infrastructure Buttonderry Waste Management Facility (increase to align with tendered and contracted price)	6,824	308	7,132	182	2.7%
Road Reseal Programme 2013/14 Reduced as works were fast-tracked and completed at the end of 2012-13	5,995	(2,100)	3,895	1,288	21.5%
Plant & Fleet Purchases	4,332	-	4,332	351	8.1%
Wyong Performing Arts Centre	4,000	-	4,000	53	1.3%
Warnervale Road and Culvert	2,970	-	2,970	526	17.7%
The Ridgeway Tumbi Umbi (part deferral due to power pole issues)	1,625	(962)	663	7	0.4%
Warnervale Town Centre Entry Road (part deferral of funds due to project delays)	1,500	(356)	1,144	49	3.2%

Special Rate Variation (SRV) projects

In June 2013, Council was successful in gaining approval from IPART for a Special Rate Variation, providing an increase to General Rates of 6.9% per year for 4 years, commencing 2013-14. In accordance with the IPART approval, the additional rate income must be used to reduce the \$130 million funding shortfall required to return Council's General Fund assets to a satisfactory condition.

Council allocated the funding to projects in accordance with its Asset Management Strategy and will review these allocations annually as part of Strategic Plan development.

The table below sets out the YTD expenditure by unit of the approved 2013-14 SRV projects. Total budgeted 2013-14 SRV project expense is \$12.0m, comprising \$10.3m Council SRV funding, \$0.8m external grants and \$0.8m from other external contributions.

As a majority of the projects are in planning phase expenditure will increase in the second half of the year.

Unit	Original Budget 2013-14 \$'000	YTD Actual 2013-14 \$'000	YTD Actual / Original Budget 2013-14 %
Community Partnerships and Planning	26,500	-	0.0%
Customer and Community Relations	9,000	-	0.0%
Property Development – Town Centres	700,000	5,875	0.8%
Property Management	1,018,000	276,585	27.2%
Open Space and Recreation	1,420,000	65,808	4.6%
Roads and Drainage	8,315,000	625,390	7.5%
Information Management	278,000	1,780	0.6%
Finance	240,000	-	0.0%
Total	12,006,500	975,438	8.1%

4.4. Cash and Investments

Cash Flow

Cash flows in quarter were managed through maturities and investments in new term deposits, with a net inflow of cash and term deposits of \$7.5m for the quarter predominantly from rates instalments received in August 2013.

Closing cash and investments were \$162.0m, consisting of transactional accounts overdrawn at \$0.5m (net of un-presented cheques but excluding un-receipted deposits), cash at call of \$9.6m and investment securities of \$152.9m.

Cash and Investments

Council's investments are made in accordance with the Local Government Act (1993), the Local Government (General) Regulation (2005), Council's Investment Policy, the Ministerial Investment Order issued February 2011 and Division of Local Government Investment Policy Guidelines published in May 2010.

Council's investments (comprised of deposit accounts, term deposits and managed funds) continue to be conservatively managed to ensure that value is added to the fixed interest portfolio. The value of investment securities and call deposit accounts *excluding* transactional accounts, at 30 September 2013 was \$162.5m. Returns year to date were 4.57%, which is above the BBSW benchmark of 2.76%, with Council investments mainly in term deposits.

Council's portfolio included investments in managed funds now excluded but held under the "grandfather" provisions of the current Ministers Investment Order. The investment, Blackrock Care and Maintenance Fund was wound up in September 2013.

Total net return for the quarter ending September 2013 was \$1.8m and consisted of \$2.0m of interest earnings and \$0.2m of realised capital losses on the Blackrock Care and Maintenance Fund. Investment returns for the year are unfavourable by \$0.3m compared to the year to date adopted budget.

Although a conservative approach is taken when reinvesting term deposits, yields continue to fall in line with the decline in the official Reserve Bank of Australia (RBA) cash rate, which fell from 2.75% in May, to 2.50% in August 2013. Council has invested in smaller institutions such as Credit Union Australia, Members Equity Bank and Rural Bank, allowed within the guidelines, to improve its investment yield.

Council's cash and investment holdings at the end of Q1 are shown in the following table:

Cash and Investment Balances as at 30 September 2013	\$'000
Petty cash	15
Cash held by S355 Committees	561
Cash at bank less unrepresented cheques	(1,077)
Total Cash on Hand	(501)
Cash at call – Cash Management	9,628
Investments in term deposits and bonds	152,870
Total Investment Portfolio	162,498
Closing Cash and Investments	161,997

Breakdown by investment class as at 30 September 2013:

Investment Class	Balance 30 September \$'000	Return YTD \$'000	Return YTD %
Cash at Call	9,628	147	3.91%
Term Deposits	152,870	1,515	4.43%
Managed Funds	-	111	13.00%
Closing Cash and Investments	162,498	1,773	4.57%
Benchmark BBSW			2.76%

Loans

Borrowings decreased in Q1 due to normal repayment of loans.

As at 30 September 2013, Council's Weighted Average Cost of Debt is 7.03% with a Weighted Average Maturity of 9.98 years.

Borrowings	Budget 2013-14 \$'000	Actual YTD \$'000	Projected 2013-14 \$'000
Current	10,755	10,755	10,755
Non-Current	181,132	181,132	181,132
Borrowing		0	3,000
Redemption	(10,755)	(2,099)	(10,755)
Closing Borrowings	181,132	189,788	184,132

4.5. Key Performance Indicators

Indicator	Measure	Actual 2012-13	Target 2013-14	Trend 2013-14
Unrestricted Current Ratio	<u>Current assets less external restrictions</u> Current liabilities less specific purpose liabilities	1.87	> 1.50	✓
Debt Service Ratio	<u>Net debt service cost</u> Operating revenue	12.19	< 0.15	✓
Rate Coverage Ratio	<u>Rates and annual charges</u> Total revenue	0.55	> 0.50	✓

4.6. Contracts and Other Expenses

Major Contracts

The following major contracts were entered into by Council during Q1:

Contract	Contractor	Contract Detail and Purpose	Contract Value \$	Commencement Date	Duration of Contract	Budgeted Yes/No
CPA/225116	Robson Civil Projects Pty Ltd	Construction of Cell 4.3 and Associated Works, Buttonderry Waste Management Facility	6,972,864	19 Aug 2013	1 Year	Yes
CPA/225065	Bolte Civil Pty Ltd	Construction of Stormwater Culvert, Warnervale Road, Hamlyn Terrace.	729,773	24 July 2013	3 Months	Yes
CPA/223684	Bothar Boring & Tunnelling Operations Pty Ltd	Construction of Sewer Rising Main B14, Bateau Bay	338,260	28 Aug 2013	3 Months	Yes
CPA/231507	Wyong Shire Council	Beach Safety Services	2,124,069	1 September 2013	2 Years	Yes
CPA/22233	Interflow Pty Ltd	Gravity Sewer Rehabilitation Services – Various Locations in Wyong Shire and Gosford City.	3,980,000	1 October 2013	4 Years	Yes
CPA/216733	Southern Cross Demolition Pty Ltd	Demolition of Old Mardi Intake Tower	310,000	1 October 2013	4 Months	Yes

4.7. Material risks and liabilities

Risks

- Construction projects (capital works) have inherent risks relating to latent conditions, scope definition, and allowable contract variations. In the works program there are a number of projects which by their size and scope have the potential for final costs to vary from original estimates.
- Final estimate of the remediation cost of Council's closed landfills is subject to final studies and design, and final construction estimates.
- Condition of Council's infrastructure and assets continues to have inherent future liabilities for renewal, upgrade and maintenance. In June 2013, the Independent Pricing and Regulatory Tribunal (IPART) approved a 6.9% increase to Ordinary Rates for a period of four years commencing in 2013-14. All revenue raised (above the rate peg set at 3.4% for the 2013-14 financial year) will be spent on capital works to assist with reducing the current infrastructure backlog.
- The formation of the Central Coast Water Corporation and Joint Services Business will alter Council's resourcing strategy and the ability to absorb fixed corporate overheads.

Liabilities

Significant provisions exist for:

- Future remediation of closed landfills, which is a large future cost for Council and requires funding currently estimated to be \$52.9m (including Buttonderry Waste Management Facility).
- Section 94 Contributions:

Council's current unfunded liabilities fall into two areas, Section 94 monies owed to developers for works undertaken by them and the gap between future capital works and Council's ability to collect funds to cover the cost of those works.

- In respect to credits owed to developers, the current liability is \$17.0m being \$15.9m for s94 developer contributions and the balance of \$1.1m for s64 water and sewer contributions. A report was submitted to Council in December 2012 where Council approved a strategy for managing these liabilities.
- In respect to capital works, all future identified works are covered by the monies to be collected under the relevant Section 94 Contributions Plan other than for Warnervale. In respect to Warnervale, there is a gap of \$21m. Council's financial statements show that Section 94 spend equals expected future income. However, there is an identified shortfall of \$21m in the Warnervale plan that will need to be funded by Council.
- In addition, Council has a liability to the RMS for the upgrade of Craigie Avenue and the Pacific Highway to the value of \$0.75m. This liability is being paid off on an annual basis.
- A new Section 94 Financial Model is being developed that will include scenario analysis, both of contributions to be received and infrastructure works to be provided. The Model will enhance Council's current capability in this area.

4.8. Legal Matters

During Q1 2013 Wyong Shire Council was party to the following proceedings:

- Wyong Shire Council vs United Services Union. There were five separate proceedings commenced by the Union against Council in the Industrial Relations Commission. Four of those proceedings were resolved, either on terms, discontinuance or dismissal. The remaining proceedings are expected to be heard by the Commission in December 2013.
- Wyong Shire Council & Strathavon Resort Pty Ltd. There are two separate proceedings – one is an appeal before the Land and Environment Court against the deemed refusal of an Application for a Building Certificate in respect to certain building works at the premises at 31 Boyce Avenue, Wyong, and the other are proceedings in that Court where Council seeks declarations and orders in respect to three buildings on those premises. The two proceedings have been adjourned a number of times to allow two relevant development applications to be considered and determined.
- Wyong Shire Council vs Jenbuild. These arbitration proceedings concern a dispute arising from four construction contracts.

4.9. Consultancy and Legal Expenses

The following tables show expenditure year to date for consultants and external legal fees.

A consultant is a person or organisation engaged under contract on a temporary basis to provide recommendations or high level specialist or professional advice to assist decision making by management. Generally it is the advisory nature of the work that differentiates a consultant from other contractors.

Consultants	YTD Actual \$'000	Budgeted Yes/No
Expense by Department		
Community and Recreation Services	13	Yes
Development and Building	9	Yes
General Manager	31	Yes
Infrastructure and Operations	115	Yes
Property and Economic Development	63	Yes
Corporate	0	Yes
Total	231	

Legal Fees	YTD Actual \$'000	Budgeted Yes/No
Expense by Department		
Community and Recreation Services	0	Yes
Development and Building	0	Yes
General Manager	17	Yes
Infrastructure and Operations	0	Yes
Property and Economic Development	9	Yes
Total	26	

**Note: All expenditures incurred in the tables above are covered by organisational budgets*

4.10. Sponsorship and Funding arrangements

Details of activities undertaken by some of the organisations funded by Council in Q4 are as follows:

The Entrance Town Centre Management (TETCM)

Activities included:

- Meeting with Emergency Services – Police, Fire, Ambulance, Marine Rescue.
- Booked the “All New Tuggerah Lakes Mardi Gras Summerfest” entertainment.
- Designed and finalised posters and flyers for the “All New Tuggerah Lakes Mardi Gras Summerfest”.
- New Year’s Eve Celebrations entertainment, posters and flyers finalised.
- Australia Day Celebrations entertainment booked.
- Chromefest event site verified, run sheets finalised, newspaper local and state marketing and TV advertising organised.
- Began Chromefest business plan.
- Coordinated K’s for Kids in Memorial Park event.
- Finalised details for Cads Memorial Walk for a Cause event.
- Finalised coordination of NSW Sausage King Championships.
- Finalised coordination of Australian Strongman Championships.
- Coordinated the Ukulele Festival including a wrap up meeting.
- Planning of the 2014 Country Music Festival.
- Sourcing Sponsorship for events.

Town Improvements

- Repainting of outdoor benches
- General maintenance
- Repair boardwalk

Visitors Information Centre

- Visitors Information Centre received 8984 visits, 439 phone calls and 153 email enquiries.
- Visitors Information Centre sold \$4915 worth of fishing licences and \$3597 worth of souvenirs.
- Two staff members attended the Central Coast Tourism networking night at Mingara.

General Business

- Completed a community benefit grant application for \$30,000 to extend CCTV coverage.
- Finalised Town Centre funding agreement.
- Finalised the 2013/2014 Budget.
- Completed the 2013/2014 Business and Marketing plan for The Entrance Town Centre Management and The Entrance Visitors Information Centre and gave presentation to Council.
- Annual General Meeting held 30th September 2013.
- Continuation of coordination of the Waterfront markets.
- Continued to book performers for the Sails Stage for weekend entertainment.

- Distribution of The Entrance “What’s ON” brochures and events in The Entrance Town Centre and accommodation properties in The Entrance and surrounding area.
- Pelican feeding continues to attract many visitors with 24,312 attending this quarter.
- Met all deliverable for funding agreement.

Greater Toukley Vision (GTV)

- Musical entertainment continues at the Village Green on Sundays.
- Car enthusiasts meet on the second Saturday of each month at the Village Green where musical entertainment is provided on stage.
- Social media and the web page is continuing to be used to promote the town centre and events
- GTV’s Board selected the security service provided and all 8 CCTV cameras are now functioning from Toukley CBD to East Toukley and are being regularly monitored.
- The Mayor attended the grand opening of GTV’s new office on 19th September 2013 and the launch of the murals on the amenities block.
- GTV arranged for a local company to pressure clean all areas around the Village Green and the two bus stops in Main Road Toukley will be cleaned on a regular basis to maintain a cleaner profile for Toukley.
- The trial of locking Amenities blocks at night has resulted in a dramatic decrease in vandalism and graffiti.
- GTV is actively investigating artwork options for the Plaza Wall.
- General maintenance works continues to be undertaken in the Toukley area with Council.
- Gathering of the Clans event held at the end of August.
- Attended the Wyong Chamber of Commerce Business Awards.
- Liaised with the Police to find new ways of dealing with vandalism and seeking additional police presence in the Village Green and Toukley area.

Wyong Regional Chamber of Commerce (WRCoC)

- 2013 WRCoC Annual Business Awards held 26 July with 160 guests attending.
- 2013 WRCoC Annual General Meeting & Chamber Dinner Meeting held 27th August with 82 guests.
- Australian Springtime Festival 7th and 8th September 2013 – Various community events supported by WRCoC including Yarramalong Valley Spring Festival, Scarecrows in the Valley and the Australian Orchid Fair held at Wyong.
- Executive Board Meetings held: 16th July, 20th August, and 17th September.

Central Coast Tourism (CCTI)

- CCTI continues to work with the Australian Attractions Group to bring a number of international visitors from Thailand, China and Hong Kong to the Central Coast during July, August and September with an estimated total value of \$22K value to Wyong Shire.
- CCTI continues to liaise with Onion TV, producers of “The Code” TV documentary about the Central Coast Mariners. Meetings held with Central Coast Mariners executive to discuss development of the Mariners Centre of Excellence at Tuggerah.
- CCTI coordinating and developing a Destination Appeal/Digital Marketing Campaign utilising matched funding from Destination New South Wales. Several participants from Wyong Shire including the four Central Coast Holiday Parks. Campaign will begins in October and runs through until end of November with travel valid to mid-December.
- CCTI coordinated a photo shoot for Sydney Weekender TV programme promoting the Central Coast.

- CCTI CEO and Councillor Webster attended the Accessible Events Smart Business Forum at Hunter Stadium Newcastle in July.
- CEO met with representatives of Gwandalan Bowling Club to discuss plans for a tourism accommodation development.
- CCTI took on the responsibility and organisation of the judging of the Hunter Central Coast Tourism Awards and compiled and distributed media releases on the finalists and winners. Awards held in Newcastle on 14th August.
- CCTI team lead by Jacquie Greaves provided support and assistance in the development of the Norah Head Lighthouse submission for the Hunter Central Coast Tourism Awards in the Cultural and Heritage Tourism section and the Lighthouse is now a finalist in the NSW State Tourism Awards to be held in November.
- CCTI continues to meet with and provide assistance and support to the proposed Motorsports Precinct at Casar Park.
- The draft version of the new Destination Management Plan 2013-2017 now being finalised. Meetings held with Gosford and Wyong Councils and others with the draft document advocating and supporting the Wyong Regional Airport, Warnervale Chinese Cultural Village, Motorsports Precinct, Pioneer Dairy Sporting Hub and the Central Coast Arts and Conference Centre.
- A new major event was secured for the Central Coast being the Lions District Convention 2014 which will be hosted by Mingara Recreation Club in October. CCTI was an event supporter with an estimated 350-400 delegates attending with an estimated economic benefit of \$150,000 to the region.
- CCTI attended the Caravan and Camping Show at Mingara in September and promoted the Central Coast. Attendance numbers were reported at 13,000 over the three day period.
- CCTI provided Council with information pack on contestable pool of funding available through Destination NSW. Next round of funding open in December and closes January 2014. Destination NSW advised collaborative projects will attract greater interest.
- Members of Central Coast Tourism stand at 265 members of which 113 are located in Wyong Shire.
- The 52 Local Secrets Campaign playing cards were produced and delivered in August. CCTI provided this marketing collateral to delegates of Council's Water Conference held in September.
- CCTI continues to attend regular meeting of the Northern Lakes Disability Precinct Committee and continues to support this organisation.
- CCTI continues to meet with and provide assistance and support to the "Revitalise The Entrance" organisation.

Business Enterprise Centre

- Marketing Roadmap to Success held 17th July 2013 with 19 attendees equalling 57 hours.
- Setting up a Successful online Store held 24th July 2013 with 13 attendees equalling 39 hours.
- Recovering Outstanding Business Accounts Part 1 held 31st July 2013 with 7 attendees equalling 21 hours.
- Recovering Outstanding Business Accounts Part B held 7th August 2013 with 6 attendees equalling 18 hours.
- Writing Your Winning Business Proposal held 14th August 2013 with 5 attendees equalling 15 hours
- How to Write Content for Website/Marketing Material held 28th August 2013 with 15 attendees equalling 45 hours.
- Grants and Tender Writing held 18th September 2013 with 11 attendees equalling 33 hours.
- Building Strategic Partnerships to Grow your Business held 25th September with 8 attendees equalling 24 hours.

Details of sponsorship funding, contributions and donations made during Q1 are as follows:

Sponsorship Funding, Contributions and Donations	\$'000
Central Coast Tourism Inc	38
Rent for Community Groups	10
Councillor Community Improvement Grants	9
Tipping Fee Community Groups	6
Volunteer Rescue Association	5
Convict trail	5
Sport and Cultural Sponsorship Programme	1
Community Subsidy Scheme	1
Hunter Tourism Awards	1
Total	76

4.11. Grants Received

The following grants were received during Q1:

Detail	Amount \$'000
Financial Assistance Grant - Equalisation Component	1,366
Financial Assistance Grant - Local Road Component	252
Childcare, Vacation Care & Special Needs Subsidy	86
NSW Rural Fire Service	62
Employment & Training	25
Youth Opportunities Grant (Youth Stuff Project)	23
Speech Therapist	14
Strengthening Communities	9
HACC Service Worker	8
Youth Week	2
Total	1,847

5. Attachments

5.1. Income Statement by Fund

WYONG SHIRE COUNCIL	YTD % Elapsed: 25%															
	CONSOLIDATED				GENERAL FUND				WATER FUND				SEWER FUND			
	Last Year Actual	YTD Actual	YTD Adopted Budget	FYR Adopted Budget	Last Year Actual	YTD Actual	YTD Adopted Budget	FYR Adopted Budget	Last Year Actual	YTD Actual	YTD Adopted Budget	FYR Adopted Budget	Last Year Actual	YTD Actual	YTD Adopted Budget	FYR Adopted Budget
September 2013	2012-13	2013-14	2013-14	2013-14	2012-13	2013-14	2013-14	2013-14	2012-13	2013-14	2013-14	2013-14	2012-13	2013-14	2013-14	2013-14
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
INCOME from continuing operations:																
Rates & Annual Charges	135,675	142,565	139,598	142,171	92,008	98,567	98,041	98,236	16,042	16,458	15,985	16,377	27,626	27,540	25,572	27,558
User Charges & Fees	57,502	13,209	14,625	60,570	30,652	6,549	7,121	30,555	25,449	5,859	7,063	28,251	1,401	801	441	1,763
Interest and Investment Revenue	9,271	2,409	2,290	8,677	5,879	1,489	1,335	4,917	1,149	415	367	1,405	2,244	505	589	2,355
Other	4,083	1,296	970	4,124	3,745	1,121	868	3,715	208	48	77	309	130	127	25	100
Grants & Contributions Operating	25,953	2,490	2,460	14,431	24,356	2,490	2,460	12,490	931	(0)	(0)	1,229	666	(0)	(0)	712
Grants & Contributions Capital	15,115	1,542	1,877	14,644	10,480	713	1,356	10,594	3,122	487	422	2,936	1,514	342	100	1,113
Gain from the Disposal of Assets	828	112	138	803	827	112	138	803	1	-	-	-	-	-	-	-
Total income from continuing operations	248,427	163,624	161,958	245,419	167,946	111,042	111,319	161,310	46,901	23,267	23,913	50,507	33,580	29,315	26,726	33,602
EXPENSES from continuing operations:																
Employee Costs	75,223	18,374	18,979	79,473	61,280	15,014	15,440	66,084	6,774	1,583	2,369	8,954	7,170	1,777	1,170	4,435
Borrowing Costs	16,741	3,879	3,183	16,071	2,951	88	154	3,207	11,894	3,350	2,747	11,738	1,897	441	281	1,126
Materials and Contracts	48,418	9,179	11,839	46,325	25,010	3,653	5,890	23,394	12,644	2,874	3,657	14,183	10,764	2,653	2,292	8,748
Depreciation	52,678	13,655	13,693	55,078	23,561	6,220	6,438	26,030	16,632	4,127	4,127	16,543	12,484	3,308	3,129	12,505
Other	30,264	9,279	10,720	35,859	24,833	7,794	9,578	31,496	2,900	778	639	2,264	2,531	707	504	2,099
Loss from the Disposal of Assets	2,683	217	78	313	679	217	78	313	1,433	-	-	-	571	-	-	-
Total expenses from continuing operations	226,006	54,583	58,491	233,120	138,313	32,987	37,579	150,525	52,277	12,711	13,538	53,682	35,416	8,885	7,375	28,912
Total Profit & (Loss) from Operations	22,421	109,041	103,466	12,300	29,633	78,054	73,740	10,785	(5,376)	10,556	10,375	(3,176)	(1,836)	20,430	19,351	4,690
Total Profit & (Loss) before Capital Grants and Contributions	7,305	107,498	101,589	(2,344)	19,153	77,342	72,384	191	(8,498)	10,069	9,954	(6,112)	(3,350)	20,088	19,251	3,577
Less Tax Equivalent Payments (Notional)	1,172	345	189	1,378	537	189	189	758	380	92	-	368	255	63	-	252
Total Profit & (Loss) after Tax Equivalent Payments	6,133	107,154	101,400	(3,722)	18,616	77,152	72,195	(567)	(8,878)	9,977	9,954	(6,480)	(3,605)	20,025	19,251	3,325

5.2. Income and Expense Budget Review Statement

Wyong Shire Council
Income & Expense Budget Review Statement
 September 2013

	YTD Elapsed: 25%															
	CONSOLIDATED				GENERAL FUND				WATER FUND				SEWER FUND			
	Original Budget	Recommended Changes for Council Resolution	Projected Year End Result	Actual YTD	Original Budget	Recommended Changes for Council Resolution	Projected Year End Result	Actual YTD	Original Budget	Recommended Changes for Council Resolution	Projected Year End Result	Actual YTD	Original Budget	Recommended Changes for Council Resolution	Projected Year End Result	Actual YTD
	2013-14 \$'000	2013-14 \$'000	2013-14 \$'000	2013-14 \$'000	2013-14 \$'000	2013-14 \$'000	2013-14 \$'000	2013-14 \$'000	2013-14 \$'000	2013-14 \$'000	2013-14 \$'000	2013-14 \$'000	2013-14 \$'000	2013-14 \$'000	2013-14 \$'000	2013-14 \$'000
INCOME from continuing operations:																
Rates & Annual Charges	142,171	-	142,171	142,565	98,236	-	98,236	98,567	16,377	-	16,377	16,458	27,558	-	27,558	27,540
User Charges & Fees	60,570	472	61,042	13,209	30,555	472	31,027	6,549	28,251	-	28,251	5,859	1,763	-	1,763	801
Interest and Investment Revenue	8,677	1,787	10,464	2,409	4,917	1,787	6,704	1,489	1,405	-	1,405	415	2,355	-	2,355	505
Other	4,124	260	4,384	1,296	3,715	260	3,975	1,121	309	-	309	48	100	-	100	127
Grants & Contributions Operating	14,431	54	14,485	2,490	12,490	54	12,544	2,490	1,229	-	1,229	(0)	712	-	712	(0)
Grants & Contributions Capital	14,644	-	14,644	1,542	10,594	-	10,594	713	2,936	-	2,936	487	1,113	-	1,113	342
Gain from the Disposal of Assets	803	-	803	112	803	-	803	112	(0)	-	-	(0)	(0)	-	-	-
Total income from continuing operations	245,419	2,573	247,993	163,624	161,310	2,573	163,884	111,042	50,507	(0)	50,507	23,267	33,602	(0)	33,602	29,315
EXPENSES from continuing operations:																
Employee Costs	79,473	(116)	79,356	18,374	66,084	(116)	65,967	15,014	8,954	-	8,954	1,583	4,435	-	4,435	1,777
Borrowing Costs	16,071	1,787	17,859	3,879	3,207	0	3,207	88	11,738	1,787	13,526	3,350	1,126	-	1,126	441
Materials and Contracts	46,325	2,752	49,077	9,179	23,394	2,900	26,295	3,653	14,183	718	14,901	2,874	8,748	(866)	7,881	2,653
Depreciation	55,078	0	55,078	13,655	26,030	(744)	25,287	6,220	16,543	(5)	16,538	4,127	12,505	748	13,253	3,308
Other	35,859	(1,850)	34,010	9,279	31,496	(1,850)	29,647	7,794	2,264	0	2,264	778	2,099	-	2,099	707
Loss from the Disposal of Assets	313	0	313	217	313	0	313	217	0	-	-	-	0	-	-	-
Total expenses from continuing operations	233,120	2,574	235,693	54,583	150,525	191	150,716	32,987	53,682	2,501	56,184	12,711	28,912	(118)	28,794	8,885
Total Profit & (Loss) from Operations	12,300	(0)	12,299	109,041	10,785	2,383	13,168	78,054	(3,176)	(2,501)	(5,677)	10,556	4,690	118	4,809	20,430
Total Profit & (Loss) before Capital Grants and Contributions	(2,344)	(0)	(2,346)	107,498	191	2,383	2,573	77,342	(6,112)	(2,501)	(8,613)	10,069	3,577	118	3,695	20,088

5.3. Statement of Financial Position by Fund

WYONG SHIRE COUNCIL Balance Sheet September 2013	YTD % Elapsed: 25%												
	CONSOLIDATED				GENERAL FUND			WATER FUND			SEWER FUND		
	Last Year Actual 2012-13 \$'000	YTD Actual 2013-14 \$'000	Movement \$'000	FYR Original Budget \$'000	Last Year Actual 2012-13 \$'000	YTD Actual 2013-14 \$'000	Movement \$'000	Last Year Actual 2012-13 \$'000	YTD Actual 2013-14 \$'000	Movement \$'000	Last Year Actual 2012-13 \$'000	YTD Actual 2013-14 \$'000	Movement \$'000
CURRENT ASSETS													
Cash & cash equivalents	63,667	14,127	(49,540)	70,282	36,913	14,127	(22,786)	12,360	-	(12,360)	14,394	-	(14,394)
Investments	81,000	131,312	50,312	30,793	46,936	66,966	20,029	15,774	28,711	12,937	18,290	35,635	17,345
Receivables	31,154	121,693	90,539	34,802	12,131	76,956	64,825	15,230	23,069	7,839	3,792	21,668	17,876
Inventories	1,940	1,961	21	3,156	1,450	1,471	21	490	490	-	-	-	-
Other	537	539	2	893	537	539	2	0	0	-	-	-	-
TOTAL CURRENT ASSETS	178,298	269,632	91,334	139,926	97,967	160,059	62,091	43,854	52,270	8,416	36,476	57,303	20,827
NON-CURRENT ASSETS													
Investments	16,573	16,558	(15)	13,474	9,532	9,517	(15)	3,253	3,253	-	3,788	3,788	-
Receivables	20,928	20,789	(139)	659	20,464	20,342	(122)	451	447	(4)	13	-	(13)
Intangible Assets	711	486	(225)	-	515	353	(162)	122	84	(38)	74	50	(24)
Infrastructure, Property, Plant & Equipment	2,523,498	2,522,330	(1,168)	2,352,807	995,177	997,944	2,767	836,102	834,630	(1,472)	692,219	689,756	(2,463)
Investments under equity method	250	250	-	125	250	250	-	-	-	-	-	-	-
TOTAL NON-CURRENT ASSETS	2,561,960	2,560,412	(1,548)	2,367,065	1,025,937	1,028,405	2,468	839,928	838,413	(1,515)	696,095	693,594	(2,500)
TOTAL ASSETS	2,740,257	2,830,044	89,787	2,506,991	1,123,905	1,188,464	64,559	883,782	890,683	6,901	732,570	750,897	18,326
CURRENT LIABILITIES													
Payables	36,924	18,488	(18,436)	66,921	28,748	13,880	(14,868)	5,518	3,814	(1,704)	2,658	793	(1,865)
Borrowings	11,132	11,228	96	11,133	819	819	-	9,359	9,439	80	954	970	16
Provisions	27,556	27,478	(78)	34,705	22,906	22,828	(78)	2,261	2,261	-	2,389	2,389	-
TOTAL CURRENT LIABILITIES	75,612	57,194	(18,418)	112,759	52,473	37,528	(14,946)	17,138	15,515	(1,623)	6,001	4,152	(1,849)
NON-CURRENT LIABILITIES													
Payables	14,210	14,210	-	27	9,397	9,397	-	3,932	3,932	-	881	881	-
Borrowings	200,755	198,468	(2,286)	170,446	4,551	4,551	-	172,178	170,146	(2,032)	24,026	23,771	(255)
Provisions	54,053	54,053	-	52,453	53,681	53,681	-	197	197	-	176	176	-
TOTAL NON CURRENT LIABILITIES	269,018	266,731	(2,286)	222,926	67,628	67,628	-	176,308	174,276	(2,032)	25,082	24,827	(255)
TOTAL LIABILITIES	344,630	323,925	(20,704)	335,685	120,101	105,155	(14,946)	193,446	189,791	(3,655)	31,083	28,979	(2,104)
NET ASSETS	2,395,628	2,506,119	110,491	2,171,306	1,003,804	1,083,308	79,505	690,336	700,892	10,556	701,488	721,918	20,430

5.4. Statement of Cash Flows

WYONG SHIRE COUNCIL	YTD % Elapsed: 25%		
	CONSOLIDATED		
Cash Flow Statement September 2013	Last Year Actual 2012-13 \$'000	YTD Actual 2013-14 \$'000	FYR Adopted Budget 2013-14 \$'000
OPERATING ACTIVITIES			
Receipts			
Receipts from customers	175,328	65,374	202,047
Interest Revenue	9,271	2,409	9,028
Grants & Contributions	41,068	4,033	29,010
Other Revenue	4,153	1,294	3,953
Payments			
Employee costs	(75,223)	(18,374)	(79,056)
Materials & Contracts	(59,012)	(12,175)	(50,719)
Borrowing costs	(16,741)	(3,879)	(13,566)
Other Expenses	(16,445)	(24,819)	(39,465)
Net cash from Operating Activities	62,399	13,864	61,232
INVESTING ACTIVITIES			
Proceeds from sale of IPP&E	(1,855)	(105)	1,937
Net movement in Investments	(33,743)	(50,297)	16,006
Net Purchase of IPP&E	(68,589)	(10,811)	(83,827)
Net cash from Investing Activities	(104,186)	(61,214)	(65,884)
FINANCING ACTIVITIES			
Net movement in Borrowings	14,312	(2,190)	(11,691)
Net cash from Investing Activities	14,312	(2,190)	(11,691)
Net increase/(decrease) in cash held	(27,475)	(49,540)	(16,343)
Cash & Cash Equivalents at beginning of period	91,142	63,667	86,625
Cash & Cash Equivalents at end of period	63,667	14,127	70,282
Investments at end of period	97,573	147,870	44,266
Cash & Investments at end of period	161,240	161,997	114,548

5.5. Business Activities

YTD % Elapsed: 25%

	WASTE MANAGEMENT				HOLIDAY PARKS				CARE AND EDUCATION			
	Last Year Actuals	YTD Actuals	YTD Adopted Budget	FYR Adopted Budget	Last Year Actuals	YTD Actuals	YTD Adopted Budget	FYR Adopted Budget	Last Year Actuals	YTD Actuals	YTD Adopted Budget	FYR Adopted Budget
	2012-13 \$'000	2013-14 \$'000	2013-14 \$'000	2013-14 \$'000	2012-13 \$'000	2013-14 \$'000	2013-14 \$'000	2013-14 \$'000	2012-13 \$'000	2013-14 \$'000	2013-14 \$'000	2013-14 \$'000
Income from Continuing Operations												
Rates & Annual Charges	29,064	31,155	30,762	30,762								
User Charges & Fees	9,773	2,033	2,688	10,451	8,921	1,620	1,797	8,718	3,976	1,066	1,088	4,353
Interest and Investment Revenue	161	26	33	133	-	-	-	-	-	-	-	-
Other Revenues	341	81	78	307	-	-	-	-	6	1	0	1
Grants & Contributions Operating	1,751	-	11	761	3	-	-	-	457	123	113	451
Grants & Contributions Capital	-	-	-	-	-	-	-	-	-	-	-	-
Gain from the Disposal of Assets	-	-	-	-	-	-	-	-	-	-	-	-
Total Income from Continuing Operations	41,090	33,295	33,571	42,414	8,923	1,620	1,797	8,718	4,440	1,190	1,201	4,806
Expenses from Continuing Operations												
Employee Costs	1,808	443	438	1,767	217	50	45	186	3,486	839	871	3,567
Borrowing Costs	2,590	-	-	2,590	66	12	12	48	-	-	-	-
Materials & Contracts *	11,532	2,804	2,070	9,669	2,384	468	635	2,509	519	134	128	505
Depreciation	1,360	219	314	1,258	1,154	175	261	1,049	131	26	30	123
Other Operating Expenses	6,602	1,847	3,184	12,872	3,218	527	550	2,718	80	15	32	82
Loss from the Disposal of Assets	-	-	-	-	3	-	-	-	1	-	-	-
Total Expenses from Continuing Operations	23,893	5,313	6,007	28,156	7,041	1,232	1,503	6,510	4,217	1,015	1,062	4,278
Total Profit & (Loss) from Operations	17,197	27,982	27,565	14,258	1,882	388	294	2,208	223	176	140	528
Less Capital Grants & Contributions	-	-	-	-	-	-	-	-	-	-	-	-
Total Profit & (Loss) Before Capital Grants and Contributions	17,197	27,982	27,565	14,258	1,882	388	294	2,208	223	176	140	528
Corporate & Direct Overheads	4,136	1,085	1,704	6,816	1,300	221	273	1,093	690	206	208	834
Tax Equivalent Payments	104	27	27	109	228	110	110	442	205	52	52	207
Total Profit & (Loss) after Corporate Overheads and Taxation Equivalent Payments	12,957	26,870	25,834	7,333	355	57	(89)	673	(672)	(83)	(120)	(513)
* Excludes Corporate Overheads												

5.6. Capital Expenditure Projects

Capital Expenditure	Original Budget	Proposed Changes for Council Resolution Q1	Projected Full Year Budget	Actual YTD	Last Year Actual
Council Service	2013-14 \$'000	2013-14 \$'000	2013-14 \$'000	2013-14 \$'000	2012-13 \$'000
Corporate Governance	-	-	-	-	39
Finance Performance	-	11	11	4	32
Financial Systems	350	(11)	339	-	-
Integrated Planning	90	-	90	-	107
System Support	-	-	-	-	81
Information Technology	438	-	438	58	590
Information Management Management	273	-	273	-	130
Organisational Development	60	-	60	-	-
Remuneration, WHS and Well Being	-	-	-	-	60
Human Resources Management	-	-	-	-	-
General Manager Management	-	-	-	-	-
Development and Rezoning	-	-	-	-	-
Compliance and Health	-	-	-	-	-
Rangers	21	-	21	-	-
Animal Care Facility	2	-	2	-	-
Building Certification, Compliance and Health Management	-	-	-	-	56
Development and Building Management	-	-	-	-	-
Natural Areas	1,480	(106)	1,374	121	557
Recreation Planning and Development	660	6	666	88	2,013
Parks and Sportsfields	175	-	175	10	-
Community and Culture Programs	10	-	10	-	-
Care and Education	62	-	62	9	46
Community Planning and Learning	-	-	-	-	50
Community Infrastructure	4,600	-	4,600	102	484
Libraries	776	-	776	142	737
Customer Engagement	-	-	-	-	54
Strategic Development	1,760	-	1,760	69	631
Development Management	1,500	(356)	1,144	49	-
Property Services	2,145	479	2,624	416	1,104
Building Services	109	(36)	73	2	342
Holiday Parks	329	110	439	30	221
Cemeteries	130	-	130	-	11
Plant and Fleet	5,582	13	5,595	550	7,052
Waste	8,634	(265)	8,369	301	847
Water	8,003	915	8,917	825	8,707
Sewer	10,663	(912)	9,751	821	12,223
Waterways and Coastal	3,354	(303)	3,051	200	825
Emergency Services	1,113	-	1,113	6	358
Roads & Drainage Construction	29,249	309	29,558	7,040	27,973
Roads & Drainage General Works	2,208	147	2,355	721	2,078
Roads & Drainage Assets and Planning	52	-	52	5	21
Total	83,827	-	83,827	11,569	67,430

5.7. Proposed Budget Amendments

Description	IMPACT BY MAJOR ACCOUNT CATEGORY				
	\$ 000's				
	CAPREV	CAPEX	OPREV	OPEX	P&L RESULT
	+ve Incr. (-ve) Decr.	(-ve) Incr. +ve Decr.	+ve Incr. (-ve) Decr.	(-ve) Incr. +ve Decr.	
ORIGINAL BUDGET >>>>	14,644	83,827	263,848	266,192	(2,344)
Refinement of budgets for Water & Sewer capital projects	-	(3)	-	-	-
Review of Roads & Drainage capital works budget (incl. project continuations from 2012-13)	308	(456)	-	-	-
Move Landcare Revenue Budget to correct Natural Account	-	-	-	-	-
Remove failed grant bid and offset shortfall for EDSAACC North Playing fields project (offset project = Tennis Court Floodlight replacement \$50k)	(50)	50	-	-	-
Remove failed grant bid Tunkuw allin Oval and fund shortfall (offset project = Tennis Court Floodlight replacement \$15k)	(50)	50	-	-	-
Minor Capital projects that continued over financial year (offset project = Norah Head Boat Ramp \$5k)	-	-	-	-	-
Implement budget changes for Lifeguard Contract and off season Beach Maintenance	-	-	24	(24)	-
Increase capital budget for urgent works required on lifts in Council Chambers	-	(230)	-	-	-
Revise budget for Capital Works required at Holiday Parks	-	(110)	-	-	-
Open Space projects that have continued into 2013-14	(102)	-	1	-	1
Identify funding for Brand Strategy Project	-	-	10	(10)	-
Phasing changes for Community Partnerships & Planning & reduction in motor vehicle expense budget	-	-	-	14	14
Interest on internal loans	-	-	1,787	(1,787)	-
Property Development changes to capital works program	-	-	-	-	-
Roads operational review (NBN, Natural Disaster and reallocations)	-	-	290	(290)	-
Capital review Waterways and Asset Management	-	303	-	-	-
Vendor Panel Assessment and Stores Oncost recovery	-	-	110	(30)	80
Waste Capital program review	-	265	-	-	-
Waste Operating Budget review	-	-	(7,356)	6,559	(797)
Reduction in Maintenance Tipping costs for roads and drainage	-	-	-	497	497
Revise Tuggerah Lakes Dredging Budget and phasings	-	-	-	300	300
Align budget for APZ activity change - Restructure	-	-	-	-	-
Monitoring works at Warnervale Business Park condition of DA	-	(40)	-	-	-
Consultancy expenses for Warnervale University - Council resolution offset by reductions in Ourimbah Master Plan and Coastline Management Plan projects	-	-	-	-	-
Adjustments for capex continuation projects (offset found by partial deferral Warnervale Town Centre Entry Road Project)	9	171	-	28	28
Reduce Internal plant revenue to reflect Quarter 1 changes to Service Unit requirements	-	-	(123)	-	(123)
Q1 Total Approved Adjustments	114	0	(5,256)	5,256	(0)
Q1 Adopted Budget	14,758	83,827	258,591	271,448	(2,344)

5.8 Progress on Principal Activities

	Action timeframe 1 Year or 4 Year	Status Q1	Comments Q1
Principal Activity 1 - Community and Education			
1.01 - Community Partnerships and Planning			
Outdoor playground upgrade at Treelands Care & Education Centre: Complete outdoor playground area upgrade started in 11/12 to meet National Quality Framework requirements and commitments made to The Department of Education and Communities. This includes construction of wooden deck, digging patch and installation of shade sail. 2014/15 program includes complete resurfacing of infants playground and construction of new sandpit and shade area	2013/14	On Track	Roadmaps and planning phase completed in consultation with stakeholders. Work will commence in next quarter
Wyong Shire "Art House" (subject to funding) - The construction of a performing arts centre that will provide a state of the art facility for the Central Coast	2012/16	On Track	Draft concept plans developed. Communication Strategy information updated on web site. Regional Development Assistance Fund Round 5B applications submitted for funding.
Complete Development of Positive Ageing Strategy to respond to the opportunities and challenges of an ageing population.	2013/14	On Track	Consultation stage/survey and individual conversation were finalised
Preparation of concept design for Warnervale Community Hub (This target is a carry over from the Wyong Shire Council 2012-16 Strategic Plan)	2013/14	Off Track	Not yet commenced. Funding currently not available.
Implement key actions from the Learning Communities Strategy (This target is a carry over from the Wyong Shire Council 2012-16 Strategic Plan)	2012/16	On Track	2013/14 Key actions for this quarter were: - NGURA Leadership Program (16 participants) Waste and Water Education (40 participants) Senior's Council (15 participants) Positive Ageing Strategy conversation (18 participants)
Implementation of key actions from the Community Facility Strategy (This target is a carry over from the Wyong Shire Council 2012-16 Strategic Plan)	2012/16	On Track	Transfer of two 355 committees back to Council Management. Developed draft marketing/brand strategy for community facilities.
Continue to focus on events that address key corporate opportunities and resourcing / development requirements for the community.	2013/14	On Track	Participated in Central Coast Tourism Events Forum. Launched the Sustainable Events Guide.
Introduce electronic portfolios for children (This target is a carry over from the Wyong Shire Council 2012-16 Strategic Plan)	2012/16	Completed	
Undertake service changes in Care and Education that model sustainable business practice to the community and children/families (This target is a carry over from the Wyong Shire Council 2012-16 Strategic Plan)	2012/16	On Track	Research undertaken
Complete the realignment of the critical building asset registers within Council's corporate asset management systems (This target is a carry over from the Wyong Shire Council 2012-16 Strategic Plan)	2012/16	Completed	Asset valuations completed by each component for Community and Recreation Services. Data was uploaded into Council's Asset Management System

	Action timeframe 1 Year or 4 Year	Status Q1	Comments Q1
Principal Activity 1 - Community and Education			
1.02 - Customer and Community Relations			
Review Reputation Management Framework and Strategy	2015/16	On Track	Work not commenced
Implement the marketing of high priority actions from the Economic Development Strategy	2013/14	On Track	Sought local businesses for testimonials to represent WSC area on the new Invest Central Coast website by Regional Development Authority CC. Note, Economic Development Strategy not yet finalised. Actions not identified/adopted.
Review Engagement Policy and Strategy	2016/17	On Track	Work not commenced
Develop a Corporate and Place Brand Strategy by June, 2014. (This target is a carry over from the Wyong Shire Council 2012-16 Strategic Plan)	2013/14	On Track	Project planning stage
Develop a marketing strategy by June 2013 (This target is a carry over from the Wyong Shire Council 2012-16 Strategic Plan)	2013/14	On Track	Draft finalised
75% customer satisfaction with service provided by Customer Contact	2013/14	On Track	Survey to be conducted in Quarter 4
78% of calls are responded to at the first point of contact by Council Customer Contact	2013/14	On Track	Currently tracking at 79.3%
<5% of calls received are not abandoned by Council Customer Contact	2013/14	Off Track	Currently tracking at 5.68%
Implement specific actions to support the organisation's cultural change in customer focus	2013/14	On Track	Commenced identification with Service Unit Managers regarding their customers processes for review.
Review Customer Focus Strategy	2016/17	On Track	Work not commenced
Develop an Online Business Strategy for customers and partners to do online business with Council by June 2014 (partner with IM). (This target is a carry over from the Wyong Shire Council 2012-16 Strategic Plan)	2012/16	On Track	Implemented mobile version of website.
Develop and conduct a Customer Survey Program by June 2017. (This target is a carry over from the Wyong Shire Council 2012-16 Strategic Plan)	2012/16	On Track	Work not commenced
Increase the range of self-help services available online to customers by June 2015. (This target is a carry over from the Wyong Shire Council 2012-16 Strategic Plan)	2012/16	On Track	Developing with Information Management an application for customers to report issues or problems with assets. Identified core services for inclusion.
Library Services- 5% increase in overall customer interaction (including: programs, website, Wi-Fi, PC usage, digital loans and door count) customer enquiries	2013/14	On Track	Currently target is being exceeded. Tracking at 32.3% increase
An increase in Library membership of 1.5% per annum	2013/14	On Track	Currently tracking at 3% reduction in membership (due to the deletion of 7,748 inactive members in August). September saw spike in membership by 23.1% as a result of the new digital resources launch.

	Action timeframe 1 Year or 4 Year	Status Q1	Comments Q1
Principal Activity 1 - Community and Education			
1.02 - Customer and Community Relations			
Implement 2014/2015 priority actions from Library Strategic Plan	2014/15	On Track	Work not commenced
Implement 2015/2017 priority actions from Library Strategic plan	2015/16	On Track	Work not commenced
Implement exterior area upgrade for Toukley Library nested assets in consultation with other asset planners to address Work Health Safety risks. (Subject to CAPEX funding)	2013/14	On Track	Designs completed
Maintain ongoing learning partnerships between external organisations and Wyong Shire Council and increase collaboration between members of the Wyong Shire Learning Network resulting in the development of 1 new learning partnerships between local services/organisations	2014/15	On Track	Work not commenced
Maintain ongoing learning partnerships between external organisations and Wyong Shire Council and increase collaboration between members of the Wyong Shire Learning Network resulting in the development of 2 new learning partnerships between local services/organisations	2013/14	Off Track	Work not commenced
Cultural Enrichment (2013/14) Explore opportunities to bring music and art based experiences into the Library through external collaboration and partnership. (This target is a carry over from the Wyong Shire Council 2012-16 Strategic Plan)	2012/16	On Track	Work not commenced
Implement Learning Communities Strategy priority actions (This target is a carry over from the Wyong Shire Council 2012-16 Strategic Plan)	2013/14	On Track	Final program received for Musical Toolkit - Central Coast Conservatorium of Music. Transition to Schools program commenced. Born to Read Program commenced.
Implement high priority 2013/2014 actions from Library Strategic Plan	2013/14	Deferred	Note: Library Strategic Plan not yet finalised.
Library RFID improvements: Install six floor mounts for RFID gates to improve access	2013/14	On Track	Program costed and contractors sourced.
Lake Munmorah Civic Centre (Government Hub) - Identification and planning for a Lake Munmorah Civic Centre to improve accessibility to all government services for all community members in the north area of the Shire	2013/14	On Track	Developed a concept document for discussion. Overview of project provided to Services NSW, Regional Leadership Network, Premier and Cabinet Central Coast, Enterprise Connect.

	Action timeframe 1 Year or 4 Year	Status Q1	Comments Q1
Principal Activity 2 - Community Recreation			
2.01 - Open Space and Recreation			
90% of services performed to schedule (parks and reserve maintenance)	2013/14	On Track	97% services performed YTD.
90% of services performed to schedule (sport field maintenance)	2013/14	On Track	97% services performed YTD.
Monthly safety inspections completed on time	2013/17	On Track	Visual inspection completed by maintenance teams.
Seasonal changeovers and maintenance completed on time	2013/14	On Track	Winter to summer changeover near completion.
90% of services performed to schedule (roadside and other vegetation control)	2013/14	On Track	97% services performed YTD.
Construction of Saltwater Creek Playground Car park	2016/17	On Track	Work not yet commenced
Construction of Saltwater Creek trailer parking	2016/17	On Track	Work not yet commenced
Aquatic Infrastructure strategy is adopted by June 2013 (This target is a carry over from the Wyong Shire Council 2012-16 Strategic Plan)	2013/14	Off Track	Draft finalised
>1000 Trees planted in the public domain	2013/14	On Track	>300 trees planted to date.
>400 active Land Care volunteers	2013/14	On Track	477 volunteers to date including Tidy Towns volunteers
Undertake a large scale nursery improvement program subject to Federal biodiversity grant funding. (This target is a carry over from the Wyong Shire Council 2012-16 Strategic Plan)	2013/14	Deferred	Not yet commenced as grant funding unsuccessful. Waiting identification of another funding source.
No fatalities in flagged areas on Council beaches while professional lifeguard services are on duty	2013/17	On Track	Zero fatalities to date
Implement key actions out of the Master Plan for Tunkawallin and Boat Harbour (This target is a carry over from the Wyong Shire Council 2012-16 Strategic Plan)	2012/16	On Track	Irrigation completed.
Implement priority actions from the On-road Bicycle and Shared Pathway Strategy (This target is a carry over from the Wyong Shire Council 2012-16 Strategic Plan)	2012/16	On Track	Formed a shared pathway liaison group with GCC.
Continue to implement the key actions out of the Playground Strategy (This target is a carry over from the Wyong Shire Council 2012-16 Strategic Plan)	2012/16	Deferred	Planning for works being undertaken.
Feasibility study of the area between the freeway and Mardi landfill site for future sports fields. This project will commence in 2013/14 (This target is a carry over from the Wyong Shire Council 2012-16 Strategic Plan)	2012/16	On Track	Not yet commenced.

	Action timeframe 1 Year or 4 Year	Status Q1	Comments Q1
Principal Activity 2 - Community Recreation			
2.01 - Open Space and Recreation			
Implement the priority actions of the Tennis Review (This target is a carry over from the Wyong Shire Council 2012-16 Strategic Plan)	2012/16	On Track	2 new lease agreements have been signed.
Construction Entrance District Sporting and Community (EDSACC) Centre North Sub-soil drainage	2013/14	On Track	Quote received.
Construction of the Lakes Beach Lifeguard Tower	2013/14	On Track	Purchased lifeguard surveillance room. Engineering design being prepared for framework to support the surveillance room
Implement priority actions from the Aquatic Infrastructure Strategy (This target is a carry over from the Wyong Shire Council 2012-16 Strategic Plan)	2012/16	Deferred	Deferred until strategy adopted. Priority works were undertaken as identified by inspections.
Support and Promotion of Dune Care / Landcare - Support and promotion of the extensive volunteer network to enhance the environmental outcomes	2013/14	On Track	477 volunteers to date including Tidy Towns volunteers
Support of Pioneer Dairy and Regional Sport Facility development - Support and promotion of this unique Community facility to increase utilisation	2013/14	On Track	Concept plan revised for reduction option.
Norah Head Bald Street Boat Ramp Replacement: Replacement of Boat Ramp	2013/14	On Track	Tender advertised and closed.
Toukley Pool - Upgrade filtration system in pool plant room: Required for efficient operations and to reduce ongoing maintenance costs. Without improvements the water is in danger of being poorly filtered	2013/14	On Track	Quotes received for upgrade.

	Action timeframe 1 Year or 4 Year	Status Q1	Comments Q1
Principal Activity 3 - Economic and Property Development			
3.01 - Property Management			
10% Increase in rental and/or land sale revenue to Council	2013/17	On Track	
Civic Centre Air Conditioning units replacements: Replace various A/C units based on recommendations from an audit carried out last year	2013/14	Completed	New chiller unit has been installed in Block A of Civic Centre.
Airport (Bushells Ridge) - Support and promotion of the establishment of a regional airport on the border of Wyong Shire and Lake Macquarie Councils	2013/14	On Track	Pending gazettal of LEP with airport.
Enhanced Graffiti Removal - Enhanced amenity and reduced ongoing maintenance costs	2013/14	On Track	Improved graffiti removal methods in place. Department of Corrective Services have commenced removal of graffiti on non-Council assets in high visibility areas, 2 days per week as agreed.
Global Reporting Initiative Performance Indicator EN3 - Direct energy consumption by primary energy source to a target	2013/17	On Track	Annual figure to be reported in Quarter 4.
Global Reporting Initiative Performance Indicator Environmental 22 - Amount of waste created by Council's operations, including type and disposal method	2013/17	On Track	Annual figure to be reported in Quarter 4.
Global Reporting Initiative Performance Indicator Environmental 22 - Total weight of waste collected by type and disposal method	2013/17	On Track	Annual figure to be reported in Quarter 4.
Kitchenettes Upgrades: Upgrading of 4 kitchenettes (per annum) to meet legislative requirements per year	2013/14	On Track	Designs finalised, orders placed, scheduling of work is underway
Passenger Lift Upgrade (Lift No 2): Upgrade of Civic Centre Lift No 2 to meet legislative guidelines	2013/14	On Track	Work programmed for December, 2013.
Develop a 10 year plan for maintaining Charmhaven Depot (This target is a carry over from the Wyong Shire Council 2012-16 Strategic Plan)	2013/14	On Track	Draft Asset Management Plan being prepared.
Refurbish three toilet blocks each year. (This target is a carry over from the Wyong Shire Council 2012-16 Strategic Plan)	2012/16	Deferred	No funding provided for 2013/14.
Implement the priority actions arising from the Community Facilities Strategic Plan (This target is a carry over from the Wyong Shire Council 2012-16 Strategic Plan)	2012/16	On Track	List of defects issued for S355 managed facilities, draft maintenance programme and specification given to Community Development (CD) for comment. Disability access audit priorities (4 sites) for 13/14 have been provided by CD. Audits have been completed for all Libraries, Blue Haven and Hamlyn Terrace Community Centres. The Entrance Community Centre is underway.
Complete 2 Sustainability Advantage modules (This target is a carry over from the Wyong Shire Council 2012-16 Strategic Plan)	2013/14	Completed	Two modules have been completed.

	Action timeframe 1 Year or 4 Year	Status Q1	Comments Q1
Principal Activity 3 - Economic and Property Development			
3.01 - Property Management			
Complete the milestones in Sustainability Advantage Program (This target is a carry over from the Wyong Shire Council 2012-16 Strategic Plan)	2013/14	Off Track	
Develop Sustainability Strategy by 30 June 2013 (This target is a carry over from the Wyong Shire Council 2012-16 Strategic Plan)	2013/14	Off Track	
Review standard lease template to ensure compliance with contemporary commercial practice by December 2012 (This target is a carry over from the Wyong Shire Council 2012-16 Strategic Plan)	2013/14	On Track	
New lease revenue of \$500K achieved by 30 June 2014 (This target is a carry over from the Wyong Shire Council 2012-16 Strategic Plan)	2013/14	Off Track	Property pipeline is being developed
Asset Protection Zones Upgrades: Upgrade and improvement in 30 APZ	2013/17	On Track	11 upgrades to date.
Fire Trail Upgrades: Upgrade and Improvement in 2 fire trails	2013/14	On Track	Preparation of tender documents commenced.
Natural Asset Capital Upgrades and Renewals: Natural Asset Capital Upgrades and Renewals including signage, trail restoration, fencing, barriers, erosion control.	2013/14	On Track	Curtis Parade/Wyuna, The Entrance North - beach access replacement completed. Uwa Street Steps installed. Ocean Street access repaired and reopened. Soldiers Beach stairs completed.

	Action timeframe 1 Year or 4 Year	Status Q1	Comments Q1
Principal Activity 3 - Economic and Property Development			
3.02 - Property Development			
Iconic Development Sites Implementation	2013/17	On Track	Implementation of the Iconic Development site provisions has been included in the DLEP 2012. Discussions are continuing with Department of Planning and Infrastructure to finalise these provisions in an appropriate clause.
Iconic Sites Development - Development of key iconic sites to increase economic and sustainable development	2013/14	On Track	Staged DA's are being prepared for 3 Council owned iconic Development Sites - Oasis Site in Wyong, Short Street Car Park in The Entrance and Toukley Town Centre Car Park.
Lake Haven Town Centre Masterplan Implementation: Priority projects identified in the Lake Haven Town Centre Masterplan which is anticipated to be adopted by Council during the first quarter of 13/14	2013/14	On Track	Draft Masterplan prepared and Councillors briefed in September 2013 prior to public exhibition. Masterplan is on track to be adopted early in 2014.
Long Jetty Town Centre Masterplan Implementation: Priority projects identified in the Long Jetty Town Centre Masterplan which is anticipated to be adopted by Council during the first quarter of 13/14	2013/14	On Track	Draft Masterplan has been exhibited for public comment and will be reported to Council in October 2013 seeking adoption. Priority works identified in the draft Masterplan are underway for completion during 2013/14
Property Portfolio Strategy - Identification and planning for future development to create a revenue stream to off-set increase rates	2013/14	On Track	Preliminary draft Strategy is currently being prepared.
Toukley Town Centre Masterplan: Toukley Eastern north-south link footpath, landscape and safety upgrade	2013/14	On Track	Project tender documents prepared and awaiting funding through the Quarter 1 Budget review process.
Warnervale Town Centre - Development of the Warnervale Town Centre to support local community and future development	2013/14	Off Track	Community development program will follow development of Town Centre retail hub.
Commence the implementation of the Pacific Hwy/Alison Rd Wyong Masterplan by December 2013	2013/14	Off Track	Project was delayed awaiting completion of Roads and Maritime Services plans for the Pacific Highway through Wyong. Work is still expected to occur during this financial year.
Commence the implementation of the high priority projects identified in the Bateau Bay Masterplan by December 2013	2013/14	Off Track	Draft masterplan will be exhibited in November 2013 and is expected to be presented to Council for adoption in January 2014. Implementation of the priority projects will occur following adoption of the Plan.
Commence the implementation of the high priority projects identified in the Budgewoi Masterplan by December 2013	2013/14	Completed	Work has commenced on the first of the high priority projects identified in the Budgewoi Masterplan with a shared pathway being constructed in Norah Rd and the design work for the ramp approaches to Budgewoi Bridge.
Commence the implementation of the high priority projects identified in the Killarney Vale Masterplan by June 2014	2013/14	Deferred	No resources have been allocated to the preparation of a Masterplan for Killarney Vale at this stage.
Commence the implementation of the high priority projects identified in the Lake Haven Masterplan by December 2013	2013/14	Off Track	Draft masterplan will be exhibited in November 2013 and is expected to be presented to Council for adoption in January 2014. Implementation of the priority projects will occur following adoption of the Plan.
Commence the implementation of the high priority projects identified in the Long Jetty Masterplan by December 2013	2013/14	On Track	Work on the high priority projects identified in the Long Jetty Masterplan are expected to commence before the end of 2013.

	Action timeframe 1 Year or 4 Year	Status Q1	Comments Q1
Principal Activity 3 - Economic and Property Development			
3.02 - Property Development			
Commence the implementation of the high priority projects identified in the Norah Head Masterplan by June 2014	2013/14	Deferred	No resources have been allocated to the preparation of a Masterplan for Norah Head at this stage.
Complete and adopt the Bateau Bay Masterplan by March 2014	2013/14	On Track	Expected to be presented to Council for adoption in January 2014.
Complete and adopt the Budgewoi Masterplan by March 2014	2013/14	On Track	Expected to be presented to Council for adoption in December 2013.
Complete and adopt the Lake Haven Masterplan by March 2014	2013/14	On Track	Expected to be presented to Council for adoption in January 2014.
Complete and adopt the Long Jetty Village Centre Masterplan by December 2013. The service also includes identifying alternate funding sources to assist in the delivery of these plans	2013/14	On Track	To be presented to Council for adoption at the meeting to occur on 23 October 2013.
Complete and adopt the Pacific Highway/Alison Rd Masterplan by March 2014	2013/14	Deferred	Project has been delayed pending the finalisation of the Roads and Maritime Services plans for the Pacific Highway through Wyong. The project will commence but is not expected to be completed in 13/14.
Complete the concept design for the redevelopment of the Memorial Park at The Entrance	2013/14	On Track	Detailed survey work has been completed in September 2013.
Complete the construction of Stage 1 of Frank Ballance Park. (This target is a carry over from the Wyong Shire Council 2012-16 Strategic Plan)	2012/16	Deferred	Design complete. Awaiting funding.
Complete the detailed design and documentation of the Civic Plaza in Margaret Street Wyong	2013/14	Deferred	No funding was allocated for this work in the 13/14 budget.
Continue the tile replacement program at The Entrance (This target is a carry over from the Wyong Shire Council 2012-16 Strategic Plan)	2012/16	On Track	
Continue to work with the Department of Planning and Infrastructure on the preparation of the Tuggerah Town Centre Masterplan - External Project.	2013/14	On Track	Awaiting the finalisation of all planning documents (including a Voluntary Planning Agreement for infrastructure) by the NSW Department of Planning and Infrastructure.
Develop Urban Design Guidelines for the remaining development areas in the Shire	2013/14	Deferred	Awaiting completion of town centre masterplans.
Finalise Ourimbah Masterplan (This target is a carry over from the Wyong Shire Council 2012-16 Strategic Plan)	2012/16	Deferred	Awaiting funding.
First draft completed of the Ourimbah Masterplan study (This target is a carry over from the Wyong Shire Council 2012-16 Strategic Plan)	2013/14	Deferred	Awaiting funding.
Review Active River Foreshore & Baker Park Masterplan by June 2015	2014/15	On Track	
Review Bateau Bay Town Centre Improvement Masterplan by June 2015	2014/15	On Track	

	Action timeframe 1 Year or 4 Year	Status Q1	Comments Q1
Principal Activity 3 - Economic and Property Development			
3.02 - Property Development			
Review The Entrance Town Centre Masterplan by June 2015	2014/15	On Track	
Review Toukley Town Centre Improvement Masterplan by June 2015	2014/15	On Track	
Review Wyong Civic & Cultural Centre Masterplan by June 2015	2014/15	On Track	
Develop a detailed project plans for 5 iconic sites. (This target is a carry over from the Wyong Shire Council 2012-16 Strategic Plan)	2013/14	On Track	Plans are being prepared for 3 Council owned Iconic Sites (Oasis, Short Street and Toukley Carpark) with a target to have staged DA approvals by the end of June 2014
Establish a register of sites appropriate for development of aged housing. (This target is a carry over from the Wyong Shire Council 2012-16 Strategic Plan)	2013/14	On Track	This will be included in the Property Strategy.
Build a long term (greater than 5 year) property development portfolio that will enable Council to roll out development projects in excess of \$5m per annum. (This target is a carry over from the Wyong Shire Council 2012-16 Strategic Plan)	2012/16	On Track	
Make submissions & recommendations on development opportunities to leverage Council's financial position for Denning / Short Street car park by December 2012. (This target is a carry over from the Wyong Shire Council 2012-16 Strategic Plan)	2013/14	On Track	A staged Development Approval will be sought for this site by the end of June 2014.
Make submissions & recommendations on development opportunities to leverage Council's financial position for Warnervale Airport by December 2012. (This target is a carry over from the Wyong Shire Council 2012-16 Strategic Plan)	2013/14	On Track	Certain development scenarios have been developed for the Warnervale Airport site. These are currently being reviewed prior to being finalised.
New Business start ups and relocations	2013/17	On Track	
Develop a Property Development and Investment Strategy by 30 June 2013. (This target is a carry over from the Wyong Shire Council 2012-16 Strategic Plan)	2013/14	Off Track	
Management of two external organisations on their performance against funding agreements	2013/17	On Track	
Commence a review of the "Valleys Study" (This target is a carry over from the Wyong Shire Council 2012-16 Strategic Plan)	2012/16	Deferred	Awaiting funding.
Commence implementation of actions identified in the adopted Wyong Shire Settlement Strategy (This target is a carry over from the Wyong Shire Council 2012-16 Strategic Plan)	2012/16	Completed	Implementation of some of the actions in Settlement Strategy has commenced. These include implementing a number of zone changes through DLEP 2013.
Develop a Tourism Infrastructure Plan by June 2013 (This target is a carry over from the Wyong Shire Council 2012-16 Strategic Plan)	2013/14	Completed	The Central Coast Tourism Opportunities Plan (prepared by Central Coast Tourism Incorporated) was released in April 2013. The Plan addresses Tourism Infrastructure Provision.
Finalise Amendment 1 to the Wyong Local Environmental Plan and Wyong Development Control Plan 2012 (This target is a carry over from the Wyong Shire Council 2012-16 Strategic Plan)	2012/16	On Track	Preliminary work on amendment no.1 to WLEP & WDCP is underway.

	Action timeframe 1 Year or 4 Year	Status Q1	Comments Q1
Principal Activity 3 - Economic and Property Development			
3.02 - Property Development			
Implement Phase 2 of the Ourimbah Master plan (This target is a carry over from the Wyong Shire Council 2012-16 Strategic Plan)	2012/16	Deferred	Awaiting completion of masterplan.
Review Town Centre development options for the Ourimbah Masterplan by August 2012 (This target is a carry over from the Wyong Shire Council 2012-16 Strategic Plan)	2013/14	Deferred	Awaiting completion of masterplan.
Review of the Central Coast Regional Strategy (This target is a carry over from the Wyong Shire Council 2012-16 Strategic Plan)	2012/16	On Track	Discussion paper on Regional Growth Plan (replaces CCRS) is being prepared by the Department of Planning and Infrastructure and is due to be released before the end of 2013.
Review and finalisation of the existing draft Shire Wide s94 Contributions Plan (This target is a carry over from the Wyong Shire Council 2012-16 Strategic Plan)	2013/14	On Track	

	Action timeframe 1 Year or 4 Year	Status Q1	Comments Q1
Principal Activity 4 - Council Enterprises			
4.01- Commercial Enterprises			
Plant and Fleet Service unit to deliver a 100% break even cost Structure	2013/17	On Track	
Implement Cemeteries Plan of Management (This target is a carry over from the Wyong Shire Council 2012-16 Strategic Plan)	2012/16	On Track	Currently validating status of Cemeteries Plan of Management to ensure currency and support.
Holiday Parks- Financial surplus of \$1.5M achieved by 2015/16 (This target is a carry over from the Wyong Shire Council 2012-16 Strategic Plan)	2012/16	On Track	This relates to a financial surplus in 2015-16. The work we are undertaking this year will set the foundations to achieve this surplus later.
Holiday Parks- Implement the Marketing Strategy (This target is a carry over from the Wyong Shire Council 2012-16 Strategic Plan)	2012/16	On Track	Strategy finalised and under review for management approval / sign off, 13/14 Action Plan has been amended to reflect Marketing Strategy.
Holiday Parks- Undertake the key work for 2012/13 as identified in the new Business Strategy (This target is a carry over from the Wyong Shire Council 2012-16 Strategic Plan)	2013/14	Deferred	Draft strategy endorsed by Crown following an extended consultation process. Consultation with Holiday Park Patrons will now commence.
Holiday Parks- Undertake the key work for the current year as identified in the rolling works program (This target is a carry over from the Wyong Shire Council 2012-16 Strategic Plan)	2012/16	On Track	Works include replacing street lights at Toowoona Bay holiday park and increasing power supply & replacing the powerheads at Canton Beach holiday park.
Alignment and potentially Shared Service arrangement with Gosford City Council for all Plant & Fleet operations including this Service (Mgt) as well as all of the products under the service - Plant Mobile Equipment and Vehicles (This target is a carry over from the Wyong Shire Council 2012-16 Strategic Plan)	2012/16	Deferred	
Identify and implement options to generate profitable income from external sources (servicing of other fleet-provider's plant & equipment) (This target is a carry over from the Wyong Shire Council 2012-16 Strategic Plan)	2012/16	On Track	We are pursuing the balance of RFS equipment and are in the process of approaching other organisations & agencies

	Action timeframe 1 Year or 4 Year	Status Q1	Comments Q1
Principal Activity 5 - Regulatory			
5.01 - Building Certification, Compliance and Health			
Best Practice Application Assessment - Efficient assessment of Building Certification applications to the benefit of Council and the community through industry best standards for turning around applications	2013/14	On Track	Median processing time for Development Applications in BCCH is currently 12 days and Complying Development Certificates is 7 days.
Development applications deliver >\$1 billion in total project value (This is a combined KPI between Building Certification, Compliance & Health and Development and Rezoning Service Units)	2013/14	On Track	\$140m to date.
Implement portable in-vehicle computers connected to Council's On-line to allow access to data in field and reduce time spent on administration (This target is a carry over from the Wyong Shire Council 2012-16 Strategic Plan)	2013/14	On Track	All Building Certification staff have been issued with tablets to enable in-field access to information. Roll-out of similar devices for Compliance and Rangers staff will occur during Quarter 2.
Not less than 75% of all complaints are substantially responded to within 0-5 days. (Substantially responded to includes acknowledging the complainant by phone, e-mail, letter or on-site visit but does not mean the complaint will be completed within that time) (This target is a carry over from the Wyong Shire Council 2012-16 Strategic Plan)	2013/14	On Track	Service Standard Charter is being developed and will be published on Council's web-site. Procedures have been introduced to ensure all service requests are acknowledged within 48 hours.
Process improvements, utilising mobile technology to achieve <5 days median processing times for Complying Development Certificates.	2013/14	On Track	Quotes have been obtained for the purchase of devices and form templates provided to IT. It is expected that a device will be trialled over the 2nd quarter period.
Expand online building inspection booking to all of Council customers.	2013/14	On Track	On-line inspection booking is available to all customers. Further work to promote and enhance this service to provide greater integration with Council's systems is required.
Enhancement of the Electronic Housing Code in conjunction with Local Government NSW and the Department of Planning and Infrastructure	2014/15	On Track	Electronic Housing Code has been implemented. Now waiting on Department of Planning and Infrastructure to provide full integration to Council's Pathway system which will enable realisation of true benefits.
Investigate using internal equipment to clear private overgrown blocks	2013/14	On Track	Discussions have commenced with relevant sections.
Complete 2012/13 stage of the Environmental Management Strategy (EMS) by 30 June 2013 (This target is a carry over from the Wyong Shire Council 2012-16 Strategic Plan)	2013/14	Off Track	A review of the Environmental Management Strategy is underway to determine current status and the standard required.

	Action timeframe 1 Year or 4 Year	Status Q1	Comments Q1
Principal Activity 5 - Regulatory			
5.02 - Development and Rezoning			
Best Practice Application Assessment - Efficient assessment of Development applications to the benefit of Council and the community through industry best standards for turning around applications	2013/14	On Track	Review of assessment reports and internal processes has commenced. To be consolidated in Quarter 2.
Development applications deliver >\$1 billion in total project value (This is a combined KPI between Building certification, Compliance & Health and Development and Rezoning Service Units)	2013/17	On Track	\$140m to date.
Processing time of employment generating Development Applications to be less than 40 working days (Employment generating is defined as "development applications that will result in at least ten permanent full-time equivalent positions" net median)	2013/14	On Track	7.5 working days Net Median processing time
Shire-wide Comprehensive LEP and DCP Adopted - Adoption of a new Local Environmental Plan that responds to current challenges and opportunities, as well as establishing direction for the Shire for the next 20 years	2013/14	On Track	Gazettal of L.E.P expected November 2013.
< 25 net median working days processing times for Part 5 matters.	2013/14	On Track	No applications received.
< 25 net median working days processing times for development applications (Class 1(a)(ii) and 2-9).	2013/14	On Track	11 days net median working days for development applications
< 30 working days in accordance with statutory notification period for State Significant Development.	2013/14	On Track	No applications received.
Better co-ordination of planning related legal services, including mediated outcomes on legal disputes.	2013/14	On Track	An agreement is in place between Manager Development & Rezoning and the General Counsel to mediate outcomes on legal disputes.
Development stimulus in conjunction with Economic Property Development to promote and encourage development throughout the shire.	2013/14	On Track	Section 94 Plans amended to reduce contributions for secondary dwellings.
Implement mobile technological tools to streamline current practices and provide a more efficient, accessible service to the public. (This target is a carry over from the Wyong Shire Council 2012-16 Strategic Plan)	2013/14	On Track	Tree assessment identified as one area to benefit from mobile technology. Processes under review to enable transfer to mobile technology.
Improved process and education for other operational units to ensure better compliance with Part V approval under Environmental Planning Act (EPA) requirements	2013/14	On Track	Process map being drafted, consultation and education with other relevant operational units to follow.
Investigate the use of e-lodgement process to include major development applications.	2013/14	On Track	Discussions with Information Management Unit have commenced.
Review a range of Council development related policies (This target is a carry over from the Wyong Shire Council 2012-16 Strategic Plan)	2012/16	On Track	Review of a number of development-related policies has commenced. Summary of issues and proposed changes to be completed by Quarter 3.
Review current Landscape Policy (This target is a carry over from the Wyong Shire Council 2012-16 Strategic Plan)	2013/14	On Track	Review has commenced. Summary of issues and proposed changes to be completed by Quarter 3.
Improved information to developers	2013/14	On Track	Pre-lodgement meetings being held on a regular basis.

	Action timeframe 1 Year or 4 Year	Status Q1	Comments Q1
Principal Activity 6 - Environment & Land Use			
6.01 - Waterways and Asset Management			
Establishment of Waterways Service - Ensuring a corporate and community focus on local waterways both now and in the future with a focus on wrack removal and gross pollutant traps to ensure our lakes remain healthy and aesthetically pleasing, increasing their use by the community	2013/14	On Track	
Global Reporting Initiative Performance Indicator Environmental 13 - Habitats protected or restored. Metres of stream bank rehabilitated Subject to alignment with the Estuary Management Plan reporting requirements (subject to funding however maintenance schedules will continue)	2013/14	On Track	Maintenance continuing on works constructed under Estuary Management Plan, including stream banks and saltmarsh. No funding was allocated in the 13/14 budget for rehabilitation of new stream banks other than 100 m of Alison Rd.
2 Gross Pollutant Trap maintenance activities as per Type 1 Gross Pollutant Traps	2013/14	On Track	
3 Gross Pollutant Trap maintenance activities as per Type 3 Gross Pollutant Traps	2013/14	On Track	
6 Gross Pollutant Trap renewed with improved more efficient and maintainable designs	2013/14	On Track	
Review progress in implementing Estuary Management Plan and update strategy by 30 June 2014	2013/14	On Track	No funding for review of Estuary Management Plan in 13/14. Councillors requested a lakes management strategy be developed with focus on direct lake actions, this was completed, endorsed by General Manager, presented to Councillors as a briefing in the 1st quarter and funding allocated for delivery of these actions.
Complete an adopted Asset Management Strategy by June in each financial year to apply for the following year	2013/14	On Track	
To improve WSC Asset Management Practices beyond core level to an appropriate advanced level by June 2014, by implementing relevant corporate tasks in the Asset Management Improvement Plan and reviewing progress by asset suppliers on individual asset classes in the AMIP. (This target is a carry over from the Wyong Shire Council 2012-16 Strategic Plan)	2012/16	On Track	
Dredging works complete as per adopted Resourcing Strategy	2013/14	On Track	
Required approvals for the wrack harvesting program and dredging program obtained by June 2014	2013/14	On Track	
Reviewed, adopted Coastal Management Plan and sent to the Office of Environment and Heritage by October 2013	2013/14	Off Track	Temporary project resource finished June 30, Council Sea Level Rise policy was amended in July 2013 and now needs to be integrated into the plan, unable to complete document pending NSW State Government Stage 2 Coastal Reforms.
Water quality monitoring results are reported six monthly in an appropriate format that clearly demonstrates and explains progress in improving the waterways	2013/14	On Track	Office Environment and Heritage and WSC collecting results, have been reporting annually, now looking at six monthly, although due to variables, unlikely to add value in demonstrating 'improvements'.
Complete 2 wetland maintenance activities (sediment zone dredging, waste sediment disposal, replacement planting) per constructed wetland	2013/14	On Track	

Principal Activity 6 - Environment & Land Use			
6.01 - Waterways and Asset Management			
Complete three stream bank maintenance activities per constructed stream bank	2013/14	On Track	
Complete The Entrance Channel Flooding Impact Study in 2013/14 (This target is a carry over from the Wyong Shire Council 2012-16 Strategic Plan)	2013/14	Completed	This is a study of The Entrance Channel dynamics and management options (not a flood study) being undertaken by the NSW State Government as an election commitment, Office Environment and Heritage advise the report is completed, pending release by Minister to WSC staff and Tuggerah Lakes Estuary Coastal and Flood Plain Management Committee.
Complete at least 4000 cubic metres (1000 tonne dry weight) of wrack harvesting	2013/14	On Track	3,400 m3 of wrack collected in first quarter
Deliver Flood Risk Management Plan for Northern Catchments and Lake Macquarie (This target is a carry over from the Wyong Shire Council 2012-16 Strategic Plan)	2012/16	Deferred	No funding has been allocated to this project
Deliver Flood Risk Management Plan for Tuggerah Lake Foreshore. (This target is a carry over from the Wyong Shire Council 2012-16 Strategic Plan)	2012/16	On Track	
Deliver Flood Risk Management Plan for Wallarah and Spring Creek (Dependent on grant funding) (This target is a carry over from the Wyong Shire Council 2012-16 Strategic Plan)	2012/16	Deferred	Funding not forthcoming in 12/13, resubmitted and awaiting results for 13/14.
Deliver Flood Risk Management Plan for Wyong River (This target is a carry over from the Wyong Shire Council 2012-16 Strategic Plan)	2012/16	On Track	Flood study 95% complete, this will be used to inform the risk management plan in future years.
Deliver Ourimbah Creek Catchment Floodplain Risk Management Plan (This target is a carry over from the Wyong Shire Council 2012-16 Strategic Plan)	2012/16	On Track	Flood study complete and will inform a future Flood Plain Risk Management Plan.
Studies and Plans completed according to contractual work plan targets agreed by grant funding partners	2013/14	On Track	
Undertake Bathymetric study of major creek entrances in Tuggerah Lakes (This target is a carry over from the Wyong Shire Council 2012-16 Strategic Plan)	2013/14	Completed	Works completed in 1st quarter
Complete Stage 2 of the Emergency Services review project. (as per WSC strategic plan 2013/17) (This target is a carry over from the Wyong Shire Council 2012-16 Strategic Plan)	2013/14	On Track	Stage 1 completed, stage 2 proposed to be completed by June 2014, timeframe under stress due to dedicated emergency officer yet to be recruited.
Develop 10 year plan for maintaining Rural Fire Service (RFS) buildings in place (This target is a carry over from the Wyong Shire Council 2012-16 Strategic Plan)	2012/16	On Track	

	Action timeframe 1 Year or 4 Year	Status Q1	Comments Q1
Principal Activity 7 - Waste Management			
50% of domestic waste diverted from landfill	2013/14	On Track	Current diversion rate is 46.8%. This is impacted by seasonal factor and is expected to improve to over 50% in the summer months.
Domestic Waste Collection - 100% of registered premises provided with regular collection services	2013/14	On Track	100% of registered premises are already provided with regular collection services.
Gwandalan Tip - Stage 3.1 - Master Design, Environmental Impact Statement Studies and Lodgement of the Development Application	2013/14	On Track	Remediation Action Plan completed, preferred option to be selected then tender for detailed design.
Develop a strategic plan for alternative waste technologies	2014/15	On Track	Funding application submitted to Environmental Planning Authority for development of Wyong Shire Waste Strategy.
Develop and implement a program to move towards the NSW domestic waste diversion target of 66% resource recovery (or diversion from landfill) by 2014 by means of the following: - Education - Awareness - Behavioural change programs - Additional process initiatives and landfill operations. - Continue to explore opportunities through the Regional Waste Strategy between Gosford and Wyong. (This target is a carry over from the Wyong Shire Council 2012-16 Strategic Plan)	2012/16	On Track	Education program underway.
Development Strategy for area 5 at BWMF (This target is a carry over from the Wyong Shire Council 2012-16 Strategic Plan)	2012/16	On Track	
Scheduled and programmed services to clean-up and monitor open spaces and roadsides	2013/14	On Track	Works underway.
Soil processing facility operating by January 2014	2013/14	On Track	Planning underway for an internal operation. Lease of land to commercial operator for external processing is underway.
Continue to explore opportunities through the Regional Waste Strategy between Gosford and Wyong (This target is a carry over from the Wyong Shire Council 2012-16 Strategic Plan)	2012/16	Deferred	Action on hold as agreed by both Councils.

	Action timeframe 1 Year or 4 Year	Status Q1	Comments Q1
Principal Activity 8 and 9 Roads and Stormwater			
1,000 metre of shared pathways constructed per annum - Measures annual growth of the shared pathway system (length of constructed cycleway is influenced by terrain, grant funding and Council funds allocated to the deliver the service)	2013/14	On Track	
Anita Avenue at Agatha: Road Upgrade including stormwater drainage	2013/14	On Track	
Bay Road: Road Upgrade including stormwater drainage	2013/14	On Track	
Berkeley Road: Road Upgrade including stormwater drainage	2013/14	On Track	
Bumble Hill Guardrail: Road Safety Facilities.	2013/14	On Track	
Bunning Creek Road: Road Upgrade (Seal)	2013/14	On Track	
Elouera Ave: Road Upgrade with possible stormwater drainage	2013/14	On Track	
Goorama Ave: Road Upgrade/Renewal including stormwater drainage.	2013/14	On Track	
Panorama Ave/Hobson: Road Upgrade/Renewal with possible stormwater drainage 1	2013/14	On Track	
Provide average pavement condition index >6.5 (industry standards) as a measure of the road quality	2013/14	On Track	
Saltwater Creek Killarney Vale timber footbridge replacement programme	2013/14	Off Track	Delays with gaining environmental approvals will delay physical works until late 2013
Shire Wide bridge renewals	2013/14	On Track	
The Entrance Road disabled parking improvements: Road Safety Facilities	2013/14	On Track	
The Ridgeway (CH1100 CH1870): Road Upgrade and Renewal	2013/14	Off Track	Anticipated delays with relocation of power poles will delay road works until mid 2014
The average pavement condition index of >7 (industry standards) as a measure of the road quality	2015/16	On Track	

	Action timeframe 1 Year or 4 Year	Status Q1	Comments Q1
Principal Activity 8 and 9 Roads and Stormwater			
Timber footbridge replacement programme - Peninsula	2013/14	On Track	
Tumbi Rd at The Ridgeway: Road Safety Facilities	2013/14	On Track	
Develop Rural Roads Policy	2013/14	On Track	
Develop and implement formal Boundary and Adjacent Roads Agreements in association with Gosford City, Cessnock, and Lake Macquarie City Councils which define responsibilities, promote cooperation, provide equity, and improve service efficiency. (This target is a carry over from the Wyong Shire Council 2012-16 Strategic Plan)	2013/14	On Track	
Collection of automated road condition data on >15% of the road network per annum	2013/14	On Track	
Develop a new shared pathway capital works project priority listing	2013/14	On Track	
10% of drainage systems inspected and returned to its original design capacity per annum	2013/14	On Track	
Implement strategic capital works programming for drainage assets using asset management systems	2013/14	On Track	

	Action timeframe 1 Year or 4 Year	Status Q1	Comments Q1
Principal Activity 10 and 11 - Water and Sewerage			
100% compliance against the health related criteria of the Australian drinking water guidelines	2013/14	On Track	
100% compliance with Environmental Protection Authority licensing requirements for the quality of secondary treated effluent that is discharged to the ocean	2013/14	On Track	
95% customer satisfaction with sewerage service	2013/14	On Track	
95% of customer satisfaction with water supply service	2013/14	On Track	
Central Coast Water Corporation and Joint Services Business Establishment - The management of the supply of water and sewerage services for the Central Coast Region, supported by a combined, Wyong Shire Council and Gosford City Council Joint Services Business. This service will provide essential administration services and operating efficiencies to the Central Coast Water Corporation and both Councils.	2013/14	Deferred	Central Coast Water Corporation and Joint Services Project remains on hold
Global Reporting Initiative Performance Indicator Environmental 10 - Percentage and total volume of water recycled and reused. The estimated quantity of tertiary treated recycled water that is produced and distributed for non potable purposes	2013/14	On Track	
Global Reporting Initiative Performance Indicator Environmental 21 - Total water discharge by quality and destination. The combined total estimated discharge of secondary treated effluent sent to ocean outfalls and tertiary treated effluent for non potable	2013/14	On Track	
Global Reporting Initiative Performance Indicator Environmental 8 - Total water withdrawal by source. Estimated quantity of water sourced from local water supplies (Wyong River/Ourimbah Creek) and transferred to Mardi Water Treatment Plant	2013/14	On Track	
Council to ensure less than nine water main breaks per 100km of Council's mains (not associated with third party damage)	2013/17	Off Track	Currently tracking at 16 per 100 km. The reasons for this increase are subjective and maybe associated with damages as a result of the NBN contractors and also drying ground conditions and shrinkage stressing the pipe. Anecdotal evidence suggests that the pipe material at the breaks was found to be sound . Further monitoring required.
Implementation of revised operating strategy to maintain water quality, asset management and customer service in view of increasing population, asset age and regulatory changes. (This target is a carry over from the Wyong Shire Council 2012-16 Strategic Plan)	2012/16	On Track	

	Action timeframe 1 Year or 4 Year	Status Q1	Comments Q1
Principal Activity 12 - Administration			
12.01 - Contract and Project Management			
80% of all contracts managed by the Contract and Project Management Service Unit are to be completed within budget	2013/17	On Track	
95% compliance with goods and services requested and processed within 48 hours of receipt of order	2013/14	On Track	
Capital Works Program - Renewal and upgrade projects that address the current asset maintenance gap while also delivering on new high usage assets such as completing the gap in the North Entrance cycleway to enhance accessibility	2013/14	On Track	Annual schedule prepared to deliver projects referred from internal clients and on track to deliver to the satisfaction of the client
Optimise store inventory, ensuring total value is maintained at <\$1 million	2013/17	On Track	
Commence baseline monitoring for Porters Creek Stormwater Harvesting Scheme and Precinct 7A by 30 June 2013 (This target is a carry over from the Wyong Shire Council 2012-16 Strategic Plan)	2013/14	Off Track	The target for the baseline monitoring is now June 2014. The General Manager is now the sponsor for this project, which is being reviewed for feasibility with a capped budget of \$15M

	Action timeframe 1 Year or 4 Year	Status Q1	Comments Q1
Principal Activity 12 - Administration			
12.02 - Finance			
Agreed productivity gains are identified and achieved with gains or offset recorded against the business of Council	2013/17	On Track	
Building and infrastructure renewals ratio of >1%	2013/17	On Track	Annual Ratio that will be completed post 30 June 2014
Debt Service Ratio of <15%	2013/17	On Track	Annual Ratio that will be completed post 30 June 2014
Finance Technology upgrades to improve organisation productivity and efficiency and service quality	2013/14	On Track	
Managing outcomes of the Special Rate Variation - Create financial sustainability and enhance the standard of assets and reduce Councils asset maintenance backlog substantially	2013/14	On Track	Systems in place to monitor and report on progress of Special Rate Variation projects.
Rate coverage ratio of 50%.	2013/17	On Track	Annual Ratio that will be completed post 30 June 2014
Rates outstanding percentage of <5%	2013/17	On Track	Annual Ratio that will be completed post 30 June 2014
The organisation achieves 100% budgeted target revenue	2013/17	On Track	Annual Ratio that will be completed post 30 June 2014
The organisation achieves within + / - 1% of actual expenditure budget at year end	2013/17	On Track	Annual Ratio that will be completed post 30 June 2014
The organisation completes 80% of all projects on time and within budget	2013/17	On Track	Annual Ratio that will be completed post 30 June 2014
The organisation to achieve 1% saving in operational (salaries and wages) budgeted expenditure for each service unit for actual expenditure	2013/17	On Track	Annual Ratio that will be completed post 30 June 2014
Unrestricted current ratio >1.5%	2013/17	On Track	Annual Ratio that will be completed post 30 June 2014
<12,000 assessments in arrears	2013/14	On Track	Annual Ratio that will be completed post 30 June 2014
100% compliance with IP&R guidelines & LG Act (including Community Strategic Plan, 4 year Delivery Program, Resourcing Strategy, one year Operational Plan and Annual Report)	2013/14	On Track	
Refine the integrated planning process through benchmarking and best practice. (This target is a carry over from the Wyong Shire Council 2012-16 Strategic Plan)	2012/16	On Track	Benchmarking undertaken via Integrated Planners Forum and via assessment of other Council's practices

	Action timeframe 1 Year or 4 Year	Status Q1	Comments Q1
Principal Activity 12 - Administration			
12.03 - Human Resources			
Lost Time Injury Frequency Rate (LTIFR) - Minimum achievement of set targets for lost time injuries of < 27.06 per million hours (organisational)	2013/14	Off Track	Currently 32.21
Permanent Staff Turnover at <10%	2013/14	On Track	Currently 2.4%
Individual Action: Central Coast Water Corporation HR Coordination	2013/14	Deferred	Central Coast Water Corporation project is on hold as per Council resolution.
Streamline process after new Performance Management system and Salary Grading system are in place (This target is a carry over from the Wyong Shire Council 2012-16 Strategic Plan)	2013/14	Deferred	No budget for this activity
3 System Audits	2013/14	On Track	
30 Inspections	2013/14	On Track	
30 Observations	2013/14	On Track	
40 Compliance Audits	2013/14	On Track	
All incidents entered into SafeTsmart on day of notification. Volume depends on incidents occurring. Estimate of 220 Incidents per year (based on 2010/11)	2013/14	Off Track	Previously under resourced and now a resource was recently appointed and can now resume meeting target.
Maintain Drug & Alcohol testing program	2013/14	On Track	

	Action timeframe 1 Year or 4 Year	Status Q1	Comments Q1
Principal Activity 12 - Administration			
12.04 - Information Management			
85% of the organisations service requests are assessed within the required timeframes (organisational)	2013/17	On Track	
Information Technology upgrades to improve organisation productivity and efficiency and service quality	2013/14	On Track	
Wyong Shire Loyalty System (This target is a carry over from the Wyong Shire Council 2012-16 Strategic Plan)	2012/16	On Track	
12.05 - Legal and Governance			
Implement a comprehensive policy for the management of complaints	2013/14	On Track	
Develop and maintain an interactive register of legislative provisions that apply to or have impact upon Council by March 2013 (This target is a carry over from the Wyong Shire Council 2012-16 Strategic Plan)	2013/14	Off Track	Still for waiting Hunter Councils' in house law firm, Local Government Legal, to release its software package that will do all that is required for very little in terms of subscription cost.
Establish an interactive intranet site that provides useful information to staff and councillors about legislation that applies to Council	2013/14	On Track	
Liaise with other nearby local councils to develop synergy in internal processes, to allow for seamless secondments of in-house solicitors between councils to meet unusual periods of demand	2014/15	On Track	
Improve compliance and statutory timeframes by 20% under the Government Information (Public Access) Act 2009 (This target is a carry over from the Wyong Shire Council 2012-16 Strategic Plan)	2012/16	On Track	
Ensure compliance with all relevant legislation - review claims to ensure compliance, ensure an investigation is carried out within 5 days for each claim received, ensure all claims and possible public liability claims are reported to our insurers, ensure Units are informed of insurers decisions within 5 business days.	2013/14	On Track	
Provide steps for injured workers/supervisors/managers that will encourage a safe & durable return to work for the injured worker in a reasonable period of time.	2013/14	On Track	
Conduct Local Government Election and associated processes	2016/17	On Track	
Determine Contract for Local Government Election provision	2015/16	On Track	
Develop a new Councillor induction	2016/17	On Track	
New Code of Conduct to be released by DLG	2013/14	On Track	