

2018-21 Delivery Program and Operational Plan Fact Sheet

Community



Our communities are welcoming, inclusive and safe; our lifestyle needs are actively considered and planned for; and opportunities exist to enhance our health and social wellbeing

Our health and wellbeing needs are met

- Quality health and well-being services that support the changing needs of the community through all stages of the lifecycle are provided through government and non-government organisations
- High quality community support and residential aged care services are available and accessible to residents across the region
- Recreation, sporting and leisure facilities encourage all ages to live an active and healthy lifestyle
- Youth of the region are engaged and supported to reach their maximum potential

Our region's diverse cultural identity is preserved, and we foster creative expression and spaces

- Our culturally diverse heritage is preserved and celebrated for the richness it brings to our regional identity
- Support and promote the arts, recognising the broad and diverse contributions they make to community identity, economy and wellbeing

We are a safe and caring community

- Develop, maintain and promote safe spaces and facilities that are enabling, accessible and inclusive for all
- Positive social behaviours (including law and order) are fostered and encouraged to maintain our safe, healthy and connected community

Council's response to this theme focuses on an individual's needs across the lifespan; improving accessibility to public recreation facilities; increased focus on the celebrating the arts region heritage and cultural activities contribute to wellbeing; delivering public health and safety and projecting the Snowy Monaro region as a good and safe place to live and to visit.

Council has identified 17 Delivery Program objectives to achieve over the next three years that include:

- Ensuring water and sewer services meet legislative and quality requirements
- Reviewing fees and charges of home care packages and implementing a community transport strategy to provide competitive cost effective aged care and community support services are available within the region
- Developing regional recreational strategies to encourage active lifestyles and to ensure councils recreational facilities, parks and public open spaces are safe, well managed and accessible
- Implement a number of programs to ensure the youth of tomorrow are engaged, supported, mentored and trained to be the leaders of tomorrow
- Build stronger relationships with the Region's First Peoples
- Regional level arts, heritage and cultural activities will be promoted and implemented
- Implementation of actions identified in the Disability Inclusion Action Plan

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Economy



We are a vibrant and prosperous community providing opportunities for growth and learning

Our region is prosperous, with diverse industries and opportunities

- Attract diverse businesses and industries to the region, supporting their establishment and retention
- Foster and support adaptive, sustainable industries
- Capitalise on the region's proximity to Canberra, Victoria and neighbouring NSW regions to attract industry and investment

Our community has access to a range of lifelong learning opportunities

- Advocate for and promote education and lifelong learning opportunities
- Promote and provide access and spaces where people can learn and connect

Our residents and visitors connect with our region's welcoming and iconic attractions

- The Snowy Monaro Region is a destination that offers a variety of experiences, attractions and events year-round
- Encourage and promote vibrant towns and villages, acknowledging and celebrating the unique heritage and character of each town
- Further promote and develop the region's visitor accommodation, products, and recreational infrastructure

Council's response to this theme focuses on providing initiatives that will facilitate a vibrant, prosperous diverse and sustained economy where businesses are encouraged to move to, remain and grow in the region. Tourism plays a vital role in our local economy, with our growing reputation and recognition of the events which are attracting visitors from all parts of the globe.

Our Community has expressed the need for progressive transport infrastructure and technology that meets modern businesses and our community, opportunities for work in the local area and is a desirable place to live.

Council has identified 22 Delivery Program objectives to achieve over the next three years. Highlights include:

- Finalisation of the Regional Economic Development Strategy and commence undertaking the actions prioritised for the 2019 year
- Work with local businesses to become competitive market suppliers
- Lobby the State Government to include Jindabyne in the Smart Cities Pilot Program
- Develop a Council Saleyard Management Strategy
- Undertake feasibility study for the villages of Michelago, Numeralla and the Four Mile with regard to water supply
- Implement the library strategy and secure funding to improve security at public libraries
- Implement the adopted recommendations from the Bombala and Delegate Main street Heritage Study
- Support business in their promotion to encourage and develop our visitor economy

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Environment



Our iconic natural environment and heritage is preserved and enhanced for future generations whilst balancing the needs for regional development and growth

Our natural environment is protected and sustainable

- Protect, value, and enhance the existing natural environment
- Water, waste, sewer and stormwater management practices are contemporary and efficient

Our built infrastructure is attractive and fit for purpose

- Planning for rural, urban and industrial development is sensitive to the region's natural environment and heritage
- Improve and maintain our publicly owned infrastructure, assets, and facilities to a high standard
- Advocate for a range of suitable housing and accommodation to suit the changing needs of our community

Our community is connected through efficient transportation networks, technology, and telecommunication services

- Transportation corridors throughout the region are improved and maintained
- Transportation initiatives are aligned to state and neighbouring local government area plans
- Our region has access to effective telecommunication infrastructure and services

Council's response to this theme involves the need to balance the provision of essential infrastructure and encourage development that is sensitive to the region's natural environment and heritage and improved and maintained to a high standard.

Council has identified 22 Delivery Program objectives to achieve over the next three years. These include:

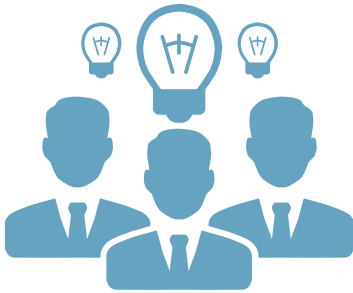
- Development of a Bio Security Weeds compliance procedure to support the enforcement policy
- Implementation of a procedure to record all illegal dumping through the EPA RID online proposal
- Implementation of a Plant Hygiene Policy
- Development, adoption and implementation of a Waste Management Strategy
- Continued implementation of the Water and Sewage capital works program
- Improvement of water quality at Bombala and Delegate subject to funding
- Implementation of kerbside collection services at Bredbo, Michelago and Nimmitabel – subject to Council approval

In addition to protecting our natural environment a number of initiatives have been flagged to encourage sensitive development across the region. These include:

- Preparation of a Settlement and Rural Land Use Strategies
- Review and update of policies and procedures for development and building certification
- Completion of a number of Stronger Communities Fund projects
- Ensure management of road corridors is effective and efficient through a number of programs
- Plan build and repair our local road corridors to improve movement across the region
- Review and undertake initiatives from the Transport and Infrastructure Management Plan
- Develop an SMRC prospectus for upcoming State and Federal Government elections to advocate for funding to improve remote area communications connectivity.

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Leadership



We have contemporary civic leadership and governance that fosters trust and efficiency

Our council is strategic in its planning, decision making and, resource allocation

- Planning and decision making are holistic, integrated, and have due regard for the long term and cumulative impacts
- Sound governance practices direct Council business and decision-making
- We advocate to, and work with other levels of government, community and industry
- Council will manage service delivery in an efficient and sustainable way as an employer of choice

Our council delivers best value to the community

- Public services and processes are delivered reliably and efficiently in response to community needs
- Council utilises sound fiscal management practices, and pursues and attracts other sources of revenue

Our community is informed and engaged in decision making

- Our community has multiple opportunities to be consulted and engaged in the development of plans, services, and policies
- Residents have access to timely, relevant, and accurate information on issues that affect them
- Our community is empowered to fully participate in shaping the future of our region

Our community has said they are seeking stronger leadership and improved management from Council, improved transparency, community involvement in decision making and to be seen as providing value for money.

Whilst not specific to just the Leadership theme is the inclusion of more detailed key performance measures and targets against each of the annual Operational Plan actions.

Council's response to this feedback and to this leadership theme has identified 26 Delivery Program objectives to be delivered over the three year period. Highlights include:

- Harmonisation of policies, procedures and processes that deliver customer focused business practices
- Increased corporate audit and risk accountability
- Development of an SMRC Records Management Framework – policy and procedures
- Development of Complaints Management Framework – policy and procedures