

Levels of Service 2022

LIVE

| Programs | Services | Level of Service |
|--------------------|--------------------------------|--|
| Community Services | Community Safety | <p>Road Safety (RSO) – covers Local Government areas of Orange and Cabonne, road safety notices, publicity, and campaigns – five days a week in accordance with Road Safety Officer Action Plan</p> <p>CCTV project – responding to applications for footage within timeframe set by CCTV Management Policy</p> |
| | Children's Services | <p>Three Early Childhood Development Centres operating up to 50 weeks a year, licensed to care for up to 152 children in total between the hours of 6.00am and 6.00pm on working days</p> <p>One Family Day Care Scheme supporting up to 50 independent educational carers</p> <p>One Occasional Early Childhood Care Centre for up to 25 children Tuesday to Friday on working days for 48 weeks a year between 9.00am and 3.00pm</p> <p>One Out of School Hours (OOSH) program offering, where there are sufficient families, Before School Care, After School Care, and Vacation Activities</p> <p>All Services are staffed by qualified and experienced educators and staff to meet the requirements of the position descriptions developed in line with the Education and Care Services National Regulations and the National Quality Framework</p> |
| | Ageing and Disability Services | <p>Ageing and Disability services planning and development - preparation of plans, events, expos, supporting community endeavours, community engagement, referrals, and interagency activities</p> <p>Regional HACC Service - covers all 11 Local Government areas in Central NSW (Bathurst, Blayney, Cowra, Orange, Cabonne, Lachlan, Weddin, Parkes, Forbes, Oberon, Lithgow) 70 on-site visits per annum, deliver at least four training sessions, support Aboriginal engagement in HACC services, support interagency meetings, facilitate strategic planning - five days a week</p> <p>Residential Service - three houses each with three to five residents at different levels of support need; 24</p> |

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| Community Services (continued) | | <p>hours a day, seven days a week</p> <p>Teen Time (flexible respite) - individual care plans developed</p> <p>During School Term - nine service users, with individual programs based on needs, interests, and abilities, 3.00pm to 6.00pm, Monday to Friday</p> <p>During Vacations – 8.00am to 6.00pm, Monday to Friday, 10 weeks per annum</p> <p>Neighbour Aid – 30 to 40 volunteers</p> <p>Social support groups - 25 clients, 4,500 hours per annum support, five hours weekly</p> <p>Individual support activities (garden maintenance, Telecare, visitors scheme, retail support) 50 clients currently, 350 hours home maintenance per annum</p> <p>Food Services – at least 300 volunteers available for Meals on Wheels which has 23 clients currently receiving up to 160 meals a week</p> <p>Shopping Service - 20 clients, one and a half hours a week/fortnight</p> <p>Community Restaurant – 25 clients, once a fortnight</p> |
| | Aboriginal, Youth and Migrant Services, Healthy Lifestyle Services | <p>Community planning - preparation of plans including Community Plan, community engagement and interagency activities, regularly and often monthly</p> <p>Migrant Support - covers Local Government Areas of Orange, Cabonne, Parkes and Forbes; provides case work and supports access to mainstream services</p> <p>Youth Services - support the development of activities around music, sport, recreation, etc</p> <p>Regularly responding to needs with defined projects, four music events per annum</p> <p>Merge (only with conditional funding) - up to 60 youth to 15 years of age in structure vacation activities engaging in vacation periods except winter</p> <p>After school activities (with focused funding from Council) - in Glenroi and Bowen these activities respond to needs with defined projects such as touch football, two afternoons a week, depending on the project</p> |

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| Community Services (continued) | | Supported Playgroup - provides support for two playgroups - one in Calare and one in Bowen – made up of Aboriginal families responding to need to improve early childhood learning opportunities, twice weekly with ongoing planning, support, and communication |
| | Rangers | Urgent complaints responded to within four hours of receipt Non-urgent complaints responded to during normal office hours (Monday to Friday) and within two working days of receipt |
| | | Conduct daily patrols throughout the City collecting stray dogs |
| Cultural Services | Orange Civic Theatre – Buildings and Services | Orange Civic Theatre is a multipurpose 502 raked seat venue available for hire 48 weeks of the year, seven days a week and offers a diverse range of performances and programs to the community through its Subscription Season, school programs, acting classes, local theatrical society, school productions, eisteddfod, hires, and Ticketek Orange Function Centre – large flat floor space for hire |
| | Orange Regional Gallery | Orange Regional Museum comprises one large exhibition space that is divided into a long-term local history exhibition and a gallery for temporary and travelling exhibitions Orange Regional Museum presents two to four temporary and travelling exhibitions per year as well as two community-focused foyer displays in the Orange Visitor Information Centre / Museum Foyer Education and public engagement programs are linked to the Museum’s exhibition program and collections Panel displays provided to Orange Base Hospital in conjunction with Arts & Health Orange Regional Museum is open 9.00am to 4.00pm daily (Closed Christmas Day) |
| | Central West Libraries | Central West Libraries covers an area of 15,348 km ² and encompasses the Local Government Areas of Blayney, Cabonne, Cowra, Forbes, and Orange Service is provided from seven branches, the largest at Orange where the Library’s administrative |

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| Cultural Services (continued) | | headquarters are also located It also offers remote 24/7 access through its website Orange City Library is open 7 days a week and offers a wide and diverse range of programs for the community ranging from pre-schooler story time to home library service for older clients |
| | Heritage and Village Development | Two staff part-time and a Museum Advisor (10 hours a month) |
| Community Facilities | Public Halls and Community Centres/Buildings | <p>To offer the following venues for hire:</p> <ul style="list-style-type: none"> Glenroi Centre, Garema Rd, Glenroi – Community space for meetings, playgroups etc Carriage Cottage, Spring St, Bowen – used as technology centre after school, playgroups, community meetings Community Information and Services Centre, Kite St, Orange office space for community services and meeting spaces Home and Community Care Centre, Lords Pl, Orange - office space for Ageing and Disability community services and meeting spaces Senior Citizens and Pensioners Centre, Kite St, Orange - Community space for meetings, activities for elder residents <p>Cultural Centre, Sale St, Orange – spaces allocated to community groups with an arts/crafts focus, daily and as requested</p> |
| City Presentation and Recreation | Aquatic Centre | Heated outdoor 50m, nine lane pool; heated diving pool with diving boards and 10m tower; indoor heated toddlers leisure pool with beach entry, water features and spa nook; indoor heated 25m pool; beach volleyball courts; basketball court; cafe and barbecue facilities; grandstand with shade cloth covering The Centre is open daily (except Christmas Day, Good Friday) |
| | Parks and Sportsground Management | Playgrounds and equipment are inspected monthly with safety repairs undertaken immediately and other maintenance scheduled according to need |
| | Cook Park, Robertson | These Parks receive a high level of horticultural |

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| City Presentation and Recreation (continued) | Park, Civic Gardens, Orange Botanic Gardens, Moulder Park | presentation, and the level of service for mowing is identified in the Open Space Asset Management Plan (AMP) as: <ul style="list-style-type: none"> • Mowing weekly • Playground inspections weekly • Re-painting, re-oiling of timber annually • Pathway re-surfacing/grading annually |
| | Lake Canobolas Reserve, Gosling Creek Reserve, Wade Park, Sir Jack Brabham Park, Anzac Park, Riawena Oval, Glenroi Oval, Central Business District Landscaping | These parks and areas are identified as regional, and receive a level of service as identified in the Open Space AMP as being: <ul style="list-style-type: none"> • Mowing weekly • Playground inspections weekly • Re-painting, re-oiling of timber annually • Pathway re-surfacing/grading annually |
| | Orange Showground Admin/Management | This precinct is mown as required, assistance is provided annually to the Orange Show Society to set up and assist during the running of the Orange Show; and assistance is provided in the preparation of venues and arenas for hirers |
| | Tree Care | For urgent matters – response time is within one business day For non-urgent matters – response is prioritised as assessed |

PRESERVE

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| Traffic and Transport | Roads Maintenance, Reseal, Rehabilitation and Construction; Footpaths, Kerb, and Gutter; and Bridges | <p>Council's Transport Asset Management Plan identifies the following Levels of Service:</p> <p>Collector roads and above will be resealed at condition 6 and rehabilitated at condition 7</p> <p>Residential roads – Resealed and rehabilitated at condition 8</p> <p>All gravel roads will be maintained at condition 8 or higher</p> <p>Kerb and gutter will be renewed at or prior to condition 9</p> <p>Trip hazards managed in accordance with council guidelines, with paths rehabilitated at or prior to condition 8</p> <p>Condition of bridges rated as per inspection schedule and maintained to relevant standards</p> |
| | Street Cleaning | CBD streets swept daily, and remaining streets swept twice a year – includes bus shelter cleaning; CBD paver scrubbing; and maintenance of CBD street furniture |
| Utilities – Water, Sewer, Stormwater | Drainage Construction/Maintenance | <p>The Drainage Asset Management Plan identifies the following Levels of Service:</p> <ul style="list-style-type: none"> • Network designed to cater for one in 10-year storm event • Overland flow paths and channels designed to cater for one in 100-year storm event • Stormwater quality improvement devices designed to capture three-month flows • New development must provide a reduction of flows to pre-development state • Provide education programs and campaigns designed to educate the public on issues that affect stormwater pollution |
| | Water Supply | <p>The Water Supply Asset Management Plan provides the following Levels of Service:</p> <ul style="list-style-type: none"> • Provide pressures between 20 and 80m head of water in the reticulation system whilst conveying a minimum of 6 litres per minute per residential connection under normal conditions • Water will be available from reticulation fire hydrants for firefighting at minimum flow rates • Water supply can supply 90% of normal demand through the worst drought on record • Customers will receive written notice about |

PRESERVE

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| Utilities – Water, Sewer, Stormwater (continued) | | <p>planned interruptions</p> <ul style="list-style-type: none"> Unplanned interruptions are not to last more than four hours Staff will be on site to commence rectification of a problem after notification within 30 minutes (during working hours, one hour at other times), for high priority works Customers will receive a response to a complaint within five working days |
| | Sewerage Treatment | <p>The Sewer Asset Management Plan provides the following Levels of Service:</p> <ul style="list-style-type: none"> Connections for domestic sewerage are provided to all houses, units, or businesses within the defined service area Staff will be on site to commence rectification of a problem after notification within 30 minutes (during working hours, one hour at other times) for high priority works Accept commercial and industrial waste in accordance with the Trade Waste approval conditions Customers will receive a response to a complaint within five working days |
| Waste Management | Waste Services | <p>Approximately 18,700 domestic and commercial waste services collected on a weekly basis</p> <p>Over 50% of the Orange waste stream is diverted from landfill per annum</p> <p>The Ophir Road and Euchareena Road facilities operated in accordance with Licences and OEMP Domestic waste, recycling and organics contracts managed in accordance with terms and key performance indicators and reviewed quarterly</p> |
| Approvals and Controls | Construction Approvals | Construction Certificate applications determined within a median of 30 days and Complying Development Certificates determined within a median time of 15 days |
| | Development Assessment and Compliance | Assessment of Development Applications within a median net processing time of 35 days |
| | Development and Property Information | Section 10.7 Planning Certificates issued within a median processing time of four days (without |

PRESERVE

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| Approvals and Controls (continued) | | payment of an urgency fee) and one and a half days (with payment of an urgency fee) Building Certificates and other property information issued within a median processing time of four days |
| | Drainage Diagrams | Sanitary drainage diagrams of properties produced within five working days of application |
| | Plumbing and Drainage | Assessment of Section 68 Applications for water, drainage, stormwater, and onsite sewage management completed within a median time of 14 days |
| | Environmental Health | Urgent complaints responded to within four hours of receipt Non-urgent complaints responded to during normal office hours (Monday to Friday) and within two working days of receipt Food premises inspections at least one per year, with additional inspections for non-compliance |
| | Cemetery | Allocate allotments for burial and accurately records burial within 24 hours of notification Lawn sections mown weekly Monumental sections mown monthly |
| | Weeds Management | Notifications of noxious weeds responded to during normal office hours (Monday to Friday) and within two working days of receipt |

PROSPER

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|-----------------------|----------------------------|--|
| Commercial Operations | Quarry Operations | Maintain Quarry at Phillip Street, Orange |
| | Private Works Management | Services provided to private sector when available |
| | Airport Operations | Provide facilities and leases for land for private and business use as identified in the Airport Master Plan |
| | Colour City Caravan Park | <p>Park Rating of 3 Stars servicing permanent, tourist, business, and itinerant residents in:</p> <ul style="list-style-type: none"> • deluxe and 9 Standard cabins (=15 cabins) • three-bedroom cottage – cottages cleaned daily • 45 powered tourist sites • nine permanent sites • two Council caravan sites with caravans for longer term occupancy up to 5 months • eight powered tent sites • 40 unpowered tent sites <p>Park is open 7 days a week</p> |
| | Visitor Information Centre | Open 9.00am to 5.00pm, 7 days a week, closed Christmas Day |
| Property Services | Property Administration | <p>All properties managed to ensure the value of asset is maintained as per the Building Asset Management Plan and commercial return received where the market allows</p> <p>The Building Asset Management Plan identifies:</p> <ul style="list-style-type: none"> • Rectify access issues when identified to comply with relevant Australian Standards • The finish and appearance of Council facilities are maintained to a standard that is appropriate to the function the facility delivers, and is aesthetically pleasing • Heritage listed Council buildings and facilities maintain their relevance to their original design and construction context • Council facility floors and finished surfaces are free from hazards/defects and public areas can be evacuated effectively in the case of emergency |
| | Public Conveniences | Main Central Business District conveniences are cleaned daily |

COLLABORATE

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|-------------------------|-------------------------------------|---|
| City Government | Council – Elected Members | Council meets fortnightly on a Tuesday. |
| | Elections | A general Council election is held every four years including the election of Mayor An election is held yearly in September to determine the position of Deputy Mayor |
| | Civic Functions | Civic functions and receptions are determined on request |
| | Corporate Image and Publications | Information about Orange City Council is provided via the live-streaming of Council meetings, through the Orange City Council website, social media channels, podcasts, media releases, newsletters, events and advertising. |
| Organisational Services | Works Depot – McLachlan Street | Depot provides storage and maintenance of most Council plant, and support to operational staff, with mechanical and other workshops |
| | Fleet and Plant Management | Each item of plant and fleet is scheduled for maintenance according to manufacturers' specifications, and software maintains record of all fleet and plant maintenance |
| | Road Plant and Fleet Replacement | As per 10-year replacement schedules |
| | Rates and Annual Charges Management | Rates levied are collected by due date <ul style="list-style-type: none"> Reminder letters for unpaid rates or charges sent after 14 days from due date Debt collection process instigated following two outstanding instalments Water charges are raised quarterly <ul style="list-style-type: none"> Water supply will be restricted if account outstanding after 50 days |
| | Records Management | Correspondence is registered on the day of receipt |
| | Risk Management | Identify, assess, and manage Council risks as specified in the Enterprise Risk Management Program |

COLLABORATE

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| Organisational Services (continued) | Audit | Annual audit scheduled approved by the Audit and Risk Improvement Committee and the Chief Executive Officer |
| | Access to Information Applications | Information access to information applications are processed and determined within 30 days |
| | Customer Service | Enter incoming requests and assign to relevant staff member via the Customer Request System daily |
| Planning and Reporting | Community Strategic Plan | Updated after each Local Government election and delivered through a four-year Delivery Program and annual Operational Plan |

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