



# **Delivery Program Progress Report**

## **End June 2022 Quarter**

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**Wingecarribee**  
SHIRE COUNCIL

The following section provides an overview of Council's progress towards delivering its Delivery Program and Operational Plan 2021-22. The Operational Plan contains 203 projects, programs and activities (annual deliverables) across the five key themes from the Wingecarribee 2031 Community Strategic Plan. Table 1, below, outlines how Council is tracking at the end of the 1 April 2022 to 30 June 2022 reporting period (three-month period) to achieve the annual deliverables for each theme.

-  = On track (green)
-  = Needs attention (amber)
-  = Critical (red)
-  = On-hold (grey)
-  = Delayed (purple)

Progress Status					
W2031+ Theme	Delayed	On-hold	Critical	Needs Attention	On-Track
Leadership	3.4%	3.4%	-	-	93.1%
People	2.6%	2.6%	-	2.6%	92.1%
Places	8.7%	2.2%	-	-	89.1%
Environment	-	-	-	-	100%
Economy	-	5%	-	-	95%
Total for all annual deliverables	3.4%	2.5%	-	0.5%	93.6%

## Highlights



**April  
2022**

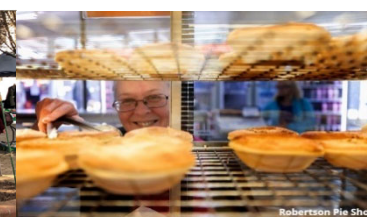
- Executive Listening Tours continued
- Internal Ombudsman Service established

**May  
2022**




- Response, Recovery and Resilience Expo
- New Duty Planner booking service for DA process
- Old South Road repairs continued




**June  
2022**



- Pie Time
- Facility upgrades continue at Saleyards
- Wingecarribee Greener Footprint Fair










Delivery Plan Action	Operational Plan Number	Annual Deliverable	Q4 Comment	Status	Responsible area
DP001 Develop and implement an elected-member professional development program DP002 Strengthen Council's Integrated Planning and Reporting and Governance Frameworks	OP001	Coordinate an induction and professional development program for Councillors	The induction program for the new councillors was endorsed at the Council meeting on 14 July 2021. Any further action is currently on hold, awaiting the outcome of the Public Inquiry and subsequent announcement regarding an election for Wingecarribee Shire Council.		Governance and Legal Group Manager Corporate & Community
DP002 Strengthen Council's Integrated Planning and Reporting and Governance Frameworks	OP002	Revise the corporate performance and measurement framework	The first quarterly report for newly created Executive metrics was undertaken during the June quarter and now established will be reported quarterly.  A revision of the corporate performance and measurement framework will be included as part of the review of Council's Integrated Planning and Reporting Framework, to be undertaken in 2022/23.		Corporate Strategy Group Manager Corporate & Community
	OP003	Review and develop Council policies to ensure they are relevant and address emerging issues	The following policies were placed on public exhibition during the reporting period: <ul style="list-style-type: none"> <li>– Draft Financial Reserves</li> <li>– Draft Feedback and Complaints</li> <li>– Draft Managing Unreasonable Conduct by Complainants</li> </ul>		Governance and Legal Group Manager



Delivery Plan Action	Operational Plan Number	Annual Deliverable	Q4 Comment	Status	Responsible area
					Corporate & Community
	OP004	Establish and administer the Audit, Risk and Improvement Committee	An Audit, Risk and Improvement Committee was held on 9 June 2022 and the unconfirmed minutes of this meeting will be reported to the July Council meeting.		Governance and Legal Group Manager Corporate & Community
	OP005	Continue to implement and embed Council's Fraud and Corruption Control Framework and associated actions	In conjunction with Council's Professional Conduct Coordinator (Internal Ombudsman Service) a program of improvements are being develop including review of existing policies and further staff training.		Governance and Legal Group Manager Corporate & Community
	OP006	Coordinate the review of Council's Community Strategic Plan and Resourcing Strategy and the development of the Delivery Program 2022-2025 and Operational Plan and Budget 2022/23	<p>Due to the postponement of the Wingecarribee Shire Local Government Election until September 2024, the review of Council's Community Strategic Plan and development of a new Delivery Program has been placed on hold until the new financial year.</p> <p>At its Extraordinary Council meeting on 4 May 2022, Council resolved to place on public exhibition the draft 2022/23 Operational Plan and Budget, Fees and Charges and Long-Term Financial Plan. The draft documents were placed on public exhibition for 28 days.</p>		Corporate Strategy Group Manager Corporate & Community



Delivery Plan Action	Operational Plan Number	Annual Deliverable	Q4 Comment	Status	Responsible area
			The Operational Plan and Budget were adopted at an Extraordinary Meeting held on 29 June 2022.		
	OP007	Provide timely and accurate reports to the community and Council on Integrated Planning and Reporting documents	The Quarterly Report on the Operational Plan was considered at the Council meeting held on 18 May 2022.		Corporate Strategy Group Manager Corporate & Community
	OP008	Administer the <i>Government Information Public (Access Act) 2009</i> and <i>Privacy and Personal Information Protection Act 1998</i> , including determining applications for access to information	<p>Seven valid formal access applications under the <i>Government Information (Public Access) Act 2009</i> (GIPA Act) were received by Council during the quarter. This volume equalled the number of valid access applications received during the previous quarter.</p> <p>Of the seven valid access applications that were received during the reporting period, three applications were finalised as at 30 June 2022 while four remained in progress. Two access applications which remained outstanding at the conclusion of the previous reporting period were finalised within the current reporting period.</p> <p>All applications finalised within the reporting period were decided within statutory timeframes or within a timeframe agreed between Council and the applicant.</p>		Governance and Legal Group Manager Corporate & Community





Delivery Plan Action	Operational Plan Number	Annual Deliverable	Q4 Comment	Status	Responsible area
			<p>One application for internal review was finalised and an external review of that decision was lodged with the Information and Privacy Commission NSW, which remains in progress.</p> <p>151 requests for access to information were lodged with Council under either the mandatory proactive or informal release provisions of the GIPA Act. This represented a decrease of 22 from the previous quarter.</p> <p>No applications were received from members of the public seeking access to their own personal information under the <i>Privacy and Personal Information Protection Act 1998</i> (PPIPA) within the reporting period. Council continued to deal with requests from third parties (such as other government agencies) for access to personal information held by Council. All such requests were dealt with in accordance with the PPIPA, the Privacy Code of Practice for Local Government and Council's Privacy Management Plan.</p>		
	OP009	Coordinate Council's preparations in the lead up to the 2021 Local Government Election	As a result of the Public Inquiry into Wingecarribee Shire Council, the Wingecarribee Shire Local Government election has been postponed until September 2024.		Governance and Legal Group Manager Corporate & Community





Delivery Plan Action	Operational Plan Number	Annual Deliverable	Q4 Comment	Status	Responsible area
	OP010	Implement the recommendations of the governance and statutory obligations review	Of the 52 recommendations, 48 are in progress or been completed. The four remaining recommendations will be addressed by the implementation of an IT system which will assist in the management of delegations. The implementation of the delegations system will commence next quarter.		Governance and Legal Group Manager Corporate & Community
	OP011	Establish an independent Internal Ombudsman function	Completed in previous quarter.		Governance and Legal Group Manager Corporate & Community
	OP012	Review Council's Business Continuity Plan with specific regard to natural disasters and pandemic events	All Business Continuity Plans and sub-plans are current for the period and reflect the most recent natural hazard event preparations including pandemic.		Governance and Legal Group Manager Corporate & Community
DP003 Improve community understanding and awareness of Council decisions	OP013	Ensure the community is aware of Council initiatives using a variety of information channels, such as social media, media releases,	Council continues to split resources and coverage of key messages between 'traditional' and 'social' media channels.  During the reporting period 41 media releases were issued to a range of media, community, service, transport and first-responder organisations. These media releases and alerts were also posted to Council's dedicated online digital Media Centre at		Corporate Relations Director Corporate Strategy & Resourcing





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		newsletters and the Council website	<p>media.wsc.nsw.gov.au and posted to Council's corporate Twitter account.</p> <p>Likewise, 127 Facebook posts were issued and shared 623 times with 34,381 Link clicks. This resulted in an average reach of 3,582 for the three-month period. This helped lift Council's total number of Facebook followers to 9,110 as of 30 June 2022. Over the same period 35 Tweets were issued resulting in a total of 11 new Twitter followers.</p> <p>12 e-newsletters were also produced and distributed during the reporting period. These e-newsletters joined other interested specific regular electronic newsletters relating to Community Engagement, Environment and Tourism.</p>		
<b>DP004 Develop and maintain an engaged and safe workforce</b>	OP014	Implement improvements to Council's Work Health and Safety Management System	The implementation of improvements includes the development of Council's Integrated Risk Management Policy, Integrated Risk Management Plan and supporting documentation, tools and templates to ensure they meet legislative and organisational objectives.		Employee Services Group Manager Corporate & Community
	OP015	Implement Work Health and Safety initiatives to reduce workplace injuries	<p>Following a serious workplace incident in 2018 Council has entered into an Enforceable Undertaking (EU) with Safework NSW. The projects delivered through the EU will deliver long-term sustainable safety improvements in the workplace, industry and community.</p> <p>Council will also identify proactive measures to prevent incidents</p>		Employee Services Group Manager Corporate & Community




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			and hence reduce workplace injuries. The measures are to be reviewed regularly to ensure they are aligning to Council's Work Health and Safety Goal(s).		
<b>DP005 Manage Council's WHS risk management profile to ensure risks are mitigated</b>	OP016	Continue to implement the Statewide Risk Management Action Plan	<p>The Continuous Improvement Program has commenced, and Council is gathering resource information to complete by end October when State Wide will convene a workshop with Council staff. Work books are focusing on:</p> <ol style="list-style-type: none"> <li>1. Roads</li> <li>2. Signs as Remote Supervision</li> <li>3. Fire Management at Waste Facilities</li> </ol>		Employee Services Group Manager Corporate & Community
	OP017	Manage risk through Council's Risk Management Framework	<p>Council continues to transition to an Integrated Risk Management Framework to manage risk.</p> <p>The Shire continues to experience declared disaster events. Council focuses on both community and corporate risk such as event management and internal emergency management structures and plans is a priority in order to ensure the safety and wellbeing of Council staff and the Community.</p>		Governance and Legal Group Manager Corporate & Community



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	OP018	Undertake a review of insurance, pool membership and coverage	Investigations continue to determine the process for undertaking the review.		Employee Services Group Manager Corporate & Community
DP006 Develop and maintain Council's Organisational Development programs	OP019	Enhance employee performance management practices	A review of the 2020-2021 performance review was undertaken to identify areas of improvement. A draft Performance, Feedback and Development Program is in development.		Employee Services Executive Manager People & Culture
	OP020	Manage and respond to the industrial relations needs of Council	Council continues to implement the review of the organisational structure in compliance with Awards and in consultation with the three Unions and the staff to ensure the organisation is positioned to deliver for the future.		Employee Services Executive Manager People & Culture
	OP021	Improve human resources recruitment and retention processes, policies and practices, ensuring compliance with legislation and organisational needs	People and Culture have been engaging with recruiting managers to discuss vacancies and the process to fill these whether internal or external recruitment. The Human Resource Business Partners are involved with each recruitment episode to ensure compliance with legislation and policy in addition to identifying areas for improvement with a number of staff forms updates and flow charts developed.		Employee Services Executive Manager People & Culture


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	OP022	Implement the recommendations of the human resources review	Council officers have convened strategic meetings to discuss the recommendations from the review in addition to project mapping strategies for implementation over various time frames.		Employee Services Executive Manager People & Culture
<b>DP008 Ensure Council's financial systems, procedures and practices are in line with industry best practice and compliant with applicable legislation</b>	OP023	Complete Council's Annual Financial Statements within statutory timeframes with no adverse audit findings	This was completed in quarter 2 of this financial year.		Financial Services Chief Financial Officer
	OP024	Undertake review of Council's Annual Budget (four- year forward estimates) and Long Term Financial Plan	Council's Operational Plan and Budget were adopted by Council on 29 June 2022 after being publicly exhibited for 28 days. The 2022/23 - 2031/32 Long Term Financial Plan was also adopted by Council as a part of this process.		Financial Services Chief Financial Officer
	OP025	Implement the recommendations of the review of Council's financial position, resourcing strategy, maintenance of basic infrastructure,	All items for Council's financial review have now been reported upon and implemented. This included an updated Investment Policy that is currently on exhibition and an adopted Cash Reserves Policy. In addition to this, a review of Council's previous Special Rate Variation will be presented to Council in July 2022.		Financial Services Chief Financial Officer



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		depreciation schedules and capacity to deliver projects			
	OP026	Ensure rates, water and sewer accounts are levied and issued in accordance with the <i>Local Government Act 1993</i>	All rates, water and sewer accounts were issued within statutory time frames for the 2021/22 financial year. During the 4th quarter, the rates notices and water and sewer notices were issued in mid April 2022.		Financial Services Chief Financial Officer
	OP027	Ensure debt recovery activities are consistent with Council's adopted Debt Recovery Policy and guidelines	<p>Due to COVID-19 and inclement weather events, debt recovery for the 2021/22 has been postponed until the 4th quarter. Due to these events, Council's overdue rates and charges financial performance indicator may exceed the 5% benchmark set by the Office of Local Government.</p> <p>During the 4th quarter reminder notices were sent to a number of overdue accounts for both rates and water/sewer accounts. This will be back on track for 2022/23 financial year.</p>		Financial Services Chief Financial Officer




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	OP028	Undertake a review of all Farmland rating properties to ensure they comply with section 515 of the <i>Local Government Act 1993</i>	This review is on hold until the impacts from the adverse weather conditions ease and recommence in the 2022/23 financial year.		Financial Services Chief Financial Officer
	OP029	Council's financial practices for the payment of employees, suppliers, and taxation obligations achieve legislative compliance and required payment terms	<p>The fortnightly payroll has been undertaken in an accurate and timely manner in accordance with Council policies, procedures, the award and relevant legislation.</p> <p>Supplier invoices that have processed are paid weekly in accordance with payment terms.</p> <p>Council's Business Activity Statement (BAS) has been submitted to the Australian Taxation Office the by 21st day of each month.</p> <p>Council staff have lodged the Fringe Benefits Tax (FBT) return prior to the statutory deadline in May 2022.</p>		Financial Services Chief Financial Officer
	OP030	Quarterly review of the Annual Budget is submitted to Council within statutory timeframes	The March 2022 Quarterly Budget Review Statement was presented to Council on the 18 May 2022 (prior to the deadline of 31 May 2022).		Financial Services Chief Financial Officer


Delivery Plan Action	Operational Plan Number	Annual Deliverable	Q4 Comment	Status	Responsible area
DP009 Manage Council's Fleet to ensure that all plant and equipment is appropriately utilised, fit for purpose and cost effective	OP031	Implement Council's annual plant and light vehicle replacement program in line with operational requirements and within budget	<p>The replacement program in the 21/22 financial year started quite late in the year, a significant amount of progress has been made over the last 6 months of 2021/22.</p> <p>Council's Leaseback Vehicles - 42 to replace in the 2021/2022:</p> <ul style="list-style-type: none"> <li>17 - Completed/Replaced</li> <li>20 - In Progress (ordered)</li> <li>1 - Forms given but not returned by driver</li> <li>4 - Not Started (unassigned drivers)</li> </ul> <p>Council's Operational Vehicles/Plant - 85 to replace in the 2021/2022:</p> <ul style="list-style-type: none"> <li>17 – Completed</li> <li>31 – In Progress (ordered, or specs underway ready for quoting)</li> <li>37 – Not Started - a lot of these are trailers (20 in total) and may not be required to be changed over yet</li> </ul>		Financial Services Chief Financial Officer Chief Financial Officer Chief Financial Officer
	OP032	Continue to manage Council's plant maintenance schedules to ensure plant and equipment remain safe, reliable and operationally available	<p>The quarterly statistics for the workshop is as follows:</p> <ul style="list-style-type: none"> <li>Services – 133</li> <li>Services External – 8</li> <li>Rego Checks – 1</li> <li>Repairs – 144</li> </ul>		Financial Services Chief Financial Officer

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			Repairs External -109 Breakdowns (unplanned works) – 53 Insurance External – 17 Modifications – 38 Inspections/Checks – 11 Warranty Repairs External – 1  The plant replacement program has been maintained as best as it can noting the lag on vehicle manufacturing is approximately 6-8 months depending on the type of vehicle. The sale of Council's fleet remains higher than anticipated due the shortage in the new car market. These will continue to be monitored over the coming financial year.		
<b>DPO10 Council's property activities and dealings are undertaken within the community's best interests and within legislative requirements</b>	OP033	Manage Council's property portfolio in accordance with legislation with the timely reporting of property matters to Council for approval	Council's Property Portfolio continues to be managed in compliance with legislative requirements. The management of the property portfolio includes the timely report to Council on property matters for formal resolution.  Council has considered a range of reports during the April - June quarter including: <ul style="list-style-type: none"> <li>– Loan to Wingecarribee Adult Daycare Centre</li> <li>– Proposed right of Carriageway, Station Street Bowral</li> <li>– Lease to Southern Highlands Storm Rugby Club</li> <li>– Planning Proposal to reclassify land at Mt Gibraltar</li> <li>– Road Closure - Bowral</li> </ul>		Property Services Director Corporate Strategy & Resourcing




Delivery Plan Action	Operational Plan Number	Annual Deliverable	Q4 Comment	Status	Responsible area
			<ul style="list-style-type: none"> <li>– Right of Carriageway - Station Street Bowral</li> <li>– Planning Proposal to reclassify land at Mt Gibraltar</li> <li>– Outcome of Community Consultation - proceeds of sale of 42 Banksia Street Colo Vale</li> <li>– Termination of lease for Tourism Information Centre at Sutton Forest</li> </ul>		
	OP034	Continue to monitor and investigate opportunities to maximise the financial return from surplus land	<p>The Draft Property Investment Policy and Draft Property Investment Strategy is under development. The Policy and Strategy will be reported to Council in 2022/23 for resolution to place on public exhibition.</p> <p>Council officers are working on a document mapping all Council operational land including land size zoning etc. Once this is complete the same will be prepared for Council owned community land. This will assist in the identification of under utilised and/or surplus lands with a view to identify land that may be disposed of otherwise identified for reclassification/rezoning if required and future sale.</p>		Property Services Director Corporate Strategy & Resourcing
	OP035	Ensure effective management of Crown Land in accordance with the <i>Crown Lands Management Act 2016</i> , including the management of Native	<p>Council has received confirmation from Crown that the Minister has approved classification of the Welby Tip site as operational to enable remedial works to be undertaken.</p> <p>Council has requested removal of several Crown Reserves from the blanket Aboriginal Land Claim across the Shire to enable Council to be appointed as Reserve Trust Manager for several Crown reserves</p>		Property Services Director Corporate Strategy & Resourcing



Delivery Plan Action	Operational Plan Number	Annual Deliverable	Q4 Comment	Status	Responsible area
		Title, in line with legislative timeframes	<p>currently devolved to Council (including Council cemeteries and part of Hampden Park Robertson).</p> <p>Native Title assessment continues to be undertaken by Council's Property Officers in accordance with the requirements of the Crown Land Management Act 2016.</p> <p>Native title advice is currently being processed for:</p> <ul style="list-style-type: none"> <li>– Hampden Park Cricket nets</li> <li>– Bill O'Reilly Oval</li> <li>– Canyonleigh RFS Tank</li> <li>– Penrose RFS Tank</li> <li>– Bundanoon Club</li> <li>– Big Fat Smile Robertson lease</li> <li>– Mens Shed Canyonleigh</li> </ul>		
<b>DP011 Procurement activities are undertaken to achieve best value while underpinned by a robust ethical framework which enables local supplier participation</b>	OP036	Ensure procurement activities are undertaken in accordance with legislative requirements and Council's Policy, Guidelines and Procedures	<p>During the 4th quarter of 2021/22, Council started the procurement process for 16 high value/ key procurement activities which are now all at varying stages. Some of the significant procurement activities started include:</p> <ul style="list-style-type: none"> <li>– Weraï Pump Station &amp; Balance Tank</li> <li>– Bowral STP Upgrade - Project Management Services</li> <li>– Pavement Rehabilitation - Station Street, Bowral</li> <li>– Boardman Road Rehabilitation, Bowral</li> </ul>		Financial Services Chief Financial Officer









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			<ul style="list-style-type: none"> <li>– Waste Strategy and Kerbside Collection Consultancy Services</li> <li>– Integrated Transport Strategy</li> <li>– Osborne Road Intersection Retaining Wall</li> <li>– Casburn Park Upgrade – Design</li> <li>– Internal Audit Services 2022-2026</li> <li>– Sewer Network Modelling</li> <li>– Sunninghill Intersection Watermain Relocation</li> <li>– Guardrail Installation Program</li> <li>– Sewer Manhole Survey and Condition Assessment</li> <li>– Supply and Delivery of Recycled Asphalt</li> <li>– Resource Recovery Centre Site Master Plan</li> <li>– Footpath Construction - Mittagong Road, Bowral</li> </ul> <p>A new draft Procurement Policy has been drafted and following the Council Resolution on 29 June 2022 the draft Procurement Policy is now on public exhibition for a period of 28 days for public comment.</p> <p>Council continues to ensure that all procurement activities undertaken are in accordance with legislative requirements, policy, guidelines and procedures.</p>		


Delivery Plan Action	Operational Plan Number	Annual Deliverable	Q4 Comment	Status	Responsible area
DP012 Develop and implement enhanced asset management practices	OP037	Review and update the Strategic Asset Management Plan, Asset Management Policy and Asset Improvement Plan	Due to limited resources this has not been completed and will be progressed in the second half of the 2022 calendar year,		Asset Planning and Support Manager Assets
	OP038	Capture condition data on infrastructure assets for informed asset management decisions	<p>Condition data continues to be collected through both reactive and scheduled inspections.</p> <p>Reactive Inspections - customer requests continues to be a regular catalyst for reactive inspections, primary in response to drainage and road matters. Inspections were also conducted on Stafford Cottage.</p> <p>Scheduled Inspections - Council is currently undertaking a review of the 2019 Road Network Inspection and the determination of 1-5 conditions that resulted.</p>		Asset Planning and Support Manager Assets
	OP039	Develop Plans of Management for Crown Lands, where Council is deemed to be the Crown Land Manager	Plans of Management (POM) continue to be developed, publicly exhibited and submitted for Council endorsement. The Mt Gibraltar Reserve POM currently being drafted.		Asset Planning and Support Manager Assets



Delivery Plan Action	Operational Plan Number	Annual Deliverable	Q4 Comment	Status	Responsible area
DP013 Develop and implement Business Transformation Program	OP040	Implement the Information and Communications Technology (ICT) Digital Strategy to enable Council to engage effectively with its customers	<p>Council has continued to implement the Digital Strategy and have been implementing both new hardware/infrastructure and also software in collaboration with other departments in Council. Technology use is encouraged to enhance productivity where possible. To date, Council has been rapidly expanding its digital technology use and the aim is to be a leader in the area and use the technology to make systems and processes more efficient.</p> <p>With the above, ICT openly work with and engage with other departments to ensure in line with the Digital strategy any technology that is adopted is also effectively used by the organisation, and where it is not, assist in removing any obstacles or barriers so they can be fully utilised, for example, further training, or demonstrations on how to effectively use the technology.</p>		Customer Service Chief Information Officer
DP014 Enhance customer interaction with Council	OP041	Review and enhance corporate information systems and processes	<p>The Council officers continue to work with the organisation to improve the electronic document management experience and usage with specific focus on clearing the backlog of hard copy records still held in office spaces.</p> <p>Informal GIPA requests are still being completed by the Corporate Information team with 151 completed this quarter.</p> <p>Sentencing of old administrative files held in the Civic Centre has recommenced. During June, a total of 1,177 files were sentenced, 1,160 were destroyed and 17 or approx. 1.5 % have been identified</p>		Corporate Information Chief Information Officer



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			<p>as State archives under the general retention and disposal authority GA39 for local government. This work is essential to ensure that Council does not waste resources, both financial and physical, digitising records which should be destroyed.</p> <p>Council staff registered 7,722 documents this quarter taking the yearly total for incoming document registrations to 37,086 documents.</p>		
	OP042	Implement improved customer contact methods through the newly launched Council website	<p>Council website now facilitates the booking of duty planner appointments online, and content relating to planning matters has been significantly updated to allow customers to research simple planning matters outside of this service. The two components - online booking and updated content - has allowed for a more streamlined service for the customer.</p> <p>Work continues on building Council's Customer Request Management system (CRM) to enable website integration, with Customer Service working on troubleshooting enquiry allocation with Corporate Systems.</p>		Customer Service Chief Information Officer
	OP043	Implement a digital first approach to customer service to enable customers to transact with Council when convenient	<p>Council continues to move more services online as the organisations moves beyond the traditional 9-5 work day by providing online services and support with self-service options and wider span of service hours</p> <p>The digital first approach also continues with the intranet. The intranet will contain information for all departments across the</p>		Customer Service Chief Information Officer



Delivery Plan Action	Operational Plan Number	Annual Deliverable	Q4 Comment	Status	Responsible area
			organisation allowing staff to view information they require and find any forms they need at a convenient time to them.		
	OP044	Implement Council's compliment and complaint management framework	Improvements are underway to strengthen Council's Compliment and Complaints Framework. During the reporting period the Draft Feedback and Complaints Policy and Draft Managing Unreasonable Complainants Policy were placed on public exhibition. The outcome of the public exhibition will be reported to Council next quarter.		Governance and Legal Group Manager Corporate & Community
<b>DP015 Deliver an Information and Communication Technology service that meets Council's business delivery requirements</b>	OP045	Provide a robust, resilient, secured and accessible ICT Infrastructure to enable delivery of Council's services	For this quarter, Council staff have continued to deliver on the Digital strategy plan. Continuing on from the previous quarter, the Microwave upgraded has been completed and much higher speeds are now possible across the Shire. Wi-Fi rollout across the organisation has also been completed - this goes in hand with the strategy to increase and enable mobility to all staff across the organisation. Before end of this year, the plan is to further rollout Wi-Fi across to the depots. In addition to the higher speed network, in progress are currently plans to review the entire Council's network design to make it more efficient and resilient. This is expected to be completed by end of this quarter.		Information Services Chief Information Officer





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DP016 Deliver Corporate Systems that meet Council's business delivery requirements	OP046	Provide the Corporate System software to enable staff to effectively deliver services to the community	<p>Customer Request Management system (CRM) was released on 2 May 2022. Next phase of CRM will have the community being able to access CRM via the website and lodge requests. Upgrades to our Payroll (iCHRIS) and Kiosk (HR21) have been completed to allow new tax scales and end of financial year processes to be completed.</p> <p>Scope of upgrade for Geocortex (Winmap) and ESRI (GIS) have been completed and funding has now been approved. The upgrades will place our mapping and GIS systems on to the current releases and fix “bugs” and increase the functionality especially for work carried out in the field and for us to publish selected maps to the community. Work is expected to commence in August 2022.</p> <p>QSE database migration has been completed. QSE is Councils legacy Work Health and Safety application utilised for Council staff and our volunteers. It has now been replaced by Vault with the intention that archived data contained in QSE can still be accessed. Work is currently underway on building a “front end” that will allow staff to easily access this data.</p> <p>Intranet development is progressing with our vendor, Webvine. We are currently working on integration with ECM being our “source of truth” of all Council records. The Intranet (WEConnect) will go live in July 2022. WeConnect will replace Councils current Intranet site and will be a better user experience with easier access to forms and</p>		Information Services Chief Information Officer

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			<p>documents. It will also provide up-to-date announcements of events occurring in Council and staff news.</p> <p>Upgrade of Conquest (asset Management System) has been scoped and funded. The upgrade will be the last “on premise” upgrade before moving to the Cloud version and is also a prerequisite for moving to the cloud. It is envisaged that the upgrade will commence in August 2022.</p>		
<b>DP017 Ensure council services are delivered efficiently and effectively</b>	OP047	Implement strategies to improve development assessment timeframes	<p>Council’s website has been upgraded to provide better information and improved e-tracker application. A new duty planning booking system with reduced hours was introduced to ensure staff have more time to deal with existing applications.</p> <p>A temporary fast track Development Assessment (DA) team has been established to reduce / eliminate backlog of DAs and is starting to reduce the backlog. The team have a project manager to coordinate this process and a wider team of internal and external planners and certifiers has been established to actively collaborate to improve processes.</p>		Development Control Manager Development Assessment
<b>DP018 Identify opportunities for regional collaboration</b>	OP048	Participate in the Canberra Region Joint Organisation and other regional collaborative approaches, where appropriate	<p>Council’s Administrator and General Manager have continued to participate in the CRJO meetings.</p> <p>Key projects for the last quarter included:</p> <ul style="list-style-type: none"> <li>- Advertising and assessment of a jointly procured Code of Conduct Review Panel</li> <li>- Continued participation in the Resilience BluePrint</li> </ul>		Civic Leadership General Manager



Delivery Plan Action	Operational Plan Number	Annual Deliverable	Q4 Comment	Status	Responsible area
			- Continued participation in the Canberra Region Economic Development Plan		
DP019 Provide quality, timely and accessible information to the community	OP049	OP049 Implement Council's Media Policy, including the Social Media Guidelines	<p>On 8 December 2021 the revised Media and Social Media Policies were adopted by Council. Council officers continue to progressively roll-out the actions within these policies across the organisation.</p> <p>Both policies are available on both Council's Intranet and Internet websites and staff are referred to these documents.</p> <p>'Community Guidelines' are also available on Council's website and detail our corporate guidelines designed to maintain and promote a safe and welcoming digital space for all users.</p>		Corporate Relations Group Manager Corporate & Community
	OP050	Implement the updated Corporate Visual Style Guide and promote the Written Style Guide	<p>Council officers conducted a review of Council's existing Communications Strategy in 2021 (exhibition period closed 29 March 2021) and the organisation's Visual and Written Style Guides.</p> <p>The roll-out of Visual Style Guide elements, which began in early 2020, was progressively implemented across the organisation as pre-existing stationery was exhausted.</p>		Corporate Relations Director Corporate Strategy & Resourcing

Delivery Plan Action	Operational Plan Number	Annual Deliverable	Q4 Comment	Status	Responsible area
			Training and promotion on Council's Written and Visual Style Guides was carried out on a needs basis.		
	OP051	Implement key initiatives from the Communications Strategy	<p>An independent review of Council's Corporate Relations function was undertaken in May 2021. Recommendations from this review suggested a further review be undertaken with the new Council Executive to ensure it aligns with the strategic directions of the organisation as it moves forward.</p> <p>The review recommended a subsequent review of the existing Communications and Community Engagement Strategies which has commenced.</p>		Corporate Relations Director Corporate Strategy & Resourcing
<b>DPO20 Implement an effective Community Engagement Framework</b>	OP052	Implement Council's Community Engagement Strategy	<p>There was an active program of community engagement for Council during this reporting period, ranging from informal community feedback to structured consultation.</p> <p>In this reporting period, there were a number of engagement activities:</p> <ul style="list-style-type: none"> <li>Representatives from community groups were invited to participate in Resilience Blueprint workshops</li> <li>Specific community groups and user groups that had been identified as stakeholders for the refurbishment of Bowral Memorial Hall were invited to join in a "Sneak Peek" tour to see the progress of works</li> </ul>		Corporate Relations Group Manager Corporate & Community



Delivery Plan Action	Operational Plan Number	Annual Deliverable	Q4 Comment	Status	Responsible area
			<ul style="list-style-type: none"> <li>Stakeholders who have been attending consultation sessions through the course of the Robertson Village Place Plan, received a personal invite to further consultation sessions.</li> </ul> <p>All community engagement is advertised via social media, the Weekly Community Update, Council's weekly newsletter, and is also listed on the corporate website.</p>		
	OP053	Engage with the community on a regular basis regarding Council projects, plans and proposals	<p>During this reporting period, Council engaged with the community on a number of projects, plans and proposals including:</p> <ul style="list-style-type: none"> <li>Draft Financial Reserves Policy</li> <li>Inclusion of Prayer in the Code of Meeting Practice</li> <li>Draft Plan of Management for Renwick Community Centre</li> <li>Draft Disability Inclusion Action Plan</li> <li>Resilience Blueprint</li> <li>Draft Operation Plan 2022 including budget</li> <li>Mobile Library Survey</li> <li>Bulky Waste Survey</li> <li>Bowral Memorial Hall</li> <li>Robertson Village Place Plan</li> <li>Christmas in the Highlands Review</li> <li>Draft Plan of Management for Mount Gibraltar Heritage Reserve (The Gib)</li> <li>Draft Managing Unreasonable Conduct by Complainants Policy</li> <li>Draft Feedback and Complaints Managing Policy</li> </ul>		Corporate Relations Group Manager Corporate & Community


Delivery Plan Action	Operational Plan Number	Annual Deliverable	Q4 Comment	Status	Responsible area
			<ul style="list-style-type: none"> <li>– Draft Cash Investment Policy</li> </ul> <p>The following proposals were exhibited for community feedback:</p> <ul style="list-style-type: none"> <li>– 2,4 and 6 Myrtle Street, Bowral, and 26 Elizabeth Street, Moss Vale (Heritage)</li> <li>– Re-exhibition Land at Welby Garden Centre</li> <li>– Proposal to close Council public road reserves in or adjoining Mount Gibraltar Heritage Reserve</li> <li>– Lease of floor space within the Wingecarribee Animal Shelter</li> </ul> <p>The Your Say Wingecarribee website received 5,015 visits during the reporting period. 3,554 of the visitors took action to explore the detail of specific consultations and 1,690 actively participated in the online platform by completing surveys and submission forms, contributing to forum topics or sharing information in mapping tools.</p>		
	OP054	Implement actions to address the outcomes of the 2021 Community Research	<p>Of the 11 actions adopted in the action plan, nine are now complete.</p> <p>Action 6 - Re-establish role of Council ambassadors, is noted and on hold for inclusion in the councillor induction and on-boarding program following the next election (date to be determined following recommendations of public inquiry, yet to be announced at time of reporting)</p>		Corporate Relations Group Manager Corporate & Community



Delivery Plan Action	Operational Plan Number	Annual Deliverable	Q4 Comment	Status	Responsible area
			<p>Action 10 - Continue implementation of Digital Strategy to improve customer experience and service delivery and enable further business insights. Scoping of a Works Management and Scheduling Systems has been delayed, with a revised target date of December 2023 proposed. This will allow for work on Council's asset management system to be undertaken as priority and ensure appropriate sequencing of projects to meet organisational needs.</p> <p>An outline of significant progress made during the June 2022 quarter is provided below:</p> <p>Action 3 - Explore opportunities for utilisation of place making approach</p> <p>Target date: June 2022 Status: Complete and Ongoing</p> <p>Robertson Place Plan:</p> <p>The deliverable of 'Develop place-based plans, including finalising the Robertson Place Plan' included in 2022/23 Operational Plan. The vision, objectives, spatial representation/masterplan and place principles of the Robertson Place Plan have been drafted. An engagement session was attended by 24 community members in June to consider each place principle, develop place interventions for each and begin identifying actions and priorities.</p> <p>Action 8 - Assess opportunities to reframe delivery of customer service in operational areas.</p> <p>Target date: June 2022 Status: Complete</p>		



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			<p>This action was considered as part of phase two of the organisational restructure, demonstrated through the following changes:</p> <ul style="list-style-type: none"> <li>Establishment of temporary/trial portal management team within customer experience and realignment of Facilities and Bookings to customer experience.</li> </ul> <p>Open Space, Recreation and Buildings:</p> <ul style="list-style-type: none"> <li>Establishment of new role to coordinate depot support staff and re-frame the delivery of customer service in operational areas including implementation of the customer-centric model utilised by Open Space, Recreation and Buildings.</li> </ul>		
<b>DPO21 Support Council committees and working groups</b>	OP055	Coordinate the review of Council's advisory committee framework and induction of new committee members	Council's Community Advisory and Section 355 Committees review was placed on public exhibition in the previous quarter. Council officers have been reviewing submissions received during this reporting period. The outcomes of the public exhibition and a revised committee framework will be reported to Council in September 2022.		Governance and Legal Group Manager Corporate & Community
<b>DPO22 Actively build capacity for community participation in leadership including mentoring and support</b>	OP056	Liaise with organisations developing and providing mentoring and support services for local business operators	During this quarter, new advisors have been appointed under various government funded programs in support of business in the local government area. Meetings have been held to determine benefits of each program and referrals commenced to relevant businesses. A marketing campaign has commenced to attract local businesses to the iAccelerate RISE program being held in Moss Vale in partnership with Council.		Economic Development Director Corporate Strategy & Resourcing




Delivery Plan Action	Operational Plan Number	Annual Deliverable	Q4 Comment	Status	Responsible area
DP023 Develop partnerships and networking with community, government and business	OP057	Establish and implement initiatives for sector partnerships	Coordinate the Big Little Laneway Festival in Mittagong as part of the Festival of Place Summer Night program. The two events held under the program attracted 500 attendees to an activation of 1350 square metres of outdoor public space. The overall number of people employed or engaged during the project was 63 - 27 in the Hospitality sector and 29 in the Creative sector. Continued coordination with Council staff and event organisers for the 2022 Bowral Classic.		Economic Development Director Corporate Strategy & Resourcing
	OP058	Facilitate bushfire community recovery and resilience efforts across the Shire	<p>The Social Recovery Subcommittee is continuing and is facilitated and chaired by Council. There was one scheduled meeting this reporting period due to the floods. The Subcommittee remains actively engaged and continues to advocate for the needs of impacted individuals and communities more broadly. The meeting in May focussed on the future direction of the subcommittee through the review of the Terms of Reference.</p> <p>Black Summer Bushfire Recovery (BSBR) grant - Council's application for a Community Resilience Officer for two years to allow Council to continue the work in social recovery and resilience planning and projects for the Wingecarribee was approved. Recruitment process commenced in June.</p> <p>Resilience Character Competition</p> <p>This communications strategy provides a creative advertisement to promote recovery and resilience programs and projects available across the Wingecarribee throughout 2022/23.</p>		Community Wellbeing Group Manager Corporate & Community



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			<p>'Visual Domain' have been contracted to begin this project with Council. July will see the project connect internally across council to ensure a full project brief can be established for the project commencement and story board.</p> <p>Flood Recovery</p> <p>In March, Wingecarribee was declared a natural disaster local government area. The recovery efforts included the created of the 'Recovery hub' at Council's Civic Centre, the 'hub' operated until April. Council staff continue to monitor Councils 'Flood Recovery Form' and address any unmet needs of the community as a result of the floods and maintain connection to the relevant flood recovery support agencies. Council continues to work closely with those impacted across the Wingecarribee.</p>		
<b>DP024 Advocate for improved health services in the Shire</b>	OP059	Participate in various community health sector forums to ensure local service delivery is enhanced	<p>Consultations were held about the new Care Finder Program. Care finder is a Commonwealth-funded aged care initiative to provide face-to-face navigation support to people who seek aged care services. To complement the existing My Aged Care single entry portal, the South Western Sydney Primary Health Network (SWSPHN) is aiming to fund Care Finder organisations. These organisations will help older people with intensive assistance needs to navigate the My Aged Care system and access aged care service supports in the community. Service delivery is expected from Jan 2023. Council are involved in discussions with SWSPHN to update on services available to assist vulnerable communities and see how we can work together as we move through the process.</p>		Community Wellbeing Group Manager Corporate & Community




Delivery Plan Action	Operational Plan Number	Annual Deliverable	Q4 Comment	Status	Responsible area
DP025 Partner with community-based organisations in provision of services	OP060	Collaborate with the community sector to secure funds for enhanced service delivery	<p>Council supported an application by the Burrawang School of Arts for a for a Creative Capital Grant to fund the “2022 &amp; Beyond”. Council also provided a letter of support to Creative Space Southern Highlands, which is an inclusive and accessible creative learning hub that has had a significant impact in our community since it first began in 2017.</p> <p>Council promoted other funding programs to community groups and organisations including the BDCU Community Foundation, Veolia Mulwarree Trust Community, IMB Community Grants and the Wingecarribee Club Grants Category 1 all of which were open during this period.</p>		Community Wellbeing Group Manager Corporate & Community
DP026 Partner with State and community organisations to provide a broad range of health and wellness programs to target specific needs of the community	OP061	Implement programs to support the Five Ways to Wellbeing framework	<p>Council, Department of Communities and Justice, Bankstown Community Resource Group and Highlands Community Centre partnered to deliver the Women’s Aboriginal Gathering Camp Optimum Experience, Fitzroy Falls.</p> <p>An invitation was extended to Aboriginal women of all ages residing in the Bankstown, Wollondilly and Wingecarribee area to attend a three-day gathering. Berri Werri was engaged to facilitate group sessions that explored the power of Self Compassion, Identity, Belonging and Self Care while sharing and connecting with others. An Aboriginal NSW Health Social worker and 2 local health social workers attended to support and develop community relationship and trust. The structure of the three days followed the Five Ways to Wellbeing framework.</p>		Community Wellbeing Group Manager Corporate & Community

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			<p>During fires, COVID-19 lockdowns and floods, the community took notice and gave their time to be there for each other. Volunteers provided weekly support to ensure families and individuals received food, care packs and information that kept them connected.</p> <p>The Dhungung Share program invited the Aboriginal community members, Oz Harvest and Red Cross volunteers to the Gangurung Corroboree as a thank you for their continued support to community during fires, floods and COVID-19.</p> <p>Gadhungal Murring provided a magical evening taking people on a journey through dreamtime, story telling, dance, language and culture.</p>		
	OP062	Deliver community services expo and explore opportunities to engage young people	Wingecarribee Community Services Expo is scheduled to be held during Mental Health month on 13 October 2022. Planning is scheduled to commence next quarter.		Community Wellbeing Group Manager Corporate & Community
<b>DP027 Provide access to sport, recreation and leisure services</b>	OP063	Provide an affordable and accessible swimming pool service, including managing the contract for Moss Vale	Indoor Pool - Moss Vale War Memorial Aquatic Centre The past quarter has been productive for council pools with Moss Vale War Memorial Aquatic Centre continuing to be a great community asset, and the outdoor pools progressing well with preparation for the upcoming pool season. The following key milestones and highlights occurred during the reporting period:		Aquatic Services Acting Group Manager




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		War Memorial Aquatic Centre	<p>Moss Vale Aquatic Centre Health Club expansion works commenced in July with construction fencing and earthworks. Media announcements were sent out which detailed the benefits of the expansion for the community.</p> <p>Moss Vale Aquatic Centre had 55,087 visitations in the 4th quarter compared to 45,651 the previous year.</p> <p>The Swim School peaked at 960 student enrolments during the quarter and ran 234 classes.</p> <p>First Lap Vouchers and Active Kids Vouchers continued to be accepted and implemented within the Swim School. The Health Club peaked at 714 members with 42 group fitness classes being delivered weekly.</p> <p>All heating systems were upgraded for the pool hall and swimming pools. With consistent water temperature there has been an increase of users for hydrotherapy or rehabilitation purposes. The Swim School was awarded the NSW Swim School of the Year for 2021 from the Aquatic and Recreation Institute and the National Excellence Award for Outstanding Growth at the 2022 Australian Swim Schools National Conference.</p> <p>These two prestigious awards recognised the outstanding growth by over 30% of the Moss Vale Bluefit swimming program in the past 12 months.</p>		Infrastructure Services



Delivery Plan Action	Operational Plan Number	Annual Deliverable	Q4 Comment	Status	Responsible area
			<p>Outdoor pools have been closed since March 2022, in that time the following has been achieved:</p> <ul style="list-style-type: none"> <li>– Mittagong Pool has been cleaned and assessed following the flooding on 22nd March. Information on the assessment has been provided for insurance purposes.</li> <li>– Capital works projects have been booked to ensure the pools run safely through the upcoming season. These include boiler repairs, floodlight upgrades, acid dosing changeover, and shade sail installation.</li> </ul>		
	OP064	Develop Aquatic Strategy	<p>The working brief for the Aquatic Strategy has been developed as part of an overall Community and Recreational Facilities Strategy. This strategy is proposed to be prepared as one integrated document instead of developing separate strategy documents (Sports Facility Strategy and the Aquatics Facilities Strategy). The purpose of this strategy is to:</p> <ul style="list-style-type: none"> <li>– assess the supply and demand of Council owned community and recreational facilities in the LGA against the needs of the current and future community;</li> <li>– inform decisions on the need for and provision of community and recreational facilities;</li> <li>– guide decision making for the delivery of a sustainable and equitable network of facilities located in strategic and accessible positions across the LGA;</li> <li>– be a critical document to guide the design and delivery of social infrastructure across the LGA; and</li> </ul>		<p>Aquatic Service</p> <p>Acting Group Manager Infrastructure Services</p>



Delivery Plan Action	Operational Plan Number	Annual Deliverable	Q4 Comment	Status	Responsible area
			<ul style="list-style-type: none"> <li>provide Council with a framework for the development, management and funding of community and recreational facilities over the next 20 years.</li> </ul> <p>This work will be undertaken in consultation with key stakeholders.</p>		
	OP065	Provide sport and recreation facilities and equipment as per capital works program	<p>The open space and sports capital delivery program is progressing with the following milestones completed over this reporting period:</p> <ul style="list-style-type: none"> <li>Loseby park Bowral sports field lighting renewal; Tender awarded and contractor works started. Completion July 2022</li> <li>Eridge Park Burradoo - Net ball courts lighting upgrade; Tender awarded, commencement 10 October, completion November</li> </ul>		Parks and Recreation Acting Group Manager Infrastructure Services
	OP066	Maintain existing sport and recreational facilities to operating service standards	Council has not been able to achieve service level standards for the maintenance of Sports field and Open space areas due to wet soil conditions.		Parks and Recreation Acting Group Manager Infrastructure Services



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	OP067	Undertake the forward design of open spaces projects in the four-year capital works program	<p>The Mittagong oval access ramp and car park space is the only open space forward design project for the 2021/22 capital program.</p> <ul style="list-style-type: none"> <li>– Mittagong Oval Accessible ramp and parking design; Quotations for design have been returned.</li> <li>– This access ramp and car park space design will be completed in the July - September reporting period.</li> </ul>		Parks and Recreation Acting Group Manager Infrastructure Services
	OP068	Develop Sports Facilities Strategy	<p>Tredwell Consulting was awarded the tender for the Community and Recreational Facilities strategy (CRFS) at Ordinary Council Meeting January 2022.</p> <p>The CRFS will be a critical document in guiding the design and delivery of social infrastructure across the Shire. The strategy will inform decisions on the need for and approval of all community facilities in light of the growing and changing demographics of the shire. As a potential outcome of the CRFS, a dedicated Sports Facilities Strategy may be developed.</p>		Asset Planning and Support Manager Assets
	OP069	Complete Lackey Park Sporting Hub Design	The Lackey Park Regional Sporting Hub project is still on hold pending the completion of the Community and Recreational Facilities Strategy.		Asset Planning and Support Acting Group Manager Infrastructure Services








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	OP070	OP070 Deliver major capital works program for sport, recreation and leisure facilities	<p>Council is committed to the renewal and upgrade of the sport, recreation &amp; leisure facilities of the Shire. This commitment is shown through the allocation of \$14M within the 21/22 Capital Program for Parks &amp; Buildings related projects, highlights being:</p> <ul style="list-style-type: none"> <li>– Berrima Campground Amenities Building Renewal (design phase)</li> <li>– Lions Park Amenities Building Renewal (design phase)</li> <li>– Loseby Park Sportsfield Lighting Renewal</li> <li>– Eridge Park Netball Court Lighting Renewal</li> <li>– Casburn Park Wingello Upgrade</li> </ul>		Asset Planning and Support Acting Group Manager Infrastructure Services
<b>DPO28 Partner with Police, business and community representatives to implement the Community Safety Plan</b>	OP071	Finalise the review of the Community Safety Plan	The review and update of the Community Safety Plan has commenced. Council officers have begun to investigate how Council can re-invigorate and move forward with the Community Safety Plan in a simpler approach for both Council and community. Council officers have commenced development of a project plan.		Community Wellbeing Group Manager Corporate & Community
	OP072	Participate in forums and interagency groups that enhance the capacity of vulnerable community members	Southern Highlands Foundation held a Community Forum facilitated by Campfire Coop at the Bowral Golf Club titled Hearing the Heart of Our Community which was attended by Council officers. The Forum brought together a broad range of services, volunteer organisations and individuals who deliver services, activities and programs in the Wingecarribee. The discussions and sharing of ideas will influence the future work of the Foundation. Participants were unanimous in identifying The People as the key strength of our local community.		Community Wellbeing Group Manager Corporate & Community




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<b>DP029</b>  <b>Partner with agencies to ensure emergency management processes and procedures are in place</b>	OP073	Coordinate the Wingecarribee Shire Emergency Management Committee	<p>The second LEMC Meeting was held on 17 May 2022. Focus for the meeting was planning updates including all Consequence Management Guides for specific hazardous events. With a focus on the entire Prevention, Preparedness, Response and Recovery (PPRR) framework and a collaborative response across all agencies, additional guidance information will include the additional of Resilience NSW and the National Recovery and Resilience Agency (NRRRA) in strategic and recovery references as well as Council Operations, Transport for NSW (TfNSW) and Police in all Traffic Management references.</p> <p>The LEMC were introduced to the Climate Wise Communities (CWC) initiative to be implemented on Council's website. The Climate Wise Communities website provides an award-winning platform to evaluate personal risks for hazards based on location through Council's mapping application.</p> <p>The Wingecarribee Recovery Plan was presented to the committee with a request for review and potential ratification at the next meeting to be held in August 2022.</p>		Emergency Management General Manager
<b>DP030 Implement public health and safety regulatory programs</b>	OP074	Manage bushfire risk in bushfire prone land under Council's care and control	<p>Planning completed for hazard reduction burns scheduled for Spring.</p> <p>Asset Protection Zone (APZ) maintenance planning for next fire season completed and submitted in Guardian for Rural Fire Fighting Fund (RFFF) funding application.</p>		Natural Area Management Manager Environment & Sustainability

Delivery Plan Action	Operational Plan Number	Annual Deliverable	Q4 Comment	Status	Responsible area
			<p>Upgrade works scheduled for major improvements to Fire Access and Fire Trail (FAFT) fire trails.</p> <p>Storm and flooding events at the end of March. have caused significant damage to a number of trails. Audit of trails completed to assess and quantify flooding damage. Damage flagged with the Rural Fire Service (RFS) and Bush Fire Management Committee (BFMC). Potential funding options continue to be explored.</p>		
	OP075	Conduct bushfire community awareness programs	Lead agency is the RFS. Council provides supporting role. Website and physical resources maintained.		Natural Area Management Manager Environment & Sustainability
	OP076	Undertake public health and safety inspections to ensure compliance with regulations and implement programs to raise industry awareness of food safety	<p>86 primary food premises inspections were undertaken. The following hygiene and food safety ratings were assigned:</p> <p>5-star - 40; 4-star - 14; and 3-star - 4.</p> <p>7x premises scored below the minimal requirements for a 3-star rating.</p> <p>21 of the inspected premises was of a type not covered by the 'Scores on Doors' program.</p>		Regulatory Compliance Manager Development Assessment

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DP031 Assess the changing profile of the Shire and prioritise services accordingly	OP077	Commence implementation of the Community Wellbeing service delivery review recommendations	Recommendations for the Community Wellbeing Service Delivery Review are being considered as a part of the organisational restructure.		Community Wellbeing Group Manager Corporate & Community
DP032 Provide children services to support family life	OP078	Provide out of school hours and family day care service	<p>As at the end of June 2022 Children's Services is catering to over 109 families, with over 171 children accessing the Services across the Family Day Care and the Out of School Hours Care Service at Mittagong.</p> <p>The Family Day Care wait list currently exceeds 108 children with 66 of these children being under two years of age. The Out of School Hours Care, in particular the After-School Care Service has children wait listed for each afternoon. The Services is currently operating at its maximum licensed numbers of 45 children for After School Care.</p> <p>The Family Day Care Service recently achieving recognition with five of the six current contracted Educators being nominated in Family Day Care Australia's Excellence Awards. Regional Award winners to be announced in July.</p> <p>A new Family Day Care Educator commenced with the Service in April which enable the Service to meet the needs of a small number of families from the wait list in the Moss Vale area. The Service is in</p>		Children's Services Group Manager Corporate & Community


Delivery Plan Action	Operational Plan Number	Annual Deliverable	Q4 Comment	Status	Responsible area
			<p>the process of registering another educator in Moss Vale and has had 2 other enquires from community members looking at Family Day Care as a career option within the Shire.</p> <p>Both the Family Day Care and the Out of School Hours are being proactive at managing COVID-19 in the workplace through the regular review of the Service COVID-19 Safety Risk Assessment and through the direction of the Department of Education, NSW Health and Council.</p>		
	OP079	Develop Self-Assessment Tools for Family Day Care and Vacation Care against the seven National Quality Standards	There have been no significant developments in the April to July period. Identified quality improvements for both the Out of School Hours Service and Family Day Care continue to be implemented and identified.		Children's Services Group Manager Corporate & Community
	OP080	Implement the Family Day Care Business and Marketing Plan to promote and build educator numbers across the Shire	There have been no significant developments with the business and marketing plan in the April - June period whilst we are waiting the outcome of the Children's Services Review. The Service has successfully registered one new Educator in Moss Vale and commenced the process for registering another in Moss Vale.		Children's Services Group Manager Corporate & Community
DP033 Support agencies to implement community programs and initiatives	OP081	Provide financial assistance to community projects through the Wingecarribee	<p>2021-2022 Grants are all acquitted and payments were finalised by the end of financial year.</p> <p>2022-2023 Community Assistance Scheme still remains on hold,</p>		Community Wellbeing Group Manager

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		Community Assistance Scheme	<p>The draft Grants, Donations and Sponsorship Policy will be going to Council on 20 July and will then go out for community consultation.</p> <p>Wingecarribee Club Grants opened during this period. Council assist in facilitating this program which is funded by the Mittagong RSL and the Moss Vale Services Club.</p>		Corporate & Community
<b>DP034 Provide companion animal services</b>	OP082	Encourage responsible companion animal management through the application of statutory provisions and local strategies	<p>Council has continued to provide companion animal services to the residents of the Shire through responding to complaints and active patrols.</p> <p>Council continues to respond to community concerns about off leash dogs by increasing patrols both high visual and covertly, Council has also investigated several dog attacks and has issued fines and control orders where investigations has proven this to be appropriate.</p> <p>Council has also investigated several barking dog complaints and have issued orders and notices when investigations has proven this to be an appropriate course of action.</p>		Regulatory Compliance Manager Development Assessment
	OP083	Implement Council's position for the capital replacement of the animal shelter	The animal shelter capital replacement project is progressing. Draft plans are in place, landscaping is complete, and approval will now need to be sought.		Regulatory Compliance Manager Development Assessment



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DP035 Support initiatives which enhance opportunities for learning and skill development	OP084	Continue to foster a relationship of collaboration and cooperation between Council, TAFE NSW, the University of Wollongong and schools	Ongoing engagement with Careers Advisors Southern Highlands and begin planning the 2022 Industry Tour. Promote TAFE courses. Introduce the new University of Wollongong iAccelerate RISE to local businesses and encourage application for the program launching on 1 July 2022.		Economic Development Director Corporate Strategy & Resourcing
	OP085	Support community-based services to provide a range of opportunities for learning and skill development	Community Services Employers Roundtable was held in May with key service providers in the Aged and Disability sectors. The Wingecarribee Local Jobs Program will focus on a coordinated approach to skills and jobs, developing localised approach to solutions and maximise outcomes for employees.		Community Wellbeing Group Manager Corporate & Community
DP036 Provide a range of services and programs through Council Library service	OP086	Deliver library services that meet the information, recreation, literacy and participation needs of the community	<p>Signage is currently being investigated for Bowral and Mittagong Branch Libraries. Contractors and stakeholders have been consulted regarding the place, street and directional signs for each of these branches. Once approved this signage will provide clear directions to each library for the community.</p> <p>Mobile Library Survey: This Two Minute Mobile Library Survey was launched on the 1 June 22 and ran until the 30 June 22. 62 people participated in the survey which was designed to find out how the many remote villages and communities rated and used the Mobile Library Service. The Library is now in the process of reviewing the responses and recommendations.</p>		Library Services Chief Information Officer



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			<p>Westwords Living Stories Writing Competition: The Library had accepted and participated in the Living Stories Western Sydney Writing Prize 2022 presented by Westwords and WestLit Libraries. This competition had a prize pool of over \$10,000 and covered 14 Local Government Areas. 15 people entered from the Wingecarribee Shire with the regional and highly commended winners being announced through the Westwords website on the 24 June 22. The regional winners are now entered into the top prizes which will be announced on the 18 July 22.</p> <p>Louisa Atkinson Room Bowral Library: This room has now been repaired after damage from the extreme weather event in March 22. This room will soon be available once the new carpet tiles have been installed next quarter.</p> <p>New Shelving Mittagong Library: New shelving had been purchased to replace the wooden shelving damaged by recurring mould issues at this facility. The new shelving is larger and will be used to store reservations, storytime books, Possum and Bilby club prizes and used to display Duplo and Lego creations.</p> <p>New Shelving Mittagong Library: New shelving had been purchased to replace the wooden shelving damaged by recurring mould issues at this facility. The new shelving is larger and will be used to store reservations, storytime books, Possum and Bilby club prizes and used to display Duplo and Lego creations.</p>		









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	OP087	Develop and deliver a range of programs, events and activities to engage the community	<p>The School Holiday Program started with Easter Craft at the Bowral, Moss Vale, Mittagong and Mobile Branch Libraries.</p> <ul style="list-style-type: none"> <li>– Easter Craft Activity: 37 children participated in the Easter Craft Activity</li> <li>– Easter Storytime: 107 children attended the special Easter Storytime at Bowral and Moss Vale Branch Libraries where children could be photographed with two pet rabbits.</li> <li>– Writing Workshops: The Library held three free Westwords Writing Workshops on the 21 April 22 in the Henrietta Rose Room. Each workshop catered to a different age group (10-12, 13-15 and 16-Adult) and was run by the successful children's author James Roy. 22 people participated in these highly entertaining and educational workshops.</li> </ul> <p>The Wingecarribee Public Libraries once again participated in the National Simultaneous Storytime (NSS) which is an annual event supported and promoted by the Australian Library and Information Association (ALIA). This year the Australian picture book was "Family Tree" by Josh Pyke. All families who attended were given a native tree to take home which was generously provided by Council's Bush Regeneration team.</p> <p>The Mittagong Branch Library is now running a new Duplo activity which started on Friday, 29 April 22. This program has been designed for preschool age children with an average of 8 children attending each week.</p>		Library Services Chief Information Officer





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			<p>Law Week 16-22 May 2022: The Library in collaboration with the State Library of NSW (SLNSW) had organised a special information session on 'Dealing with NDIS Providers' which was run by Stephen Karanfilovski, a solicitor from the Macarthur Legal Centre, at the Moss Vale Civic Centre on Thursday, 19 May 22. 6 people attended this information session which also provided new networking opportunities for all of the participants.</p> <p>Friends of the Wingecarribee Libraries (FOWL) Author Talks: FOWL has resumed their very popular Author Talk program with Christine Sykes and AnneMarie Brear on the 17 May 22 and the 21 June 22. Both events have been very well attended and customers can book for these events through the Library's webpage.</p> <p>Winter Reading Challenge 5-16 years 2022: The Winter Reading Challenge has run for 10 years and is designed to promote literacy, library resources and to encourage children to continue to read over the winter break. 90 children have registered for this event with registrations opening on the 1 June 22. The event will start on the 5 July and will finish on 23 July 22. The program and prizes are proudly supported by the Friends of the Wingecarribee Library (FOWL).</p> <p>Library Displays:</p>		



Delivery Plan Action	Operational Plan Number	Annual Deliverable	Q4 Comment	Status	Responsible area
			Displays help to make the library more aesthetically welcoming and inviting for customers. These themed displays are made to increase use of particular collections or to identify and celebrate a special week in the Library Calendar. 6 displays were created and displayed this quarter and dealt with topics including Australian Women's History Month and Don't Judge a Book by its Cover. Displays help to make the library more aesthetically welcoming and inviting for customers. These themed displays are made to increase use of particular collections or to identify and celebrate a special week in the Library Calendar. 6 displays were created and displayed this quarter and dealt with topics including Australian Women's History Month and Don't Judge a Book by its Cover.		
	OP088	Manage, preserve and provide access to archives and local history including State Archives held in trust	Processing Donated Archival Material: The Library has been reviewing and assessing the suitability of donations for inclusion into the Local Studies Collection. Selected items that have intrinsic local history value are processed and added to the library catalogue.		Library Services Chief Information Officer
<b>DP037 Implement sector plans that address key barriers to participation in community life</b>	OP089	Continue to implement Youth Strategy including supporting initiatives such as Youth Week and Biennial Youth Forum	<p>Youth Week took place during this period. Activities organised across the Shire in collaboration with local service providers included:</p> <ul style="list-style-type: none"> <li>– Empire Cinema "Fantastic Beats: The Secrets of Dumbledore" attended by 42 young people</li> <li>– Youth Art Mural Day involving 2 emerging young local artists as facilitators, celebrating the diversity of our young people in our local community.</li> <li>– Equine Therapy workshops for boys</li> </ul>		Community Wellbeing Group Manager Corporate & Community

Delivery Plan Action	Operational Plan Number	Annual Deliverable	Q4 Comment	Status	Responsible area
			<ul style="list-style-type: none"> <li>Hill Top Holi-yay Day attended by over 250 people included stalls and games from PCYC, Lifeline, School Strike For Climate, Health, Zero Central Circus, live youth music, face painting and a petting zoo. The day ended with a pop up movie of 'Dolittle' with support from the Hill Top Primary School P and C running the Canteen. Five young people were involved in planning of events with weekly meetings in the lead up to Youth Week.</li> </ul>		
	OP090	Continue implementation of Positive Ageing Strategy	<p>Council is collaborating with CTC Robertson in running one on one support sessions assisting Seniors with digital and smartphone devices incorporating NBN. This is funded by Be Connected Network through CTC Robertson with support from Council.</p> <p>Seniors Festival dates for 2023 have been announced 1-12 February 2023. Grant applications are due to open in July.</p> <p>3,000 hard copies of the Seniors Directory have been printed. Directories have been distributed across key outlets in the Shire and are available through Customer Service in the Civic Centre.</p>		Community Wellbeing Group Manager Corporate & Community
<b>DP038 Develop and implement initiatives that support new residents participating in community life</b>	OP091	Provide information for new residents that encourages participation in Shire life	<p>Seniors Directory and Local Emergency Contact cards were printed and made available to all residents. Seniors Directory and Local Emergency Contact cards were supplied to:</p> <ul style="list-style-type: none"> <li>Customer service</li> <li>Welcome Centre as part of welcome packs they also distribute to new residents</li> </ul>		Community Wellbeing Group Manager Corporate & Community



Delivery Plan Action	Operational Plan Number	Annual Deliverable	Q4 Comment	Status	Responsible area
DP039 Support intergenerational programs and projects	OP092	Investigate and provide opportunities that support intergenerational programs and projects in Council activities	ABC Television have reached out about the next season of Old People's Home coming up, which involves an experiment with teenagers and older people. This follows on from the popular ABC TV program of Old People's Homes for 4 year olds that sparked conversations about isolation and loneliness among older adults. Council will be meeting with the program design team to share insights and gain inspiration.		Community Wellbeing Group Manager Corporate & Community
DP040 Support and coordinate a diverse range of community festivals and celebrations	OP093	OP093 Deliver a program for key community celebrations including Australia Day, Seniors Festival, International Day of People with Disability, NAIDOC Week and National Youth Week	<p>Council applied for NAIDOC grant through Aboriginal Affairs NAIDOC grants round and was successful. Planning for the Flag Raising Ceremony and NAIDOC Family Day has commenced.</p> <p>Council will be partnering with Gundungurra Aboriginal Heritage Association to deliver the NAIDOC family day at Guula Ngurra National Park. Moss Vale Lions Club will provide a sausage sizzle at both events.</p>		Community Wellbeing Group Manager Corporate & Community
DP041 Promote and deliver initiatives which enhance community understanding of Aboriginal cultural heritage	OP094	OP094 Continue to support the Wingecarribee Aboriginal Network Priority Actions	<p>Meeting bi-monthly, the new Wingecarribee Aboriginal Yarn (WAY) invites Aboriginal workers and Aboriginal community members living, working and servicing the Wingecarribee Shire's Aboriginal community. Council assists with the co-ordination and secretarial duties distributing information to the wider Aboriginal networks and communities.</p> <p>Reconciliation Week Theme was Be Brave, Make Change which acknowledged and celebrated the success of the Elders past and</p>		Community Wellbeing Group Manager Corporate & Community




Delivery Plan Action	Operational Plan Number	Annual Deliverable	Q4 Comment	Status	Responsible area
			<p>present, paying respect to the continuing work and advocacy of Aboriginal people, land and country.</p> <p>Members reviewed National Reconciliation Week's 2022 'Actions to Make Change', discussing actions individuals could do in their daily life - where you live, work, play and socialise.</p>		
<b>DP042 Facilitate the promotion of community arts, emerging artists and cultural awareness and activities</b>	OP095	OP095 Continue implementation of the Arts and Cultural Plan, including to plan and manage the annual Arts Festival	<p>The Atrium Gallery at the Civic Centre has had two exhibitions during this period - the Photo Voice Exhibition of artworks that consisted of the photographic entries from Wingecarribee Shire Council and The Southern Highlands Foundation Photo book. NAIDOC week exhibition planning started in June in preparation for July's NAIDOC week flag raising ceremony was a collection of artworks submitted by the local indigenous community.</p> <p>Expression of interest for 2022 Arts Trail was open on 6 June - closing on 8 July 2022. The Arts Trail is scheduled for the first two weekends in November.</p>		Community Wellbeing Group Manager Corporate & Community
	OP096	OP096 Support the establishment of the Regional Art Gallery in accordance with Council resolutions	Council provided \$500,000 towards the operating costs of the Regional Art Gallery, in accordance with Council's previous resolution.		
<b>DP043 Undertake advocacy activities to further the development</b>	OP097	Work with key agencies and utilise road network modelling and existing strategic documents to	The development of a Wingecarribee Shire Transport Strategy has been identified as a critical requirement in ensuring the effective and sustainable management of the Shire's transport network.		Transport Manager Assets





Delivery Plan Action	Operational Plan Number	Annual Deliverable	Q4 Comment	Status	Responsible area
of an integrated public transport network		develop an integrated Transport Strategy	The Transport Strategy will integrate with the recently adopted Wingecarribee Local Housing Strategy and also involve liaison with other transport authorities.		
DP044 Provide infrastructure linkages between public transport hubs	OP098	Develop the capital works program and where practicable include projects that improve links between public transport hubs	Through the 2021/22 Capital Program, Council invested in the renewal and upgrade of the road and footpath network. Projects that are improving links between transport hubs: <ul style="list-style-type: none"> <li>– Penrose Road, Penrose footpath link</li> <li>– Wilson Drive, Balmoral footpath link</li> <li>– Station Street, Bowral pavement rehabilitation</li> <li>– Old South Road Renewal &amp; Upgrade</li> </ul>		Transport Manager Assets
DP045 Promote public transport options and linkages across the Shire	OP099	Plan and implement the Recreational Pathways Strategy	On hold- Funding has been revoked to the 22/23 FY		Transport Manager Assets
DP046 Expand our network of footpaths and cycle ways to improve connectivity of the Shire	OP100	Review Council's Pedestrian Access Mobility Plans	Council has Pedestrian Access and Mobility Plans (PAMP) prepared for all towns and villages in the Shire. These plans are over 10 years old and so a review and update of the documents is required.  Due to resourcing difficulties, no progress has been made on this item. The delivery of updated PAMPs is to be an objective for 2022/23.		Transport Manager Assets
	OP101	Implement footpaths, shared paths and cycle	Projects Completed:		Transport




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		ways construction and renewal capital works program	<p>Colo Vale Railway Ave Pathway Construction; Robertson Caalong Street Missing Link Pathway Construction; Berrima Oxley Street Pathway Construction</p> <p>Projects Underway:</p> <p>Bowral Mittagong Road Pathway Construction</p>		Manager Assets
	OP102	Maintain footpaths, cycleways and shared pathways	<p>Council is undertaking programmed renewals and reactive maintenance on its footpath and cycleway networks. In this 3 month period of 2022, the work consisted of both minor repairs and sections renewed. Pathway Maintenance Customer requests in this 3 month period alone totalled 77. These requests are now being actioned within 14 days (KPI) to the effect that the request is inspected, made safe and where applicable maintenance programmed or a capital works request submitted for project scoping and prioritisation.</p> <p>Works undertaken include footpath and cycleway renewals on East Bowral Streets including Highlands Drive, King Ranch Drive, Robinia Drive and Boardman Road.</p>		Transport Manager Assets
	OP103	Undertake the forward design of footpaths, shared paths and cycle ways projects in the four-year capital works program	No projects were identified for the 2022/23 and future 4 year works program.		Transport Manager Assets





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DP047 Partner with agencies to advocate for improved transport services	OP104	Participate in the Canberra Regional Working Group Infrastructure Delivery and advocate for the development of an integrated public transport network	The Canberra Regional Working Group - Infrastructure Delivery did not meet during the quarter, however Council will continue to attend and advocate for an Integrated Public Transport Network as opportunities present.		Transport Manager Assets
DP048 Provide a rigorous planning assessment framework which reflects State legislation and Council's adopted land use strategy to ensure appropriate development outcomes	OP105	Develop, implement and monitor a local housing strategy to strategically address the future housing needs of the Shire	<p>Council adopted the Wingecarribee Local Housing Strategy in June 2020, and two (2) amendments to the strategies were publicly exhibited during 2020 and 2021. The amendments were considered at the Council meeting of 14 July 2021, where the strategy was re-adopted with minor amendments.</p> <p>Significant work has been undertaken in implementing the Strategy, including developing a housing monitor, commencing infrastructure assessments for the first new living area, reviewing Development Control Plans (DCP) provisions for low and medium density housing, and working with local housing providers to increase the stock of social and affordable housing in the Shire.</p> <p>The work being undertaken to implement the Local Housing Strategy will ensure that the communities housing needs are met in the short and longer terms.</p>		Strategic and Land Use Planning Executive Manager Strategic Outcomes




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	OP106	Assess planning proposals in accordance with statutory frameworks and the adopted strategies of Council	<p>All Planning Proposals are assessed against the local and regional planning framework to determine strategic and site-specific merit in accordance with the State Government's Guidelines for Local Environmental Plan making.</p> <p>This ensures that decisions on Planning Proposals are consistent with the strategic priorities outlined in Council's strategic planning framework.</p>		Strategic and Land Use Planning Executive Manager Strategic Outcomes
<b>DP049 Review and prepare planning strategies, policies and studies that retain the character of the Shire's towns and villages</b>	OP107	Undertake a comprehensive review of Council's Development Control Plan (DCP) documents in accordance with the Department of Planning, Industry and Environment's template DCP requirements	<p>Council has commenced work on a comprehensive review of its Development Control Plans (DCPs). The review is being undertaken in sections (starting with low and medium density housing controls), and will ultimately result in a single, consolidated DCP that will apply across the Shire.</p> <p>The review aims to provide a clear planning framework, that is easy to use and understand, that gives effect to the strategic priorities outlined in Council's broader strategic planning framework.</p>		Strategic and Land Use Planning Executive Manager Strategic Outcomes
<b>DP050 Implement initiatives that promote and protect cultural heritage</b>	OP108	Prepare and implement a heritage assistance policy and education and recognition program	<p>Council are undertaking a major review of heritage items within the Shire and the heritage education and recognition program is on hold pending the completion of the review.</p> <p>Following the completion of the review, Council will recommence its education and recognition program.</p>		Strategic and Land Use Planning Executive Manager Strategic Outcomes



Delivery Plan Action	Operational Plan Number	Annual Deliverable	Q4 Comment	Status	Responsible area
	OP109	Contribute to the annual National Trust Heritage Festival to build awareness of Council's heritage activities	<p>Council are undertaking a major review of heritage items within the Shire and Council's heritage education and recognition program is on hold pending the completion of the review.</p> <p>Following the completion of the review, Council will recommence its education and recognition program, including contributing to the annual National Trust Heritage Festival.</p>		Strategic and Land Use Planning Executive Manager Strategic Outcomes
	OP110	Commence preparation of a Planning Proposal to review the current list of heritage items and potential heritage items	<p>A draft Heritage Study, including a review of the deferred heritage items will be reported to the Local Planning Panel as soon as practicable for public exhibition.</p> <p>Following the adoption of the Heritage Study, a Planning Proposal will be prepared to implement the outcomes of the adopted study as well as a review of existing heritage item descriptions in Schedule 5 and mapping of items in the Wingecarribee Local Environmental Plan 2010.</p>		Strategic and Land Use Planning Executive Manager Strategic Outcomes
<b>DP051 Implement a program of town and village centre improvements</b>	OP111	Continue to develop the Bowral CBD Master Plan	No progress has been made on this matter in 4th quarter.		Asset Planning and Support Manager Assets
	OP112	Maintain existing CBD towns and village precincts to operating service standards	Council has maintained service levels to town and village centres including street sweeping, empty public garbage bins, cleaning amenities, roadside garden maintenance, removal of dumped waste, pavement washing, repairs to street furniture, foot path repairs and graffiti removal.		Asset Planning and Support Acting Group Manager

Delivery Plan Action	Operational Plan Number	Annual Deliverable	Q4 Comment	Status	Responsible area
					Infrastructure Services
<b>DP052 Deliver the Urban Street Tree Implementation Plan</b>	OP113	Implement the street tree planting program	<p>During this reporting period, Wingecarribee Council has planted the following:</p> <ul style="list-style-type: none"> <li>– 76 hedge shrubs (Syzygium 'Cascade') were planted in East Bowral to replace a dieing leylandii hedge</li> <li>– Number of trees planted from April to June 67 Trees</li> <li>– Trees were planted Moss Vale, Bowral, Burradoo, Bundanoon, Renwick, Exeter, Colo Vale, Braemar, Balaclava</li> <li>– The species of trees planted are Golden Ash, urbanite ash, capital pear, snow pear, cherry, crabapple, scarlet oak, weeping lilly pilly, Water Gum and Chinese pistachio</li> </ul>		Parks and Recreation Acting Group Manager Infrastructure Services
<b>DP053 Provide and maintain high quality community facilities across the Shire</b>	OP114	Manage community facilities in partnership with licensees and community groups	Council has continued to manage community facilities in partnership with community groups and licensees. Halls reopened in December 2021 in alignment with NSW Public Health Order updates. Consultation has also been completed for the 2021 355 Committee Review, with a final report to be submitted to September Council Meeting.		Community Facilities Manager Assets
	OP115	Implement minor capital works program for buildings	<p>Council minor capital works for the 21/22 delivery year includes the following:</p> <p>All minor capital works for buildings were completed prior to this reporting period.</p>		Community Facilities Acting Group Manager Infrastructure Services



Delivery Plan Action	Operational Plan Number	Annual Deliverable	Q4 Comment	Status	Responsible area
	OP116	Undertake building maintenance works	<p>Building Maintenance works completed April to June 2022.</p> <p>Minor Building Maintenance Projects completed:</p> <ul style="list-style-type: none"> <li>– Mittagong PCYC - Completed install of subsoil drainage to back of retaining wall along the emergency exit foot path at rear of building.</li> <li>– Mittagong PCYC - Repairs to leaking roof.</li> <li>– Mittagong PCYC - Concreted footpath at the emergency exit point at rear of building.</li> <li>– Bundanoon Oval Amenities - replaced roof timbers, roofing iron, gutters and down pipes.</li> <li>– Bundanoon Oval Amenities - replaced ceilings throughout building.</li> <li>– Bundanoon Public Toilets (back of Bundy Hall ) - Replaced leaking skylights.</li> <li>– Bundanoon Good Yarn - removed ceiling for access to the box gutter. Repaired gutter and replaced ceiling.</li> <li>– Iron Mines Oval Amenities - Painted internals and externals.</li> <li>– Iron Mines Oval Amenities - Replaced roof guttering and down pipes.</li> <li>– Iron Mines Oval Toilets - Replaced roofing, gutters and down pipes.</li> <li>– Iron Mines Oval Toilets - Painted internals and externals.</li> <li>– Welby Heights Public Toilets - re-roofed - refurbished internally including floor tiling and plumbing. Reconnected</li> </ul>		Community Facilities Acting Group Manage Infrastructure Services


Delivery Plan Action	Operational Plan Number	Annual Deliverable	Q4 Comment	Status	Responsible area
			<p>power. Repainted inside and out. Installed concrete entrance and footpath.</p> <ul style="list-style-type: none"> <li>– Ferndale Soccer Amenities - painting internals and externals.</li> <li>– Ferndale Soccer Toilets - Replaced roofing, gutters and downpipes. Painted inside and out.</li> </ul> <p>Street M.V. Public toilets - continuing with complete refurb.</p> <p>Compliance works:</p> <ul style="list-style-type: none"> <li>– Stage two of RCD testing and meter board upgrades 95% completed.</li> <li>– M.V. Aquatic Centre and Bowral Library - roof anchor and access upgrades completed.</li> </ul> <p>Customer Maintenance Requests:</p> <ul style="list-style-type: none"> <li>– 158 requests received</li> <li>– 149 requests completed</li> <li>– 11 outstanding.</li> </ul>		
<b>You</b>	OP117	Undertake the forward design of building projects in the four-year capital works program	<p>The building forward design projects for the 2021/22 capital program include:</p> <ul style="list-style-type: none"> <li>– Berrima camping park, conceptual design public toilet upgrade; Consultant architect finalising conceptual design and heritage planning approvals.</li> </ul>		Community Facilities Acting Group Manager Infrastructure Services



Delivery Plan Action	Operational Plan Number	Annual Deliverable	Q4 Comment	Status	Responsible area
			<ul style="list-style-type: none"> <li>Lions Park Bowral public toilet Detailed Design - Consultant engaged, design at 85% stage. Design will be finalised August 2022.</li> </ul>		
	OP118	Deliver major capital works program for community facilities	<p>Council is committed to the renewal and upgrade of the community facilities of the Shire. This commitment is shown through the allocation of \$14M within the 21/22 Capital Program for Parks &amp; Buildings related projects, highlights being:</p> <ul style="list-style-type: none"> <li>Moss Vale SES Building</li> <li>Southern Highlands Animal Shelter Building</li> <li>Bowral Memorial Hall Refurbishment</li> <li>Mittagong Memorial Playhouse Refurbishment</li> </ul>		Asset Planning and Support Manager Assets
<b>DP054 Undertake the redevelopment of Bowral Memorial Hall</b>	OP119	Deliver the Bowral Memorial Hall refurbishment works	<p>The Bowral Memorial Hall project is progressing well with construction momentum now ramping up. The project still continues to endure latent site conditions and structural deficiencies that were not identified in the design.</p> <p>The stage re-design variation along with the capturing costs associated with structural remediations will be brought to Council next quarter.</p> <p>Works are now moving into fitout as the final structural elements are being finalised.</p>		Asset Planning and Support Group Manager Capital Projects
<b>DP055 Effectively plan for and deliver on the</b>	OP120	Continue to implement the Disability Inclusion Action Plan	Disability Inclusion Action Plan (DIAP) has been endorsed by Council on the 15 June 2022. The 2022-2026 version will take affect 1 July 2022. Council's website has the document available to download as		Community Wellbeing



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diverse needs of people with a disability			<p>a PDF accessible version and a word document easy read version. Both copies were sent to Disability Council to meet the 30 June 2022 deadline.</p> <p>Annual reports will be prepared and supplied to Disability Council updating what Council have completed/done on the current DIAP.</p>		Group Manager Corporate & Community
DP056 Ensure planning controls allow for diversity of housing choice	OP121	Implement the recommendations of the local housing strategy to ensure diversity of housing choice within the Shire	<p>Council has commenced work on a review of Medium Density Housing Controls within the Shire, to support greater diversity of housing within the Shire.</p> <p>Consultation with the community and industry commenced in June 2022, and a formal exhibition period is anticipated to occur in October 2022.</p> <p>The review of medium density housing controls is considered critical in supporting housing diversity and ensuring that the local housing stock continues to meet the needs of the community into the future.</p>		Strategic Land Use Planning Executive Manager Strategic Outcomes
DP057 Partner with agencies to plan and deliver a program of road upgrades, renewals and maintenance	OP122	Deliver roads capital works program	<p>Projects underway:</p> <ul style="list-style-type: none"> <li>– Eridge Park Road Safety Improvements, Bowral; Old Hume Hwy Safety Improvements, Woodlands;</li> <li>– Mt Broughton Road Safety Improvements; Boardman Road Resurfacing, Bowral.</li> </ul> <p>Projects Completed:</p>		Transport Acting Group Manager Infrastructure Services








Delivery Plan Action	Operational Plan Number	Annual Deliverable	Q4 Comment	Status	Responsible area
			– Old Hume Hwy Reconstruction, New Berrima; Regional Road Gravel Resheeting Program.		
	OP123	Deliver roads maintenance program	<p>Council is undertaking programmed and reactive maintenance on its road networks. Road Maintenance Customer requests in this three (3) month period totalled 1519. These requests are normally being actioned within 28 days to the effect that the request is inspected, made safe and where applicable maintenance programmed or a capital works request submitted for project scoping and prioritisation. The action time frame has increased due to the volume of customer requests received directly related to extended rain periods destroying the road network.</p> <p>The following unsealed roads were maintenance graded and/or repaired: Wombeyan Caves Rd, Burchalls Lane, Old Mandemar Road, Wombala Road, Greasons Road, Yuille Avenue, Bangadilly Road, Canyonleigh Road, Foxgrove Road, Nandi Road, Ferndale Road, Pine Street, Old Argyle Road, Rockleigh Road, Wilson Drive Service Road, Joadja Road, Mandmar Lane, Richards Lane, Jacks Valley Road, Mill Road, Clemens Road, Kells Creek Road, Spring Hill Road, Colo Lane, Bumbulla Road, Mundego Street, Kent Street, Bibbys Lane, Stonequarry Creek Road, Rosedale Road, Belanglo Road,</p>		Transport Acting Group Manager Infrastructure Services
	OP124	Develop and implement road safety initiatives in conjunction with Transport for NSW	Council continues to work with Transport for NSW (TfNSW) for the delivery of several road projects that are part funded by various funding programs, including:		Transport Manager Assets


Delivery Plan Action	Operational Plan Number	Annual Deliverable	Q4 Comment	Status	Responsible area
			<ul style="list-style-type: none"> <li>– Old South Road Renewal &amp; Upgrade - part funded by Fixing Local Roads Program &amp; Safer Roads Program</li> <li>– Wombeyan Caves Road Renewal - funded by Bushfire Local Economic Recovery Fund (BLER) and Disaster Recovery Funding Agreement (DRFA)</li> <li>– Burrawang Creek Bridge Renewal - Fixing Country Bridges Program</li> <li>– Ritters Creek Bridge Renewal - Fixing Country Bridges Program</li> <li>– Diamond Fields Creek Bridge Renewal - Fixing Country Bridges Program</li> <li>– Merrigang Street Bridge Renewal - Fixing Country Bridges Program</li> </ul>		
	OP125	Undertake the forward design of road projects in the four-year capital works program	<p>Road Projects currently undergoing design are:</p> <ul style="list-style-type: none"> <li>– Glenquarry, Range Rd rehabilitation delivery 22/23.</li> <li>– 6 Wombat Crossings at 5 schools across the shire delivery 22/23.</li> <li>– Penrose, CBD precinct upgrade, concept work delivery 22/23.</li> </ul> <p>Road projects that have been completed recently are:</p> <ul style="list-style-type: none"> <li>– Bowral, Station St north rehabilitation.</li> <li>– Bowral, Station St south carpark and drainage.</li> <li>– Moss Vale, Kirkham St rehabilitation.</li> </ul>		Transport Acting Group Manager Infrastructure Services




Delivery Plan Action	Operational Plan Number	Annual Deliverable	Q4 Comment	Status	Responsible area
DP058 Implement a long term solution for the use and disposal of roadside spoil	OP126	Investigate and develop options for the reduction, reuse and disposal of roadside spoil	<p>Drapers Rd Site</p> <p>Due to Water and Sewer proposed operational expansions, the Drapers road site is no longer considered a viable site for the stock piling of excavated road material.</p> <p>Berrima Rd Site</p> <p>On 16 November 2018 Council was advised that aboriginal land claim 40953 over site was granted which means land is transferred to Illawarra Local Aboriginal Land Council (ILALC). Council now has a lease agreement with ILALC renewed yearly. The duration of this lease is not practical to explore the option of creating a reuse facility.</p> <p>Council staff continually review the unsealed road network with a view to finding locations where cuttings can be overlaid with reuse material from road reconstruction works.</p> <p>Council is currently consulting with the EPA for further advice related to temporary stock pile exemptions for excavated road materials.</p>		Transport Acting Group Manager Infrastructure Services
DP059 Review and implement Water Master Plan	OP127	Implement projects that support the delivery of the Integrated Water Cycle Management Strategy	As part of the 2021/22 Capital Program, Council invested over \$10M in the water supply network. Through the development of the 2022/23 Capital Program, further projects will be implemented to support the delivery of the Integrated Water Cycle Management Strategy.		Water and Sewer Acting Group Managers

Delivery Plan Action	Operational Plan Number	Annual Deliverable	Q4 Comment	Status	Responsible area
					Water & Sewer Services
	OP128	Deliver capital works program for the Water Master Plan	As part of the 2021/22 Capital Program, Council is investing over \$10M in the water supply network. Through the development of the 2022/23 Capital Program, further projects will be implemented to support the delivery of the Water Master Plan		Water and Sewer Acting Group Managers Water & Sewer Services
<b>DP060 Review and implement Sewage Treatment Plant Upgrade Strategy</b>	OP129	Plan for the upgrade of Moss Vale, Bowral and Mittagong Sewage Treatment Plants	<p><b>Bowral Sewage Treatment Plant (STP) Upgrade:</b></p> <p>The request for tender period has now closed and detailed analysis and evaluation of submissions is underway for the construction tender. A report will be presented to Council in the new financial year.</p> <p><b>Moss Vale STP Upgrade:</b></p> <p>Moss Vale STP design is currently at 90% with design reviews underway. Environmental and EPA reviews continue in line with the design progression.</p> <p><b>Mittagong STP Upgrade:</b></p> <p>Mittagong STP is still in early stages of design with concepts providing consistency across all three STP's providing for efficiencies in procurement, maintenance and operations.</p>		Asset Planning and Support Acting Group Managers Water & Sewer Services


Delivery Plan Action	Operational Plan Number	Annual Deliverable	Q4 Comment	Status	Responsible area
DP061 Improve stormwater management across the Shire	OP130	Review and implement floodplain management strategies	<p>Studies &amp; Risk Management Plans:</p> <ul style="list-style-type: none"> <li>Wingecarribee River Flood Study - complete and adopted by Council</li> </ul> <p>Implementation of Actions:</p> <ul style="list-style-type: none"> <li>Retford Farm Basin - detailed design phase</li> <li>Bowral Golf Course Basins - detailed design phase</li> </ul>		Stormwater Manager Assets
	OP131	Deliver stormwater drainage works as per capital works program	<p>Projects Completed:</p> <ul style="list-style-type: none"> <li>Mt Ashby/Nowra Road Culvert Renewal Moss Vale; 1 and 5 Nowra Road Culvert Renewals Moss Vale; 674 Nowra Road Culvert Renewal, Moss Vale.</li> </ul> <p>Projects Underway:</p> <ul style="list-style-type: none"> <li>Jasmine St Drainage construction, Colo Vale; Station St Drainage, Bowral; Prince St Drainage, Mittagong</li> </ul> <p>Dangar St Drainage reconstruction was put on hold due to weather.</p>		Stormwater Acting Group Managers Water & Sewer Services
	OP132	Undertake the forward design of drainage projects in the four-year capital works program	<p>Drainage Projects currently undergoing design are:</p> <ul style="list-style-type: none"> <li>Hill Top, Sackville St delivery 22/23.</li> <li>Hill Top, Ella and Stella St delivery 22/23.</li> <li>Burrawang, Dale St delivery 22/23.</li> <li>Mittagong, Priestley St delivery 22/23.</li> <li>Bowral, Centennial Rd Creek restoration delivery 22/23.</li> </ul>		Stormwater Acting Group Managers Water & Sewer Services



Delivery Plan Action	Operational Plan Number	Annual Deliverable	Q4 Comment	Status	Responsible area
	OP133	Maintain stormwater assets	<p>Council is undertaking programmed and reactive maintenance on its drainage network. Drainage Maintenance Customer requests in this three (3) month period alone totalled 266. These requests are normally being actioned within 28 days to the effect that the request is inspected, made safe and where applicable maintenance programmed or a capital works request submitted for project scoping and prioritisation. The 28 day timeframe to action this request has extended as a result of recent extended wet weather period.</p> <p>Programmed drainage work orders were completed at: Kent St Yerrinbool, Jasmine St Colo Vale, Beech St Colo Vale, Cumberteen St Hill Top, Meranie St Welby, Railway Pde Balmoral, Oxley Dr Mittagong, Morris Ct Bundanoon, Valetta St Moss Vale, Wombeyan Caves Rd High Range, Oxley's Hill Rd Bowral, Drapers Rd Willow Vale, Farmborough Cl Bowral, Hoddle Street Robertson, Jensens Ln Exeter, Bowral Rd Mittagong &amp; Wanganderry Rd High Range.</p>		Stormwater Acting Group Manager Infrastructure Services
DP062 Undertake drinking water quality management	OP134	Manage and deliver operational programs to ensure water quality compliance within the water supply network as per NSW Health requirements and the adopted Drinking Water	<p>An extensive program of operational water quality sampling is carried out within the water supply network by both the water head works and water reticulation teams at all storage reservoirs and a proportion of widespread distribution network sampling points on a weekly basis.</p> <p>This proactive operation sampling is carried out to ensure water quality compliance with the Australian Drinking Water Guidelines (ADWG) and NSW Health requirements. System performance</p>		Water and Sewer Acting Group Managers Water & Sewer Services




Delivery Plan Action	Operational Plan Number	Annual Deliverable	Q4 Comment	Status	Responsible area
		Management System protocols	<p>sampling is then carried out by the environment team, the results being directly reported to NSW Health as an official record. A total of 56 sample points at 28 storage reservoirs sites are sampled for headworks water quality analyses in the water supply network in the third quarter. Additionally, the water reticulation team collected operational water quality field samples, from locations spread across the water supply network; resulting in a further water quality analysis. Lab analysis of the operational reticulation sampling is also used to pro-actively check for biological compliance.</p> <p>The results of these field samples are used to trigger operational improvement actions if required.</p> <p>The NSW Health database records that in the last quarter there were 1030 analyses carried out. The water quality compliance rate was 99.7% against Health guideline values.</p>		
<b>DP063 Ensure the integrity of water and sewer infrastructure</b>	OP135	Deliver water treatment plants electrical and mechanical maintenance programs	<p>Both Treatment plants electrical and mechanical preventive maintenance completed including following tasks:</p> <ul style="list-style-type: none"> <li>– Blowers and compressors preventive maintenance carried out as per the preventive maintenance schedule.</li> <li>– Water pumping stations mechanical preventive inspection completed.</li> <li>– Bundanoon Water treatment plant filter valves and pneumatic panel replaced.</li> <li>– Flow meter calibration carried out as per the schedule.</li> </ul>		Water and Sewer Acting Group Managers Water & Sewer Services

Delivery Plan Action	Operational Plan Number	Annual Deliverable	Q4 Comment	Status	Responsible area
	OP136	Deliver sewer treatment plants electrical and mechanical maintenance programs	<p>Planned electrical and mechanical preventive maintenance completed as per the schedule.</p> <ul style="list-style-type: none"> <li>– Bundanoon STP and pump stations electrical and mechanical schedule maintenance completed.</li> <li>– Berrima STP and pump stations electrical and mechanical schedule maintenance completed.</li> <li>– External service maintenance of filtration process compressors completed.</li> <li>– Testing and tagging of the electrical equipment at Mittagong, Berrima and Bundanoon STP completed.</li> <li>– SCADA operating system upgraded at Robertson STP.</li> </ul>		Water and Sewer Acting Group Managers Water & Sewer Services
	OP137	Manage the trade waste management policy and associated protocols and standards	Trade waste management post pandemic has seen a return to site inspections carried out by council officers. There have been no new major non-compliances during the period.		Water and Sewer Acting Group Managers Water & Sewer Services
	OP138	Manage and deliver treatment plant operational protocols as per regulatory and adopted Drinking Water Management System requirements	Water quality and plant chemistry are monitored and recorded at every stage through the water treatment process: raw water, clarified water, filtered water and treated water stages. There are 23 parameters measured daily and a further 20 parameters measured weekly within the process stream at each plant. This enables trends to be observed and iterative adjustments to be made to treatment chemistry as raw water quality changes.		Water and Sewer Acting Group Managers Water & Sewer Services







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			During the further heavy rain events during the last quarter, raw water turbidity increased and operators have had to work hard to keep on top of the chemistry in the process. Both treatment plants were able to keep treated water quality within the Australian Drinking Water Guidelines "ADWG". Operators are in consultation with process science engineers to ensure quality standards are maintained due to the current challenging conditions.		
	OP139	Manage raw water storage availability and dam safety compliance	<p>Dam storage levels for both the Council Bundanoon and Medway Dams are over 100% i.e. spilling due to recent ongoing wet weather.</p> <p>Weekly inspection reports are carried out by qualified staff every week for both Bundanoon and Medway dams as per regulatory requirements.</p> <p>The Dam Safety Emergency plan has been drafted and requires modelling studies to complete. Other tasks to be continued are a comprehensive dam safety review, Dam break and consequence assessment modelling, and emergency storage evacuation draw-down curve.</p> <p>Some of these specialist tasks require engaging resource outside of the operational team and the Assets department are working with us collaboratively to progress some of these strategic areas.</p>		Water and Sewer Acting Group Managers Water & Sewer Services



Delivery Plan Action	Operational Plan Number	Annual Deliverable	Q4 Comment	Status	Responsible area
			The project works planned at the dams has been delayed due to the ongoing wet weather and high spilling rate.		
DP064 Ensure regulatory compliance of sewerage infrastructure	OP140	Manage and operate sewage treatment plants to meet license and regulatory standards	<p>The EPA Licence Annual Return for Bowral, Berrima, Moss Vale, Mittagong and Bundanoon for the 2021-22 reporting period was finalised and submitted in this quarter with only two non-compliances reported. The non-compliance was due to high inflows recorded in the last quarter as a result of severe wet weather. During this reporting period, four out of six treatment plants have continued to meet their EPA License requirements. A period of dry weather days has resulted in a reduction of inflows to the plant and they are performing well within their operational capacity. Mittagong STP recorded non-compliance in April due to some wet weather flows and Moss Vale STP process has recorded a high Faecal Coliform result for its final effluent discharge due to storm events that increased the flow above the UV disinfection process capacity.</p> <p>The Moss Vale STP process is due for upgrade in 2023-24 with the inclusion of an upgraded disinfection system as per new licence requirements.</p>		Water and Sewer Acting Group Managers Water & Sewer Services
	OP141	Deliver sewer network distribution operational programs to manage environmental risk and meet regulatory requirements	Planned maintenance programs and infrastructure upgrades have been completed as per the sewer network operational plan. This amounts to two (2) km of sewer main cleaning and CCTV survey's in Q4, including night works focused in Moss Vale CBD. Further overflow locations have had preventative maintenance completed, which has positively decreased dry weather overflows.		Water and Sewer Acting Group Managers Water & Sewer Services



Delivery Plan Action	Operational Plan Number	Annual Deliverable	Q4 Comment	Status	Responsible area
			Network Maintenance staff have been delayed in cleaning the 77 sewer pumps stations due to the continued wet weather. Sewer Vent Shaft renewals have now been completed for this financial year. Construction of private works has been made difficult by ongoing wet weather and we are currently experiencing a back log, but we are completing works as opportunities arise. Recent floods have confirmed wet weather overflow locations and catchments where we have to implementing infiltration and inundation management strategies.		
DP065 Facilitate and advocate for enhanced access to telecommunication networks	OP142	Advocate for improved telecommunications across the Shire	Participate in a Regional Telecommunications Forum Steering Committee facilitated by Regional Development Australia Southern Inland		Economic Development Director Corporate Strategy & Resourcing
DP066 Manage public natural assets	OP143	Undertake coordinated actions to manage vertebrate pest and weed biosecurity threats to the Shire	East Bowral reserves rabbit control program completed for the 2021/2022 year. Pindone baiting completed for Hammock Hill reserve. The baiting program was been delayed due to ongoing rain. Additional baiting programs being scheduled later this year.  Council continues to be represented on the Southern Highlands Wild Dog Working Group.		Natural Area Management Manager Environment & Sustainability
	OP144	Identify high value natural assets and	Council implements an active Bushcare program across 59 reserves and management sites. This program focuses on bush regeneration and control of environmental weeds at Council managed.		Natural Area Management

Delivery Plan Action	Operational Plan Number	Annual Deliverable	Q4 Comment	Status	Responsible area
		develop and implement management actions	<p>Bushland Plan of Management (Natural Areas) was adopted by Council and send to Crown Land for ratification. The development of the Mt Gibraltar Plan of Management has commenced with a community workshop held with the Bushcare Group and adjoining landholders. A community survey has also been completed. Development of the POM will continue into the next financial year.</p> <p>Rare flora surveys were completed using grant funds from the NSW Environmental Trust. The surveys results are providing the region and the state important information of rare flora impacts and recovery from bushfire affected land, and also the impacts of climate change. This data will help their protection and recovery in the Shire.</p> <p>New vegetation maps for the Shire have been published by the NSW Government in the State Vegetation Type Map (SVTM). The SVTM now incorporates the Wingecarribee Fine Scale Vegetation Mapping project data and makes this information publicly available in a fully maintained mapping tool. The SVTM is still being developed to include layers of Threatened Ecological Communities. The SVTM tool also has a Trees Near Me app which predicts the suitable plant community types for anywhere in the Shire, even on cleared land, and identifies plant species suitable for replanting.</p> <p>Council works with the NSW Government on recovery projects for important Threatened Species in the Shire. These projects include:</p>		Manager Environment & Sustainability


Delivery Plan Action	Operational Plan Number	Annual Deliverable	Q4 Comment	Status	Responsible area
			<ul style="list-style-type: none"> <li>– Southern Highlands Koala Conservation project</li> <li>– Southern Highlands Glossy Black Cockatoo Conservation “Glossies in the Mist”</li> <li>– Eucalyptus macarthurii</li> <li>– Persoonia glaucescens</li> <li>– Phyllota humifusa</li> <li>– Eucalyptus aquatica.</li> </ul>		
	OP145	Undertake works to facilitate flora and fauna recovery from the impacts of the 2019/2020 bushfires	<p>The NSW Government have released their Koala Strategy and Council has been successful in obtaining a Regional Partnership agreement with grant funding of \$600,000 over 4 years. This will allow the continuation of the Southern Highlands Koala Conservation Project.</p> <p>Council has received \$65,000 funding from the NSW Government Koala Strategy to implement a strategy to reduce road-kill. This will be implemented in the next financial year.</p>		Natural Area Management Manager Environment & Sustainability
	OP146	Support an active Bush Care Volunteer and Citizen Science program	<p>The Bushcare volunteer program continues during this quarter after being in recess due to the impacts of COVID 19. There are twelve active Bushcare groups with approximately 150 volunteers. A decline in volunteers at some groups has been noticed due to volunteers moving out of their locality or retiring from volunteering. Two training workshops were delivered on best practices in bush regeneration.</p> <p>The Citizen Science program continues to be implemented, and the data collection tool, NatureMapr, continues to be promoted and</p>		Natural Area Management Manager Environment & Sustainability




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			<p>used by the community. This data feeds in the Atlas of Living Australia and Bionet as required.</p> <p>The latest edition of this e-newsletter was published. Southern Highlands Nature News focuses on nature, biodiversity conservation, citizen science, Bushcare, Rivercare or Landcare programs in the Shire. All editions are available online at Council's website as well as being emailed direct to subscribers.</p>		
<b>DP067 Maintain and build high value environmental lands and corridors</b>	OP147	Encourage conservation on private land	<p>Council's Private Land Biodiversity Conservation Strategic Plan continues to be implemented.</p> <p>Council encourages conservation on private land through a three-tiered program to support different types of landholders and conservation values. The three programs are open to the community are Land for Wildlife (for large landholders), Habitat and Wildlife, and Private Conservation Agreements. The Land for Wildlife network works with property owners who are conserving nearly 4,000 hectares voluntarily for wildlife conservation. This represents about 7% of all koala habitat found on private land in the shire. Nine new applications to join Land for Wildlife were received in the last quarter.</p>		Natural Area Management Manager Environment & Sustainability
<b>DP068 Ensure the impacts of development on biodiversity are assessed, monitored and mitigated</b>	OP148	Review and implement initiatives to minimise impacts on biodiversity from Council operations	Council undertakes a Review of Environmental Factors (REF) for Council works, utilising Council's adopted procedure and assessment tool for this function. Controls to minimise and mitigate environmental impacts are identified through this process.		Environmental Services Manager Environment



Delivery Plan Action	Operational Plan Number	Annual Deliverable	Q4 Comment	Status	Responsible area
			Council procedure and REF assessment tool has been updated to include amendments to the Environmental Planning and Assessment Act which affects Part 5 development		& Sustainability
	OP149	Assess development applications in accordance with the statutory provisions of the <i>Environmental Planning and Assessment Act 1979</i> to ensure that environmental impacts are appropriately managed and mitigated	<p>In this quarter the following outcomes are noted:</p> <ul style="list-style-type: none"> <li>– April - 79 DA's lodged vs 72 DA's Determined</li> <li>– May - 73 DA's lodged vs 60 DA's Determined</li> <li>– June - 61 DA's lodged vs 71 DA's Determined</li> </ul> <p>The net result is that 213 were lodged and 203 were determined. This outcome has been affected by the loss of further staff members. The network of consultants in place should now result in an improved outcome over the next quarter.</p> <p>DA's are assessed with rigour under the EPA Act and Regulation.</p>		Development Control Manager Development Services
<b>DP069 Build community partnerships and education programs to reduce pollution</b>	OP150	Implement community education programs to reduce pollution	<p>Annually two pollution reduction campaigns are run in autumn to educate the community about ways to reduce the smoke pollution from using wood burners, fire pits and burning of green waste, as well as the rules around burning of green waste in backyards.</p> <p>The campaigns were successfully rolled out in March and May 2022 with direct mail outs as well as a social media campaign and newsletters.</p> <p>Schools Environment Day was hosted in May with over 200 local school children and teachers attending the education event hosted</p>		Environmental Services Manager Environment & Sustainability


Delivery Plan Action	Operational Plan Number	Annual Deliverable	Q4 Comment	Status	Responsible area
			<p>at Camp Wombaroo together with the Outdoor Environment Group, Bird Life Southern Highlands, Water NSW, and JR Richards.</p> <p>Further, the Sustainable Us initiatives continued to be rolled out with National Walk Safely to School Day education packs being developed and distributed to local schools, as well as the inaugural Greener Footprint Fair in Bowral which attracted over 200 people to learn about sustainable living.</p>		
	OP151	Develop and implement programs and initiatives which specifically target environmental pollution associated with construction	<p>'See a sit that's not right' media campaign for sediment and erosion control program was prepared during the reporting period.</p> <p>Newsletter 'tool bag' was developed for builders and certifiers to address waste security distributed during time of high winds.</p> <p>Proactive targeted patrols educating/ensuring compliance with consent condition in relation to building sites.</p>		Regulatory Compliance Manager Development Services
<b>DP070 Reduce the impact from Council infrastructure and operations</b>	OP152	Review and implement initiatives to minimise the impact of pollution from Council operations	<p>With the increased pressure to reduce operational greenhouse gas emissions an Emission Reduction Plan for Council has been written with a target of Net Zero emissions by 2030. The work done clearly outlines a pathway which is achievable and will result in cost savings for Council, as well as future proofing Council operations and showing that Council leads by example.</p> <p>Council continues to meet its obligations under the Environmental Planning and Assessment Act 2021 through the use of the</p>		Environmental Services Manager Environment & Sustainability









Delivery Plan Action	Operational Plan Number	Annual Deliverable	Q4 Comment	Status	Responsible area
			<p>Environmental Assessment Procedure for exempt development and environmental assessment under Part 5.</p> <p>Council undertakes environmental assessments of the potential impact from Council works, utilising Council's adopted procedure and assessment tool for this function. Controls to minimise and mitigate environmental impacts are identified through this process.</p> <p>Changes to the NSW State Environmental Planning Policy (Biodiversity and Conservation) 2021 triggered the review of internal environmental assessment process and subsequent changes to the process have been implemented.</p>		
<b>DP071 Develop and implement policies that support health, environment and sustainability outcomes within Council and across the Shire</b>	OP153	Maintain up to date environment and sustainability strategies, policies and plans that are adequate and appropriate to address Council and community needs	<p>Environment and Climate Change Strategy development – The last Environment Strategy expired in 2017 and with the Climate Emergency Declaration by Council in 2020 it became imperative to write a new strategy and to include climate change as a central pillar.</p> <p>Community engagement took place in January 2021 and a draft document has been created which will serve as a tool when consulting with internal stakeholders.</p> <p>Emission Reduction Plan development – with the increased pressure to reduce operational greenhouse gas emissions an Emission Reduction Plan for Council has been written with a target of Net Zero emissions by 2030. The work done clearly outlines a</p>		Environmental Services Manager Environment & Sustainability



Delivery Plan Action	Operational Plan Number	Annual Deliverable	Q4 Comment	Status	Responsible area
			pathway which is achievable and will result in cost savings for Council as well as future proofing our operations and showing that Council leads by example.		
<b>DP072 Implement planning controls that protect the Shire's natural resources</b>	OP154	Continually monitor local plans and strategies to ensure relevance in the protection of local natural resources	<p>Council officers continue to work together to ensure the planning framework provides adequate protection for local natural resources.</p> <p>The adopted Local Strategic Planning Statement provides an important strategic framework for land use management and the protection of natural resources.</p>		Strategic Land Use Planning Executive Manager Strategic Outcomes
<b>DP073 Advocate to State and Federal government to ensure planning controls, plans and proposals reflect community priorities</b>	OP155	Advocate and respond to State and Federal Government to ensure that planning controls, plans and priorities reflect community priorities and expectations, including the provision of submissions to key government initiatives	Ongoing discussions continually with Department of Planning, Industry and Environment (DPIE) in regard to local controls and requirements and continual review of local planning documentation and requirements under way. Council are currently working with DPIE on the review of the South Eastern Tablelands Regional Strategic Plan to ensure that the concerns of the community are addressed, and their priorities are reflected in the updated plan.		Strategic Land Use Planning Executive Manager Strategic Outcomes
<b>DP074 Develop partnerships with community and agencies to identify, update and</b>	OP156	Maintain Council's mapping and other information sources and	New vegetation maps for the Shire have been published by the NSW Government in State Vegetation Type Map (SVTM). The SVTM now incorporates the Wingecarribee Fine Scale Vegetation Mapping project data and makes this information publicly available in a fully maintained mapping tool. The SVTM is still being further		Natural Area Management Manager Environment





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maintain awareness of key natural resources		tools for key natural resources	developed to include layers to readily identify Threatened Ecological Communities. The SVTM tool also has a Trees Near Me app which predicts the suitable plant community types for anywhere in the Shire, even on cleared land, and identifies plant species suitable for replanting.		& Sustainability
	OP157	Engage with the Rural stakeholders for natural resource conservation	<p>Council encourages and recruits rural landholders into the Land For Wildlife program. This program delivers conservation on private land through a three tiered program to support different types of landholders and conservation values. Property assessments, property information and advice are provided when landholders join the program. LFW members are also eligible for small grants to help manage their properties.</p> <p>Distribution of Council's Rural Living Handbook continues to be strong reprint of the handbook to replenish stocks.</p>		Natural Area Management Manager Environment & Sustainability
	OP158	Undertake education programs and initiatives for natural resource management	<p>Council partnered with Local Land Services at two (2) Rivers of Carbon field workshops which attracted approximately 30-40 in rural landholders. These workshops focus on sustainable farm management.</p> <p>Council celebrated World Turtle Day with a community workshop which included nest predation survey launch. Approximately 50 residents participated in this activity.</p> <p>Council delivered its annual Schools Environment Day. Approximately 200 attended the Day which focused on six activities</p>		Natural Area Management Manager Environment & Sustainability

Delivery Plan Action	Operational Plan Number	Annual Deliverable	Q4 Comment	Status	Responsible area
			<p>based around, water monitoring, wildlife monitoring, water catchment management, waste management and solar energy.</p> <p>The latest edition of this e-newsletter was published. Wingecarribee Web is a free newsletter keeping the community up to date with local environmental and sustainability news, notices and events. All editions are available online at Council's website as well as being emailed direct to subscribers.</p> <p>Southern Highlands Nature News E-Newsletter</p> <p>The latest edition of this e-newsletter has been published. Southern Highlands Nature News focuses on nature, biodiversity conservation, citizen science, Bushcare, Rivercare or Landcare programs in the Shire. All editions are available online at Council's website as well as being emailed direct to subscribers.</p>		
	OP159	Undertake and facilitate environmental monitoring and reporting to support better data-based decision making	<p>Rare flora surveys were completed using grant funds from the NSW Environmental Trust. The survey results are providing the region and the state important information of rare flora impacts and recovery from bushfire affected land, and also the impacts of climate change. This data will help their protection and recovery in the Shire.</p> <p>Monitoring activities were undertaken at Mittagong Creek, Whites Creek, Medway Rivulet, Lake Alexandra and Caalong Creek. The monitoring program is providing data on catchment health.</p>		Natural Area Management Manager Environment & Sustainability




Delivery Plan Action	Operational Plan Number	Annual Deliverable	Q4 Comment	Status	Responsible area
			During this quarter, macro invertebrate sampling was completed in Mittagong Creek, Bowral. This data is sent to the Atlas of Living Australia and is publicly available online.		
<b>DP075 Implement community awareness programs that promote sustainable living</b>	OP160	Implement sustainable living projects and programs, including running community events, programs in schools and broader education campaigns	<p>The Sustainable Us Framework has delivered many engagement opportunities in quarter four:</p> <ul style="list-style-type: none"> <li>– Schools Environment Day (May 2022)</li> <li>– EnviroMentor program (April and May 2022)</li> <li>– Solar My School promotions and engagement with Moss Vale High &amp; Berrima Public School (continuous)</li> <li>– Greener Footprint Fair (June 2022)</li> <li>– Launch of Green Caffeine, reusable take away coffee cup scheme (April 2022)</li> </ul> <p>A collaboration with WinZero has commenced to identify opportunities to create and roll out a trial Net Zero Homes trial which would involve the assistance for residents to retrofit their homes to improve energy efficiency.</p>		Environmental Services Manager Environment & Sustainability
<b>DP076 Develop partnerships and networks to leverage off existing programs</b>	OP161	Participate in and promote existing networks and programs that advance environmental and sustainability objectives of the Shire	Council staff actively participate in local community networks, as well as the State Government Climate Officer Group, Sustainability Advantage and Cities Power Partnership.		Environmental Services Manager Environment & Sustainability



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	OP162	Provide financial assistance through the Environment Levy-funded component of the Community Assistance Scheme	Council is reviewing is grant donations and sponsorship activities with a policy being drafted to manage activities into the future.		Environmental Services Manager Environment & Sustainability
DP077 Implement State Government regulations	OP163	Assess and certify applications related to development	During this quarter Council approved 305 Certificate applications. These applications are processed rigorously under applicable legislation.		Development Control Manager Development Services
	OP164	Implement the recommendations of the review of planning, development and compliance	The recommendations are being implemented gradually - this is because the new structure has not been finalised and roles may yet be redistributed throughout the wider organisation. The website update is well underway and duty for planners/certifiers and engineers has been reduced to refocus resources back to assessment and outcomes.		Development Control Manager Development Services
	OP165	Administer the Local Planning Panel	<p>Wingecarribee Local Planning Panel is well established and the number of reports put to the panel during the period is as follows:</p> <ul style="list-style-type: none"> <li>– April – 4 x DA, 1 X Planning Proposals</li> <li>– May – 1 x DA, 1 X Planning Proposals</li> <li>– June – 2 x DA, 0 x Planning Proposals</li> </ul>		Development Control Manager Development Services x




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			<p>The panel are assessing and determining the reports as required with new members adjusting to the role of panellist well. The panel is an effective body providing rigorous assessment and feedback to staff.</p> <p>An annual review of the panel and its progress to date has been undertaken with feedback from staff and to staff (360 degree) with outcomes agreed including additional training for panel members and updates and also improved reporting and process improvements for the internal planning team.</p>		
<b>DP078 Advocate and educate for improved development outcomes</b>	OP166	Work in partnership with State Government, development/building industry and the community to achieve improved development outcomes	Council officer are in constant contact with DPIE and advocating for the Council. DPIE have offered to help Council improve systems and implement better and more efficient processes. The staff all work with the industry as they process their applications as effectively as they are able within the current staffing and process constraints. To this end, DPIE flying Squad have agreed to assess 6 x DA applications (via external consultants) for Council to assist - we had sent >30 applications to ease the number of dwellings in our current backlog. The DPU still help Council where requested - to speed up State level responses to referrals for applications.		Development Control Manager Development Services
<b>DP079 Support the establishment and expansion of businesses that produce goods locally</b>	OP167	Facilitate networks that support and promote businesses that produce goods locally	Finalise and distribute a short destination video promoting the Southern Highlands Food & Wine Festival and a longer piece promoting local producers. Continue liaison with ACT government regarding the Capital Food and Fibre Strategy. Support RDA SI in their application to host an Innovation in Ag Conference and		Economic Development Director Corporate




Delivery Plan Action	Operational Plan Number	Annual Deliverable	Q4 Comment	Status	Responsible area
			Exhibition. Finalise the Directory and report project for the Creative Industries Cluster which recommends initiatives to increase economic success in the sector.		Strategy & Resourcing
DP080 Promote and encourage waste minimisation and recycling	OP168	Provide waste education programs to promote waste avoidance and resource recovery and meet the State Government's Waste Strategy targets once released	Limited activities preformed during the reporting due to resources issues.  Waste education tour undertaken for 40 participants of the combined Probus Association		Waste Management Manager Business Services
	OP169	Implement waste reduction and waste management practices	Green Caffeine has over 1000 members since it was launched in April.  Textiles recycling bins have been installed at the Resource Recovery Centre and promoted to the community.		Waste Management Manager Business Services
DP081 Implement strategies to reduce illegal dumping	OP170	Participate in the Regional Illegal Dumping (RID) program to facilitate a reduction in the amount of illegally dumped waste	Wingecarribee Shire continues to participate in the RID program ensuring all reported incidents of dumping are investigated.		Regulatory Compliance Manager Development Services
DP082 Manage the Resource Recovery Centre in accordance	OP171	Implement the Asset Management Strategy	The Resource Recovery Centre water management plan has been drafted and is under review. This will be provided to NSW DPIE and EPA in the coming month.		Waste Management









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with Environmental Protection Authority licence and ensure efficient and cost effective operations		for the Resource Recovery Centre	A Request for Quotation has been released for the completion of the Masterplan.		Manager Business Services
	OP172	Continue to seek alternative cost-effective recycling programs to encourage waste diversion from landfill	<p>Textiles recycling has been very successful over the past (2) months with the installation of textile recycling bins at the RRC and promotion to the community.</p> <p>Mobile CRC trailer launch has been delayed due to needing to resolve some operational issues.</p> <p>Green Caffeine reusable cups diverting takeaway coffee cups has received over 1000 members</p>		Waste Management Manager Business Services
DP083 Develop and implement a Council Waste Strategy and Policy	OP173	Finalise Council's Waste Strategy following the release of the State Government's Waste Strategy	Council resolution provided at the 15 June Council meeting to progress with the engagement of a consultant to assist with the development of the waste strategy		Waste Management Manager Business Services
DP084 Implement strategies to improve energy management	OP174	OP174 Scope and implement energy management actions across Council facilities including projects funded through	<p>With the development of the Emissions Reduction Plan a list of actions have been identified that will increase Council's energy efficiency. The water and sewer assets, as well as the pools, are Council's largest electricity users.</p> <p>Work has begun to re-scope the feasibility of replacing the gas hot</p>		Environmental Services Manager Environment & Sustainability


Delivery Plan Action	Operational Plan Number	Annual Deliverable	Q4 Comment	Status	Responsible area
		Council's Revolving Energy Fund, capital works, and maintenance program	water boiler at Bowral Pool with heat pump and solar photovoltaic technology.  Where feasible all analogue meters at Council assets have been replaced with Smart Meters. This will allow real time monitoring of electricity use as well as accurate billing.		
	OP175	OP175 Implement energy management actions identified in Council's Greenhouse Gas Reduction Plan	The Greenhouse gas Reduction Plan development is in the final phase and internal consultation has started to confirm which actions will be adopted.  Once actions have been confirmed scoping will create business cases which can be used to implement projects in 2023 using both the ReFund as well as capital budgets.		Environmental Services Manager Environment & Sustainability
<b>DP085 Undertake initiatives that increase awareness and encourage water, energy and waste reduction</b>	OP176	OP176 Raise community awareness of the impacts of climate change and actions to build resilience to the changing climate	Council has committed to adopting the Climate Wise program, which will accompany the SIM table, a resource co-funded through the Canberra Regional Joint Organisation.  The table is an education tool which will be used in conjunction with the education program to assist community members develop emergency response plans.  Conversations have commenced with the Federal National Recovery and Resilience Agency to co-host initiatives.		Environmental Services Manager Environment & Sustainability



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	OP177	OP177 Encourage increased resource efficiency with local residents and businesses	<p>The Sustainable Us web page and supporting content is now live, as well as the education event program. The focus of the program is to assist residents in reducing their resource use.</p> <p>Quarter four saw the launch of Green Caffein, which encourages the use of reusable take away cups to reduce the waste from single use coffee cups.</p>		Environmental Services Manager Environment & Sustainability
DP086 Implement strategies to address the impacts of climate change	OP178	OP178 Implement and monitor Council's Climate Change Adaptation Plan	<p>The role and position of the Council's Climate Change Adaptation Plan was evaluated in the second quarter and plans are afoot to review how the reporting of the actions in the plan are implemented and reported on.</p> <p>Council staff have been developing the business case for the adoption of Climate Wise, a climate change adaptation tool for the community.</p> <p>Engagement with teams that have actions in the plan is planned for the first quarter of 2022/23 to remind each area of operations of commitments in the plan.</p>		Environmental Services Manager Environment & Sustainability
	OP179	OP179 Implement and monitor Council's response to the Climate Change Emergency declaration	The most significant step in responding to the Climate Emergency Declaration is to develop a new Environment and Climate Change Strategy. The past quarter has seen the development of the draft strategy with internal consultation planned for the first quarter of 2022/23.		Environmental Services Manager Environment & Sustainability

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			<p>The Emissions Reduction Plan and Community Climate Action Plan are currently being drafted and will sit under the strategy. The plans will be released following the adoption of the strategy.</p> <p>These three strategic documents form the basis of the response to the Climate Emergency Declaration.</p>		
	OP180	OP180 Complete and implement Council's Environment and Climate Change Strategy and monitor progress	<p>A consultant has been contracted to drive the development of the strategy with the first draft having been completed in the reporting period.</p> <p>Internal workshops to engage with key staff on the development of the strategy will take place in the first quarter of 2022/23.</p>		Environmental Services Manager Environment & Sustainability
<b>DP087 Improve resource and energy efficiency at Council facilities and monitor carbon emission</b>	OP181	OP181 Undertake annual monitoring and reporting on Council's carbon emissions	<p>Council's emissions are regularly monitored and will be reported on in the Annual Greenhouse Gas Report and the Annual Council Report.</p> <p>This reporting period saw the increased accuracy in reporting on the fugitive emissions from the Council sewage treatments plants with a new sampling methodology having been adopted. This, in combination with the new Smart Meter technology, will significantly improve the data available.</p>		Environmental Services Manager Environment & Sustainability
<b>DP088 Encourage carbon reduction across the Shire</b>	OP182	OP182 Support and participate in national and State initiatives	Council is actively engaged in carbon emission reduction initiatives through Sustainability Advantage and the Climate Professional Officers Group of the LGNSW and State Government's Office of		Environmental Services





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		which aim to reduce carbon emissions across the Shire	Energy and Climate Change, as well as the Cities Power Partnership program.		Manager Environment & Sustainability
	OP183	Investigate and develop opportunities that facilitate carbon emissions reduction	Beyond the work that is being done on the development of the energy management schedule of the Emission Reduction Plan and the scoping and implementing of energy efficiency projects, work has also been done on an electric vehicle transition plan as well as assisting the Sewer Services team in the scoping of renewable energy opportunities for the sewage plant upgrades.		Environmental Services Manager Environment & Sustainability
DP089 Support regional activities and partnerships to broaden and promote the range business and industry investment	OP184	Respond to business and investment enquiries	Responses are routinely provided to enquiries from various sources. Notable leads this quarter relate to manufacturing, visitor economy, luxury accommodation and landscaping industries.		Economic Development Director Corporate Strategy & Resourcing
DP090 Build on partnerships that increase and broaden local employment opportunities	OP185	Explore partnership opportunities that increase and broaden local employment opportunities	As part of the Wingecarribee Local Jobs Programs, Roundtables were held with significant employers from the Hospitality and Community Services Sector which provided information for agencies involved in development of skills and training initiatives.  An industry tour for Careers Advisors is being organised to local businesses in the community services industry. Routine engagement continues with TAFE, University of Wollongong,		Economic Development Director Corporate Strategy & Resourcing




Delivery Plan Action	Operational Plan Number	Annual Deliverable	Q4 Comment	Status	Responsible area
			Training Services NSW and Regional Industry Education Partnership.		
DP091 Ensure tourism development assessment is based on quadruple bottom line principles (i.e. considers environmental, economic, social and governance factors)	OP186	Assess tourism development applications in accordance with statutory provisions, ensuring outcomes are consistent with Council's adopted Rural Tourism Strategy	Applications for tourist uses are continually being processed using the triple bottom line approach with protective environmental measures being put in place. An increase in such applications has been noted with a view to reinvigorate the area post-COVID-19 lockdown. Two (2) applications were approved for farm stay accommodation during this last quarter.		Development Control Manager Development Services
DP092 Promote the Southern Highlands as a world class tourist destination	OP187	Develop promotional strategies that align with the Southern Highlands Destination Strategy 2020-2030	<p>The Southern Highlands Destination Strategy 2020-2030 was adopted by Council. Destination Southern Highlands (DSH) will be working collaboratively with Council staff and industry stakeholders to develop ongoing promotional strategies.</p> <p>The first of these has been the digital marketing campaign being undertaken January to April (inc) in collaboration with The Life Style Edit agency.</p> <p>Social media promotion via DSH social channels continued throughout May and June.</p>		Tourism Director Corporate Strategy & Resourcing
	OP188	Develop appropriate tourist information programs to ensure the	<p>Figures represent totals - April / May / June 2022</p> <p>Merchandise/Retail Sales Income - \$31,543</p> <p>Value of accommodation bookings through VIC -</p>		Tourism Director Corporate



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		delivery of high quality information to meet visitor requirements.	<p>Commission - \$13,941  Value of conference - Commission - \$0  Number of events ticketed through VIC - 1  Value of ticketing commission through VIC - \$66  Visitation to VIC - 7,156  Web-Site Visits - 171,033  Membership - \$0</p> <p>The Welcome Centre operates in accordance with Accredited Visitor Information Centres (AVIC) standards for accredited Visitor Information Centres.</p> <p>Stock at the Welcome Centre continues to be a mixture of local produce and products that can further promote our region, e.g. towns &amp; villages collection of sought-after items, local produce, local wines, etc.</p> <p>Services offered continue to include:</p> <ul style="list-style-type: none"> <li>– Accommodation booking service</li> <li>– Ticketing for local events</li> <li>– Map sales</li> <li>– Distribution of information material, etc.</li> </ul>		Strategy & Resourcing
	OP189	Continue to enhance and maintain websites	Ongoing maintenance, enhancements and updates continue on all sites as required:		Tourism Director Corporate




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		for Tourism and Economic Development: <ul style="list-style-type: none"> <li>– Consumer Site</li> <li>– Corporate Site</li> </ul>			Strategy & Resourcing
	OP190	Develop and market Business Event Tourism	<p>Destination Southern Highlands continue to enhance and add product to the southern-highlands web-site portal to enhance Business Event Tourism in the Southern Highlands, particularly in the conference space.</p> <p>This web-site portal is used to market Business Event tourism.</p>		Tourism Director Corporate Strategy & Resourcing
	OP191	Deliver the annual Tulip Time Festival	<p>Tulip Time planning for the 2022 Festival is well underway, with the dates of 16 September to 3 October.</p> <p>This year's charity partner has been announced as HARBISON and meetings are already underway to assist the charity partner to maximise its fundraising opportunities.</p> <p>The new component of this year's Tulip Time - Tulips After Dark, is confirmed to take place on Friday &amp; Saturday evenings throughout the festival period, and planning is well underway.</p> <p>Sponsorship is tracking well to date, with confirmations from Ramsay Health, Austral Bricks and McDonalds Mittagong, Mittagong RSL Club and Radio 2ST.</p>		Tourism Director Corporate Strategy & Resourcing



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DP093 Develop and implement marketing and promotional activities to promote the Southern Highlands	OP192	Provide an enhanced partnership and services program to the local community	Partnerships are not being pursued.		Tourism Director Corporate Strategy & Resourcing
	OP193	Develop and implement Destination Marketing Campaigns for the Southern Highlands	Destination Southern Highlands (DSH) in conjunction with the Visitor Economy Group appointed The Life Style Edit agency to undertake a four month digital social media campaign in conjunction with DSH from January to April 2022.		Tourism Director Corporate Strategy & Resourcing
	OP194	Enhance and refine the 2022 Southern Highlands Publication and Map	<p>The 2021-22 Southern Highlands Escape was published in July'21 and distributed throughout NSW Visitor Information centres and beyond. Distribution continues as requested.</p> <p>This publication will continue to be in market until September 2023. Distribution continues to local businesses, operators and visitors.</p> <p>Discussions have taken place with Highlife Magazine to determine the future of this publication published in conjunction with Destination Southern Highlands (DSH), and it is agreed that it will continue, with a 2023 edition.</p>		Tourism Director Corporate Strategy & Resourcing
DP094 Explore options to progress Moss Vale Enterprise Zone	OP195	Progress the promotion and development of the Southern Highlands Innovation Park	Facilitate meetings with various government agencies in efforts to secure funding for promotion and development of the Southern Highlands Innovation Park (SHIP). Council officers respond to property owners seeking information on Council's vision and		Economic Development Director Corporate

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		(formerly Moss Vale Enterprise Zone)	potential for the SHIP as they begin conceptual design for master planning.		Strategy & Resourcing
DP095 Support the establishment and expansion of clean industries	OP196	Promote opportunities for the establishment and expansion of clean industries	Council monitors government and industry announcements and initiatives which may have implications for the Shire.		Economic Development Director Corporate Strategy & Resourcing t
DP096 Manage the operation of the Southern Region Livestock Exchange	OP197	Continue to progress the planning and procurement processes for the lease of the Southern Regional Livestock Exchange	Stage 2 of the upgrade works is nearing completion. Completion of stages 3 and 4 is anticipated by October 2022.		Southern Regional Livestock Exchange Manager Business Services
	OP198	Undertake the Southern Regional Livestock Exchange Facility Upgrade	<p>Works for the Regional Livestock exchange are progressing well with the livestock yard refurbishment at approximately 50% completion. Collaboration between Council, the construction contractor and the Agents has allowed for cattle sales to continue uninterrupted with some of the largest sales being conducted in many years.</p> <p>All other elements including CCTV, power upgrade, lift installation, Abattoir Rd driveway access, new load cells and selling arena seating are complete.</p>		Southern Regional Livestock Exchange Manager Business Services

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			Resulting from the delays incurred from the legacy building code issues, there will be financial impacts to the project as a result of cost escalations and prolongation costs. It is anticipated that the works will be complete in October 2022.		
<b>DP097 Ensure development does not impact on viable primary production and food security</b>	OP199	Assess Planning Proposals submitted on Rural Lands to ensure that impacts on primary production and food security are mitigated	<p>All Planning Proposals submitted on rural lands are assessed for strategic and site specific merit and consider the impacts of the proposal on primary production.</p> <p>The Local Housing Strategy was adopted in July 2021 and identifies how and where new living areas will be provided to meet the long term housing needs of the community. Impacts on productive agricultural lands was a key consideration in identifying new living areas in the strategy, to ensure that future Planning Proposals do not undermine primary production in the Shire.</p>		Development Control Manager Development Control
<b>DP098 Facilitate programs and networks that support and strengthen business development</b>	OP200	Progress the implementation of the Southern Highlands Destination Strategy 2020-2030	Projects relating to two of the eight major industries - Agribusiness and Equine - have been developed during 2020-2021. This quarter Council adopted recommendations which firstly, position relevant actions into Council's Operational Plan; and secondly, articulate opportunities for establishment of sector partnership in those industries. The reports - Southern Highlands Produce Hub Feasibility Study, Agribusiness Equine Facilities Summary Plan for the Future and Agribusiness and Equine Industries Summary Plan for the Future are on Council's website.		Economic Development Director Corporate Strategy & Resourcing

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	OP201	Support industry and business in COVID-19 recovery initiatives	Continue communications with business groups and networks regarding bushfire and COVID-19 support and funding opportunities. Finalise and install graphics on the construction hoarding in Bowral in support of the visitor economy and local businesses.		Economic Development Director Corporate Strategy & Resourcing
DP099 Support initiatives that provide opportunities for business mentoring and connection	OP202	Participate in Business Forums and work with Business Chambers	Council officers have: <ul style="list-style-type: none"> <li>– Consulted with business Chambers to secure responses from local business to inform Council's decision-making processes on various projects, such as Christmas 2022.</li> <li>– Presented business support information at invitation of Robertson Chamber and Business Southern Highlands.</li> <li>– Attended networking events to engage with business owners and inform them of Council and other agency supports in the LGA.</li> </ul>		Economic Development Director Corporate Strategy & Resourcing
DP100 Support regional economic development initiatives	OP203	Participate in regional economic development initiatives	Routine engagement with Regional NSW South East, Regional Development Australia Southern Inland, Canberra Region Joint Organisation, Destination Sydney Surrounds South, Business NSW, AusIndustry, Business Australia, Enterprise Plus, Southern Tablelands Arts, Business NSW Business Facilitator, Local Jobs Program Illawarra South Coast. Facilitate informal monthly online meetings of key partners across three levels of government working in the region. Confer with Council colleagues in other LGAs on initiatives in support of local economic development. Participate in NSW government facilitated workshops reviewing the		Economic Development Director Corporate Strategy & Resourcing



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			Wingecaribee Regional Economic Development Strategy and South East and Tablelands Regional Plan.		