SINGLETON DELIVERY PROGRAM 2017 – 2021



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OUR GENERAL MANAGER

It's an age-old adage that actions speak louder than words, and nowhere is that more accurate than in local government.

The conversations our community had with Council during the development of the new Community Strategic Plan were vital to outlining the vision for Singleton for the next 10 years, and ensuring the services we provide align with the needs and expectations of our residents.

But what Council will ultimately be judged on, and rightly so, is whether we achieve what we said we would, and whether we deliver what our residents told us they wanted.

That's why the Singleton Council Delivery Program 2017-2021 is an important document, because it drives the medium-term action plan for how our Council is going to turn the Community Strategic Plan into a reality over the next four years, and ultimately set the course for the next 10 years.

At its most fundamental level, local government exists to support the needs of our community and that's why every action in our Delivery Program is aligned under the five pillars of importance to our community, namely Our People; Our Places; Our Environment; Our Economy; and Our Leadership.

It's why the plan covers every aspect of the services we provide to you, our residents, from enhancing, protecting and improving our environment and efficient water and waste management, through to maintaining our community assets, providing quality library and childcare services and ramping up the way we communicate with each other.

You'll also see the delivery of some long-awaited major projects in the next four years, most notably the Riverside Park project, the Singleton Regional Livestock Market Upgrade and the Bulga and Camberwell water supply schemes.

In all, more than \$100 million has been calculated for the maintenance and improvement of community assets over the next four years, and that's a fantastic demonstration that not only are we listening to what our community is telling us, but we're already delivering on the projects you told us were important to you, whether big ticket or small scale.

That the timeframe for the Delivery Program 2017-2021 aligns with the term of the elected Council is no coincidence. The deliverables have been set out in this document as achievable, measureable and providing a clear direction so that at the end of the four-year-term, you, our residents, can score our report card on whether we did what we said we were going to do.

I'm excited about the direction that has been set for Singleton for the next 10 years, and particularly what's in store for the next four years. I'm privileged to lead a fantastic team of people at Council and can't wait to start working with our elected Councillors to deliver the real outcomes from this plan that will make a difference to our residents every day.

Jason Linnane



OUR COUNCIL



Clr Sue Moore Mayor

This Delivery Program is aligned to the term of the elected Council. The role of the elected Council is to:

- Direct and control the affairs of the Council in accordance with the Local Government Act.
- Participate in the optimum allocation of the Council's resources for the benefit of the area.
- Play a key role in the creation and review of the Council's policies and objectives and criteria relating to the exercise of the Council's regulatory functions.
- Review the performance of the Council and its delivery of services, and the management plans and revenue policies of the Council.

This program of deliverables has been endorsed by our elected Council and is their commitment to you, our community, for the term of this Council to September 2020. Our Councillors are:



Clr Godfrey Adamthwaite **Deputy Mayor**



Clr Sarah Lukeman



Clr John Martin



CIr Tony Jarrett



Clr Tony McNamara



Clr Val Scott



CIr Hollee Jenkins



Clr Sue George



Clr Danny Thomspon

OUR SINGLETON



OUR INDUSTRIES

Located in the heart of the Hunter Valley, Singleton's economy is built on the rich natural resources the land provides. Boasting a world class mining industry, internationally renowned wine and food experiences and a long history of agricultural activities, in addition to a strong defence industry based at Lone Pine Barracks, Singleton is well positioned to continue to diversify the local economy and thrive into the future.

AGRICULTURE

Local primary industry includes beef cattle farming, dairy farming, mushroom growing, viticulture and horse studs.







VISITOR ECONOMY

Singleton is located at the centre of the Hunter Valley, one of Australia's premier wine producing regions.



OVER 40 VINEYARDS, WINERIES AND CELLAR DOORS LOCALLY



RETAIL, ACCOMMODATION & FOOD SERVICES

Retail trade, accommodation and food services are vital industries in attracting visitors to Singleton, while supporting a culturally diverse local community. The \$11 million

Town Centre Revitalisation project completed in October 2015 has an estimated economic cost benefit of \$23.98 million to the town.



\$218 MILLION IN REGIONAL OUTPUT ANNUALLY



DEFENCE

The Australian Army School of Infantry is located at the Lone Pine Barracks just 8 kilometres south of the Singleton CBD. The Barracks cover approximately 14,000 hectares and is an important contributor to the local economy with vast employment opportunities. Approximately 60% of the military staff live locally with their families and 6% own a local home.





RESPONSIBLE FOR THE ARMS TRAINING OF AUSTRALIAN ARMY RECRUITS

COAL

Around 20 coal mines operate in Singleton LGA and produce approximately 57 million tonnes of coal annually. Mining royalties generated, strong community partnerships and many employment opportunities demonstrate the importance of this industry to the local economy.



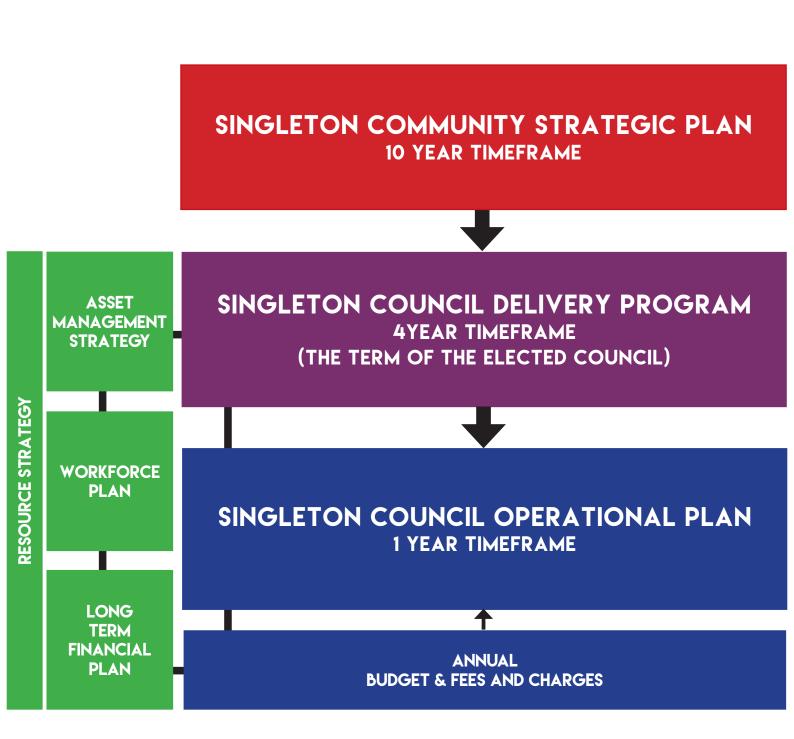
\$5.1 BILLION IN REGIONAL OUTPUT ANNUALLY



FROM STRATEGY TO ACTION

As legislated by the NSW Government, Singleton Council operates within the Local Government Integrated Planning and Reporting Framework.

As such, our community sets the strategic direction for Council and all Council's operations and activities are aligned to meet the expectations and desires of our community. This is managed through the following structure:



ROLES & RESPONSIBILITIES

In speaking with our community, many challenges and opportunities have been raised. While many of these challenges and opportunities can be affected by us through the services Council provide, not all are under Council's control.

To ensure we are clear about what Council's role is, we have established three types of actions:

DELIVER

Explanation

For Strategies, Deliverables and Actions which are labelled as DELIVER, Singleton Council can directly affect the outcome and is responsible for making this happen.

COLLABORATE

Explanation

For Strategies, Deliverables and Actions which are labelled as COLLABORATE, Singleton Council, with the assistance of other organisations or parties can affect the outcome and is committed to building and maintaining the relationships to make this happen.

ADVOCATE

Explanation

For Strategies, Deliverables and Actions which are labelled as ADVOCATE, Singleton Council does not have direct control, but is committed to advocate and lobby for our community on this matter.

FUNDING

Singleton Council has been very successful in the past in seeking and receiving funding for major infrastructure and other projects through external, New South Wales and Australian Government Grant Funding Programs.

Council is committed to delivering our community's priorities seeking external funding wherever an appropriate opportunity is presented.

Furthermore, Council is committed to building the capacity of community organisations and local businesses through the dissemination of information about grant funding opportunities of relevance.

OUR ADVOCACY ROLE

VIBRANT

- Progression of the design and construction of the Singleton Bypass
- Pursuit of a university campus to service Singleton and the Upper Hunter
- 24 Hour policing for Singleton
- Increased safety on public transport
- Services to support a night time economy

PROGRESSIVE

- Upgrades and improvements to Singleton Hospital to cater for the needs of our growing community
- Access to education for community members affected by the transition of the local economy

CONNECTED

- Upgrades and improvement to the New England Highway/Golden Highway intersection for safety
- An increased number of trains to major centres including Newcastle and Sydney
- An increased number and improved connectivity of local public transport including village connectivity
- Improved infrastructure in rural/village settings to improve pedestrian safety

SUSTAINABLE

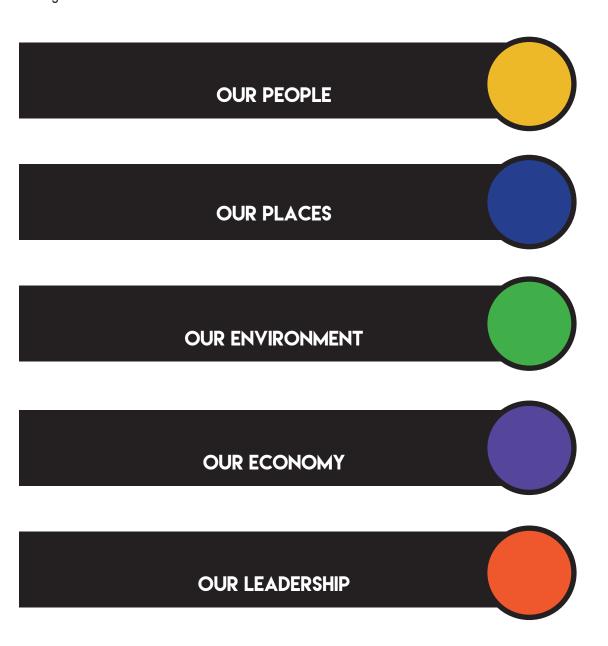
- Attraction and retention of specialist health care
- Appropriate and affordable housing for all stages of life with particular consideration of our ageing population
- Collaborate with Government and Non Government agencies to deliver outcomes for the community

RESILIENT

- Access to quality health services for our community
- Adequate funding for schools and other education institutes
- A greater diversity of employment options locally
- Support for regional combat agency to meet the needs of our growing community with particular attention to preparedness for emergency situations

OUR FIVE PILLARS

In developing this Program and speaking with our community, the opportunities and challenges of significance are able to be grouped under five key headings. As such, we have created five pillars which represent these headings and have listed the relevant strategies under each:



OUR SUCCESS

HOW DO WE TRACK OUR PERFORMANCE?

For each of our five pillars we have developed measures that reflect the community's expectations.

Reporting of Council's performance will be done in line with the NSW Government's Planning and Reporting requirements.

WHAT DOES SUCCESS LOOK LIKE?

- Singleton is a creative, vibrant, inclusive, safe and healthy community
- Singleton is a well-planned, sustainable, accessible and safe community with vibrant places and spaces
- We value, protect and enhance a sustainable environment
- We have an innovative, sustainable and diverse economy
- Singleton community is resilient, informed, connected and engaged
- An effective and efficient operational Council
- A highly functioning and progressive elected Council



OUR PEOPLE

OBJECTIVES: Singleton is a creative, vibrant, inclusive, safe and healthy community

Singleton Community is resilient, informed, connected and engaged

STRATEGY

DELIVERABLES

Integrate Council's Community Development Strategies to encompass all stages of life and community

Deliver or facilitate the delivery of all priority actions from Council's Community Development Strategies including actions relating to youth, ageing, disabilty and inclusion, cultural, social, recreational and leisure aspects and aboriginal engagement

Complete a facility and service provision study for the localities of Hunterview Singleton Heights and Wattle Ponds to inform the local land use strategy and loca contributions planning

PROVIDE SERVICES
AND FACILITIES
THAT MEET THE
NEEDS OF OUR
COMMUNITY AT
DIFFERENT
STAGES OF LIFE

Deliver quality cost effective management of the Singleton Visitor Information and Enterprise Centre to maintain accreditation

Deliver quality cost effective Long Day Care to meet the National Quality Framework

Deliver quality cost effective management of the Mobile Preschool

Deliver quality cost effective Out of School Hours (OOSH) to meet National Quality

Deliver quality cost effective management of Library Services to meet Living Learning Libraries NSW Standards

Deliver quality cost effective management of Youth Services

| DELIVERABLES |
|---|
| Integrate Council's Cultural, Social and Recreational Development Strategies |
| Deliver or facilitate the delivery of all priority actions from Council's Cultural Development Strategy |
| Deliver library & learning programs for all ages |
| Deliver library resources & history services for all ages |
| Deliver youth programs providing support, social and well-being initiatives for young people |
| Provide regulatory and education services to facilitate good public health standards in local food premises |
| Provide education and regulation to facilitate compliance with swimming pool standards |
| Address healthy living and lifestyles as part of Council's Community Development Strategies |
| |
| |

STRATEGY

DELIVERABLES

COLLABORATE WITH GOVERNMENT AND OTHER AGENCIES TO IMPROVE SERVICES RELATING TO BUT NOT LIMITED TO HEALTH, EDUCATION, INTEGRATION, CONNECTIVITY, SECURITY AND WELL-BEING

Collaborate with Service Providers, other Councils and Government Agencies for the provision of quality services for the Singleton community

In partnership with the community strengthen local arts and culture

In partnership with the community facilitate events that celebrate and enhance Singleton's liveability, wellbeing and prosperity

FACILITATE AND
SUPPORT PROGRAMS
AND ACTIVITIES
WHICH PROMOTE
INCLUSION AND
CELEBRATE DIVERSITY



OUR PLACES

OBJECTIVE: Singleton is a well-planned, sustainable, accessible and safe community with vibrant spaces and places

| STRATEGY | DELIVERABLES |
|--|---|
| PROVIDE SAFE AND WELL-MAINTAINED FACILITIES AND INFRASTRUCTURE | Prepare and implement "works as executed" process for all projects listed in the Capital Works Program |
| | Complete updated condition and risk assessments on critical assets as identified in Asset Management Plans |
| | Implement "Human Settlement (Heritage)" theme actions in the Singleton Community Environmental Strategy Action Plan |
| | Improve the visual aesthetics of the main thoroughfare of Singleton |
| | Implement the Singleton Open Space and Recreational Needs Strategy |
| | Maintain Singleton's open spaces in line with the Service Level Agreements |
| | Improve the usability and services provided by Council's business assets |
| | The Civic precinct is well maintained and accessible |
| | Deliver Local & Regional Road Maintenance Program |
| | Deliver CBD Maintenance Program |
| | Deliver Building Maintenance Program |
| | Perform regular infrastructure inspections for safety and maintenance |

| STRATEGY | DELIVERABLES |
|---|---|
| PROVIDE SAFE AND WELL-MAINTAINED FACILITIES AND INFRASTRUCTURE | Facilities and services for the management of animals are effective and efficient |
| | Plan, program and deliver Capital Works Program for each of the asset classes |
| | Deliver drainage and broader public domain maintenance |
| | |
| IMPROVE TRANSPORT CONNECTIVITY AND SUPPORT SUSTAINABLE ALTERNATIVES | Implement "Human Settlement (Transport)" theme actions in the Singleton Community Environmental Strategy Action Plan |
| | Implement prioritised actions as identified in Council's Bike Plan |
| | Seek funding to provide transport infrastructure assets that improve connectivity and support sustainable alternatives |
| | |
| PROVIDE SAFE AND RELIABLE WATER AND SEWER SERVICES | Plan and deliver the Potable Water Supply Schemes for Bulga and Camberwell Villages |
| | Deliver planned Potable Water Supply Schemes for Villages |
| | Maintain and expand, in line with new water supply schemes, the Singleton Drinking Water Quality Management System in compliance with NSW Health requirements |
| | Implement improvements to the Sewerage Treatment Plan in line with regulatory requirements |
| | Maintain compliance with NSW Best Practice Framework for water and sewer |
| | Implement asset renewal and replacement program for water and sewer treatment, including pump stations and reservoirs |
| | Implement the Strategic Business Management Plan program for water and sewer |

DELIVERABLES STRATEGY Review the Singleton Local Environmental Plan Review the Singleton Development Control Plan Develop a suitable mechanism to levy required local development contributions for the Branxton Subregion **FACILITATE LAND USE** PLANNING AND Develop a Heritage Conservation Management Plan for the Singleton LGA **DEVELOPMENT OUTCOMES WHICH RESPECT AND** Complete industry land use cluster mapping for key industries in the Singleton LGA CONTRIBUTE IN A **POSITIVE** WAY TO THE Develop a GIS dataset of existing housing types in the Singleton LGA **ENVIRONMENT AND** COMMUNITY Develop a housing mix analysis report for the Singleton LGA, which considers opportunities for fringe and infill rezoning Promote, support and increase awareness for positive heritage outcomes Include projects listed in section 94 Development Contributions Plan in Capital Works Program Enhance the visual and public amenity of villages through the implementation of the Village Master Plans

PROMOTE AND FACILITATE SUSTAINABLE VILLAGE LIVING



OUR ENVIRONMENT

OBJECTIVE: We value, protect and enhance a sustainable environment

STRATEGY **DELIVERABLES** Deliver the community education for Sustainability Plan Increase community participation in environmental events and workshops Support community organisations to obtain funding for environmental projects Advocate in stakeholder forums for improvements to our environment COLLABORATE TO ENHANCE. PROTECT AND Deliver "Human Settlement (Population and Settlement, and Community Land)" **IMPROVE OUR** theme actions in the Singleton Community Environmental Strategy Action Plan **ENVIRONMENT** Strategy Action Plan **Action Plan** Strategy Action Plan classes

Implement "Biodiversity" theme actions in the Singleton Community Environmental Implement "Land" theme actions in the Singleton Community Environmental Strategy Implement "Energy" theme actions in the Singleton Community Environmental Plan for and implement strategies that enhance, protect and improve the environment in the delivery of the 1 year, 4 year and 10 year Capital Works Programs for 5 asset Reduce the spread of environmental weeds from Council road verges Reduce the risk of environmental harm and adverse health impacts through a structured Environmental Risk Management process SINGLETON COUNCIL DELIVERY PROGRAM 2017 - 2021 | PAGE 22

| STRATEGY | DELIVERABLES |
|---|---|
| EDUCATE AND ADVOCATE TO IMPROVE AIR QUALITY IN SINGLETON | Represent Council on the Upper Hunter Air Quality Advisory Committee |
| | Implement "Atmosphere" theme actions in the Singleton Community Environmental Strategy Action Plan |
| | Leverage outcomes for the community through the Upper Hunter Mining Dialogue |
| | |
| PROMOTE EFFICIENT WATER AND WASTE MANAGEMENT AND INCREASE REUSE AND RECYCLING | Implement "Water" (excluding Stormwater) and "Waste" theme actions in the Singleton Community Environmental Strategy Action Plan |
| | Implement the Singleton Waste Strategy 2013 - 2031 |
| | Participation in the implementation of the Hunter Regional Waste Management Strategy |
| | Implement the regulator approved Integrated Water Cycle Management Plan |
| | Work in partnership with the Upper Hunter Water Alliance to improve water and sewerage management, knowledge exchange and industry training |
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DELIVERABLES STRATEGY Implement "Stormwater" theme actions in the Singleton Community Environmental Strategy Action Plan **COLLECT AND** MANAGE URBAN Deliver Stormwater Quality Improvement Program **STORMWATER EFFECTIVELY** Implement effective urban stormwater collections strategies in the planning and programming of drainage stormwater assets in accordance with Drainage Asset Management Plan and Urban Stormwater Study Maintain stockpile sites to reduce the environmental impacts Implement the Pollution Incident Response Management Plans (PIRMP) for the Waste Management Facility Implement the Pollution Incident Response Management Plans (PIRMP) for required Council assets MANAGE AND REDUCE Implement the Pollution Incident Response Management Plans (PIRMP) for the **RISKS FROM** Sewage Treatment Plant **ENVIRONMENTAL** POLLUTION AND **DISEASE**

STRATEGY

DELIVERABLES

Integrate an emergency management framework within Council's GIS System

Develop a new Floodplain Risk Management Plan, which includes the Wollombi Brook Catchment

Implement "Climate Change (Natural Disaster Preparedness)" theme actions in the Singleton Community Environmental Strategy Action Plan

Provision of a responsive, effective emergency management system

Ensure critical assets for asset classes are identified in each Asset Management Plan and are supported by Risk Management Plans with consideration in the event of natural disaster

INCREASE THE PLANNING AND PREPAREDNESS FOR NATURAL DISASTERS



OUR ECONOMY

OBJECTIVE: We have an innovative, sustainable and diverse economy

STRATEGY

DELIVERABLES

ATTRACT NEW
INVESTMENT TO
INCREASE
THE DIVERSITY AND
RESILIENCE OF THE
SINGLETON ECONOMY

Build effective relationships with potential investors in Singleton

Engage with the Hunter Business Review and Regional Development Hunter

Build and maintain effective relationships with business and industry groups

Develop and distribute an Investment Prospectus for Singleton underpinned by a Council Land and Asset Development Plan which includes key business assets

Develop and implement a three year Marketing Plan for the promotion of Singleton as a sound investment opportunity including visitor economy

SUPPORT THE
CAPACITY OF
SINGLETON
BUSINESSES TO BE
FLEXIBLE, ADAPTABLE
AND PREPARED FOR
CHANGE

Collaborate with Industry Organisations to provide information, training or workshops for local business

Complete industry requirements assessment report for key industries in the Singleton LGA

CONTINUE TO
SUPPORT LOCAL
TOURISM
OPERATORS FOR THE
PROMOTION OF
SINGLETON
AS A TOURISM
DESTINATION

Develop and deliver joint activities to maximise the effectiveness of the Hunter Valley Wine Tourism Alliance

Collaborate with local tourism operators to invest in marketing Hunter Valley Wine Country as a tourism destination

Promote and engage to deliver a whole of Singleton visitor economy

STRATEGY

DELIVERABLES

INFORM AND INSPIRE OUR COMMUNITY TO BE PREPARED AND EMBRACE JOBS OF THE FUTURE Collaborate with other Councils and Government Agencies to deliver the Upper Hunter Workforce Plan

ENHANCE
RELATIONSHIPS
BETWEEN LOCAL
BUSINESS, INDUSTRY
AND GOVERNMENT TO
SET STRATEGIC
ECONOMIC GOALS

Facilitate the development of industry clusters relevant to the future Singleton economy

Facilitate the operation of the cattle saleyards in accordance with the Saleyard Masterplan

SEEK FUNDING TO
PROVIDE
INFRASTRUCTURE,
PROGRAMS, SERVICES
OR EVENTS WHICH
VALUE ADD TO THE
DELIVERY
OF THE OBJECTIVES
OF SINGLETON 2027

Provide support for local business and community organisations to attract funding

Drive the attraction of external funding for Council priority projects

FACILITATE THE
DEVELOPMENT OF A
NIGHT TIME ECONOMY
FOR SINGLETON

Facilitate a program of evening/twilight events in Singleton

Collaborate to deliver safety initiatives through the Singleton Liquor Accord







OUR LEADERSHIP

OBJECTIVES: An effective and efficient operational Council

A highly functioning and progressive elected Council

STRATEGY

DELIVERABLES

Implement an integrated risk management system

Plan and implement improved data recovery services for Information Technology in a disaster situation

Innovation in the provision of quality customer service through implementation of the Customer Service Strategy

COUNCIL'S SERVICE
DELIVERY IS ALIGNED
WITH OUR
COMMUNITY'S NEEDS
AND DELIVERED THE
BEST WAY POSSIBLE

Develop an Information, Communication, Technology Strategy to integrate Geographic Information Systems, Asset Management System, Cloud Based Technology and Records Management

Implement the Singleton Council Environmental Sustainability Plan

Implement NSW Office of Environment and Heritage (OEH) Sustainability Advantage Program

Demonstrate delivery of services aligned to community needs

Clear levels of service are understood and committed for all services offered by Council

Applications to amend land use and development planning documents are processed within timeframes

Manage Waste and Recycling operations in compliance with regulatory requirements and customer service level agreements

Manage Water and Sewerage operations in compliance with regulatory requirements and customer service level agreements

| STRATEGY | DELIVERABLES |
|---|---|
| SERVICES ARE PROVIDED BY THE RIGHT PEOPLE, IN THE RIGHT JOBS, WITH THE RIGHT SKILLS AND ATTITUDES AT THE RIGHT TIME | Develop and implement a four year People Strategy |
| | Develop and implement a three year Equal Employment Opportunity Plan |
| | Develop and implement an annual Learning and Development Plan |
| | Provide a single source of Organisation Development information online through the intranet |
| | Organisation Development policies, procedures and processes are reviewed and updated |
| | Council is an employer of choice |
| | Council operates under a compliant Work Health and Safety Management System |
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| STRATEGY | DELIVERABLES |
|--|---|
| PROVIDE ACCURATE AND TIMELY COMMUNICATION TO OUR COMMUNITY | Develop and implement a three year Communications Strategy |
| | Develop and implement a three year social media strategy |
| | Provide quality, up to date spatial information data to Council Staff and the community |
| DEVELOP STRONG PARTNERSHIPS TO DELIVER SERVICES | Deliver Roads and Maritime Services' Roads Maintenance Council Contract |
| | |
| IMPROVE THE CONNECTIVITY BETWEEN THE COMMUNITY, STAKEHOLDERS AND COUNCIL TO CREATE AN INFORMED COMMUNITY | Develop and implement a three year Engagement Strategy |
| | Provide a single source of information online through a quality website for Council |
| | Maintain effective relationships with local media outlets |
| | |

| STRATEGY | DELIVERABLES |
|---|--|
| TO LEAD, GOVERN AND REGULATE IN AN ETHICAL, EQUITABLE AND TRANSPARENT WAY | Development compliance, engineering and assessment of applications is managed in an efficient and effective manner |
| | Implement the Councillor Professional Development Program |
| | Meet Governance Compliance and Reporting Requirements |
| | The elected Council are informed, engaged and attune to community needs |
| | Policies are reviewed as required throughout the term of Council to ensure legislative compliance |
| | Council's tenders and contracts are compliant |
| | Land acquisitions are legislatively compliant |
| | Permanent road closures are managed in accordance with legislation |
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STRATEGY

DELIVERABLES

Review and renew Council's insurance portfolio on an annual basis to ensure appropriate levels of coverage and to minimise uninsured losses

Demonstrate continuous improvement for efficiency and effectiveness gain

Monitor and accurately report on Council's financial position in accordance with Local Government Act requirements

Fit for the Future targets are realised

Manage Council's investment portfolio to optimise investment returns in accordance with Council policy, the Local Government Act and Regulations

INFRASTRUCTURE,
SERVICES, FACILITIES
AND COUNCIL ARE
MANAGED IN A
FINANCIALLY
SUSTAINABLE WAY

Develop annual Operational Plan budget and review the Long Term Financial Plan

Operate an efficient, reliable and affordable Council fleet

Infrastructure Delivery Services are supported by effective and efficient systems and processes

Undertake revaluation of Council's infrastructure assets as per the Office of Local Government revaluation schedule

Undertake revaluation of Council's water and sewer infrastructure assets as per the Office of Water requirements

