

# Corporate Services



## GL2 – MOVING TOWARDS A SUSTAINABLE COUNCIL

DELIVERY PLAN (2017-2022)	OPERATIONAL PLAN (2021-2022)			
ACTION	Action	Deliverable	Target	Responsible Department
GL2.1 Revenue opportunities, cost savings and/or efficiencies are achieved.	GL2.1.1 Service level reviews will be undertaken in accordance with the Fit for the Future Improvement Plan.	A minimum of 2 Service Level Reviews will be undertaken per annum.	100% complete	Corporate
	GL2.1.2 Manage and monitor Council's finances.	Annual Financial Statements prepared, audited and lodged with the Office of Local Government by 31 October.	100% complete	Finance
		Complete implementation of the asset field works mobility solution.	100% complete	Information Technology
	GL2.1.3 Report on the outcome of Council's performance against the Delivery Program.	Six Monthly Report prepared and reported to Council by 28 February.	100% complete	Corporate
		Annual Report prepared, adopted by Council and submitted to the Office of Local Government by 30 November.	100% complete	
GL2.1.4 Planning agreements are negotiated and administered according to the adopted policy.	Development contributions collected and administered in accordance with the adopted Contributions Plan and Planning Agreements.	100% complete	Development	
GL2.2 Use modern operating systems and apply contemporary practices.	GL2.2.1 Maintain Council's fleet of plant and equipment to the satisfaction of internal and external customers.	Plant and fleet maintained to ensure maximum availability of plant and equipment assets adequately fulfil their role and facilitate the completion of local maintenance, renewal and construction requirements.	100% complete	Infrastructure Services

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DELIVERY PLAN (2017-2022)	OPERATIONAL PLAN (2021-2022)			
ACTION	Action	Deliverable	Target	Responsible Department
GL2.2 Use modern operating systems and apply contemporary practices.	GL2.2.3 Work together to interweave and optimise the sharing and coordination of resources and information.	Attend Western Sydney Region of Councils board meetings quarterly.	4 per annum	Executive
		Attend the Local Government NSW Conference.	100% complete	Executive
GL2.3 Provide effective risk and safety practices.	GL2.3.1 Ensure the integrity and security of Council's records.	Assess determine and respond to complaints in accordance with GIPA Act and procedures.	100% processed	Information Technology

## GL3 – WE ARE ALL VALUED CITIZENS

DELIVERY PLAN (2017-2022)	OPERATIONAL PLAN (2021-2022)			
ACTION	Action	Deliverable	Target	Responsible Department
GL3.2 Responsive and efficient services.	GL3.2.1 Ensure efficient customer service standards: <ul style="list-style-type: none"> <li>• Internal and external customer feedback</li> <li>• Monthly reporting completed within days.</li> </ul>	Number of: <ul style="list-style-type: none"> <li>• Section 68 Solid Fuel Heater applications registered within 2 days.</li> <li>• On-Site Sewer Management Applications registered within 2 days.</li> <li>• Complying Development Applications registered within 2 days.</li> <li>• Water Applications registered within 2 days</li> <li>• Complying Development Applications registered within 2 days</li> <li>• Section 96 Modification of Consent applications registered within 2 days</li> <li>• Community Hall Bookings processed within 14 days.</li> <li>• Quotes for applications issued on request.</li> <li>• Subdivision Certificate requests registered within 2 days.</li> <li>• Action Requests registered daily.</li> <li>• Certificates processed within 14 days.</li> <li>• Development Applications registered within 2 days.</li> <li>• Construction Certificates registered within 2 days.</li> <li>• Sewer Applications registered within 2 days.</li> </ul>	100% processed within required timeframes	Customer Service

## GL3 – WE ARE ALL VALUED CITIZENS

DELIVERY PLAN (2017-2022)	OPERATIONAL PLAN (2021-2022)			
ACTION	Action	Deliverable	Target	Responsible Department
GL3.2 Responsive and efficient services.	GL3.2.2 Issue certificates including: <ul style="list-style-type: none"> <li>• Building Certificates</li> <li>• Subdivision Certificates.</li> <li>• Development Applications</li> <li>• Construction Certificates</li> <li>• Section 10.7 Planning certificates (zoning certificates)</li> </ul>	<ul style="list-style-type: none"> <li>• Average days to process – 28 days</li> <li>• Average days to process – 21 days</li> <li>• determined within 45 calendar days (net days median timeframe)</li> <li>• determined within 45 calendar days (net days median timeframe)</li> <li>• Average days to process – 3 days with 100% processed within 10 working days</li> </ul>	Certificates processed within legislative timeframes	Building & Development