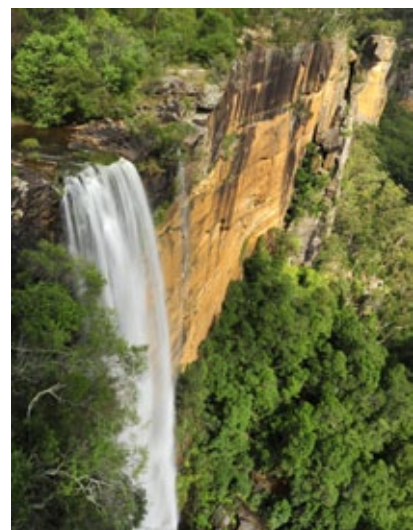
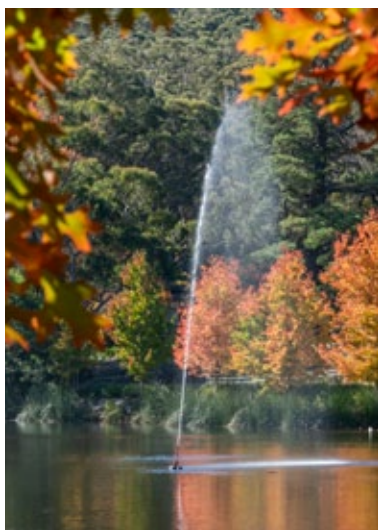


Wingecarribee Shire Council Annual Report

2018/19



www.wsc.nsw.gov.au





An aerial photograph of a suburban area with residential houses, streets, and green spaces, serving as the background for the document.

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Acknowledgement of Country

The Wingecarribee Shire acknowledges the Traditional Custodians of this land and we pay our respects to Elders both past and present. We would also like to acknowledge our young leaders who are the Elders of today, tomorrow and our future.

Image credits

Kramer Photography - cover, page 2 and 3, 12, 40, 48, 63
Vecteezy - page 11
Beardy McBeard - page 41 and 61
Skyline Drones - page 54

INTRODUCTION

This Annual Report provides a detailed account of Council's achievements and challenges during the year, and demonstrates the wide variety of services delivered to the community throughout 2018/19. The Report details our performance against the commitments set out in our *Delivery Program 2017-2021* and *Operational Plan 2018/19*, and provides insight into our financial position and decision making processes.

The report is prepared in compliance with the *Local Government Act 1993*.

OUR COMMUNITY VISION

In 2031 we will be...

“A healthy and productive community, learning and living in harmony, proud of our heritage and nurturing our environment.”



Mayor's Message

I'm delighted to report on the 2018/19 financial year and the achievements Council has made over the past twelve months.

Over the course of the year Council continued to deliver on its core promise of improving public services and infrastructure. We completed 106 capital works projects worth \$22.3 million and resealed 95 kilometres of our roads across the Shire.

Major progress was also made on our Investing in our Future Special Rate Variation (SRV) improvement program. While the reconstruction of the northern section of Kirkham Road was part-funded and completed under this scheme this financial year, a number of other projects including the refurbishment of the Winifred West Park amenities block and the accessibility upgrade to Wingello Hall were also commenced.

But it wasn't just brick and mortar projects that shaped the year.

Council led a number of tourism initiatives including our much lauded Pie Time marketing campaign which took home the Gold award at the 2018 Qantas Australian Tourism Awards. Our ever-popular Australia Day and Tulip Time events also grew in popularity with the latter attracting its largest number of attendees in its history!

Our Environment team unveiled the Southern Highlands Koala Conservation Project and subsequent Koalarama community information sessions in a bid to secure the long-term survival of our Shire's koala population. These projects were funded by Council's Environment Levy and the NSW Government's Saving Our Species program.

In addition to these large-scale programs, Council also organised numerous community and culturally significant events and opportunities including our annual NAIDOC Week and Earth Hour celebrations, biennial Youth Forum and inaugural Grandparents Day festivities.

The year will also be remembered for the ongoing drought which tightened its grip across the State. It was only appropriate that Council offered a hand to our Shire's farmers by way of financial support and rate relief as conditions worsened.

All of these projects, initiatives and events highlight the pivotal role that Council plays within our community.

In closing, I would like to take this opportunity to thank the staff and management of Council for delivering these projects and services and ensuring our Shire remains an enviable place to live, work, play and do business.

Councillor Duncan Gair
Wingecarribee Shire Mayor

General Manager's Foreword

This 2018/19 Annual Report summarises the work undertaken by Council over the past year and the progress we've made towards our strategic priorities.

The year began with Council finalising its Service Delivery Review into our commercially-operated Southern Regional Livestock Exchange. The key outcomes of this review saw Council secure \$5.2 million in grant funding towards upgrading the saleyards before agreeing to lease the facility. This review is the first of 30 that will eventually be undertaken across the organisation, ensuring we deliver services to our customers in the most efficient and effective manner.

A further \$1.75 million in funding was also secured as part of the NSW State Government's Stronger Country Communities Fund and was used to start preliminary work on improved drainage services at Stephens Park in Bowral, construction of an all abilities playground in Berrima and a skate park in Bundanoon.

One of the largest construction projects undertaken during the year was the multi-million dollar upgrade of the northern part of Kirkham Road in Bowral. This road is an important route for trucks accessing Bowral's industrial area and an integral link to the town's transport network.

Other key infrastructure to be completed during the year included the reconstruction of Narellan Road in Moss Vale and drainage construction works on Wilson Drive in Hill Top.

Beneath our Shire's roads we also undertook an extensive water main renewal program and upgraded some of our Shire's oldest sewer mains.

Upgrading our community infrastructure remained a core focus and resulted in extensive upgrades undertaken on our Mittagong Library including an energy efficiency retro-fit.

Providing greater transparency and access to Council was another priority and eventuated in Council adopting new Codes of Conduct and Meeting Practice and introducing webcasting of Council Meetings.

During the year we also merged our Economic Development branch with our award-winning Tourism team. Combining these two portfolios will allow us to tap into existing business networks and take advantage of major growth opportunities on our Shire's doorstep.

These achievements, coupled with our major infrastructure investment plans, demonstrate that Council is not only looking towards the future but poised to provide real opportunities for our Shire's residents for decades to come.

Ann Prendergast
General Manager

COUNCIL INFORMATION

Wingecarribee Shire Council consists of nine councillors who are elected by the residents of the Shire every four years. The next election is scheduled for September 2020.

Our Elected Council for 2016 - 2020



Clr Duncan Gair (Mayor)



Clr Garry Turland (Deputy Mayor)



Clr Grahame Andrews



Clr Ken Halstead



Clr Gordon Markwart



Clr Graham McLaughlin



Clr Peter Nelson



Clr Ian Scandrett



Clr Larry Whipper



Seniors Community Reference Group

Decision making and Council meetings information

Council meetings are held on the second and fourth Wednesday of each month, except during a summer break in late December and January. Council's decision making takes place at these meetings.

The General Manager has extensive statutory and operational delegations, and is responsible for implementing the decisions of Council as well as the day-to-day management of the organisation.

The community provides input into Council decision making through advisory committees and community engagement activities where focus groups are developed to provide input to decisions on specific projects.

Council also undertakes statistically representative surveys and invites public comment on draft documents and project specific information.

At its meeting on 23 November 2016, Council adopted the committee governance structure for the 2016-2020 term. The structure includes:

- Council committees
- Advisory committees
- Community reference groups
- Sunset working groups
- External committees

Governance of these committees is supported by the Committee Manual 2016-2020, which was adopted by Council in February 2017.

For more information on Council committees, visit www.wsc.nsw.gov.au/council-committees.

SHIRE INFORMATION

Aboriginal and Torres Strait Islander Australians

The Wingecarribee Shire Council acknowledges the Gundungurra and “Tharawal” or “Dharawal” (as it is referred to in historical records) people as the traditional custodians of this place we now call the Wingecarribee Shire.

There is a strong association to the Wingecarribee, Wollondilly and Nattai rivers. These rivers are connected to their culture, dreaming and songlines.

A Dreamtime creation story, Gurangatch and Mirragan, speaks about how this whole countryside came into being. The story describes an almighty struggle between two ancestral creator spirits, one a giant eel-like creature, Gurangatch, an incarnation of the ancestral rainbow serpent, and the other, a large native cat or quoll, Mirragan.

In spite of the impact of European settlement of Australia, the Gundungurra and Dharawal Aboriginal heritage has not been extinguished. The remains of prehistoric and historic Aboriginal occupation exists throughout the Southern Highlands.

State Government records indicate that there are over 400 significant Aboriginal sites within the Shire, including 86 sites or objects that exist in the vicinity of Council-managed land or roadside reserves.

There is one sacred Aboriginal Place in Wingecarribee Shire, called Nungunungulla (Jubilee Rocks). This Aboriginal cultural heritage site was declared by the State Government as the 100th Aboriginal Place in NSW. Nungunungulla is a significant Aboriginal landmark in the Gundungurra cultural landscape, where Aboriginal engravings, paintings and stencils,

grinding grooves, scarred trees and campsites occur. It is a teaching place for educating children about Dreamtime creation stories, Aboriginal culture and its associated values and practices.

Wingecarribee Shire Council recognises that by acknowledging our past, we are laying the groundwork for a future which embraces all Australians; a future based on mutual respect and shared responsibility for our land.

European settlement

The first European settlement in the Southern Highlands was established in 1821 beside a pebbly ford across the Wingecarribee River on the old Argyle Road, which ran from the newly settled land south of Camden through Bong Bong to Sutton Forest then on to Goulburn. The location of this settlement is today known as Bong Bong Common. In 1831, when construction of a new line of road from Mittagong to the south commenced, travellers were diverted to the new administrative centre five miles downstream at Berrima.

When the railway bypassed Berrima to take in Mittagong, Bowral and Moss Vale, commercial focus shifted to those towns. At the first Commonwealth Census of 1911, the European population in the area had grown to just over 9,700. Most of the population was in the three towns of Bowral, Mittagong and Moss Vale, a pattern which continues to the present day.

Location and geography

Wingecarribee Shire is located 75 kilometres from the south-western fringe of Sydney and 110 kilometres from Sydney’s central business district. The Shire has a total area of approximately 2,700 square kilometres, 56 per cent of which is north of the Wingecarribee River.

It is comparable in size to that of urban Sydney, averaging 55 kilometres from east to west and 45 kilometres from north to south, with its geographic centre north-west of Berrima and its demographic centre to the south-east of Bowral. Much of the Shire is located at or above 640 metres above sea level.

The pattern of development is one of small towns and villages, separated by a semi-rural landscape. Eastern parts of the Shire, known as the 'Yarrawa Brush' by early settlers, are bounded by the Illawarra Escarpment and Morton National Park. The north of the Shire is characterised by rugged Eucalypt bushland. The Wollondilly and Wingecarribee Rivers flow through the west of the Shire, and the south of the Shire is bounded by Uringalla Creek.

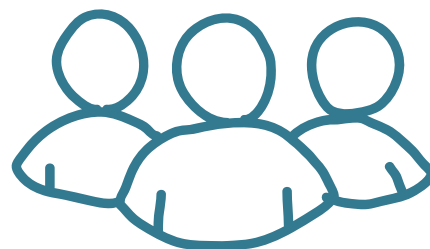
Community¹

The Shire has a population of 50,493². Our community enjoys a comprehensive choice of health and education services, and largely chooses to live in separate houses of low density. The median age of 47 years is higher than the NSW and Australian averages, and the median weekly household income of \$1,334 is lower than the NSW and Australian averages, but higher than the regional NSW average. Other figures of note are:

- Medium and high-density housing accounts for 8 per cent of overall housing stock
- The population within the Shire has increased by approximately 3,500 over the last five years
- 32.8 per cent of the population is over 60 years of age
- Two per cent of the population identify as Aboriginal and Torres Strait Islander, compared with the NSW average of 2.9 per cent
- There has been an increase in the number of people needing assistance due to disability over the last eight years, with the most recent census data indicating an increase from 2,328 people needing assistance due to disability in 2011 to 2,703 in 2016
- 81.3 per cent of people who work in the Shire also live in the area
- Over 23 per cent of the population in the Shire participate in volunteering activities.

¹ Unless otherwise indicated, all data is sourced from: Australian Bureau of Statistics, *Census of Population and Housing 2016* available at www.abs.gov.au/census.

² Source: Australian Bureau of Statistics, *Regional Population Growth, Australia, 2017-18* (Issue No 3218, 27 March 2019), available at www.abs.gov.au/browse.



The population of our Shire has increased by around 3,500 people over the last 5 years



Nearly 33% of residents are over 60 years of age



Over 23% of people volunteer

Industry

The Shire's numerous attractions mean that tourism continues to offer significant prospects for economic growth, replacing the more traditional primary industries of agriculture and forestry. There have been recent trends in economic growth towards trade, manufacturing, healthcare and social assistance, construction, education and training, and accommodation and food services.

Transportation



Moss Vale Train Station

The Shire's towns are linked by bus and rail services, with Sydney Trains offering services from the Shire to Sydney in the north and Goulburn in the south.

NSW Trainlink operates daily to and from Sydney, Canberra and Melbourne. Buses operate to and from Moss Vale to Nowra and Wollongong, and link Colo Vale and Hill Top to Sydney Trains services at Picton. Within the Shire, buses link Moss Vale to the outlying villages of Berrima, Burrawang, Robertson, Exeter, Tallong, and Wingello, and Mittagong to Hill Top and Colo Vale.

Environment

Wingecarribee Shire has outstanding biodiversity values and this is due primarily to the diverse geology, large rainfall gradient east to west and altitude changes that occur resulting in many different habitat types. Habitats include sandstone forests, tall forests, rainforests, grassy woodlands, Permian slopes, riverine habitats, and upland swamps.

There is great diversity of native flora, with over 2,150 species. There are over 370 vertebrate fauna species. Approximately 50 threatened plants, over 56 threatened animals and one endangered population occur in the Shire. There are 15 Threatened Ecological Communities, and over 69 different plant community types. The Southern Highlands is also home to the largest koala population in southern NSW, with more than 3,000 koalas estimated to reside in the Shire which represents approximately 10 per cent of the total number of koalas left in the State's wild.

Wingecarribee Shire has large areas of high conservation value including part of the World Heritage Greater Blue Mountains area, and two declared wilderness areas.



The rare Flying Duck Orchid (*Caleana major*) spotted in Morton National Park, Bundanoon

OUR STAFF

Workforce Demographics

Council continues to ensure that a skilled and professional workforce is employed to support the achievement of its operational and strategic goals. Like most NSW councils, Wingecarribee Shire Council has an ageing workforce, with those aged over 45 making up over 56 per cent of the workforce. Currently, 40 per cent of Council's workforce are female and 60 per cent are male.

Looking to the future, Council is working towards creating apprenticeship, traineeship and cadetship employment opportunities within Council. This will provide sustainable employment opportunities for residents within the Shire, and will create a solid foundation of skills for future workforce planning. It will also help with proactively managing skills shortages in some professions in Council.

As at 30 June 2019, Council had 430 full time equivalent employees (excluding 24 vacant positions), in the following age groups:

Age group	Number
17-24	18
25-34	74
35-44	98
45-54	131
55-64	96
65+	13
Total	430

Council Recognition

In December 2018, Council received two awards in Division B (population of 30,000 - 70,000) at the annual *Excellence in the Environment Awards* presented by Local Government NSW. Council's environmental leadership was recognised as the winner in both the Climate Change Action category for its street lighting upgrade project to reduce carbon emissions and the Communication, Education and Empowerment category for its backyard burning map app. This app was developed to improve community awareness of Council's backyard burning rules and to assist fire agencies and Council's compliance officers.

Another significant achievement was Council's Pie Time event winning Gold in the Destination Marketing category at the *Australian Tourism Awards*, which followed on from winning Gold for Pie Time in the same category at the *Canberra Region Tourism Awards*. The Gold honour at the Australian Tourism Awards was the first for the Shire since the inception of the Awards in 1985.

Additional recognition of note includes:

- Sophie Broadbent, a Trainee Accredited Certifier at Council, was presented with a Highly Commended award at the 2019 *Ministers' Awards for Women in Local Government* in the Women in Traineeships or Apprenticeships – Rural or Regional Council category for her initiative and dedication to both her role and the wider planning industry
- The South-East NSW Councils Buddy Group, of which Council is a member, won the Knowledge Sharing Award at the *Cities Power Partnership Awards 2018* for its work on partnership projects for greater efficiency and economies of scale, while Council's street lighting upgrade project was also a shortlisted finalist for the Energy Efficiency Achievement Award
- Moss Vale War Memorial Aquatic Centre, which is managed by BlueFit on behalf of Council, was awarded BlueFit's Health Club of the Year at the 2019 *BlueFit Conference*.



Group Manager Tourism and Economic Development Steve Rosa accepts Gold at the 2019 Qantas Australian Tourism Awards



Trainee Accredited Certifier Sophie Broadbent accepts her award at the 2019 Ministers' Awards for Women in Local Government

Integrated Planning and Reporting

All councils in NSW work within the Integrated Planning and Reporting framework. Council's framework is shown in Figure 1. The framework recognises that Council plans and policies should not exist in isolation and are strategically linked to the aspirations of the community.

The framework ensures that Council, in partnership with the community, articulates the aspirations of the community within a Community Strategic Plan (CSP) which provides, at a minimum, a 10-year outlook.

The CSP is then supported by a four-year Delivery Program that outlines the actions Council will undertake to achieve the goals of the CSP. A one-year Operational Plan is also developed to specifically detail the activities to be performed in that financial year and the budget for doing so. Further, Council's resourcing strategy demonstrates how Council will manage its workforce, finances and assets to achieve the aspirations and issues identified in the CSP.

Wingecarribee 2031 was Council's CSP throughout the 2018/19 reporting period. It outlines five key themes that are underpinned by strategies that support the achievement of the community's long term goals and aspirations. These themes are:

1. Leadership
2. People
3. Places
4. Environment
5. Economy

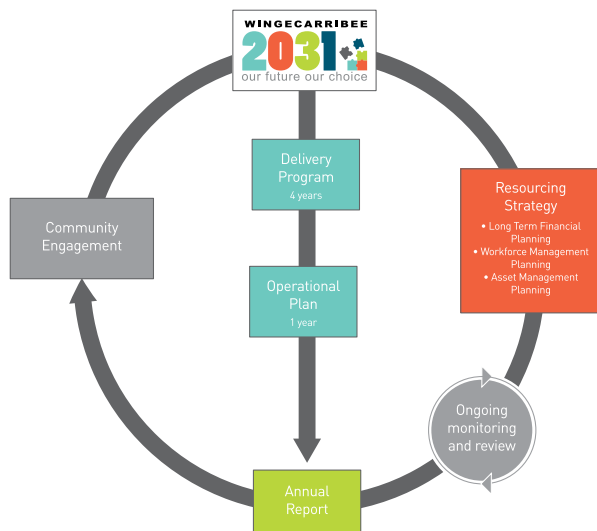


Figure 1. Integrated Planning and Reporting Framework

Achievements

The annual report presents Council's achievement of the strategies outlined in the *Delivery Program 2017-2021*. The achievement of these strategies ensures that Council is working towards the long-term vision for our community articulated in the CSP.

Council's achievements are outlined within each of the key themes of the CSP, and the relevant Delivery Program strategies are listed numerically, for example DP01.

This is the second annual report focusing on the achievements in implementing the *Delivery Program 2017-2021*.

To view Council's current plans and documents visit www.wsc.nsw.gov.au/integrated-planning-and-reporting.



LEADERSHIP

Leadership services

- Asset Planning and Support
- Civic Leadership
- Corporate Information
- Corporate Relations
- Corporate Strategy
- Customer Service
- Development Services
- Economic Development
- Employee Services
- Financial Services
- Governance and Legal
- Information Services
- Property Services

Highlights and Special Projects:

- A number of ethical behaviour policies were adopted including a revised Code of Conduct and Fraud and Corruption Control Policy
- Webcasting of Council meetings commenced to allow community members who cannot physically attend Council meetings to view them live online
- Funding was approved for \$269 million of capital works projects over the next four years
- Council successfully met the requirements of its Risk Management Action Plan
- A Responsive Outcomes Unit was introduced to improve response times for determining residential development applications in defined urban release areas

Leadership Indicators

Leadership Indicators	2015/16	2016/17	2017/18	2018/19
Percentage of formal applications under the <i>Government Information (Public Access) Act</i> decided within statutory timeframes or as agreed with the applicant	96%	100%	100%	100%
Hours lost due to workplace injury	860	2,275	539	1,269

DP01 Develop and implement an elected-member professional development program

The Office of Local Government issued *Councillor Induction and Professional Development Guidelines* in December 2018. Council has commenced implementation planning for the development and delivery of professional development and induction training for Councillors following the 2020 local government election.

DP02 Strengthen Council's Integrated Planning and Reporting and Governance Frameworks

In accordance with the *Local Government Act 1993*, Council's *Operational Plan and Budget 2019/20* was adopted on 12 June 2019 after being publicly exhibited for 28 days during April-May 2019.

Fraud and corruption control initiatives undertaken during 2018/19 included the adoption of a number of key governance policies, such as the Fraud and Corruption Control Policy, Gifts and Benefits Policy and Public Interest Disclosures Policy. A Fraud and Corruption Control Plan was also approved. This conveys Council's approach to the deterrence and detection of fraudulent and corrupt behaviour, and documents strategies to assist managers to meet their fraud and corruption control responsibilities.

In addition to these policies, a revised Code of Meeting Practice, Code of Conduct and Procedures for the Administration of the Code of Conduct were adopted, each of which incorporated mandatory provisions prescribed under the *Local Government (General) Regulation 2005*.

Council received 728 requests for access to government information under the *Government Information (Public Access) Act 2009*, including 36 formal access applications. All formal applications were completed within statutory timeframes. The following table summarises the various decisions made by Council in response to those applications.

Decision	No. of Decisions*	Percentage of Total
Access to information granted in full	8	18.2%
Access to information granted in part	13	29.5%
Access to information refused in full	4	9.1%
Information not held	8	18.2%
Information already available to applicant	2	4.6%
Refuse to deal with application^	3	6.8%
Refuse to confirm or deny whether information is held	0	0%
Application withdrawn by applicant#	6	13.6%
Total	44	

* More than one decision may be made in respect of a particular access application, as provided by section 58(2) of the *Government Information (Public Access) Act 2009*.

^ Council may refuse to deal with an application (in whole or in part) in limited circumstances as prescribed under section 60 of the *Government Information (Public Access) Act 2009*. In 2018/19, these decisions were made where dealing with the application would require an unreasonable and substantial diversion of resources, or where the applicant was able to apply to a court for the information or failed to pay an advance deposit in connection with the application.

All withdrawn applications were dealt with informally by Council as agreed with the applicant.

Council has in place an independent internal audit program to ensure that its internal controls are appropriate and effective and that Council’s risks are being managed successfully. During 2018/19 four internal audits were undertaken as scheduled, in the areas of Business Continuity, Developer Contributions, Development Engineering and Records Management. Each audit report acknowledged where existing internal controls were effective and suggested areas for improvement that Council accepted for implementation. The audit reports were presented to the Audit, Risk and Improvement Advisory Committee.

Council’s Corporate Risk Program provides a risk management framework which identifies known and emerging risks Council faces and the controls being implemented to manage these risks. The main focus of work throughout the year has been the updating and improvement of Council’s Corporate Risk Register in consultation with risk owners. This has included refining risk statements, determining risk appetite scores and identifying treatment actions to mitigate identified risks.

Council received 36 formal access applications which were all completed within statutory time frames

DP03 Improve community understanding and awareness of Council decisions

Council uses multiple communication channels to inform the community of Council decisions. 138 media releases were distributed to a range of media, community, service and first-responder organisations and posted online to Council's Media Centre website, while 254 Facebook posts were issued which helped increase Council's total Facebook 'Likes' from 5,533 to more than 5,834 during the year. In addition, the *Wingecarribee Today* newsletter was issued on a quarterly basis and reached more than 27,000 households across the Shire.

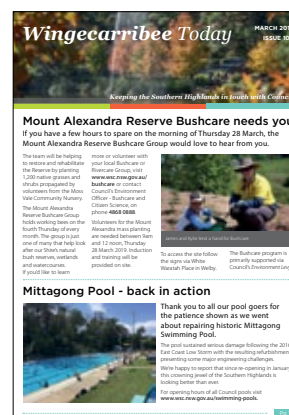
Council adopted its new Code of Meeting Practice on 12 June 2019 and commenced webcasting audio-visual recordings of Council and Finance Committee meetings as of the Ordinary Council Meeting of 26 June 2019. Webcasting of Council and Finance Committee meetings increases the transparency of Council decision-making, provides access to members of the public who cannot physically attend meetings and keeps the community informed about certain matters being considered by Council and the associated decisions on those matters. Council and Finance Committee meeting agendas and minutes are published on Council's website.

DP04 Develop and maintain an engaged and safe workforce

Council continues to prioritise workplace safety by ensuring that staff are appropriately trained and that Work Health and Safety (WHS) procedures are in place to manage risks associated with specific work related hazards and activities. To this end, new procedures were developed with respect to First Aid, Confined Spaces, Working at Heights and WHS Risk Management.

In light of the increase in mental health-related workplace injury claims made in NSW in recent years, Council has also implemented a Mental Health First Aid Program for staff. As part of this program a number of staff received Mental Health First Aid training, while Mental Health Awareness training was delivered to all other Council staff.

Council continues to work closely with StateCover Mutual to ensure that all workers compensation claims are being managed appropriately. This ensures that injured workers are treated appropriately and return to work plans are put in place. Where an incident is reported, it is assigned a risk level and investigated so that the necessary corrective actions are identified and implemented to prevent the incident from reoccurring.



DP05 Manage Council's WHS risk management profile to ensure risks are mitigated

Each year Council participates in the Statewide Mutual Continuous Improvement Pathways Program. This program was established by Statewide Mutual as a way for member councils to improve risk management practices, and it involves the development of an annual Risk Management Action Plan (RMAP). In consultation with Statewide Mutual, Council determined that its annual RMAP for 2018/19 would focus on the two key risk activities of bitumen and asphalt resurfacing and roads. During the year Council staff implemented the required treatment actions, which largely focused on the development of a Roads Maintenance Policy.

Council also updated the RMAP following a verification audit by Statewide Mutual to ensure that it met Statewide Mutual's requirements. Pending final confirmation, Council has been advised that all RMAP requirements were met for 2018/19.

To ensure that working environments are safe, Council staff develop, review and implement Safe Systems of Work on an ongoing basis for activities being undertaken. Part of this process includes the completion of a Site Specific Risk Assessment (known as Take 5) prior to the commencement of work, to ensure that new site hazards are identified and appropriate controls have been implemented prior to starting work.

During 2018/19, on average over 1,000 'Take 5' forms were completed by Council staff each month



Council's Team Leader Open Spaces (Bushcare) completes a 'Take 5' site specific risk assessment at Lever Park in Bundanoon

DP06 Develop and maintain Council's Organisational Development Programs

During 2018/19 a number of new and revised procedures were developed on matters relevant to Council's human resources program such as probation, induction and transition to retirement. These will be finalised in 2019/20.

The revision of the procedures will effectively support Council's commitment to being an employer of choice within the Shire and improve Council's attraction and retention rates.

Council also committed \$200,000 towards the creation of a Trainee, Apprentice and Graduate Program to provide the Shire's young people with enhanced job opportunities at Council.

All Council staff participated in the annual performance appraisal cycle to support Council's commitment to meeting organisational delivery plans and operational plans.

DP07 Implement actions from Council's Fit for the Future Improvement Program

Council's *Fit for the Future* Improvement Plan includes 15 key strategies to strengthen Council operations and improve efficiency. Six strategies have been completed and work is ongoing on the other nine strategies.

The adopted Long Term Financial Plan outlines projections for Council's achievement of benchmarks set by the NSW Government to determine a *Fit for the Future* council. Council remains on target to meet these financial and asset management benchmarks.

DP08 Ensure Council's financial systems, procedures and practices are in line with industry best practice and compliant with applicable legislation

Council's Auditor, the NSW Audit Office, issued an independent auditor's report stating that Council's financial records and statements are fairly and appropriately presented.

In June 2019 Council adopted its 2019/20 Operational Plan and Budget (including four-year forward estimates) as well as the updated Long Term Financial Plan. The 2019/20 Budget provides for a cash expenditure budget of \$144 million across the Wingecarribee Community Strategic Plan goals in the key areas of Leadership, People, Places, Environment and Economy.

The adopted budget provides funding for key infrastructure projects over a four year period including:

- \$11.8 million for gravel re-sheeting and road resealing
- \$13.6 million to be allocated towards major upgrades of Merrigang Street and Old South Road in Bowral and Throsby Street in Moss Vale
- \$18.4 million for Shire-wide drainage renewals and upgrades
- \$77 million towards major upgrades of the Mittagong, Bowral and Moss Vale Sewage Treatment Plants.

Council's Finance Committee has met on a quarterly basis to consider current and relevant financial matters, including quarterly reviews of the Annual Budget.

Council continues to recognise the impact the current drought conditions are having on local farming communities. Council has formally supported local farming families by granting a deferral of rates and charges for farmland rated properties until the end of the 2019/20 financial year.

DP09 Manage Council's Fleet to ensure that all plant and equipment is appropriately utilised, fit for purpose and cost effective

The Total Value of Council's plant and light vehicle replacement program for the 2018/19 financial year was \$3.076 million. Major replacement items included a number of operational trucks, excavation plant, specialist mowers and operational utility vehicles.

A significant number of the recommendations raised through the performance audit of Council's fleet section have now been completed and/or implemented. This included a benchmarking review of Council's current fleet management practice of purchasing its passenger fleet. The review demonstrated that Council's approach leads to operational savings of approximately \$90,000 per year.

A Plant and Fleet Replacement Strategy (General Manager Practice Note) was approved in April 2019. This Strategy outlines Council's methodology for plant and fleet replacement with respect to optimum replacement times and life cycle expenditure.

DP10 Council's property activities and dealings are undertaken within the community's best interests and within legislative requirements

Council continues to manage its property portfolio within legislative requirements.

During 2018/19 this has included leasing and licensing agreements, easements, road closures and a range of property acquisitions and disposals.

A number of property matters which were reported to Council were subsequently referred to the Minister for Local Government. As at 30 June 2019, Council was still awaiting the formal outcome of these referrals.

Council is continuing to comply with the revised requirements of the *Crown Land Management Act 2016*. In March 2019 Council lodged its initial categorisation of Crown Land application with the NSW Government. A response will be received during 2019/20, following which Council will first prioritise, then commence its preparation of Plans of Management for Crown Reserves.

DP11 Procurement activities are undertaken to achieve best value while underpinned by a robust ethical framework which enables local supplier participation

Council continues to manage its procurement activities to ensure compliance with the *Local Government Act 1993*, Regulations and Office of Local Government Tendering Guidelines. Tenders are reported to Council in a timely manner and the recent introduction of Council's revised Procurement Policy and Guidelines continues to see improvement in procurement practices.

A summary of the procurement activities undertaken during the 2018/19 financial year is provided below:

Procurement activities	Total
Request for tenders	31
Request for Quotations (>\$50,000)	38
Expressions of Interest	4
Panel Arrangements Established	5

Staff education and training continues to be a key focus for Council. Information sessions were held during the 2018/19 financial year in relation to Council's Procurement Policy and Guidelines. Sessions were held with all staff involved in purchasing goods and services on behalf of Council.

Council has continued to manage its panel arrangements to ensure work is undertaken to a high standard and in accordance with contract rates. A number of major panel arrangement contracts have been re-negotiated over the past 12 months including; pavement line marking, concrete services, facility cleaning, building and joinery and supply of bulk materials.

Recent changes to the tendering threshold have been introduced through the *Local Government Amendment Act 2019*. Council will apply these changes to its current Guidelines during the first quarter of the 2019/20 financial year.

DP12 Develop and implement enhanced asset management practices



Oxley Drive Water Reservoir, Bowral

Council is conducting an Asset Management Maturity Assessment using an assessment tool developed by the Institute of Public Works Engineers Australasia which enables benchmarking against industry best practice. The purpose of this assessment is to identify areas of improvement within asset management at Council. The assessment will be finalised in 2019/20 and used to inform a review of Council's Asset Management Improvement Plan.

Work has also continued on acquiring data regarding Council's infrastructure assets. In 2018/19 this included conducting approximately four kilometres of stormwater main condition inspections in Bowral and Moss Vale, undertaking dynamic load testing of 44 bridges within the Shire and capturing data on the condition of approximately 85 per cent of Council's sealed road network. This information is being used to guide decisions about how best to manage Council's assets.

DP13 Develop and implement Business Transformation Program

A Business Transformation Governance Committee has been established to oversee the Assets Quality Control, Maintenance Work Management, Development Application Determination Times and Customer First Projects that comprise the Business Transformation Program.

The Business Transformation Program aims to simplify processes and systems used by Council, and to place our customers at the centre of all activities undertaken by Council.

DP14 Enhance customer interaction with Council

Enhancing customer interaction with Council is a key focus of Council's Business Transformation Program. This includes introducing improved processes, technologies, services and culture. Procurement processes have been undertaken for the upgrade of Council's Customer Service Contact Centre, with the new Contact Centre to be launched in the second half of 2019.

With an updated corporate website due to be launched in the second half 2019/20, Council staff have reviewed the current website content with the goal of making it more user-friendly by enhancing its coherence and reducing the complexity of language used. The website content, including forms, has also been reviewed for accessibility and currency.

Key figures demonstrating Council's interaction with customers during 2018/19 are provided in the table opposite.

Customer Service Indicators

Number of face-to-face customer transactions at the Civic Centre customer service counter*	43,734
Number of views of Council webpages	1,180,539
Number of unique visitors to Council's website	186,640
Number of phone calls received by the Contact Centre	89,882
Percentage of calls answered within 30 seconds	78%
Average call wait time	17 seconds
Average call length	2 minutes 56 seconds

* This figure does not include customers who made an enquiry only.

DP15 Deliver an Information and Communication Technology service that meets Council's business delivery requirements

Council has commenced rollout of the latest generation Microsoft Windows operating system and Microsoft Office applications, including cloud-based technology, to enhance productivity and communications across the organisation for the benefit of customers.

DP16 Deliver Corporate Systems that meet Council's business delivery requirements

Council has made a number of enhancements to corporate systems to improve its delivery of services to the community. These include introducing new workflows for development applications and water and sewer service applications as well as updating aerial imagery for the Shire.

DP17 Ensure council services are delivered efficiently and effectively



Southern Regional Livestock Exchange

Council has in place a service delivery program as required under its *Fit for the Future* Improvement Plan. A review into the Southern Regional Livestock Exchange was completed in 2018/19. After considering the review findings, Council resolved that in the first quarter of 2020 it will advertise for expressions of interest to lease the Southern Regional Livestock Exchange with a preference for a long-term capital lease.

The following four reviews remain in progress:

- Aquatic Services
- Children's Services
- Community Wellbeing
- Waste Management.

Council is also continuing to implement initiatives to improve development assessment time frames. For example, a Responsive Outcomes Unit was introduced to improve the response times for determining residential development applications in defined urban release areas. A clearance process was also established to provide a preliminary assessment of applications prior to applications being assigned to an assessing officer.

DP18 Identify opportunities for regional collaboration

As a member of the Canberra Region Joint Organisation (CRJO) proclaimed under the *Local Government Act 1993*, Council actively participates in meetings of the Board, Mayors and General Managers as well as a number of Working Groups.

The CRJO has adopted key governance documents including a Charter, Statement of Strategic Priorities and Strategic Plan 2019-2021.

Council also continues to work with regional programs and groups, including:

- Cities Power Partnership
- Local Chambers of Commerce
- NSW Roads Congress
- Primary Health Network
- Public Libraries Association South East Zone
- Regional Development Australia Southern Inland
- Regional Illegal Dumping Program
- Regional Infrastructure Working Group
- Roads and Maritime Services Regional Forum
- Sydney Peri Urban Network.

DP19 Provide quality, timely and accessible information to the community

Council undertook a review of its Communications Strategy to ensure that it continues to meet organisational needs and community expectations.

Also under review are Council's Visual Style Guide and Written Style Guide. Recommended improvements arising from these reviews, such as more extensive staff training and updated guidance materials, will be implemented throughout the 2019/20 financial year.

This will include the training of key staff in content accessibility in order to improve the ability of persons with disabilities and the community more broadly to access documents produced by Council.

DP20 Implement an effective Community Engagement Framework

During July and August 2018 Council undertook a survey about communication and community engagement to better understand how the community seeks and accesses information and what its expectations are with respect to consultation. The survey results were taken into consideration in the development of a revised Community Engagement Policy, which was adopted by Council on 10 April 2019 following a period of public exhibition.

The community also had an opportunity to comment on numerous Council initiatives and policies during 2018/19, including the following:

- Berrima Marketplace Masterplan
- Code of Conduct, Procedures for the Administration of the Code of Conduct, and Code of Meeting Practice
- Community Engagement Policy
- Mittagong Oval Tennis Court
- Neighbourhood Noise Policy
- Notification of Development Proposals Policy
- Rural Tourism Policy
- various Planning Proposals and permanent road closures.

A full list of items exhibited during the 2018/19 financial year may be found at www.wsc.nsw.gov.au/recent-exhibitions.



DP21 Support Council committees and working groups

A review of Council's committee governance framework was finalised following consultation with staff who administer Council's advisory committees. A number of potential enhancements to Council's committee governance framework were identified that will be considered further during 2019/20.

Councillor representatives on advisory committees were determined for the remaining two years of the current Council term.

DP22 Actively build capacity for community participation in leadership including mentoring and support

Council continues to seek opportunities to enhance community leadership capacity. One highlight during 2018/19 was the Southern Highlands Growers and Producers Lunch held as part of NSW Small Business Month in October 2018. With funding support from the NSW Government and Regional Development Australia Southern Inland Committee,

Council worked with industry partners to organise this event, which facilitated information sharing by local operators in the food and wine and agritourism sectors.

DP23 Develop partnerships and networking with community, government and business

Council has agreed to partner with Service NSW in the delivery of its 'Easy to do Business' program for the Southern Highlands region. This program is a free service, offered across a range of industries, that gives personalised help and support to people starting or expanding a small business.

Council is a member of the Regional Development Australia Southern Inland Committee which works with all levels of government, business and community groups to support the development of the region. Working with this Committee, Council has initiated a pilot program introducing the skills-based software platforms Career HQ and JobGetter into the Shire. This program is intended to improve employment prospects for young people, reduce skills gaps and enhance regional economic sustainability, among other objectives.



PEOPLE

People services:

- Aquatic Services
- Asset Planning and Support
- Children's Services
- Civic Leadership
- Community Wellbeing
- Economic Development
- Emergency Management
- Library Services
- Natural Area Management
- Parks and Recreation
- Regulatory Compliance

Highlights and Special Projects:

- Council delivered a number of community events including the Wingecarribee Community Services Expo, Seniors Festival and Wingecarribee Youth Forum
- Community Assistance Scheme grants totalling more than \$129,000 were awarded to 59 local community groups
- Council participated in a range of community sector and interagency forums such as the South West Sydney Primary Health Network and Wingecarribee Aboriginal Network
- Over 249,000 visits were made to the Moss Vale War Memorial Aquatic Centre and Council's outdoor swimming centres
- In principle funding support was announced for a Regional Art Gallery at Retford Park

Library Statistics

Library statistics	2015/16	2016/17	2017/18	2018/19
Total Library Loans	228,231	248,195	247,796	249,873
Library Visits	164,557	167,225	166,972	160,807*
Enquiries^	-	-	39,575	33,355
Internet Sessions	17,997	16,786	14,851	12,432
Wireless Sessions#	-	10,589	14,534	13,862
eLibrary downloads±	9,404	9,815	18,590	30,180
Library website visits	40,549	48,867	51,545	51,824

* The number of library visits in 2018/19 was impacted by the closure of Mittagong Library for three weeks due to renovations and the closure of certain sections of Moss Vale Library for four and a half weeks due to water damage.

^ Estimate based on data collated for the State Library of NSW Enquiry Completion Rate Survey. The figures for 2018/19 are more complete than those for 2017/18 as additional data sets were gathered by the State Library in 2018/19.

Wireless sessions commenced in the second quarter of 2016/17.

± Download numbers are included in Total Library Loans, and include eBooks, eAudio and eMagazines.

People Indicators

People Indicators	2015/16	2016/17	2017/18	2018/19
Area of sports fields per 1,000 residents (hectares)	2.2	2.4	2.2	2.2
Operating cost of actively maintained land per hectare (\$)	10,237	12,702	12,003	12,967
Actively maintained land per 1,000 residents (hectares)	6.2	6.3	6.3	6.2
Provision of playgrounds per 1,000 children aged 0-14	6.3	5.7	5.8	6.0

Swimming Pool Attendance



Moss Vale War Memorial Aquatic Centre

Attendance per pool (during season/ annually)	2015/16	2016/17	2017/18	2018/19
Bowral	36,341	47,965	43,854	38,464
Bundanoon	5,314	6,146	6,066	5,788
Mittagong*	17,287	CLOSED	CLOSED	16,437
Moss Vale War Memorial Aquatic Centre^	164,584	166,144	189,207	188,918

* Mittagong Pool was closed for refurbishment during significant periods of the 2015-16 and 2018/19 swimming seasons and attendance numbers reflect this.

^ Figures for the Moss Vale War Memorial Aquatic Centre include entry to both the swimming pool and gym facilities.

DP24 Advocate for improved health services in the Shire

Through its representation on the South West Sydney Primary Health Network, the newly established Wingecarribee Local Health Council and the 'headspace Consortium', Council has continued to advocate for improvements to health services in the Wingecarribee Shire.

Council participated in the development of the NSW Healthy Eating and Active Living Strategy by working closely with different sections of the South West Sydney Local Health District.

Council staff presented a paper at the 2018 National Men's Health Conference on a local men's mental health project that was piloted in the Wingecarribee Shire. This project invited local men to share their stories of recovery from personal distress, crisis or other challenges in order to encourage men to speak more openly and seek support.

DP25 Partner with community based organisations in provision of services

Council plays an integral role in facilitating and supporting a broad range of local and regional community sector forums and interagency meetings. These include the Southern Highlands Domestic Violence Forum, Wingecarribee Aboriginal Network, Southern Highlands Homelessness and Community Support Network and the Highlands Child, Youth and Family Network.

Council staff facilitated the assessment and presentation of community funding applications via the Wingecarribee ClubGRANTS funding scheme. This scheme is supported financially by the Mittagong RSL Club and Moss Vale Services Club for local projects targeting older people, young people, children and those experiencing social disadvantage.

The scheme focuses on not-for-profit organisations which may apply for funds for annual projects that target community welfare and social services, community development, community health services and employment assistance activities.

DP26 Partner with State and community organisations to provide a broad range of health and wellness programs to target specific needs of the community

The Dhungung (Food) Share program facilitated by Council in conjunction with Australian Red Cross and OzHarvest continues to grow, with the new Aldi in Moss Vale joining existing partners in Woolworths, Harris Farm and Deeb's Cafe and Patisserie to provide food for local Aboriginal families. Many other organisations attend this program on a regular basis including the St Vincent de Paul Society, Department of Human Services, TAFE NSW and the Highlands Community Centres.

The Wingecarribee Community Services Expo was held in October 2018 as part of Mental Health Month. More than 60 exhibitors participated in the Expo and 200 members of the public attended which was a significant increase on previous years. The Expo included a 5 Ways to Wellbeing Experience which provided a range of hands-on experiences for people of all ages and abilities to enjoy in a relaxed and inviting space.



2018 Community Services Expo

An emotional wellbeing program known as Pause 4 Paws was initiated at Bowral Library in partnership with PAWS Pet Therapy to enable therapy dogs and their handlers to attend the library on multiple occasions during the study break for HSC students. This program will become an annual event.

DP 27 Provide access to sport, recreation and leisure services

The Moss Vale War Memorial Aquatic Centre continues to be well attended with more than 188,000 visits during 2018/19. BlueFit commenced management of the Aquatic Centre on behalf of Council in July 2018. It has been a smooth transition, highlighted by the fact the Aquatic Centre staff won BlueFit's Health Club of the Year award at the 2019 BlueFit Conference. Another highlight was the Special Olympics event which occurred in December 2018. 30 competitors from the Hunter Valley, Canberra, Northern Beaches and Illawarra regions participated in this event which catered for those with a disability by providing the opportunity to participate in a day of competitive swimming.

The Mittagong Swimming Pool rectification project was finalised with the installation of a new floor for the 50 metre swimming pool.

The pool was reopened to the public on 5 January 2019, and later that month a free open day was held to celebrate the pool's reopening. 370 people attended the open day and enjoyed various activities including face painting, a petting zoo, live music and pool toys.

Council's outdoor swimming centres received a total of approximately 60,000 visits during the 2018/19 swimming season. Over twenty local schools also utilised the pools for school swimming lesson programs and their annual swimming carnivals.

Council's Aquatic Services Service Delivery Review was delayed in 2018/19 pending the completion of aquatic facilities condition auditing reports which will examine the existing condition of aquatic infrastructure and forecast the remaining useful life of the facilities. It is anticipated that these audits will be completed early in 2019/20 following which the Service Delivery Review will recommence.

Council undertook a number of works at sport and recreation facilities across the Shire, including an upgrade of drainage and the car park at Stephens Park Bowral, surface repairs at Eridge Park Velodrome and the installation of new seats and tables at various parks across the Shire.

During 2018/19 design specifications were completed for numerous projects such as the planned structural repairs and resurfacing at Mittagong Tennis Court as well as the upgrading of amenities at Winifred West Park Mittagong and Leighton Gardens Moss Vale.



Mittagong Swimming Pool opening

DP 28 Partner with Police, business and community representatives to implement the Community Safety Plan

Council hosts and participates in monthly Southern Highlands Domestic Violence Forum meetings. The Forum successfully applied for a Community Assistance Scheme grant to train five local community workers in the LOVE BiTES Respectful Relationships Education Program for young people aged 11-17 years. The grant was also used to purchase resources for an art project to be implemented in local secondary schools.

The NSW Government granted funding to Council for a crime prevention strategy targeting vandalism and anti-social behaviour at Corbett Gardens in Bowral. An event for youth was subsequently held on a Friday evening to engage young people in health and wellbeing related activities and to encourage legitimate use of the park and create pride and ownership over the space. Young people were involved in the planning and delivery of the event.

DP29 Partner with agencies to ensure emergency management processes and procedures are in place

In August 2018 Council was awarded a \$69,000 grant to develop a program that builds resilience in older people to the effects of extreme weather events. The grant was provided by the Community Resilience Innovation Program funded by the NSW and Commonwealth Governments. Workshops have been delivered to local seniors and the materials that were developed are being shared with other interested councils, agencies and community groups.

Council continues to coordinate the Wingecarribee Shire Local Emergency Management Committee. In November 2018 the Committee successfully conducted an Emergency Operations Centre activation exercise in preparation for the bushfire season. The Committee is currently developing a five week program to educate and inform the community about how to prepare for and be resilient in responding to extreme weather events.

DP30 Implement public health and safety regulatory programs

Council conducted 318 routine inspections of food premises to check compliance with the Food Standards Code. An assessment report was provided to each premises rating their hygiene and food safety. The outcomes of the inspections conducted by Council, excluding reinspections, are summarised below.

Rating under the Scores on Doors hygiene and food safety program	First Quarter	Second Quarter	Third Quarter	Fourth Quarter	Total
5-star	30	32	33	25	120
4-star	17	26	22	23	88
3-star	6	15	10	18	49
Below 3-star minimum	4	9	4	4	21
Premises inspected not covered by Scores on Doors program	7	6	19	8	40
Total	64	88	88	78	318

Council undertook a number of bushfire mitigation activities including:

- Undertaking actions from the Bushfire Management Plans for Mt Gibraltar, Gibbergunyah and Mt Alexandra Reserves
- An ongoing program of fuel reduction works on Council-managed land to provide greater protection for vulnerable residences, Strategic Fire Advantage Zones and Asset Protection Zones
- Pre and Post Hazard Reduction Weed Control
- Community education
- Firetrail maintenance on Council-managed land.

In April and May 2019 the community engagement program Hotspots was delivered to landholders in Wingello to help equip them with the skills and knowledge to actively participate in fire management for the protection of life, property and biodiversity.

DP31 Assess the changing profile of the Shire and prioritise services accordingly

Council's website directs customers to the latest community profile data for Wingecarribee Shire made available by .id Consulting, the Australian Bureau of Statistics and the NSW Department of Planning, Industry and Environment.

A Wingecarribee Community Outreach Service has been developed by Council following consultation with a range of service providers to explore ways in which outlying villages can access community services. The aim of this service is to provide services and support to people who are unable to access community services due to geographic isolation and/or a lack of appropriate transportation. This service will commence in July 2019 with a focus on Penrose, Robertson and Hill Top.

DP32 Provide children's services to support family life

Funding from a Community Child Care Fund Grant was applied to promote Family Day Care as a quality option for child care and to promote Family Day Care as a career path. The marketing strategies included advertising on the back of school buses and on television screens in some local medical practices.

The Family Day Care service coordinated by Council was rated as 'Meeting the National Quality Standards' by the NSW Department of Education and Communities, which undertook the assessment on behalf of the Australian Children's Education and Care Quality Authority. The service was rated as 'Exceeding' the National Quality Standard in the areas of governance and leadership and collaborative partnerships with families and communities.

Council's Out of School Hours Care program continues to be well attended across both the Before and After School Care sessions.

A Service Delivery Review of Council's Children's Services commenced in the 2018/19 financial year, with a focus on:

- Council's suitability to deliver Children's Services
- the impact of any changes to the current funding model and any alternatives to the current model
- the capability of Children's Services to meet changing demands and competition in the market
- the availability of Educators.

DP33 Support agencies to implement community programs and initiatives

The Wingecarribee Community Assistance Scheme presentation took place early in 2018/19 with a total of \$129,200 awarded to 59 successful local

community groups and organisations in the form of either a donation or a grant. The funding will help to deliver a range of community projects, infrastructure improvements and resources to benefit the local community.

Council also facilitated two Grant Writing Training workshops to 88 community members, including representatives of sporting groups, school Parents and Citizens associations, Men's Sheds and community service providers, to assist them in applying for the funding available through the Community Assistance Scheme for 2019/20.

DP34 Provide companion animal services

Council provides companion animal services through the operation of the Wingecarribee Animal Shelter and the provision of Ranger services.

In June 2019, Council resolved to continue in-house management of the Wingecarribee Animal Shelter on a permanent basis following a three year trial.

Rangers have sought to proactively patrol off leash dog areas where non-compliance with relevant legislation has been identified as a common occurrence.

A change of Ranger patrols in March 2019 to include Sundays was successful in identifying and addressing ongoing community complaints, with several owners issued cautions as part of this campaign.

Rangers continue to investigate incidents involving dog attacks, and issue fines and control orders where appropriate to ensure legislative compliance. Council also issues warning letters under the *Companion Animals Act 1998* to request that owners register their companion animals and update their details on the NSW Companion Animals Register.

DP35 Support initiatives which enhance opportunities for learning and skill development

Council has utilised the networks and interagency groups that it participates in to provide professional development and support to people working in the community sector.

Presentations and training have addressed the National Disability Insurance Scheme, working with people impacted by domestic violence, Aboriginal Culture and Community Responsive Training and mental health services.

The newly formed Southern Highlands Key Stakeholders Group of which Council is a member established an Education and Training Sector Group to work on addressing demand for courses as well as skill shortages.

Council regularly communicates with representatives of the University of Wollongong and TAFE NSW regarding issues of mutual interest relevant to their campuses within the Shire.

DP36 Provide a range of services and programs through Council Library service

The number of electronic loans of books, magazines and other resources continues to increase while there is a decrease in the borrowing of physical resources. There was a small decline in visitation to the libraries, although this was also impacted by the closure of Mittagong Library for three weeks to allow for planned upgrades to the energy efficiency of the building.

A redesigned website for the Library service was launched on 18 September 2018 and was well received by customers. The new website uses modern design techniques to be more visually attractive and to increase navigation and functionality for all users.

The site has also been developed so that it is mobile responsive, which allows it to automatically adjust to fit personal mobile devices used by customers.

A review of the Home Library service which delivers a selection of books to elderly or infirm rural residents who cannot access a library was undertaken during 2018/19. Changes to the service to make it more efficient and to enable its expansion will be trialled in 2019/20.

A number of programs were organised for children and young people at Council's libraries, such as:

- Baby Rhymetime for babies up to two years old
- Code Club for 8-12 year olds to learn about computer coding
- Lego Play
- School Holidays Reading Challenges
- HSC Study Sessions.

A highlight during the year was the Book Week celebrations in August 2018. A total of 70 school classes made up of more than 1,400 children visited the libraries during this event which had the theme of 'Find Your Treasure'.

Council has continued to maintain the Local Studies Room and Archives in the Old Town Hall in Bowral. During the Tulip Time festival in September 2018 a 'Postcards from our Past' exhibition was held to explore memories and moments captured across the Southern Highlands from the 1900s onwards.



Wingecarribee Public Libraries staff at Mittagong Branch Library

DP37 Implement sector plans that address key barriers to participation in community life

The Wingecarribee Youth Strategy and Action Plan 2016-2026 was updated in May 2019 following consultation undertaken at the biennial Wingecarribee Youth Forum. The Strategy and Action Plan aims to assist Council and its community partners in responding to the needs, expectations and aspirations of local youth and to facilitate direct input from young people in an effort to develop an improved understanding of the issues affecting local youth.

Council continues to explore options to enable people to participate in local events. Transport was arranged for community members to attend various initiatives including Youth Week events and National Sorry Day.

Council's support of older drivers and pedestrians was highlighted by the delivery of 'On the road 65Plus' programs to local seniors groups. This included a presentation at the Wingecarribee Aboriginal Cultural Centre to 23 participants from Yamanda Aboriginal Association and the Yanma Walking Group.

Council operates an active Bushcare volunteer program with the community across a network of 17 groups across the Shire. Volunteers make a valuable contribution in the management of Council bushlands, improving the biodiversity at these reserves. Volunteers are trained and supported by Council staff and get involved in activities such as bush regeneration and citizen science environmental monitoring.

DP38 Develop and implement initiatives that support new residents participating in community life

Council regularly considers how new residents can be supported to participate in the local community. Council's FunFinder app was launched in 2018/19 and gives children, young people and their families information about a diverse range of events and activities to do in the Southern Highlands region.

Council also continues to distribute its Seniors Directory to provide information to older residents about services that operate within the Wingecarribee Shire.

DP39 Support intergenerational programs and projects

Youth Week took place in April 2019 and provided opportunities to young people to assist in coordinating, planning and implementing nine Youth Week events. A total of 450 young people attended the events, while a number of them gained valuable event management experience by participating as members of existing Youth Reference Groups with local community organisations.

Youth Week events included:

- Connect and Celebrate
- SAFETALK, hosted by Lifeline
- The Amazing Race, which saw teams of young people completing a range of challenges while becoming acquainted with a range of local services.

A Grandparents Day was held at the Civic Centre as a feature event of Children's Week in October 2018. The event celebrated the contribution grandparents and seniors make to our community. Over 200 people attended and experienced the petting zoo, photo booth, art and craft and reading tent.

This event was made possible due to a successful grant application to the NSW Department of Family and Community Services.

DP40 Support and co-ordinate a diverse range of community festivals and celebrations

Council continues to provide and support a range of community events, festivals and celebrations in implementing the strategies of the Wingecarribee Shire Community Strategic Plan. In 2018/19, Council coordinated a number of community events, including:

- the Seniors Festival, which saw 30 events and activities delivered over a 12 day period, including bus trips, concerts, film screenings and library events
- Youth Week, in which Council collaborated with local service providers to deliver a range of activities and workshops
- NAIDOC Week, commencing with the official flag-raising ceremony followed by the Wingecarribee Aboriginal Network mini-Expo
- the Arts Festival, with 40 studios opened across the Shire over two weekends in November 2018.

NSW Women's Week was also held in March 2019 for the first time. In partnership with Highlands Community Centres, Council planned and delivered an event for local women called 'Take a Breath and Celebrate You'. Council staff supported International Women's Day during the week by wearing purple and donating to the Southern Highlands Association of Women, with over \$300 raised to assist in establishing a women's centre in the Wingecarribee Shire.

DP41 Promote and deliver initiatives which enhance community understanding of Aboriginal cultural heritage

Council collaborated with Ngaran Ngaran Culture Awareness to deliver Culture and Community Responsive Training to services, organisations and community members. The training provided an insight into Aboriginal culture, community and history to assist in closing the gap between Aboriginal and non-Aboriginal communities.

A series of events were arranged for NAIDOC Week, including the annual flag raising ceremony and morning tea, 'Because of Her, We Can!' art exhibition, Wingecarribee Aboriginal Network mini-Expo, National Parks and Wildlife Service 'Finding the Food in the Forest' excursions, an Aboriginal Art Workshop and the Yamanda Family Fun Day. All events and activities requiring registration were fully booked.

DP42 Facilitate the promotion of community arts, emerging artists and cultural awareness and activities

Council announced in principle operational funding support for the redevelopment of the Old Dairy at the NSW National Trust-owned Retford Park as a Regional Art Gallery, a project that the NSW Government has also committed funds to. Council is represented on the Southern Highlands Gallery at Retford Park Committee that is managing the project.

The Arts Festival was held in November 2018 to allow more people to experience and be inspired by arts and culture, with the Art Studio Trail again a highlight of the Festival. Forty artists opened their studios across Wingecarribee Shire and 6,482 studio visits were made with an average of 162 visits per studio, which was a four per cent increase on 2017. 28 per cent of the visitors came from outside of the region, as outlined in the table below which also compares the 2018 figures with those for 2017.

	Number of Visitors (2017)*	Percentage of Total (2017)	Number of Visitors (2018)*^	Percentage of Total (2018)^
Local visitors	884	73.3%	799 (-85)	72.2% (-1.1%)
Visitors from within New South Wales, excluding Wingecarribee Shire	305	25.3%	287 (-18)	25.9 (+0.6%)
Interstate visitors	12	1%	18 (+6)	1.6% (+0.6%)
Overseas visitors	5	0.4%	3 (-2)	0.3% (-0.1%)
Total	1,206		1,107 (-99)	

* Data is based on the responses of the visitors who completed studio door prize forms.

^ The figure in parentheses represents the difference between the 2018 figures and those for 2017.



PLACES

Places services:

- Asset Planning and Support
- Community Wellbeing
- Economic Development
- Parks and Recreation
- Regulatory Compliance
- Stormwater
- Strategic Land Use Planning
- Transport
- Water and Sewer

Highlights and Special Projects:

- An extensive capital works and maintenance program for roads, footpaths and stormwater drainage was delivered including the reconstruction of Kirkham Road North in Bowral
- A Masterplan for Bong Bong Common was adopted to guide the management of this important open space
- A Water Extraction Policy was adopted which provides a framework for ensuring that clean, safe and reliable drinking water is delivered to the community
- Council approved a Planning Proposal which will enable the extension of Bowral General Cemetery in order to increase its capacity
- Council awarded six grants under the Wingecarribee Heritage Assistance Grants scheme which contributed \$23,500 in addition to more than \$198,000 in contributions from the grant applicants

Places Indicators

Places Indicators	2015/16	2016/17	2017/18	2018/19
Construction Certificates Approved	406	521	438	363
Development Applications Approved	697	934	985	995
Subdivision Certificates Approved	41	79	92	77
Sealed road network re-sealed annually (%)	9.7	7.9	9.1	3.3
Unsealed road network re-sheeted (%)	19.3*	5	6	10
Unsealed road network maintained (maintenance grade) (kms)	224	207	200	205
Footpath maintained annually (carriageway kms)	8.84	10.08	13.6	15.6
Shared paths and cycle paths repaired (lineal metres)	100	4,410	3,311	1,640
Footpath installed annually (lineal metres)	1,980	1,420	1,100	500
Shared paths and cycle paths installed annually (lineal metres)	236	450	320	0

*Note: The unsealed road network was subject to increased re-sheeting works in 2015/16 due to Local Infrastructure Renewal Scheme funding available during this period.

DP43 Undertake advocacy activities to further the development of an integrated public transport network

Council has commenced developing an Integrated Transport Strategy utilising detailed network modelling. This work will continue in 2019/20, including ongoing information sharing with key agencies such as Roads and Maritime Services so that they can provide input into the development of the Strategy.

DP44 Provide infrastructure linkages between public transport hubs

Council has conducted traffic and parking surveys together with Traffic Modelling to gather contemporary data on transport utilisation rates that will allow Council to plan for the optimum infrastructure linkages between public transport hubs. This work will continue in 2019/20.

DP45 Promote public transport options and linkages across the Shire

Council staff are working on forward planning for enhancements to the infrastructure surrounding public transport hubs within Wingecarribee Shire.



Aerial view of Moss Vale

DP46 Expand our network of footpaths and cycle ways to improve connectivity of the Shire



Cycling in the Wingecarribee Shire

Key projects that were completed in 2018/19 as part of Council's capital works program include the renewal of pathways at Browley Street Moss Vale and Illawarra Highway adjacent to Moss Vale High School, as well as the construction of pathways at Church Street Bundanoon and the intersection of Victoria Street and Alfred Street in Mittagong. Programmed and reactive maintenance was also undertaken at a variety of locations across the Shire.

Council has developed a project scope and consultant brief for Stage 3 of the Bicycle Strategy. This stage is the development of a Recreational Walking Trails Strategy which will identify, categorise, and provide track grading and levels of service for the bush tracks at Council-managed reserves. The Recreational Walking Trails Strategy will also identify potential linkages between bicycle paths and walking trails.

Council continues to investigate grant opportunities for a review of the Pedestrian Access Mobility Plans. This will be progressed further in 2019/20 subject to grant approval and available funding.

DP47 Partner with agencies to advocate for improved transport services

Council contributed to the Transport and Freight Infrastructure Prospectus submitted to the NSW Government by the Canberra Region Joint Organisation (CRJO) in November 2018. This document sets out a long-term vision for transport infrastructure with a network of projects to enable the Wingecarribee Shire and other member councils to have more liveable communities and more productive economies. Council also contributed to the CRJO's Road and Bridge Register, which presents a summary of priority infrastructure projects within the region that require funding from the NSW and Commonwealth Governments.

DP48 Provide a rigorous planning assessment framework which reflects State legislation and Council's adopted land use strategy to ensure appropriate development outcomes

Council continues to implement the objectives of the *Local Planning Strategy 2015-2031*, comprising various initiatives seeking to ensure the effective management of the natural and built environments, rural lands, and housing, economic and infrastructure needs within the Shire. In 2018/19 a draft Rural Tourism Policy was publicly exhibited for three months and aims to provide a strategic framework within which tourism, agriculture and environmental sensitivities can all co-exist. A final report considering submissions will be presented to Council in 2019/20.

All Planning Proposal submissions continue to be assessed in accordance with NSW Government guidelines.

Council's Planning Proposal template and guidelines were reviewed and updated to ensure they are consistent with industry best practice.

Five Planning Proposals to amend the *Wingecarribee Local Environmental Plan 2010* were approved during 2018/19 following a period of public exhibition. One of these amendments will enable an extension to Bowral General Cemetery which will increase capacity for this high-use facility.

DP49 Review and prepare planning strategies, policies and studies that retain the character of the Shire's towns and villages

A comprehensive review of Council's Development Control Plans (DCPs) has continued in 2018/19.

Council staff have participated in working groups organised by the NSW Department of Planning, Industry and Environment to help develop a template development control plan which once finalised will inform Council's review of its DCPs.

DP50 Implement initiatives that promote and protect cultural heritage

Council awarded six grants under the Wingecarribee Heritage Assistance Grants scheme to projects requesting funding for heritage or potential heritage items, including properties. The grants totalled \$23,500 and together with more than \$198,000 in applicant contributions these funds were applied to worthy initiatives which included repairing the Mount Gibraltar Heritage Reserve Stone Stairway.



Mount Gibraltar Heritage Reserve Stone Stairway

DP51 Implement a program of town and village centre improvements

Council undertook numerous works as part of its program to maintain existing town and village central business districts, such as graffiti cleaning, street washing and sweeping, pavement repairs and the maintenance of roundabout, street and roadside landscaping.

The development of a Masterplan for the future streetscape development of Bowral Central Business District has commenced and community engagement regarding this will take place in 2019/20.

The upgrade of Station Street is now estimated to cost \$16.3 million. This has been updated as part of the 2019/20 Budget to include an increase of \$1.258 million.

The budget increase was included to ensure that the estimated cost of the project reflects price movements in materials and labour which will ultimately be factored into any future works contract. The project cost will need to be further reviewed as part of the development of the 2020/21 Budget, as the design and project scope continue to be refined in consultation with Transport for NSW and Roads and Maritime Services.

Negotiations are ongoing with Transport for NSW regarding the acquisition of property for the upgrade. A tender for street tree supply for Station Street was finalised in November 2018 with a local company awarded the contract.

DP52 Deliver the Urban Street Tree Implementation Plan

Council implements the Wingecarribee Street Tree Implementation Plan on an ongoing basis. During 2018/19 this included the roadside planting of 90 trees at Wingello, the planting of 100 street trees in Darraby Estate Moss Vale and the proactive pruning of street trees in East Bowral and Moss Vale to facilitate waste management vehicle access.

DP53 Provide and maintain high quality community facilities across the Shire

Council continues to manage community facilities including community centres and town and village halls in partnership with licensees and community groups. Minor capital works projects for buildings included renewal of the heating system and installation of air conditioning at Bundanoon Soldiers' Memorial Hall and the commencement of amenity facility upgrades at Leighton Gardens Moss Vale, Winifred West Park Mittagong, Burrawang Oval and Wingello Hall.

Council engaged an appropriately qualified and experienced design consultant for the Moss Vale Civic Centre Refurbishment project and has approved a select tender panel of five contractors who will participate in a two stage Request for Tender process. The panel contractors are providing input into the finalisation of the design for the Civic Centre and in 2019/20 will be invited to submit a tender for the construction work.

A Masterplan for Bong Bong Common was developed with input from the Bong Bong Common Management Committee. The Masterplan guides the future provision, development and maintenance of this open space and was adopted by Council in May 2019 following a period of public exhibition.

Council contracted a landscape architect to provide design options and costings for the relocation of Tulip Time from Corbett Gardens to Glebe Park. This work has been completed and the plans are under consideration. In 2019/20 an event feasibility study will also be conducted to review the suitability of Glebe Park to host the event and the potential relocation impacts.

DP54 Undertake the redevelopment of Bowral Memorial Hall

Substantial progress was made on the design work for the redevelopment of Bowral Memorial Hall. This work is anticipated for completion in the first half of 2019/20, following which a development application modification will be sought to ensure that the project is ready for delivery when funding is available.

DP55 Effectively plan for and deliver on the diverse needs of people with a disability

Council has continued to implement the Disability Inclusion Action Plan 2017-2021. Some actions have been completed, with others ongoing or to be commenced over the final two years of the Plan.

Ongoing work to improve access and inclusion at Council's community facilities and open spaces has continued with access upgrades to public toilets commencing at Leighton Gardens, Winifred West Park and Burrawang Oval.

In September 2018 the NSW Government announced that Council was successful in its application for a grant from the Stronger Country Communities Fund for the upgrading of playground facilities in Berrima Marketplace.

Consultation has been held on the development of the Masterplan for the playground and park facilities at Berrima Marketplace, with plans to improve parking and access to public toilet facilities, enable wheelchair access and install accessible playground equipment to cater for all abilities.

DP56 Ensure planning controls allow for diversity of housing choice

Council has commenced working on a Housing Strategy in accordance with the requirements of the Local Planning Strategy 2015-2031.



Staff inspecting a new residential build

It is anticipated that this will be placed on public exhibition in 2019/20. The Housing Strategy will provide a uniform and consistent strategic approach to forecasting the projected housing needs, including type and location of housing, for the Shire's future.

Council staff are also formulating detailed character and design controls to ensure that medium-density development is consistent with the expectations of the community.

DP57 Partner with agencies to plan and deliver a program of road upgrades, renewals and maintenance

Council delivered an extensive capital works program for roads within the Shire during 2018/19. Completed projects include the Kirkham Road North reconstruction in Bowral, kerb and gutter renewal in Clarence Street Moss Vale and stage 2 of curve widening improvements for Bundanoon Road Exeter.

The implementation of Council's Forward Roads and Construction Design program remains ongoing and is aligned with the adopted Operational Plan and Budget including the Capital Works Program. Some of the designs completed during 2018/19 were retaining wall improvements for Wombeyan Caves Road and Glebe Street Bowral car parking and drainage. The aim of the design program is to have designs for future works prepared well in advance of construction dates to ensure that works are delivered on time and within budget.

Council also undertook maintenance on its road networks, such as the regrading of gravel roads in various towns and villages. A significant additional investment in maintenance was given to support major community events such as the Tulip Time floral festival and the Bowral Classic road cycling event.

In April 2019 Council was provided with a detailed report outlining the factors which led to a delay in delivering the Berrima Road Deviation Project. These delays largely resulted from seeking the necessary design approvals for the relocation of high voltage power lines and completing the full detailed design for the project. Council resolved to undertake works to make the project 'shovel ready' for future grant applications when available. This will include finalising the relocation of existing services, property acquisitions and topsoil and seeding the constructed road embankment.

A wide variety of road safety initiatives were delivered in 2018/19. This includes six projects for the Local Government Road Safety Program such as the Learner Driver Log Book Run, 65Plus Senior Driver Safety workshop and Speed Busters speed management campaign. These projects were supported by grant funding from Roads and Maritime Services.



2019 Bus Safety Week

DP58 Implement a long term solution for the use and disposal of road side spoil

Council is actively pursuing a range of short term options for the reduction, reuse and disposal of roadside spoil such as bringing forward some projects that require the importation of suitable spoil,

for example, embankment widening at Sheepwash Road. Concurrently, Council continues to look into and implement longer term solutions including the use of a site on Drapers Road Willow Vale for which a depot concept plan and cost estimate have been developed for consideration.

DP59 Review and implement Water Master Plan

An Integrated Water Cycle Strategy was approved in September 2018. This is a 30 year strategy for the provision of appropriate, affordable, cost-effective and sustainable urban water services that meet community needs and protect public health and the environment. The Strategy was subsequently used to inform the approval process for the Bowral and Moss Vale Sewage Treatment Plant upgrades.

DP60 Review and implement Sewage Treatment Plant Upgrade Strategy

Concept design work has been significantly completed for the upgrade of Moss Vale and Bowral Sewage Treatment Plants. During 2020/21 Council will proceed to detailed design and construction of the plants.

Council continues to meet periodically with the relevant NSW Government agencies to progress the projects.

As part of the Sewage Treatment Plant Upgrade Strategy Council continues to address network risk and focus efforts on service delivery and reducing costs.



Moss Vale Sewage Treatment Plant

DP61 Improve stormwater management across the Shire

Council has delivered stormwater drainage works in accordance with its adopted Capital Works Program during 2018/19. Some of the notable projects completed were drainage upgrades at Lyell Street Mittagong and Price Street Bowral, culvert renewal at Penrose Road Bundanoon and the construction of a drainage pit at Kylie Place Moss Vale.

Council also undertook a number of programmed and reactive stormwater drainage maintenance works during 2018/19. These included kerb and gutter repairs at Panorama Avenue Bundanoon and table drain works at Jellore Street Berrima.

Council's forward design stormwater program was implemented in accordance with the 2018/19 Operational Plan and Budget. The completed designs included Renwick Channel improvements, the Bowral Flood Marker Installation Program and Vandenberg Road Robertson drainage improvements, while a number of other designs remain under development including that for drainage at Wembley Road Moss Vale.

Council made substantial progress on separate floodplain risk management studies and plans for both Whites Creek and Nattai Ponds during 2018/19. These are scheduled to be placed on public exhibition early in 2019/20.

DP62 Undertake drinking water quality management

In June 2019 Council submitted the internal annual review of its Drinking Water Management System (DWMS) to NSW Health, confirming that treatment for drinking water from both Wingecarribee Reservoir and Bundanoon Dam during 2018 achieved quality standards consistent with Australian Drinking Water Guidelines. Council has continued to implement both operational



Bowral Flood Marker Installation Program

and capital programs for consistent water quality standards, such as free chlorine and turbidity, for the community.

DP63 Ensure the integrity of water and sewer infrastructure

Council undertakes regular maintenance of its water and sewer infrastructure, including reactive maintenance in response to customer requests.

Assessments of electrical infrastructure at Council's six sewage treatment plants took place during 2018/19 and a revised maintenance program at these facilities has been put in place.

As part of Council's objective to reduce rainwater inflow into the sewer network, the sewer access points and sewer main connections in Bundanoon were proactively inspected and letters requesting rectification of identified non-conformances were issued to properties where relevant.

Following the adoption of a Backflow Prevention Policy in May 2018 and the adoption of a revised Liquid Trade Waste Policy in June 2018, Council has implemented an approval, monitoring and enforcement process for the management of connections to Council's water supply and waste discharge into Council's sewerage system. This included reviewing the inspection protocols for liquid trade waste to ensure that the appropriate compliance standards were in place.



Bundanoon Dam

Council also adopted a Water Extraction Policy in February 2019 following a period of public exhibition to provide a framework for ensuring that clean, safe and reliable potable water is delivered to the community. As part of this framework, Council engages with potential water users to educate them on their responsibilities and, where necessary, undertakes regulatory enforcement to uphold the Policy.

The Shire's two raw water dam structures are assessed by Council in adherence to NSW Dams Safety Committee requirements by undertaking regular surveillance checks to identify any emerging issues with the integrity of the structures.

DP64 Ensure regulatory compliance of sewerage infrastructure

Council continues to operate its sewage treatment plants in accordance with environment protection licences issued by the NSW Environment Protection Authority (EPA) under the *Protection of the Environment Operations Act 1997*. Any issues identified through the regular monitoring tests are promptly addressed in consultation with the EPA. The results

of this testing are published on Council's website at www.wsc.nsw.gov.au/water-sewerage/environment-protection-licences.

The Bowral, Moss Vale and Mittagong Sewage Treatment facilities are currently undergoing treatment capacity assessments for future upgrades as part of Council's adopted capital works program. Program delivery timeframes are still to be confirmed but this will ensure regulatory compliance at the facilities into the future.

DP65 Facilitate and advocate for enhanced access to telecommunication networks

Improved telecommunications will be a key focus of the Destination Plan for tourism and economic development in the Shire that is under development by Council.



ENVIRONMENT

Environment services

- Development Services
- Economic Development
- Environmental Services
- Natural Area Management
- Regulatory Compliance
- Regulatory Services
- Strategic Land Use Planning
- Waste Management

Highlights and Special Projects:

- Wingecarribee Community Nursery supplied more than 10,000 native plants for re-vegetation
- Council launched a KOALARAMA program to engage with key property owners on the protection of important koala habitat on their land
- A Roadside Management Plan was adopted to provide environmental guidelines for the delivery of Council's functions in managing roads
- Almost 700 students from 20 local schools participated in Wingecarribee Schools Environment Day
- The inaugural Garage Sale Trail was held with over 600 people participating and approximately half a tonne of waste being diverted from landfill

Environment Indicators

Environment Indicators	2015/16	2016/17	2017/18	2018/19
Bushcare and Landcare groups	15	17	17	17
Community volunteers environmental work (hours)	3,279	3,237	3,786	3,905
Native trees and shrubs planted on public land and established native plant species	11,020	14,712	13,383	10,807
Workshops	5	1	2	0*
Bushcare group work sessions	181	179	201	179
Domestic recycling diverted from landfill (tonnes)^	5,060	5,345	5,857	4,276
Putrescible total (tonnes)	10,365	12,284	12,084	12,124
Green waste (tonnes)	9,120	9,256	8,380	8,518
Onsite sewerage management system inspections	300	350	301	300
Notices/infringements issued	26	21	28	44
Food shop inspections#	383	409	279	338
Known cooling water systems inspected annually (%)	17	100	100	0±

* No workshops were held in 2018/19 as a series of advertising and promotion campaigns were conducted instead.

^ The domestic recycling figures for 2017/18 and 2018/19 do not include drink containers recycled through the NSW Government's container deposit scheme, introduced in December 2017.

This figure includes both routine inspections and subsequent reinspections.

± As per amendments to the *Public Health Regulation 2012* which commenced in August 2018, an occupier of premises where a cooling water system (commonly known as a cooling tower) is installed must now engage an independent auditor to audit compliance annually.

DP66 Manage public natural assets

Council's Bushcare Program is delivered across 38 different bushland sites with regular maintenance activities for environmental weeds, bushland regeneration and environmental monitoring.



Bundanoon's Lever Park Bushcare group

The Wingecarribee Community Nursery has produced more than 10,000 native plants during 2018/19 and plays an important role in growing and supplying local provenance plants for re-vegetation.

DP67 Maintain and build high value environmental lands and corridors

The collaboration between Council and the NSW Department of Planning, Industry and Environment to produce a Native Vegetation Mapping Project covering all land in the Shire remains in progress and is expected to be finalised in 2019/20. Once completed this vegetation map will allow for the more accurate identification of endangered ecological communities, and enable completion of the related Green Web Project that is seeking to create a map of high environmental value lands across the Shire and map priority investment areas for biodiversity conservation.

Council's Habitat for Wildlife program has grown with 204 agreements now in place involving 259 community members who have committed to providing a backyard garden that is wildlife friendly. The Land for Wildlife program which is a voluntary program assisting private landholders to provide habitats for wildlife on their property has also expanded, with 127 agreements in place resulting in a total conservation area of more than 3,000 hectares.

In August 2018, Council's Southern Highlands Koala Conservation Project received \$450,000 in funding over three years from the NSW Government's Saving Our Species program. This project will apply the funding towards:

- Restoring, Securing and connecting koala habitat
- Reducing the impact of bushfires on koala habitat
- Supporting the Southern Highlands Koala caring and rehabilitation community
- Minimising koala roadkill hotspots
- Monitoring our koalas.

In April 2019 Council launched the KOALARAMA program which engages with property owners who have important koala habitat on their land. These property owners were invited initially to information sessions and spotlighting nights and they remain part of an engagement network for news, events and other activity information.



KOALARAMA information session



DP68 Ensure the impacts of development on biodiversity are assessed, monitored and mitigated

Council assesses applications for development approval in accordance with the *Environmental Planning and Assessment Act 1979*, which requires that consideration be given to environmental planning instruments and the likely environmental impacts on both the natural and built environments together with various other factors.

Where development works are undertaken in breach of legislation, Council will investigate and where appropriate take enforcement action.

DP69 Build community partnerships and education programs to reduce pollution

In accordance with the *Protection of the Environment Operations Act 1997*, Council staff investigated reports of pollution and illegal dumping and issued a number of enforcement notices in 2018/19.

Council participated in 'Plastic Free July', a global movement to reduce plastic pollution. Activities organised by staff to promote this event included a community plastic-free lunch held in partnership with Moss Vale Community Gardens and plastic-themed workshops at the Resource Recovery Centre.

Council hosted Clean Up Australia Day and Household Chemical CleanOut events to facilitate the removal of litter and dangerous chemical waste from our community.

DP70 Reduce the impact from Council infrastructure and operations

Council undertakes Environmental Assessments on Council projects including construction and maintenance activities in accordance with the *Environmental Planning and Assessment Act 1979*. Through this process potential environmental impacts from Council activities are identified and relevant controls identified.

Work has commenced on enhancing the utilisation of environmental assessment maps during the scoping process for Council's infrastructure projects to ensure that environmental considerations are addressed up front and impacts avoided or minimised as appropriate. Revised mapping layers and a revised project scoping form are under development and will be finalised in 2019/20.

Council adopted a Roadside Management Plan in April 2019. The Plan was developed with the support of a grant provided by Local Government NSW. The Plan identifies the environmental priorities for all Council roads utilising an online mapping tool, and provides environmental guidelines for common maintenance activities.

DP71 Develop and implement policies that support health, environment and sustainability outcomes within Council and across the Shire

Council regularly reviews its policy framework to ensure that health, environment and sustainability policies are current and reflect community expectations.

A Neighbourhood Noise Policy was adopted by Council in November 2018 following a period of public exhibition. This Policy guides the prioritisation of investigation and compliance actions in response to noise complaints based on the risk to public safety, human health and the impact on the community.

Council also adopted an updated Pesticide Notification Plan in October 2018. This Plan meets the community's right to be made aware of pesticides applied to public places and allows the community to make informed decisions to avoid contact with pesticides.

Council won a major award in the Communication, Education and Empowerment category at the Local Government NSW *Excellence in the Environment Awards* for its Backyard Burning Map App. This was designed in-house by Council staff in a bid to provide community members with clear information on when, where and how backyard burning can be undertaken.

DP72 Implement planning controls that protect the Shire's natural resources

The *Wingecarribee Local Environmental Plan 2010* and Council's Development Control Plans are monitored on an ongoing basis to ensure consistency with community expectations relating to the protection of natural resources. As part of this process, Council has commenced a review of stormwater development controls and engineering specifications to ensure that water quality is not impacted by future development.

Council has also commenced work on a Local Strategic Planning Statement as required under the *Environmental Planning and Assessment Act 1979*. This Statement will guide land use in the Shire over the next 20 years and will be publicly exhibited and finalised in 2019/20.

DP73 Advocate to State and Federal governments to ensure planning controls, plans and proposals reflect community priorities

Council made submissions to the NSW Government on a number of reviews being undertaken including that of the Medium Density Housing Code. As a result of Council's submission on this Code, its implementation in the Shire has been deferred for a period of 12 months.

Council continues to work with State and Federal Government stakeholders on an ongoing basis to advocate and respond to emerging issues that impact on the Shire's environment and sustainability.

DP74 Develop partnerships with community and agencies to identify, update, and maintain awareness of key natural resources

A review of Council's Rural Living Handbook is in progress to ensure that it reflects new legislation and includes contemporary local case studies. This is close to finalisation and will be published in 2019/20. The Handbook is a valuable resource that seeks to guide rural landholders in their responsibilities as caretakers of the land.

A 'Who's Living on my Land' workshop was delivered in conjunction with the National Parks Association of NSW to a number of private landholders in the Wingello area. The participating landholders learnt practical skills in the identification of native and feral animals on their land and how best to manage them.

Council continues to undertake water testing to monitor the health of Mittagong Creek, Whites Creek, Medway Rivulet, Lake Alexandra and Caalong Creek as part of the Waterwatch program.



Mittagong Creek

These waterways are impacted by the urban activities at Bowral, Moss Vale, Mittagong and Robertson. 106 samples were taken to collect data on the trends in water quality and stream condition, with the results published on Council's website at www.wsc.nsw.gov.au/waterwatch-program.

DP75 Implement community awareness programs that promote sustainable living

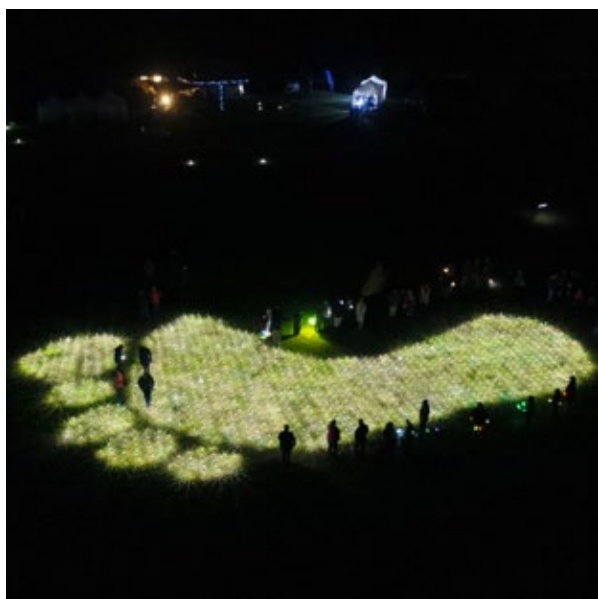
Council undertook a waste audit at the Civic Centre to determine the type and amount of waste being generated. New recycling and landfill bins together with an education campaign were subsequently introduced at this facility, along with a new worm farm bin which provides greater capacity to divert certain organic food waste from the general waste stream.

Wingecarribee Schools Environment Day took place in October 2018 at Lake Alexandra Reserve. Almost 700 students from 20 local schools were in attendance and participated in various interactive activities for the day to raise their awareness of environmental issues and strategies to address those issues.

Council supports the Compost Revolution program, which helps provide community members with the equipment and skills they need to set up a successful home compost bin or worm farm and as a result reduce the amount of rubbish sent to landfill.

DP76 Develop partnerships and networks to leverage off existing programs

Council celebrated Earth Hour on Saturday 30 March 2019 in conjunction with the Southern Highlands Botanic Gardens. More than 1,200 solar lanterns were displayed in the shape of a footprint to highlight the importance of renewable energy for a sustainable future.



Solar lanterns on display at the Southern Highlands Botanic Gardens

A workshop was delivered to interested seniors on the topic of 'Demystifying your energy bills' during the 2019 Seniors Festival. This was presented by the Energy & Water Ombudsman NSW and Highlands Community Centre, and focused on understanding energy costs.

The Wingecarribee Community Assistance Scheme includes Environmental and Sustainability Grants funded by the Environment Levy. During 2018/19 a total of \$10,000 was awarded to six projects including the installation of solar panels for Wingecarribee Adult Day Care Centre and a vegetable garden at Exeter Public School.

DP77 Implement State Government regulations

Council has continued to implement NSW Government legislation in its approval of more than 1,350 development applications and construction certificates during 2018/19.

A revised Notification of Development Proposals Policy was adopted in November 2018 to reflect new community participation plans introduced under the *Environmental Planning and Assessment Act 1979* on 1 July 2018.

DP78 Advocate and educate for improved development outcomes

Council regularly liaises with the NSW Government and Local Government NSW to lobby for improved planning outcomes and legislative amendments consistent with community expectations regarding development matters.

The Notification of Development Proposals Policy adopted by Council following public consultation will help to provide certainty with respect to community participation in development decision-making and ensure a consistent, transparent and effective development assessment process.

DP79 Support the establishment and expansion of businesses that produce goods locally

Council is a supporter of the Southern Highlands Food and Wine Clusters, an initiative of the Moss Vale and Rural Chamber of Commerce. In June 2019 the Mittagong Cluster was launched with over 20 businesses participating.

The Mittagong Cluster is the eighth Cluster developed in a program that seeks to promote local food and wine produce and experiences in the Southern Highlands.

The Pie Time Festival in June 2019 was another opportunity to support local businesses, with more than 50 local cafes, restaurants, cellar doors, pubs and hotels choosing to be actively involved in the event.



The Welcome Centre celebrate Pie Time

DP80 Promote and encourage waste minimisation and recycling

Council has implemented a number of waste education programs such as offering tours of the Resource Recovery Centre and delivering workshops on composting and minimising the use of plastics.



Modern Cloth Nappy workshop, March 2019

Council is also active in educating school students about waste reduction strategies that can be implemented within school grounds, while many local schools and early learning centres have joined the Get Grubby online curriculum subscription service designed to encourage active participation in early childhood sustainability learning. In all more than 2,200 students participated in school visits by Council staff, with the Waste Audit program being the most popular initiative.

A highlight during 2018/19 was the successful launch of a Garage Sale Trail in the Shire. More than 600 people participated in this initiative which diverted approximately half a tonne of waste from landfill. This event will take place again in October 2019.

DP81 Implement strategies to reduce illegal dumping

Council actively implements the Regional Illegal Dumping (RID) program in conjunction with a number of agency partners including the NSW Environment Protection Authority and Illawarra Shoalhaven Joint Organisation (ISJO). Through its association with the ISJO, Council has increased training, surveillance, networking and information-sharing with the other member councils to ensure that it is easier to detect offenders.

Two new large RID signs were installed on the Hume Motorway in known hot spot locations. The signs were provided by Council and funded through the RID program, with installation facilitated by Roads and Maritime Services.

DP82 Manage the Resource Recovery Centre in accordance with Environmental Protection Authority licence and ensure efficient and cost effective operations



Suez Materials Recycling Facility, Spring Farm

The Resource Recovery Centre (RRC) has operated in accordance with the licence from the NSW Environment Protection Authority (EPA). An Asset Management Strategy for the RRC is under development with the objective of enhancing the efficiency of the facility's operations.

The RRC reached an agreement with Resource Co to accept the Shire's inert waste and have it recycled into an alternative fuel which is currently being used at the Boral Cement Works, with excess material being exported as fuel for waste to energy plants in Asia.

Council is currently investigating the most appropriate solutions to facilitate the diversion of waste from landfill. Council is working with the disposal contractor and the EPA to find alternatives to kerbside waste disposal after the EPA revoked the exemption on the Alternative Waste Technology mixed waste organic output being added as a soil amendment on agricultural, mining rehabilitation or forestry land. This output was the end product of a practice which aimed to separate the organic

waste in household red-lid bins from other waste, so that general household waste could be diverted from landfill.

In response to the decision by China and other countries to enforce restrictions on the importation of recycled materials, Council's disposal contractor is continuing to seek new technologies and alternatives to the export markets.

DP83 Develop and implement a Council Waste Strategy and Policy

The development of a Waste Strategy has been placed on hold while a Waste Management Service Delivery Review takes place. The recommendations of this review will be considered when finalising the draft Waste Strategy. The review will be finalised in the first half of the 2019/20 financial year.

DP84 Implement strategies to improve energy management

A total of 113 solar panels were installed at Robertson Wastewater Treatment Plant in November 2018. It is anticipated that these panels will generate approximately 50,000kWh of renewable energy annually.

Council continues to manage peak demand use where practical at its water treatment facilities and pump stations that are subjected to a time of use tariff and peak demand charges.

Investigations are ongoing into a potential lighting upgrade and heat pumps for Moss Vale War Memorial Aquatic Centre to reduce energy consumption at the Centre.

DP85 Undertake initiatives that increase awareness and encourage water, energy and waste reduction

A Wingecarribee Shire Earth Hour event was held in March 2019 and included an address on the trends of extreme weather events and their relationship to climate change by Greg Mullins, Climate Councillor for the Climate Council and Former Commissioner Fire and Rescue NSW.

Council promoted a number of environmental initiatives through the Southern Highlands Chamber of Commerce and Industry and the Moss Vale and Rural Chamber of Commerce, including Bin Trim. This is a NSW Government program that provides free help and support to businesses to maximise their recycling and minimise their waste to landfill.

Council also includes messaging about climate change in its stormwater and energy education programs for local schools. This included facilitating a visit by students from two high schools to Council water and wastewater treatment plants.

DP86 Implement strategies to address the impacts of climate change

In June 2019 Council was awarded a \$50,000 grant from the Increasing Resilience to Climate Change program delivered through a partnership between Local Government NSW and the NSW Department of Planning, Industry and Environment (DPIE). The grant was made for a Portable Water Treatment Feasibility Study to increase water supply resilience by looking at the logistics of using a portable water treatment unit to meet peak demands for water supply during climate change related events. The feasibility study will commence in 2019/20.

Council has undertaken a review of its Climate Change Adaptation Plan and identified climate risks and strategies to manage them. As part of the review process, DPIE staff briefed Councillors on predicted local impacts and the NSW Government response. This Plan will be finalised in 2019/20.



Medway Dam

DP87 Improve resource and energy efficiency at Council facilities and monitor carbon emissions

Stage one of the Mittagong Library Energy Efficiency Upgrade project was completed in 2019. This included the installation of a new air conditioning system, LED lighting and building insulation to efficiently light, heat and cool the heritage listed sandstone building. Stage two of the project is scheduled for the second half of 2019 and will involve replacing and restoring the roof and painting the building in-line with its heritage character. The project is funded by grant monies secured through the NSW Government's Heritage Near Me program.

For the 2018/19 period, Council's greenhouse gas emissions total was 14,642 tonnes of carbon dioxide equivalent. Electricity, fuel and street lighting were the highest sources of greenhouse gas emissions. Emissions attributable to providing water and sewer (electricity and wastewater treatment) account for 57 per cent of the total emissions. The following table provides a comparison of Council's greenhouse gas emissions over the last five years. The full annual greenhouse gas report is published on Council's website at www.wsc.nsw.gov.au/climate-change.

Council's greenhouse gas emissions over time (TCO2-e)					
	2014/15	2015/16	2016/17	2017/18	2018/19
Scope 1	4,087	4,026	4,148	3,768	3,728
Scope 2	8,931	9,039	8,705	8,518	8,394
Scope 3	3,686	3,486	3,451	3,077	2,519
Total	16,704	16,551	16,304	15,363	14,641

Notes:

Scope 1 – Direct combustion such as fuel and gas

Scope 2 – Purchased electricity

Scope 3 – Indirect emissions through items purchased such as paper

A baseline recalculation was undertaken in 2019 for changes in the calculation method of street lighting and solar generation, and inclusion of new sources since 2014. The baseline recalculation allows for consistent reporting and comparison between years.

DP88 Encourage carbon reduction across the Shire

Council is a member of the Cities Power Partnership (CPP), which is made up of over 100 councils from across Australia that have committed to implementing renewable energy and sustainability initiatives. At the annual CPP Summit held in October 2018 Council was shortlisted for the Energy Efficiency Achievement Award for its Street Lighting Upgrade, and jointly won the Knowledge Sharing Award for its work on projects for greater efficiency and economies of scale in partnership with nearby councils that make up what is known as the South-East NSW CPP Buddies Group.

Council has commenced looking into the possibility of seeking amendments to its planning instruments that could facilitate carbon reductions for new developments.



ECONOMY

Economy services:

- Development Control
- Economic Development
- Southern Regional Livestock Exchange
- Tourism and Events

Highlights and Special Projects:

- Council's Pie Time event won Gold at the *Australian Tourism Awards* and the *Canberra Region Tourism Awards*
- Approximately 48,000 people visited for the Tulip Time festival which was a 23 per cent increase on the previous record attendance
- Council joined the Southern Highlands Key Stakeholders Group as a founding member to work collaboratively on initiatives to grow the Shire's economy
- A new corporate website for industry and media was launched in partnership with the Southern Highlands Food and Wine Association
- The NSW Government awarded Council a \$5.2 million grant to upgrade the Southern Region Livestock Exchange so that the facility meets current industry standards

Economy Indicators

Economy indicators	2015/16	2016/17	2017/18	2018/19
Accommodation bookings / commission through the Welcome Centre (\$)	36,001	25,628	30,298	47,021
Commission from events ticketed through the Welcome Centre (\$)*	6,056	3,041	4,044	3,273
Visitation to the Welcome Centre	68,568	61,907	57,653	55,603
Tourism website hits^	193,561	286,657	354,370	559,340

* While the Welcome Centre continues to take conference bookings, the majority are now made through an independent private company.

^ The substantial increase in tourism website hits from 2017/18 to 2018/19 is attributed to a dedicated digital media strategy, spending in the promotion of the Destination Southern Highlands website (www.visitsouthernhighlands.com.au) and ongoing marketing.

DP89 Support regional activities and partnerships to broaden and promote a range of business and industry investment

Council is currently working on the development of a Destination Plan which will provide a ten-year strategy for six key tourism and economic development pillars. These pillars are tertiary education and skills, tourism and hospitality, health and residential care, freight and logistics, advanced manufacturing and agribusiness. It is anticipated that the Plan will be finalised in 2019/20.

DP90 Build on partnerships that increase and broaden local employment opportunities

Council is one of thirteen stakeholders comprising industry organisations, government agencies, tertiary education providers and other key bodies which have partnered to establish the Southern Highlands Key Stakeholders Group. The Group's mission is to work collaboratively to identify strategic priorities and deliver outcomes that benefit the Southern Highlands.

DP91 Ensure tourism development assessment is based on quadruple bottom line principles (i.e. considers environmental, economic, social and governance factors)

Council applies the quadruple bottom line principles through its assessment of tourism development applications under section 4.15 of the *Environmental Planning and Assessment Act 1979*.

A draft Rural Tourism Policy has been developed to ensure the appropriate management of future tourism developments. It is anticipated that this will be finalised in 2019/20.

DP92 Promote the Southern Highlands as a world class tourist destination

During 2018/19 Council undertook an integrated marketing program with industry partners which resulted in increased visitation and expenditure within the Shire. Major events such as the Tulip Time floral festival, Pie Time festival, Southern Highlands Art Festival and Studio Art Trail and the Bowral Classic were key reasons for the enhanced exposure of the region.



Bowral Classic

The 2018 Tulip Time festival had a theme of 'Creating Memories' and raised funds for charity partner Dementia Australia. Approximately 48,000 people visited the festival, which is a 23 per cent increase on the previous record attendance set in 2016. Planning for the 2019 Tulip Time festival commenced with Variety, the Children's Charity, announced as the charity partner and John Williamson named as the event ambassador.



Tulip Time's 2018 Ambassador Noeline Brown (centre)

In February 2019 Council launched a new corporate website for industry and media in partnership with the Southern Highlands Food and Wine Association. The website, www.shcorporate.com.au, is a central location for current and prospective industry operators to find information about services, activities and marketing.

A new website for visitors to the region is also currently in development and it is anticipated that this will go live in the second half of 2019.

DP93 Develop and implement marketing and promotional activities to promote the Southern Highlands

Council continues to actively promote the Southern Highlands as a world class visitor destination. In addition to the popular annual Tulip Time festival, highlights during 2018/19 include:

- 300 local businesses participating in the Destination Southern Highlands membership program for 2019
- The 2018 Pie Time festival being awarded Gold for the best 'Destination Marketing' initiative at the *Australian Tourism Awards* and the *Canberra Region Tourism Awards*
- A promotional campaign for the 2019 Pie Time festival that included a launch at NSW Parliament House and the projection of Pie Time advertising onto the sails of the Sydney Opera House during the opening night of Vivid Sydney
- Exposure of the Southern Highlands region during the Wotif 'Next Big Thing' promotion across Australia with a proposed Big Tulip for Mittagong one of four finalists
- The development and launch of the Southern Highlands Coffee Trail with more than 100 local barista coffee destinations highlighted

- The production of 40,000 copies of the Southern Highlands Destination Planner and 120,000 copies of the Southern Highlands Destination Map for 2019.

DP94 Explore options to progress Moss Vale Enterprise Zone

Council is considering options to promote the Moss Vale Enterprise Corridor in the development of a Destination Plan that will combine tourism and economic development strategies in a ten-year vision for the Shire.

DP95 Support the establishment and expansion of clean industries

Council has worked with the community group Local Carbon Living Southern Highlands to encourage businesses to commit to sustainability by reducing waste as well as water and energy usage.

The establishment and expansion of clean industries will be included in the Destination Plan for tourism and economic development that is under development by Council.

DP96 Manage the operation of the Southern Region Livestock Exchange

Council has commenced work on a suite of upgrades to the Southern Regional Livestock Exchange (SRLX) so that the facility meets current industry standards.

The upgrades will address user safety, animal welfare, efficiency of use, biosecurity and productivity and include, for example, the installation of new seating. The upgrades are financed by a \$5.2 million grant from the NSW Government's Growing Local Economies fund.

Following a Service Delivery Review of the SRLX, Council decided that in 2019/20 expressions of interest will be sought to lease the SRLX with a preference for a long-term capital lease.



Southern Regional Livestock Exchange

DP97 Ensure development does not impact on viable primary production and food security

A key consideration of Council in its assessment of Planning Proposals is the need to protect the agricultural value of rural land, consistent with relevant State Environmental Planning Policies.

Council staff are currently engaged in a project with the NSW Department of Primary Industries to map and protect Important Agricultural Lands.

DP98 Facilitate programs and networks that support and strengthen business development

The Southern Highlands Key Stakeholders Group of which Council is a member has initiated twelve strategic working groups relevant to business development, such as innovation, retail, equine and conferences. The Group will also play a critical role in working to implement key elements of the Destination Plan that Council is developing with respect to both tourism and economic development in the Shire.

DP99 Support initiatives that provide opportunities for business mentoring and connection

Council continues to work closely with local bodies such as the Southern Highlands Chamber of Commerce and Industry, Moss Vale and Rural Chamber of Industry, Southern Highlands Food and Wine Association and the newly formed Southern Highlands Key Stakeholders Group on initiatives to facilitate business mentoring and connection.

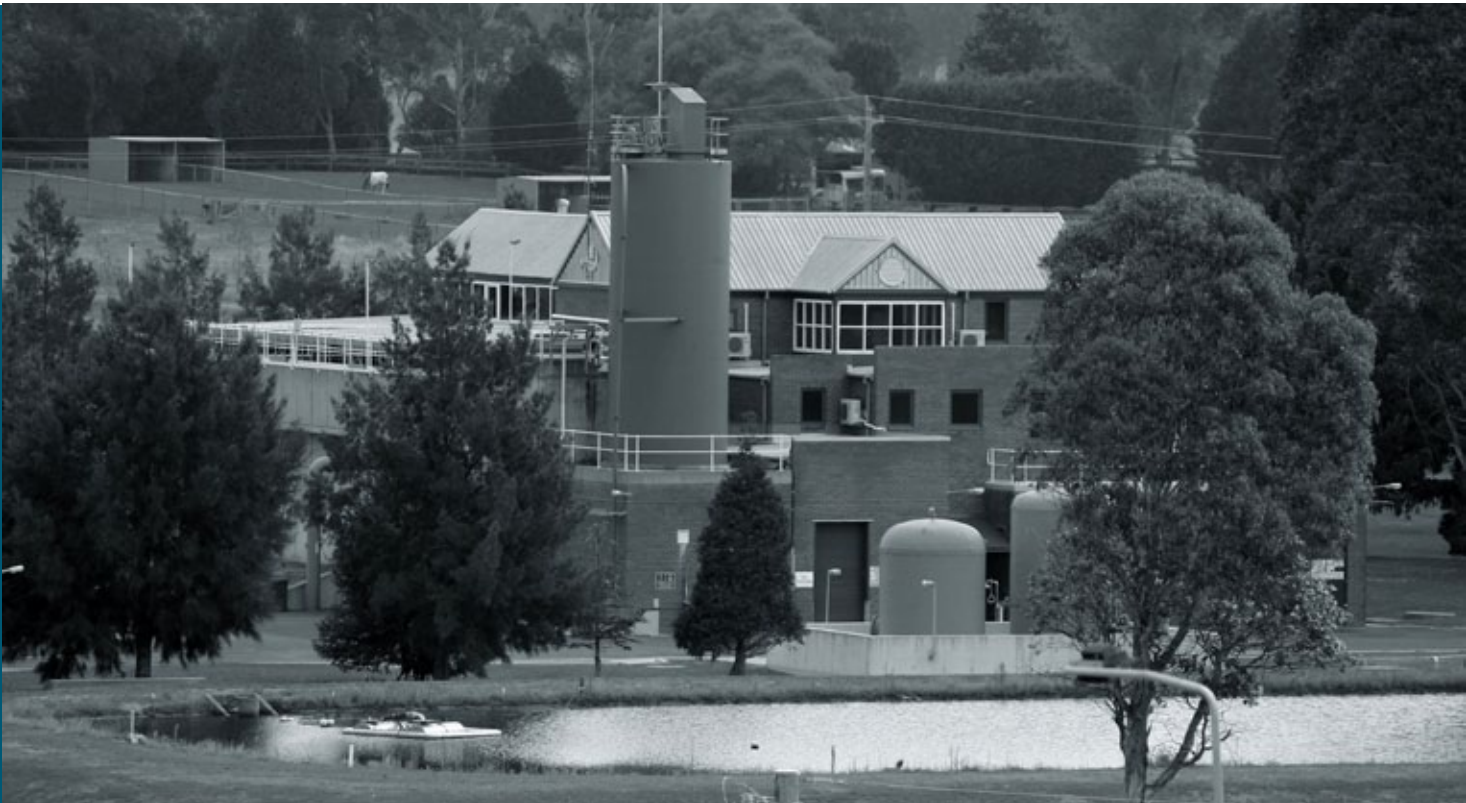
The pilot program to introduce Career HQ and JobGetter into the Shire provides businesses with an opportunity to identify and address their skills needs. An extension to the JobGetter software platform in 2019/20 to include business mentors is under consideration.

DP100 Support regional economic development initiatives

Council is actively involved in regional economic development initiatives through its membership of the Canberra Region Joint Organisation and Regional Development Australia Southern Inland Committee, and locally through membership of the Southern Highlands Key Stakeholders Group as well as collaboration with various other organisations.

Hill Top





STATUTORY INFORMATION

The following chapter provides additional detailed supporting information and addresses statutory requirements under Chapter 13, Parts 2 and 4 of the *Local Government Act 1993*, Part 9, Division 7 of the *Local Government (General) Regulation 2005* and any other legislation which requires information to be included in this Report.

Private works

Private works will be undertaken by Council’s Infrastructure Services branch if sufficient resources are available and the undertaking of the private works does not impact on Council’s works program or core business activities. Any private works undertaken will ensure that Council does not incur a loss and that the work is to an acceptable standard.

Private Works	Summary or details of work	No. of works	Total Costs	Owner Contribution	Council Contribution
Water Fund	Water Main Works	19	\$55,660	\$97,325	\$0
Sewer Fund	Sewer Main Works	38	\$76,879	\$148,507	\$0

Contracts Awarded

In accordance with clause 217(1)(a2) of the *Local Government (General) Regulation 2005*, the following is a list of contracts for amounts greater than \$150,000 awarded during the period 1 July 2018 to 30 June 2019.

Contractor	Description of Works	Contract Value
Optus Networks Pty Ltd	Internet Services	\$328,680
Interflow Pty Ltd	Lyell Street Storm Water Pipe Relining	\$179,037
Jemena Gas Networks	Relocation of gas main and house service in Braemar Avenue, Braemar	\$168,051
Telstra	Relocation of Telstra Asset for Kirkham Road Upgrade	\$221,952
ESRI Australia Pty Ltd	3 Year Enterprise Licence Agreement for ESRI Software	\$150,000
Figgis & Jefferson Tapa Pty Ltd	Civic Centre Refurbishment - Principal Design Consultant	\$458,321
Adaptive Pty Ltd t/a DeSign	Refurbishment of Council Amenities	\$539,671
Adaptive Pty Ltd t/a DeSign	Wingello Hall Upgrade	\$204,204
Stefanutti Constructions Pty Ltd	Synthetic Hockey Field No. 2, Welby - Civil Works	\$661,249
Polytan Asia Pacific Pty Ltd	Synthetic Hockey Field No. 2, Welby - Synthetic Hockey Field Turf	\$441,462
WSP Australia Pty Ltd	Switchboard Design for Sewer Pump Stations	\$268,007
Carve Earthworks & Construction Pty Ltd	Water Filling Stations - Hill Top & Moss Vale	\$219,235
SAFEgroup Automation Pty Ltd	Sewer System Telemetry Upgrade	\$1,128,226
Dobsonei Pty Ltd	Wingecarribee Adult Day Care Centre	\$715,815
Fulton Hogan Industries Pty Ltd	Kirkham Road Reconstruction - Asphalt Concrete	\$789,860
Beno Excavations Pty Ltd	Watermain Replacement Works - Colo Vale	\$438,927
Fuso Illawarra	Purchase of 8000Lt Water Tanker	\$206,725
Rossmach Sales & Service Pty Ltd	Purchase of Road Sweeper	\$381,505
Fuso Truck and Bus	Purchase of Two Dual Cab Tipper Trucks GVM 7500Kg	\$166,379
Fuso Truck and Bus	Purchase of Garbage Compactor	\$218,643

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Contractor	Description of Works	Contract Value
Panel of 3 Contractors	Pavement Linemarking Services	> \$560,000 [2+1+1 year Contract]
Panel of 4 Contractors	Kerb, Gutter & Concreting Services	> \$150,000 [2+1+1 year Contract]
Panel of 5 Contractors	Facility Cleaning Services	> \$150,000 [2+1+1 year Contract]
Panel of 5 Contractors	Building & Joinery Services	> \$150,000 [2+1+1 year Contract]
Panel of 12 Contractors	Supply of Bulk Materials	> \$400,000 [1+1 year Contract]
Panel of 4 Contractors	High Voltage Electrical Assets - Operation and Maintenance	> \$180,000 [2+2+2 year Contract]
Panel of 3 Contractors	Sprayed Bituminous Surfacing and Associated Services 2018/19	\$1,350,000 [9mth + 1yr Contract]
IVE Group Australia Pty Ltd	Printing & Distribution of Notices - Rates & Water Billing	\$41,250 p.a [2+1+1 year Contract].
Australian Laboratory Services Pty Ltd	Laboratory Sample Analysis for Water and Sewer	> \$50,000 p.a. [2+2+2 year Contract]

Condition of Public Works

Information on the condition of public works is included in the General Purpose Financial Statements through Note 10 - Infrastructure, Property, Plant and Equipment and Special Schedule - Report on Infrastructure Assets.

2018/19 Capital Works Projects Expenditure

Works	Expenditure
Community and Operational Buildings	\$709,000
Roads and Related Assets	\$13,309,000
Bridges	-
Footpaths and Cycleways	\$3,408,000
Stormwater Drainage	\$9,419,000
Water Network	\$6,105,000
Sewer Network	\$8,072,000
Swimming Pools	\$1,555,000
Parks, Reserves and Sports fields	\$687,000
Total	\$43,264,000

Source: Note 10 General Purpose Financial Reports

Note: This list includes capital projects dedicated to Council relating to new development. The list does not include capital expenses relating to plant replacement, library books, furniture and fittings and land as they are not considered capital projects.



David Wood Playing Fields, East Bowral

Special Rate Variation

The following 2018/19 maintenance works and capital projects were funded by the Special Rate Variation:

Description of Works	Expenditure
Building Maintenance	\$147,486
Drainage Maintenance	\$198,750
Parks Maintenance	\$116,000
Roads Maintenance	\$1,093,331
Total Maintenance Expenditure	\$1,555,567
Local Roads Resealing Program	\$927,161
Kirkham Road North Renewal	\$422,318
Lyell and Cook Street Pipe and Kerb and Gutter	\$356,896
Civic Centre Refurbishment Design and Planning	\$352,198
Mittagong Pool Rectification Works	\$339,000
Local Roads Gravel Resheeting Program	\$239,444
Piped Drainage Belmore to Renwick Channel Stage 1	\$211,191
Wombeyan Caves Retaining Wall	\$191,781
Werai Road Stockpile Turning Bay Improvement	\$170,000
Clarke Street Kerb and Gutter Renewal	\$113,703
Browley Street Footpath	\$111,000
Pedestrian Bridge Argyle Street Moss Vale	\$98,000
Clarence Street Kerb and Gutter Renewal	\$83,000
Culvert Renewal Exeter Road	\$76,047
Piped Drainage Belmore to Renwick Channel Stage 2	\$67,944
Bowral Memorial Hall	\$55,000
Children's Playground Renewals	\$50,000
Illawarra Highway Moss Vale Footpath Renewal	\$47,000
Pipe Cnr Parkes and Berrima Road Moss Vale	\$46,916
Winifred Crescent Mittagong Kerb and Gutter Renewal	\$45,000
Winifred West Public Toilet Interior Renewal	\$43,530
Church Street Footpath	\$40,000
Widgee Waa Lane Repairs	\$40,000
Approach to EPERM Management Program	\$39,957
Queen Street Improvements	\$39,590
Culvert Replacement Abattoir Road	\$36,218
Anembo Park Moss Vale Improvements	\$33,063
Garrett Street Footpath	\$33,000
Wombeyan Caves Retaining Wall Design	\$32,597

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Description of Works	Expenditure
Penrose Road Widening Curve	\$32,276
Wingello Hall Accessibility Upgrade	\$30,612
Moss Vale Scout Hall Upgrade	\$29,900
Box Culvert Sunninghill Avenue	\$29,467
Kerb and Guttering	\$28,000
Welcome Centre Air Conditioner	\$21,455
Stormwater Drainage Tyndall Street	\$19,000
Bowral Pool Plant and Equipment Purchases	\$17,074
Banksia Street Drainage Pits	\$16,805
Car Park Construction Community Oval Moss Vale	\$16,681
Eridge Park Fence, Storage and Tree Renewal	\$15,390
Minor Capital Works Valued at less than \$15,000	\$144,760
Total Capital Expenditure	\$4,742,974
Total	\$6,298,541



Kirkham Road North renewal works

IPART Reporting Requirements: Long Term Financial Plan Comparison

This reconciliation compares Council's General Fund operating result for the period ending 30 June 2019 (source: Note 24) with the financial forecasts contained within Council's Special Rate Variation Application submitted to IPART in February 2016.

General Fund	LTFP 2016/17 '000	Actual 2018/19 '000	Variation '000
Income from Continuing Operations			
Rates & Annual Charges	\$52,270	\$54,760	\$2,490
User Charges & Fees	\$7,464	\$10,699	\$3,235
Investment Income	\$1,814	\$1,798	-\$16
Other Revenues	\$3,299	\$4,094	\$795
Grants & Contributions Operating	\$8,207	\$9,219	\$1,012
Grants & Contributions Capital	\$2,666	\$27,905	\$25,239
Net Gains from the disposal of assets	-	-	-
Total Income from Continuing Operations	\$75,720	\$108,475	\$32,755
Expense from Continuing Operations			
Employee Costs	\$29,798	\$29,747	-\$51
Borrowing Costs	\$519	\$581	\$62
Materials & Contracts	\$14,227	\$22,446	\$8,219
Depreciation & Amortisation	\$15,443	\$17,166	\$1,723
Other Expenses	\$11,548	\$11,520	-\$28
Net Loss from the disposal of assets	\$0	\$622	\$622
Total Expenses from Continuing Operations	\$71,535	\$82,082	\$10,547
Net Operating Result	\$4,185	\$26,393	\$22,208
Net Operating Result excluding Capital Grants and Contributions	\$1,519	-\$1,512	-\$3,031

Major Variations Compared to Long Term Financial Plan (General Fund)

Comments and explanations for the major variations between Council's adopted *Long Term Financial Plan* from February 2016 compared to the actual results for the period ending 30 June 2019 is provided below.

Movement	Reporting Line	Description of Variations	'000
Increase	Rates and Annual Charges	Additional rate income and domestic waste management income compared to Budget	\$2,490
Increase	User Charges and Fees	Additional development income and user/charges at Council's waste facility	\$3,235
Decrease	Investment Income	Minor variation when compared to Budget	-\$16
Increase	Other Revenues	Additional lease income for Council owned properties, increased insurance rebates and reimbursements, and additional legal fees	\$795
Increase	Grants and Contributions Operating	Additional income from financial assistance grant, non-contestable waste grant, children services grants, and environment protection grants	\$1,012
Increase	Grants and Contributions Capital	Increase in dedicated infrastructure (non-cash income), Council does not budget for dedicated infrastructure	\$25,239
Income Variations			\$32,755
Savings	Employee Costs	Minor variation when compared to Budget	-\$51
Increase	Borrowing Costs	Local Infrastructure Renewal Scheme adjustment to reflect grant as operating income	\$62
Increase	Materials and Contracts	A range of increases have led to this variation including (but not limited to) development contractors \$1.5M, development legal expenses \$877K, and Resource Recovery Centre contractors \$268K. There are also a number of account reclassifications where expenses have been recorded as materials and contracts, rather than other expenses	\$8,219
Increase	Depreciation Expenses	The increase in depreciation is primarily due to dedicated infrastructure handed to Council as part of the subdivision process. Council does not budget for dedicated infrastructure	\$1,723
Savings	Other Expenses	Minor variation when compared to Budget	-\$28
Increase	Net loss from Disposal Assets	Council does not estimate the net profit/loss from the disposal of assets as part of the annual budget; instead estimates are based on the expected sales proceeds	\$622
Expense Variations			\$10,547
Net Reportable Variations			\$22,208

Environment Levy

The following 2018/19 projects and programs were funded by the Environment Levy:

Program	Total
Biodiversity Conservation	
Bushland Restoration and Weed Management	\$506,322
Revegetation	\$66,459
Support Community Nursery	\$1,554
Vegetation Conservation	\$54,990
Endangered Ecological Community Maintenance	\$866
Interpretative Material Natural Assets	\$980
Green Web Action/Strategy	\$23,136
	\$654,307
Community Capacity & Commitment	
Awareness Campaigns	\$12,333
Community Education	\$31,177
Community Support	\$13,401
Landcare and Bushcare	\$75,110
Environment and Sustainability Committee support	\$23,734
Environment Levy Awareness	\$4,306
Rural Partner Program	\$10,454
Urban Sustainability Partner Program	\$73,459
	\$243,974
Program Coordination	
Environment Levy Program Coordination	\$129,165
Grant Applications	\$25,004
	\$154,169
Environmental Systems	
Data Collection Biodiversity	\$4,226
Water Quality Equipment	\$1,899
	\$6,125
River Health and Wetlands	
Riparian Management Plans Delivery	\$75,278
	\$75,278
Sustainable Living	
Community Sustainability	\$51,670
	\$51,670
Corporate Support	\$69,867
Expenditure (2018/19)	\$1,255,390

Stormwater Management Program

The following 2018/19 projects were funded from the Stormwater Management Services Charge:

Project	Expenditure
Upper Caalong Street Drainage Construction	\$292,968
Price Street Drainage Construction	\$202,453
Asset Inspection and Data Collection	\$109,087
Queen Street Drainage Construction	\$100,000
Stormwater Drainage Maintenance	\$87,800
Stormwater Minor Maintenance Works	\$54,889
Nattai Ponds Floodplain Risk Management Study	\$24,636
Whites Creek Floodplain Risk Study	\$17,039
Creek Cleaning	\$14,100
Total	\$902,972

Rates and Charges Written Off

The following amounts were written off by Council during 2018/19:

Amount of Rates and Charges written off during 2018/19	Amount
Postponed Rates under section 595(1) of the <i>Local Government Act 1993</i>	\$19,683
Pensioners under section 575 of the <i>Local Government Act 1993</i>	\$1,625,554
Water Determinations	\$49,286
Other	\$57,827
Total	\$1,752,350

Financial Assistance to Persons for Council Functions

Contributions made by Council under section 356 of the *Local Government Act 1993* in 2018/19 include:

Category	Donations / Contributions	Community Assistance Scheme	Rate Subsidies	Total
Arts & Culture	57,417	6,960	-	64,377
Charity Welfare	43,282	2,300	7,320	52,902
Community	382,431	78,597	68,134	529,163
Environment	20,200	-	-	20,200
Local Schools	1,345	-	-	1,345
Sporting & Recreation	63,185	14,230	-	77,415
Total	567,860	102,087	75,454	745,401



Community Assistance Scheme presentation

Legal proceedings

Summary of the amount incurred by Council in relation to legal proceedings 2018/19:

Legal Matter	Amounts, costs and expenses paid or received		Summary of the state of Progress	Result
	Paid	Received		
Fenwick v Woodside Properties	\$15,928	-	Finalised	Judicial review was successful (except for a costs application yet to be determined)
Centennial Winery	\$18,302	-	Finalised	Judicial review was dismissed
Moss Vale Projects	\$177,560	-	Finalised	Appeal was withdrawn by the Applicant
RG Capital	\$11,349	-	Finalised	The appeal was resolved at a conciliation conference and conditional development consent was granted by the Court
Blackbrook Nominees	\$278	-	Finalised	Appeal was withdrawn by the Applicant
Tujilo	\$70,239	-	Finalised	Appeal was withdrawn by the Applicant
Turland	\$155,301	-	Finalised	Appeal was upheld and conditional development consent was granted by the Court
Malcom Holdings	\$11,818	\$3,000	Finalised	The appeal was resolved at a conciliation conference and conditional development consent was granted by the Court
Delux Projects	\$15,406	\$8,200	Finalised	The appeal was resolved at a conciliation conference and conditional development consent was granted by the Court
Baron Corp	\$118,251	-	Finalised	All appeals to the Court were dismissed (Council was successful)

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Legal Matter	Amounts, costs and expenses paid or received		Summary of the state of Progress	Result
	Paid	Received		
Reid	\$44,310	\$20,000	Finalised	The appeal was resolved at a conciliation conference and conditional development consent was granted by the Court
Uri T Design	\$77,138	-	Finalised	Judicial review (made by Council) was successful
Michael Brown Planning	\$191,121	\$32,627	Ongoing	The administrative appeal to the Court was dismissed (Council was successful)
Morgan	\$23,360	-	Finalised	The appeal was resolved at a conciliation conference and conditional development consent was granted by the Court
Gary Walker Architect	\$10,351	-	Finalised	Appeal was withdrawn by the Applicant
Maly	\$2,040	-	Finalised	Appeal was withdrawn by the Applicant
Leighton-Daly	\$17,641	-	Finalised	The appeal was resolved at a conciliation conference and conditional development consent was granted by the Court
Boyce	\$28,168	-	In progress	N/A
Strathleigh Investments	\$43,609	-	In progress	N/A
Sitecat	\$1,417	-	Finalised	Appeal was withdrawn by the Applicant
ERF Hospice	\$9,689	-	In progress	N/A
Lend Lease Retirement Living	\$8,308	-	In progress	N/A
Reulie Land Co	\$18,900	-	In progress	N/A
Morris	\$9,506	-	In progress	N/A
Sett Homes	\$4,923	-	In progress	N/A

Disability Inclusion Action Plan

Implementation of Council's Disability Inclusion Action Plan 2017-2021 is continuing across all areas of Council. The Action Plan has now reached the midway point with some actions completed and others ongoing or to be commenced over the next two years.

Ongoing work to improve access and inclusion at Council's community facilities and open spaces has continued with access upgrades to public toilets commencing at Leighton Gardens, Winifred West Park and Burrawang Oval.

The public libraries have an ongoing process to meet the needs of people living with a disability and are continually introducing resources and support to provide an increasing level of access and inclusion for the whole community.

The Moss Vale War Memorial Aquatic Centre provides accessible and inclusive swimming pool services, as demonstrated by the following examples:

- The Centre has four National Disability Insurance Scheme self-funded service agreements in place
- Swimming lessons are held during school terms with the Moss Vale High School Special Education Department
- The Southern Highlands Rainbow Club provides swimming lessons every Saturday afternoon for children with special needs.

Public Interest Disclosures (PID)

Council has adopted a Public Interest Disclosures Policy which is available on the Council website at www.wsc.nsw.gov.au/policies. This document is also available to staff through Council's Intranet.

During 2018/2019, Council received 0 public interest disclosures.

Privacy and Personal Information Protection Act 1998

Section 33 of the *Privacy and Personal Information Protection Act 1998* requires Council to have a Privacy Management Plan. Council's Privacy Management Plan, available at www.wsc.nsw.gov.au/access-to-information-held-by-council/privacy-guidelines, incorporates a commitment by Council to include a statement concerning privacy in its Annual Report.

Council continues to collect personal information for lawful purposes as part of its proper functions under the *Local Government Act 1993* and other relevant legislation. This includes, for example, personal information concerning rates records and development applications. People have the right to access their personal information which is held by Council, and to request that the personal information be appropriately amended. Council's Privacy Management Plan provides more detail about the collection, use and disclosure of personal information by Council.

Mayor and Councillor Expenses 2018/19

Details of the total cost for the payment of expenses and provision of facilities to Councillors to attend their civic duties are itemised below.

In accordance with section 252 of the *Local Government Act 1993*, Council will pay expenses incurred or to be incurred, and provide facilities for the Mayor, Deputy Mayor and Councillors to enable them to discharge their functions of civic office.

The total cost in 2018/19 was \$249,299. This consists of:

Details	Cost
Accommodation	\$3,182
Conferences and Seminars	\$7,462
Office Equipment/Maintenance	\$1,021
Councillor Training & Development	-
Printing and Stationery	\$738
Telecommunications	\$6,025
Travel	\$7,888
Other Expenses	\$1,703
Councillor/Mayoral Fees	\$221,280

There were no interstate* or overseas trips required by Councillors. There were no expenses payable in accordance with the guidelines accumulated by any spouse, partner, or other person who accompanied a Councillor. There were no expenses accumulated for the provisions of care for a child or immediate family member of a Councillor.

* For the purposes of this report, 'interstate' travel does not include travel to the Australian Capital Territory.

External Bodies Exercising Power

No external bodies exercised functions delegated by Council during the financial year. Council did not hold any controlling interests in companies during the financial year.

Bodies Council Participated In

Council participated in the following bodies during 2018/19:

- Canberra Region Joint Organisation
- Illawarra Academy of Sport
- Illawarra Shoalhaven Joint Organisation (for its Regional Illegal Dumping program)
- Regional Development Australia Southern Inland
- Southern Phone
- Southern Tablelands Arts
- South West Sydney Primary Health Network
- Statewide Mutual.

Equal Employment Opportunity Management Plan

Council recognises the potential negative impact of harassment, bullying, victimisation and discrimination on all employees in the workplace. Council is dedicated to providing a workplace which is fair, safe, challenging and rewarding in all aspects of employment. Council has adopted the following activities in accordance with its Equal Employment Opportunity General Manager Practice Note and Procedure:

- Adhere to transparent, merit-based recruitment processes
- Take all reasonable steps to provide a workplace free from harassment, bullying, victimisation and discrimination
- Promote dignity and respect through training and awareness to all employees about the organisation’s commitment to the Code of Conduct and Statement of Ethics
- Provide a confidential grievance process where employees are comfortable and confident to make enquiries and complaints about harassment, bullying, victimisation and discrimination in the workplace.

Remuneration package for the General Manager and Senior Staff

The current structure of Council consists of two Divisions with three senior staff positions:

- General Manager
- Deputy General Manager (Operations, Finance and Risk)
- Deputy General Manager (Corporate, Strategy and Development Services).

Each senior staff member is employed under the Office of Local Government Standard Contract, which is performance based for a period of five years. The contract terms include salary, provision of motor vehicles and superannuation.

Position	Remuneration Package as at 30 June 2019
General Manager	\$320,106
Deputy General Manager(s)	\$530,313
Total	\$850,419

Notes:

The figures above reflect the total remuneration package as at 30 June 2019.

As contract anniversary dates fall due in September (GM) and December (DGM) actual remuneration paid during the period 1 July 2018 – 30 June 2019 is lower than the reported amount.

Environmental Upgrade Agreements Entered Into

Council did not enter into any environmental upgrade agreements under the *Local Government Act 1993* during 2018/19.

Companion Animal Management



Council has undertaken a strategic education program in a staged process to ensure companion animal owners register their animals. This is predominately through the system of giving notices requiring companion animals to be registered under the *Companion Animals Act 1998*. Council has found this is an effective way to ensure owners accept all responsibilities when owning a companion animal.

Council regularly advises customers to update the details of their companion animals as part of maintaining the Companion Animal Register.

The Shire has three off leash parks, one in each of the major townships of Bowral (Centennial Park), Mittagong (Edward Street Off Leash Park) and Moss Vale (Seymour Park). Each of these parks is fenced.

Council updates and maintains information with respect to the Wingecarribee Animal Shelter and advertises all aspects of the Animal Shelter through external social media sources such as Facebook.

Further details about the companion animals held by the Shelter during 2018/19 are included in the below table.

Animal Shelter Information	Cats	Dogs
Impounded (seized and stray)	238	222
Surrendered	32	53
Released to Owner	18	168
Sold	125	69
Transferred to rescue organisation	Nil	4

The Animal Shelter staff attend community events including pet shows, dogs day out and other companion animal days. School groups and adults with disabilities also attend the Shelter to pat and learn about the animals.

Council is looking at new and innovative ways to work towards zero euthanasia rates by promoting responsible pet ownership and changing the way public perceive Shelter animals.

The Wingecarribee Animal Shelter – Alternatives to Euthanasia Policy provides strategic direction for Council's compliance with the requirements under the *Companion Animals Act 1998* in relation to the euthanasia of companion animals. A summary of the animals euthanised during 2018/19 in accordance with legislation is provided in the table below.

Companion animals subject to Euthanasia	Cats	Dogs
Dangerous dogs	N/A	1
Illness/Injury	47	8
Unsuitable for rehoming	6	32
Unable to be rehomed	0	0
Feral/Infant Animal	73	0
Total subject to Euthanasia	126	41

Council officers have recorded all reported dog attack incidents in the Shire on the NSW Companion Animals Register. The table below provides a summary of the reported incidents.

Status	Incidents Recorded*	Attacking Dogs	Animal Victims	Human Victims
Reported (investigation not commenced as at 30 June 2019)	6	9	3	6
Finalised	32	49	25	16
Under Investigation	6	6	6	9
Total	44	64	34	31

* An incident may involve multiple attacking dogs and victims.

Council regularly educates members of the public on the benefits of de-sexing dogs and cats. All dogs and cats rehomed through the Animal Shelter are de-sexed at the time of release as standard policy. Council is looking to further expand its educative programs to specifically include education and awareness days relating to the benefits of de-sexing animals.

The amount of funding spent on companion animal management and activities in 2018/19 was \$669,536. No money was paid from the Companion Animals Fund for managing and controlling companion animals in the Shire during the year.

Swimming Pool Inspection Program

During 2018/19 the following inspections of private swimming pools were undertaken:

Inspections	Number
Tourist and visitor accommodation	5
Premises with more than two dwellings	1
Inspections that resulted in issuance of a certificate of compliance under section 22D of the <i>Swimming Pools Act 1992</i>	50
Inspections that resulted in issuance of a certificate of non-compliance under clause 21 of the <i>Swimming Pools Regulation 2018</i>	14



Status of Voluntary Planning Agreements

Particulars of compliance with, and effect of, planning agreements in force during the year under section 7.5(5) of the *Environmental Planning and Assessment Act 1979*.

Application Number	Description of Works	Address	Party to Voluntary Planning Agreement	Status	Agreement Date
Renwick VPA	Community Centre, external works	Renwick Drive, Renwick	Landcom	Active	11 September 2008
Douglas Road VPA	Infrastructure provision	Douglas Road, Moss Vale	Maloney Nominees Pty Ltd	Active	23 March 2010
Frensham Pool VPA	Intersection works and pool works	Range Road, Mittagong	Winifred West School	Active	7 December 2012
Nattai Ponds VPA	Dedicating land, Community facilities and road works	Isedale Road, Mittagong	Feldkirchen Pty Ltd	Active	11 April 2013
Retford Park VPA	Community park, ancillary works	Old South Road / Boardman Road	James Oswald Fairfax	Completed	18 August 2015

ANNEXURES

Council's Audited Financial Statements are available online at www.wsc.nsw.gov.au/annual-reports.

Produced by Wingecarribee Shire Council

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