



Bi-Annual Delivery Program 2017-21 Progress Report

1 July 2018 to 31 December 2018



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Introduction

This Bi-Annual Delivery Program Progress Report is for the period 1 July 2018 to 31 December 2018. It reports Wingecarribee Shire Council's progress towards achieving the 100 objectives of the Delivery Program 2017-21.

At the end of December 2018, 98 of the 100 objectives were 'on-track', two were classified as 'needs attention', none were 'on-hold', none were 'delayed' and none were considered 'critical'. Each objective has been assigned a traffic light to signify overall progress.

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

Integrated Planning and Reporting

Under Section 404(5) of the *Local Government Act 1993* and the NSW Integrated Planning and Reporting Framework, Council requires a report on progress towards achieving its Delivery Program every six months. The [Delivery Program 2017-21](#) outlines the activities Council will undertake to achieve the objectives established in the Community Strategic Plan within the resources available under the Resourcing Strategy. The diagram below provides an overview of Council's Integrated Planning and Reporting Framework.



Leadership

Wingecarribee 2031 outlines the following **Leadership** Community Goals

- 1.1 Our Council has the trust of the community and well informed decisions are made to ensure long term sustainability of our Shire
- 1.2 Council communicates and engages with the community in a diverse, open and inclusive way
- 1.3 Developing community leadership, strong networks and shared responsibility for the Shire promotes and enhances community capacity

The **Delivery Program 2017-21** includes 23 four-year actions to assist in the achievement of the **Leadership** strategies. The progress for these four-year actions for the July to December 2018 reporting period is outlined below.

DP001 Develop and implement an elected-member professional development program

Following the release of the Office of Local Government Council Circular 18-46 “New Councillor Induction and Professional Development Requirements” on 18 December 2018, Council has commenced implementation planning for development and delivery of professional development and induction training for Councillors following the 2020 local government elections.

DP002 Strengthen Council’s Integrated Planning and Reporting and Governance Frameworks

Council continues to deliver quality planning, reporting, policy and governance outcomes. Council is also committed to identifying and implementing best practice in its delivery of Integrated Planning and Reporting and Governance activities.

Council's policy register is regularly reviewed and maintained to ensure policies are current and relevant. Six policies have been approved by Council since July 2018, and a further six were placed on public exhibition following a review process. One new policy was placed on public exhibition following the identification of a gap in the policy framework.

Work continues on the review of Council's internal risk register and other key risk management related documents. During the reporting period, Executive staff attended a workshop on risk management within the organisation, and the Corporate Risk Group met to discuss the Risk Management Action Plan and the Risk Register.

Council continues to work with its internal auditor to deliver on the approved audit program for 2018/19. Two internal audits were undertaken in the period, in records management and development engineering. These audits reviewed the governance, risk management and internal controls in place in these areas of Council's operations.

Work continued on the fraud and corruption control framework, with the development of draft policy and procedure documents with respect to fraud and corruption control, gifts and benefits, and public interest disclosures. These policy documents were placed on public exhibition, and any comments received will be considered. It is expected the documents will be finalised early in 2019.

In addition, changes to Council meeting practices have been flagged, with the release of the Model Code of Meeting Practice for Councils by the Office of Local Government. Council will incorporate the mandatory provisions of the Model Code into its Code of Meeting Practice by the due date in June 2019.

Work has commenced on the annual review of Council's Delivery Program and the development of the Operational Plan and Budget for 2019/20. Reporting on the 2017/18 Operational Plan was completed with the Annual Report being published in November. Reporting for the current 2018/19 Operational Plan is ongoing, with the first Quarterly Report completed in November, and preparations for the second Quarterly Report and first bi-annual Delivery Program Report (to December 2018) underway.

DP003 Improve community understanding and awareness of Council decisions

Council continues to use a variety of communication channels to inform the community of Council decisions. Council staff continue their positive working relationships with local and regional media stakeholders to ensure Council activities and decisions are reported. Key statistics for the reporting period include:

- 77 media releases were distributed to a range of media, community service and first-responder organisations. These releases and alerts were also posted to Council's online digital Media Centre at media.wsc.nsw.gov.au.
- 132 Facebook posts were published over the reporting period. Council's Facebook had 5,704 'Likes' by 31 December 2018.
- Wingecaribbee Today (Council's quarterly newsletter) was distributed to approximately 27,040 properties across the Shire in September and December.
- Regular electronic newsletters are also issued to interested community members and groups from Council's Community Engagement, Environment, and Arts and Culture teams.

Further, notices of upcoming meetings of Council are placed in local newspapers, and Council and Finance Committee meeting agendas and minutes are published on Council's website in a timely manner.

DP004 Develop and maintain an engaged and safe workforce

Overall the management and implementation of work health and safety management systems is progressing in accordance with the adopted business plan. Internally, staff resources have been reviewed to free up staff to undertake the final preparation and consultation processes associated with the implementation of adopted procedures.

DP005 Manage Council's WHS risk management profile to ensure risks are mitigated

All insurances have been renewed for the 2018/19 year. The safety system "TAKE 5" has been fully implemented across Council to manage site specific hazards associated with Council works, and the Risk Management Action Plan process commenced in October 2018.

DP006 Develop and Maintain Council's Organisational Development Programs

The outcome of the 2017/18 performance appraisal process was undertaken with 100% of staff participating. Training needs identified in performance reviews have been included in the 2019 Training Calendar. Staff have been engaged in the development of online HR Recruitment and On-boarding learning modules. This is a transformational project with a go-live date of February 2019.

A Competency Framework has been adopted by Executive and will be progressively developed throughout the 2019 calendar year.

DP007 Implement actions from Council's Fit for The Future Improvement Program

Council's Fit for the Future Improvement Plan included 15 key strategies. Work on all strategies is underway.

The adopted Long Term Financial Plan outlines projections for Council achieving the benchmarks set by the state government.

DP008 Ensure Council's financial systems, procedures and practices are in line with industry best practice and compliant with applicable legislation.

The 2017/18 Financial Statements and Auditors Reports were presented to Council on 24 October 2018. Council's Auditor, the NSW Audit Office, issued an unqualified opinion on Council's accounts, stating that Council's financial records were fairly and appropriately presented. All other statutory financial reports were completed and submitted within required timeframes.

The September Quarterly Review of the 2018/19 Budget was presented to the Finance Committee on 21 November 2018. The projected budget surplus reported to the Finance Committee of \$150,000 was allocated to the Civic Centre Refurbishment Reserve.

Preparation of Council's budget for the 2019/20 financial year has commenced and will be prepared in accordance with agreed timeframes and presented to Council in accordance with legislation.

Council's investments have been managed in accordance with Council's adopted Investment Policy, ensuring sufficient cash is available to manage operational requirements. A Councillor Briefing session was held in September 2018 providing Councillors with an overview of the performance of Council's Investment portfolio since the adoption of its revised Policy in July 2017.

In August 2018, Council resolved to support the local farming community by granting a rate deferral period to farmland rated properties for the 2018/19 rating year. To date, Council has received 19 farmland rating hardship applications, resulting in total rates deferred of \$103,368.62 and interest waived of \$4,658.08.

DP009 Manage Council's Fleet to ensure to all plant and equipment is appropriately utilised, fit for purpose and cost effective

Council's annual plant and light vehicle replacement program was adopted in June 2018 as part of the 2018/19 Operational Plan and Budget. The total value of the replacement program (excluding revotes) is \$2.913 million. During the first half of the 2018/19 financial year, Council has assessed submitted tenders and placed orders for the following plant items: skid-steer loader (SRLX), roads street sweeper, eight tonne water tanker and a range of operational and passenger vehicles.

There have been no major breakdowns and/or incidents during this reporting period which have adversely affected operations.

DP010 Council's property activities and dealings are undertaken within the community's best interests and within legislative requirements

Council's property portfolio continues to be managed appropriately and in compliance with legislative requirements. The management of the property portfolio also includes the timely reporting to Council on property matters for formal approval. The administration and management of both leased and licensed Council premises is up to date including the provision by the lessees and licensees of valid certificates of currency of public liability insurance.

Council continues to work towards compliance with the *Crown Land Management Act 2016*, which was enacted in July 2018. At its meeting on 12 December 2018 Council adopted the initial categorisation of Crown Reserves as recommended by staff, which will now be submitted to the Minister for Lands and Forestry for approval. Once notified of the outcome of this process, Council will determine a priority schedule for the preparation of Plans of Management for Crown Reserves within the Shire.

With respect to Council's land disposal program, the Plan of Subdivision of the Beavan Place lot was registered on 29 November 2018, with the settlement of the sale of the newly created residential lot taking place on 20 December 2018. The five residential lots for sale at Anembo Street Moss Vale remain on the market for sale; following registration of the Plan of Subdivision (expected late December 2018) the marketing program will be revised in an effort to stimulate interest in the land.

DP011 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, 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 continue to see improvement in procurement practices.

During the first half of the 2018/19 financial year, training has been provided to all Council staff on the revised Procurement Guidelines. This training has been well received and will be further enhanced by additional training sessions rolled out over the next 12 months.

DP012 Develop and implement enhanced asset management practices

Current asset management practices are being reviewed and compared to international asset management best practice standards. The asset database is continually being refined, with updated on-site asset information being collected and uploaded to the database. An online asset scoping process has been introduced. Staff are continuing to ensure recorded asset information matches actual field asset condition, value and location.

Work is continuing on improving the accuracy in asset databases, to improve the quality of asset reporting and planning. Council's asset management software is currently being checked and updated to the latest version to ensure the system remains reliable and accurate.

DP013 Develop and implement Business Transformation Program

The first four Business Transformation Projects - *Asset Quality Control*, *Maintenance Work Management*, *Development Application Determination* and *Customer First Culture* have progressed through the planning and analysis stage. A progress update on the Business Transformation Project was delivered to the Councillors at the annual Strategic Planning Day held in December.

Action Plans for each of the priority areas are being finalised for endorsement by the Executive in early 2019.

DP014 Enhance customer interaction with Council

Enhancing customer interaction with Council is a key focus of Council's Business Transformation Program. During the reporting period an Action Plan was developed to improve processes, systems and response times. The Action Plan includes twenty recommendations which were identified through the review of Council's customer contact channels. Implementation of the Action Plan will commence in early 2019. Work has also commenced on upgrading the current Council website.

DP015 Deliver an Information and Communication Technology service that meets Council's business delivery requirements

Council continues to improve its information and communication technology platforms to assist in delivering better service to the community. This will be driven through greater access to real-time tools that will assist Council in addressing issues raised by the community in real time and will allow the community to be kept up to date throughout the process.

DP016 Deliver Corporate Systems that meet Council's business delivery requirements

Council continues to investigate and implement new processes to ensure a faster delivery of service to the community. Council continues to work with suppliers to upgrade applications, and ensure that licensing agreements are still offering the best value for money.

Potential e-service platforms are being investigated, to allow the community to securely engage with Council online.

DP017 Ensure council services are delivered efficiently and effectively



The service delivery review program is ongoing, enabling Council to identify service delivery improvements and continually work towards best practice.

The Southern Regional Livestock Exchange (SRLX) service delivery review has been undertaken, and a briefing with Councillors was held on 12 December 2018. It was agreed to proceed with consultation with the SRLX Committee and staff. A report to Council will be prepared in February/March 2019.

The Children's Services review is underway, with continued information gathering and analysis. A draft report is under development, on track for consideration by Executive in early 2019.

The Aquatic Services review is on hold while Council captures data on:

- Condition assessment on all equipment and assets
- Compliance review
- Funding required for maintenance (20 year)
- Capital replacement program (20 year)
- Energy efficiency opportunities.

Council also continues to implement new initiatives to improve development assessment timeframes. As at 27 November 2018, 259 active development applications were being assessed by Council staff which equated to an 11% decrease from 10 June 2018.

Of these 259 active applications:

- 149 or 57.5% of the total number were less than 40 days and remained under assessment which represented an increase of 9.1% from 10 June 2018.
- 14.7% were greater than 40 days but within 60 days and remained under assessment (decrease of 2.6%).
- 11.2% were undetermined and were greater than 60 days but within 100 days (decrease of 7.4%).
- 16.6% were undetermined and over 100 days (increase of 1%).

Council continues to progress a number of initiatives to further reduce development application determination times and maintain quality development outcomes. These include:

- Development of the Responsive Outcomes Unit - specifically targeted to provide responsive determination of residential dwelling house applications in defined urban release areas
- Strengthening the front end to ensure that only completed applications that provide a standard of information are accepted by Council
- Establishment of a clearance house arrangement to provide a preliminary assessment process prior to applications being allocated to an assessing officer
- Ensuring greater scrutiny over longer standing applications by seeking updates from staff and management providing direction on how applications are to be determined
- Revision of policy positions to aid responsive outcomes, including the Notification of Development Proposals Policy adopted in November 2018.

In 2019, Council will continue its efforts to reduce determination times surrounding multi dwelling housing, commercial and industrial development and subdivisions with a particular focus on employment generating development.

DP018 Identify opportunities for regional collaboration

Joint Organisations were formally enacted from 1 July 2018. Council is a member of the Canberra Region Joint Organisation. The General Manager attends the General Manager Advisory Committee meetings, the Mayor and General Manager attend the Board Meetings and staff from within the organisation attend the various professional forums such as the Planners Forum, Economic Development Forum and Infrastructure Forum.

DP019 Provide quality, timely and accessible information to the community

Council continues to provide quality, timely and accessible information to the community. News items continue to be proactively sought from throughout the organisation via a range of mediums. These items are promptly issued via a range of communication channels including media releases, quarterly publications of Wingecarribee Today, radio and television interviews, staff newsletters, Council's online digital Media Centre and via Council's Facebook and Twitter social media sites. These sites are continually monitored by staff, who promptly respond to questions from the community.

During the reporting period 77 media releases were issued and 132 social media posts were recorded. The September and December issues of Wingecarribee Today were also distributed across the Shire.

Finally, Council continues to actively manage public access to Council information, with 18 formal access applications finalised since the beginning of July 2018. One formal application remained open at the conclusion of the reporting period, and one internal review application was made, with the decision due early in 2019. In addition, a total of 322 applications for access to information were handled under either the mandatory proactive release or informal access provisions of the legislation.

DP020 Implement an effective Community Engagement Framework

With a significant increase in construction projects occurring as a result of the special rate variation, there has been a focus during this reporting period on ensuring local stakeholders are notified and kept informed about works which may impact on their daily activities.

Staff from across Council are utilising the Community Engagement Toolkit or seeking advice from relevant staff to develop community engagement plans which identify stakeholder involvement or notification requirements.

Consultation activities have included surveys, site meetings, a Youth Forum, targeted communication with stakeholders, and public exhibition of policies or plans. Of particular interest to the community have been the Neighbourhood Noise Policy, Pie Time evaluation survey and Station Street Upgrade.

DP021 Support Council committees and working groups

Council staff continue to administer advisory committees, community reference groups and sunset working groups in accordance with Council's Committee Manual 2016-2020, and to seek advice about this from relevant staff as required.

During the reporting period, a mid-Council term review of Council's committee governance framework was finalised, and Councillor representatives on advisory committees were determined for the remaining two years of the Council term.

DP022 Actively build capacity for community participation in leadership including mentoring and support



Council has been involved in introducing to the Shire the CareerHQ/JobGetter pilot program. The program provides the opportunity to enhance collaboration and leadership between and across many parts of the community (e.g. high school students and staff, parents, businesses, chambers of commerce, government agencies, recruitment agencies, volunteer organisations).

DP023 Develop partnerships and networking with community, government and business



Council staff continue working with community, government and business sectors to evaluate new opportunities and support existing initiatives.

In early 2019, a report will seek Council's approval to enter into a contract with Service NSW for the "Easy to do Business" program. The program provides the opportunity for participating Councils to implement programs that support small business, sharing resources and information and promoting the local business community.



People

Wingecarribee 2031 outlines the following **People** Community Goals

- 2.1 Our people have the opportunity for a happy and healthy lifestyle
- 2.2 We are an inclusive community which actively reduces barriers for participation in community life
- 2.3 Wingecarribee values and nurtures a diverse, creative and vibrant community

The **Delivery Program 2017-21** includes 19 four-year actions to assist in the achievement of the **People** strategies. The progress for these four-year actions for the July to December 2018 reporting period is outlined below.

DP024 Advocate for improved health services in the Shire



Council is a member of the South West Sydney Community Advisory Committee, and has met with the South West Sydney Primary Health Network to establish a Local Health Council in Wingecarribee. All these networks provide opportunities to advocate for improved health services in the local area.

DP025 Partner with community based organisations in provision of services



Council actively seeks to partner with services to provide events, workshops and deliver programs in the local community. The Dhungung (Food) Share is an example of a program that was developed from a need in the community and addressed by bringing a number of services together to provide a regular and effective program. Partners include Council, OzHarvest, Southern Highlands Homelessness Services, Red Cross, Community Link Wellbeing, Ability Links, New Horizons and Mission Australia. Aboriginal families and individuals are able to access healthy food options, share food ideas and connect in an informal way with local services.

DP026 Partner with State and community organisations to provide a broad range of health and wellness programs to target specific needs of the community



Council has implemented a range of programs under the '5 Ways to Wellbeing' framework. The framework focuses on feeling good and functioning well following the five strategies of: connect, be active, keep learning, be aware, and help others. The framework was incorporated into the annual Community Services Forum held as part of Mental Health Month and the biennial Youth Forum. Both these calendar events involved a range of partners focused on the health and wellbeing of the community.

In addition, Council has partnered with NSW Health and Better Health to deliver the Aboriginal Go4Fun healthy lifestyle program in term one of the 2019 school year. Planning is underway for this 10 week program, which invites Aboriginal children aged 7-13 and their parents or carers to engage in a fun, interactive nutrition program.

DP027 Provide access to sport, recreation and leisure services



During the reporting period, the following projects were completed:

- Rotaract Playground Upgrade project
- Tender documentation for toilet facility upgrades at premier parks - Leighton Gardens, Winifred West
- Tender documentation for toilet facility upgrades at Burrawang Oval
- Memorial Park Mittagong pathway upgrades
- Lake Alexandra playground soft fall installation
- Completion of central control irrigation system and implementation across sporting field network
- Installation of new park furniture (seats and tables) in Northern Villages
- Completion of concept plan for Memorial Park Mittagong
- Installation of cricket wicket covers at Bundanoon and Welby ovals
- Installation of new storage and equipment shed at Eridge Park
- Installation of new rugby league goal posts at Loseby Park, Bowral
- Provision of new storage container at Welby oval for the AFL club
- Installation of new picnic shelter at Lake Alexandra, Mittagong
- Heating system renewal at Bundanoon Soldiers Memorial Hall
- Roof safety system installation at Hill Top Community Centre
- Installation of air conditioning plant Bundanoon Memorial Hall
- Bowral pool building refurbishment
- Walking Bridge Box Vale Track.

The Moss Vale War Memorial Aquatic Centre has been operated and managed by contractor Bluefit during the reporting period. The contract represents excellent value for the community in both cost savings in the management of the facility and the exciting new programs on offer to members and visitors of the facility. Aquatic membership and visitor passes have consistently increased for the facility over this reporting period.

The 2018/19 swimming season commenced in October, with the opening of Bowral Swimming Centre, followed by the opening of Bundanoon Pool in November. Mittagong Pool is scheduled to open in early January 2019.

Council work teams have delivered scheduled maintenance to all open space, town and village facilities in line with operation service levels and strategies.

DP028 Partner with Police, business and community representatives to implement the Community Safety Plan



Community Safety Plan actions during this period have focused on anti-social behaviour and family violence strategies. Funding received through the Department of Justice will allow for issues of anti-social behaviour and vandalism recorded in Corbett Gardens, Bowral to be addressed during the next period.

White Ribbon Day events in November brought together Police, Council, community and business to raise awareness and funds. Community members including local primary and secondary students participated in a White Ribbon Day walk around Bradman Oval and several teams competed in the Expect Respect Golf Day held on the last weekend in November.



DP029 Partner with agencies to ensure emergency management processes and procedures are in place



All agencies that make up the Wingecarribee Local Emergency Management Committee have worked diligently towards a coordinated effort to update existing plans for the Shire's emergency preparedness. Further exercises to test revisions and proficiencies are planned for later in 2019.

Council has received a grant through the Community Resilience Innovation Program to develop workshop guides for engaging with seniors to help them build their individual resilience to extreme weather. Following completion of the project in late 2019, the guides will be made available for use by other councils, emergency agencies and community service organisations.

DP030 Implement public health and safety regulatory programs



Council has continued to implement public health and safety regulatory programs throughout the reporting period, conducting in excess of 160 inspections of food premises throughout the Shire and continuing to educate the community on food safety awareness including the Food Authority's 'Scores on Doors' program. Proactive food safety promotional material has been circulated to all registered food premises throughout the Southern Highlands to aid efforts in increasing public awareness.

Council has continued to prioritise the management and control of asset protection zones to ensure that assets and lives are appropriately protected from the threat of bushfires. It is expected that these works will be completed within the next reporting period in February 2019. Council has partnered with the Rural Fire Service to provide proactive management of high risk areas including controlled burns. Information on risks associated with bushfires and associated management and protection techniques is provided in Council's customer service centre and on its corporate website.

DP031 Assess the changing profile of the Shire and prioritise services accordingly



Council provides information relating to our community profile to community groups, Government bodies and community members. Information relating to the 2016 Australian Census is available via Council's website.

DP032 Provide children services to support family life



Council continues to support families across the Shire with the Family Day Care Program and the Out of School Hours Service based at Mittagong Public School.

The Family Day Care Service received a final rating from the Department of Education and Communities of "Meeting the National Quality Standards". The report from the Department indicated that the service meets the National Standards and, in two of the seven areas assessed, received an "Exceeding" rating (for Governance and Leadership, and Partnerships with Family and Community).

The Children's Service Review is currently under way, and more information is provided at DP017. After the review, a comprehensive business and marketing strategy will be developed using allocated funds from the Community Child Care Fund, granted in July 2018.

DP033 Support agencies to implement community programs and initiatives



Wingecarribee Community Assistance Scheme applicants received notification at the beginning of the financial year of the outcome of their funding requests, which has enabled a range of local initiatives and infrastructure projects to commence with the financial support of Council. Certificates were presented to recipients at a ceremony held during Local Government Week in August.

Work has commenced on the delivery of a Grants Writing Workshop, to assist community members in applying for grants through the Community Assistance Scheme.

DP034 Provide companion animal services



Council has continued to provide companion animal services to the residents of the Shire in the form of the successful operation of the animal shelter and the provision of ranger services.

The animal shelter receives excellent community support for its work, reflecting the dedication of shelter staff to providing a high quality of care to the lost, stray and unwanted animals of the Shire. Council staff continue to work alongside volunteer group Friends of Wingecarribee Animal Shelter on fundraising and community engagement.

Council continues to respond to community concerns about dogs off leash by increasing ranger patrols of hotspot areas. Council also investigates dog attacks and issues fines and control orders where appropriate.

DP035 Support initiatives which enhance opportunities for learning and skill development



Council provides a range of supports to increase the learning and skill development of community and local service providers. Support is provided by facilitating access to venues and speakers for regular and one-off network meetings. Council has provided the arts community with a demonstration workshop on how to use the online directory WEAVE, specifically designed for artists to promote, connect and communicate. Planning is also underway for the delivery of a Grants Writing Workshop (described at DP033 above), and Aboriginal Cultural Awareness Training in 2019.

DP036 Provide a range of services and programs through Council Library service



The number of loans remains constant over the reporting period when compared to previous reports, although the type of material and format continues to evolve to accommodate an increasingly online environment.

Visitation is slightly down over the reporting period. Interlibrary loans continue to fall, indicating the current collection meets community needs, although staff continue to review the collection.

There has been a large increase in the e-Library space with the demand for these services increasing by over 50 percent during the reporting period. This will continue to be monitored by Council, and work on expanding the range of offerings will commence should demand continue to rise.

Council has been successful in applying for a Green Heritage Grant for the upgrade of lighting and installation of air conditioning at the Mittagong Library.

DP037 Implement sector plans that address key barriers to participation in community life



The Biennial Youth Forum held on 1 November 2018 brought together 110 young people from across the Shire to review the Youth Strategy, identify concerns, and develop strategies to increase participation in community life. The Forum focused on Education and Employment, Recreation and Leisure, Health and Wellbeing and Participation and Engagement.

DP038 Develop and implement initiatives that support new residents participating in community life



Council administers the FunFinder App which provides information on local child, youth and family activities. Council also provides the Seniors Directory, providing a vital resource to residents and the services working in this area. In addition, Council is exploring ways to provide new residents to the area with a comprehensive resource that provides relevant information about the Shire.

DP039 Support intergenerational programs and projects



Grandparents Day was held in October, and brought older and younger members of our community together to celebrate the valuable contribution that grandparents and older people make to our community.

DP040 Support and co-ordinate a diverse range of community festivals and celebrations



NAIDOC Week, Grandparents Day, Arts Festival and Art Trail, and International Day of People with Disability were some of the community events that Council coordinated during this period.

DP041 Promote and deliver initiatives which enhance community understanding of Aboriginal cultural heritage



Council actively participates in the Wingecarribee Aboriginal Network and initiates programs which support the Aboriginal community and enhance understanding of Aboriginal cultural heritage.

NAIDOC Week held in July is an important event, and in 2018 it celebrated women with the theme "Because of Her We Can". The week included readings from local indigenous students who had participated in the Poetry First Language project, a mini Expo which provided opportunity for community to connect to local services, a "Finding Food in the Forest" excursion at Fitzroy Falls and a Foyer Gallery display of significant indigenous women.

DP042 Facilitate the promotion of community arts, emerging artists and cultural awareness and activities



There were a number of significant arts and culture announcements and events during the reporting period, including:

- The Arts Festival, which includes the annual Art Trail over two weekends in November, and provides opportunities for emerging artists and cultural activities to be experienced and enjoyed by all ages.

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- A new online platform for local artists to promote themselves and connect with others has commenced.
 - Funding for a Regional Art Gallery was announced by the State Government to redevelop the Old Dairy at Retford Park as a Regional Gallery, with a commitment from Council towards operational costs.


Places

Wingecarribee 2031 outlines the following **Places** Community Goals

- 3.1 We have an integrated and efficient network of public transport and shared pathways
- 3.2 Wingecarribee has maintained a distinct character and separation of towns and villages
- 3.3 Our built environment creates vibrant and inviting public spaces
- 3.4 We have safe, maintained and effective assets and infrastructure

The **Delivery Program 2017-21** includes 23 four-year actions to assist in the achievement of the **Places** strategies. The progress for these four-year actions for the July to December 2018 reporting period is outlined below.

DP043 Undertake advocacy activities to further the development of an integrated public transport network



Council is liaising with key agencies including Roads and Maritime Services, Sydney Trains, the Infrastructure Working Group, and the National Heavy Vehicle Regulator, and utilising road network modelling and existing strategic documents to develop an Integrated Transport Strategy. The development of the Strategy will be completed during the third and fourth quarter of 2018/19.

DP044 Provide infrastructure linkages between public transport hubs



Council is undertaking transport and traffic surveys to develop more accurate transport utilisation rates and data. Together with strategic development information and community survey information, Council can plan for the required infrastructure linkages between public transport hubs. Currently, staff are improving various infrastructure surrounding train stations, bus bays and bus stops, bicycle and pedestrian routes, and new developments in the Shire.

Council staff work closely with other levels of government, including Roads and Maritime Services, Sydney Trains, Transport for NSW, Department of Primary Industries, the Environmental Protection Authority and Infrastructure NSW, to plan and provide necessary infrastructure for current and future needs.

Strategic plans will link to assets operational plans to ensure infrastructure is delivered.

DP045 Promote public transport options and linkages across the Shire



Council actively supports improvements and utilisation of available public transport options through the provision of infrastructure services near or around public transport hubs, promotion through transport safety programs and education programs, via the traffic committee, and through advertising and public awareness campaigns.

Council is actively pursuing opportunities during planning and infrastructure delivery phases to link transport networks including cycleways, pedestrian footpaths, roads, railway services, and bus and taxi services. Council works closely with other government departments to align to developing trends and advancements in transport technology and infrastructure.

Council promotes shared transport options to encourage improved efficiency and environmental outcomes.

Council continues to promote alternative and innovative transport options and linkages including electric vehicle infrastructure and vehicles, clean low energy options and improved information systems which improve safety and journey delay times.

DP046 Expand our network of footpaths and cycle ways to improve connectivity of the Shire



The Bicycle Strategy Stage 3 is being reviewed and this will inform improved connectivity for bicycle facilities throughout the Shire.

A number of footpath capital and renewal projects have been completed throughout the Shire and further projects are planned to ensure the footpath network is being improved and opportunities to expand and link the network are considered. Council is also undertaking programmed and reactive maintenance on its footpaths and cycleways networks.

Customer requests are now being actioned within 14 days to the effect that the request is inspected, made safe and where applicable maintenance programmed or a capital works request submitted for project scoping and prioritisation.

Council continues to apply for grant funding from Roads and Maritime Services for the review of Council's Pedestrian Access Mobility Plans.

DP047 Partner with agencies to advocate for improved transport services




Council is participating in national and regional transport forums which include group advocacy to key state and federal government ministers and departments for improved transport services to regional Council areas.

Council is awaiting an invitation to the 2019 Roads and Maritime Services Regional Forum to be held in Wollongong NSW. This forum offers the opportunity to network, be updated on local and regional transport information and to participate in regional initiatives. Input opportunities are offered during the forum to directly advocate for improved regional road services.

Council has partnered with the Institute of Public Works Engineering Australasia to advocate for improved transport services by lobbying key ministers and government departments. Staff attend the NSW Road Congress held in Parliament House Sydney and attend various Institute of Public Works Australasia transport forums and information sessions.

Council has developed and submitted a regional transport project list, together with comprehensive information, to the Canberra Region Joint Organisation Infrastructure Working Group. A submission from the Joint Organisation to the NSW Government was prepared which included Council's major regional transport priorities. The regional priorities and major transport projects were presented to Ministers within the NSW government for review. Council is currently awaiting feedback from this submission.

DP048 Provide a rigorous planning assessment framework which reflects State legislation and Council's adopted land use strategy to ensure appropriate development outcomes




Work continues on the implementation of the adopted Local Planning Strategy. Site specific Planning Proposals submitted to Council which were included in the Strategy Precinct Plans have now received Gateway Determination (Department of Planning and Environment endorsement) and staff are currently addressing the requirements and conditions of the Gateway. A number of Planning Proposals have been through the exhibition process and will be reported to Council for adoption in 2019.

Work also continues in addressing recommendations within the Local Planning Strategy regarding Rural Tourism, with a draft Rural Tourism Policy currently on public exhibition. It is expected that this policy will be completed within the next reporting period.

A Housing Strategy is being developed in accordance with the requirements of the Regional Plan.

All Planning Proposal submissions continue to be assessed in accordance with Departmental guidelines. Council's Planning Proposal template and guidelines have been reviewed and updated to ensure best practice continues.

DP049 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) commenced in the first quarter of the reporting period. Internal consultation has been completed and preliminary consultation with the development industry has commenced. A number of minor amendments are currently being progressed in advance of the comprehensive review to address recent Council resolutions and inconsistencies in the Plans.

Council staff have also been involved in working groups with the Department of Planning and Environment to prepare a State 'template DCP' which will inform the DCP review.

The timing of the DCP review may be impacted by the proposed 'template DCP' to be released by the Department of Planning during 2019.

DP050 Implement initiatives that promote and protect cultural heritage



Council assisted in the facilitation of a series of Heritage seminars in July to build awareness and education in relation to the Shire's heritage. Council staff have also worked on a heritage education package, which aims to raise awareness and provide advice and assistance to owners of heritage items, developers/consultants, the broader community, and Council assessment staff.

The 2018/19 heritage grants program was advertised until late July 2018 and six grant offers were made totalling \$23,500. It is expected that this will stimulate a total of \$198,673 in projects in the Shire.

Council is also working on a review of Schedule 5 of the Wingecarribee Local Environment Plan (WLEP), as well as considering a number of new heritage items to be incorporated into WLEP.

DP051 Implement a program of towns and village centre improvements



Information gathered through community consultation, Council's asset strategy, and asset investigations inform a program to improve town and village centres. Council also looks for grant opportunities to improve town and village centres and main streets. Council's Executive has also met with government representatives to discuss possible grant opportunities for enhancement and improvement to main streets within the Shire.

Council's Town Centre Master Plans are available on Council's website, allowing the public to view Council's endorsed Town Master Plans for Bowral, Mittagong and Moss Vale. Council has also developed a Street Tree Masterplan to guide tree planting and beautification works within our towns and villages. The Master Plans link to the Operational Plan and Project Plans to ensure compliant and consistent improvements are delivered for the community.

Tenders for consultants to develop the Bowral CBD Master Plan have been reviewed and a preferred consultant has been selected. They will be engaged early in 2019 to begin working with Council to develop a master plan for proposed works to the Bowral CBD.

Council is currently implementing a range of works to maintain existing CBD towns and village precincts to manage risks within budget limitations. The following works have been undertaken during the reporting period:

- Regular scheduled service level maintenance and cleansing activities across the central business districts including street washing Corbett Plaza and Bundanoon
- Amenities cleaned to scheduled service levels
- Graffiti cleaning in all town centres
- Installation of bins and dog litter bag dispenser at Burrawang.

Council also installed Christmas displays in town centres, carried out ongoing garden maintenance of roundabouts, street gardens, and undertook roadside landscaping including repairs to pavements in Corbett Plaza, Wingecarribee Street, and Merrigang Street, Bowral.

DP052 Deliver the Urban Street Tree Implementation Plan



Council has completed the following street tree plantings in line with the outcomes and objectives detailed in the Street Tree Implementation Plan and Street Tree Master Plan:

- Ongoing street tree planting of 42 trees across Mittagong, Moss Vale and Welby.
- Roadside planting of 90 plants at Wingello
- 100 street trees planted in Darraby Estate Moss Vale.
- Tree replacement in Lake Alexandra
- Tree replacement Welby hockey Fields - six Himalayan Cypress
- In street tree planting Station Street Mittagong - one Vase Tree.

DP053 Provide and maintain high quality community facilities across the Shire



Council is continuing to develop strategies and collect data for community and public facilities across the Shire. Information and data are fed into Council's Conquest Asset System which provides information for prioritisation and verification for services provided and the necessary work required to ensure ongoing quality service is provided for the community.

Council continues to manage community facilities in partnership with licensees and community groups and Volunteer training was undertaken over two sessions in November. The volunteer induction training also covered Council's Code of Conduct.

A Volunteer Thank You was held 10 December at Exeter Hall. The event was hosted by the Exeter Hall Management Committee and organised by Council to show appreciation to the volunteer 355 Management Committees.

Work on the Masterplan for the Bong Bong Common has advanced with a final draft being prepared to present to Councillors in February 2019, followed by a public exhibition period. In addition, Council implemented the minor capital works program for buildings. Building work included finalising design specifications for Leighton gardens amenities, Winifred West amenities, Burrawang Tennis Club House, Bundanoon Pool kiosk refurbishment and Welby Cricket and AFL club house. Council also installed air conditioning in the plant room at Bundanoon Memorial Hall.

DP054 Undertake the redevelopment of Bowral Memorial Hall



Design development for the project is continuing. It is anticipated that the design will be completed in the first quarter of 2019.

DP055 Effectively plan for and deliver on the diverse needs of people with a disability



Council addresses the needs of people with disability in a number of ways. The International Day of People with Disability in December brings together a range of services to provide a fun day of activities and entertainment and also provide information to community to raise awareness and address concerns.

Council also facilitates the Access Reference Group and has continued to implement strategies identified in the Disability Inclusion Action Plan.

DP056 Ensure planning controls allow for diversity of housing choice



Council is currently working on detailed character and design controls to ensure that medium density development is appropriately located and is reflective of community expectations. Council has recently commenced preparation of a new Housing Strategy that will plan for the future housing needs of the Shire, including increasing the mix of densities and housing types in appropriate locations.

DP057 Partner with agencies to plan and deliver a program of road upgrades, renewals and maintenance



Council is undertaking programmed and reactive maintenance on its road networks.

Council is partnering with the Roads and Maritime Services, other state Government authorities and community groups and is actively involved in the Canberra Region Joint Organisation and Infrastructure Working Group to ensure delivery of road upgrades, renewals and maintenance.

Grant funding opportunities are actively sought, to provide improved service delivery for the community.

Customer requests are now being actioned within 14 days to the effect that the request is inspected, made safe and where applicable maintenance programmed or a capital works request submitted for project scoping and prioritisation.

Works undertaken include:

- Shire wide preparation works for the Road Resealing Program
- Bowral (Cycle) Classic road surface preparation
- Gravel roads regrading in Bundanoon, Exeter, Weraï, Sutton Forrest, Belanglo, Medway and Berrima

In addition, grading has commenced in Mittagong.

Ongoing design work conducted in-house and through consultancy services continues to deliver improved road quality and consistency throughout the Shire. Council is also working with agencies to develop and implement road safety initiatives in conjunction with Roads and Maritime Services, including programs for Aboriginal elders, new drivers, bike users and motorcycle riders.

DP058 Implement a long term solution for the use and disposal of roadside spoil



Works on the following projects are underway:

- Drapers Road Reuse Management Depot: A concept plan has been completed. A pre-development application lodgement meeting was requested in mid-November.
- Berrima Road Reuse Management Depot: On 16 September 2018 Council was advised that an aboriginal land claim over site had been granted. This land is now transferred to Illawarra Local Aboriginal Land Council (ILALC). Council is investigating discussions with ILALC to use the land as a depot.
- Hilltop Coates Road Quarry Restoration: Amended restoration plans have been submitted to the Crown Lands Department for approval. New legislation will complicate the approval process.
- Temporary Stockpile Sites for Construction Materials (Non reuse): Management Plans for 11 sites have been completed.
- Glenquarry Sheepwash Road Safety Improvement Project: A vehicle runoff embankment plan is almost completed. Other similar safety improvement projects are being investigated.
- Moss Vale Anembo Park Regrading and Beautification: The plan is nearly completed. Suitably classified roadside material can be reused during regrading and landscaping.

DP059 Review and implement Water Master Plan



Council is currently finalising the Integrated Water Cycle Management Strategy (IWCMS). In July, Council presented a draft IWCMS to the Department of Industry Water, and a final IWCMS was forward to the Department in September, for their information and feedback.

DP060 Review and implement Sewage Treatment Plant Upgrade Strategy



Council has carried out investigations and developed a long term Sewerage Treatment Upgrade Strategy that links to plans to upgrade Moss Vale and Bowral Sewage Treatment Plants (STPs). The strategy has initiated concept design work which is nearing completion for the Moss Vale and Bowral STP upgrades. Council's strategy also includes innovation through automation, energy efficiency, improved reliability, service delivery and integration between the STPs and the distribution network.

Concepts will be reviewed early in 2019 and approved by the relevant State Government authorities prior to Council lodging an application for funding with the State Government for the detailed design of the plants. Council will be engaging a design consultant for the detailed design of the plants in 2019.

Council continues to address network risk, improved service delivery and lowering whole-of life costs and operational costs. Council is also planning and delivering an entirely new Wide Area Network telecommunications system which will provide enhanced speed, real time data and allow automation to be implemented at a level never before possible, for critical water and sewer infrastructure.

DP061 Improve stormwater management across the Shire



Council regularly reviews and implements floodplain management strategies, which guide and inform Council's floodplain management projects.

Council is delivering two floodplain management projects this financial year:

- 1) Review of Whites Creek Floodplain Risk Management Study and Plan (40% complete) - Flood study has been completed and the damage assessment commenced;
- 2) Nattai Ponds Floodplain Risk Management Study and Plan (50% complete) - Risk management options assessment was completed.

Strategies also drive Council's stormwater management plans, including the stormwater drainage works undertaken in accordance with the capital works program. Projects completed include the Mittagong Lyell Street Drainage Upgrade, and the Bundanoon Penrose Road Culvert Renewal.

Staff are currently implementing a forward design stormwater drainage program. Stormwater designs currently being completed include Robertson Vandenberg Road Drainage Improvements.

Stormwater designs are in progress for:

- Queen Street, Bowral (Delivery 2018/19)
- Channel Improvements including Federal Approval of Environmental Impact, Renwick (Delivery 2018/19)
- Price Street, Bowral (Delivery 2018/19)
- Ferguson Crescent, Mittagong (Delivery 2019/20)
- Glebe Street, Bowral (Delivery 2019/20)

Council is undertaking programmed and reactive maintenance on stormwater drainage networks. Customer requests are now being actioned within 14 days to the effect that the request is inspected, made safe and where applicable maintenance programmed or a capital works request submitted for project scoping and prioritisation.



DP062 Undertake drinking water quality management



Council continues to work in line with its commitments under the adopted Drinking Water Management System and the Australian Drinking Water Guidelines (ADWG) in close consultation with NSW Health.

There are a number of significant measures successfully attained during the reporting period including:

- The production of primary treated water for the community was 100% compliant with the ADWG.
- The delivery of distributed water through the reticulation network was 100% compliant with biological requirements.

Council has a number of initiatives planned to move towards a more proactive mode of operation in 2019 and facilitate increased planned maintenance and monitoring to further improve water quality to the community.

DP063 Ensure the integrity of water and sewer infrastructure



Council has continued with both planned and reactive maintenance of its water and sewer infrastructure. The review and modification of team structure, skill base and work practices is ongoing to optimise efficiency and maintain customer service standards.

Council staff continue to review and implement policies, including the implementation of updated Trade Waste, Drinking Water and Backflow Management policies, complementing increased action on managing water theft and illegal property water connections.

DP064 Ensure regulatory compliance of sewerage infrastructure



The Environment Protection Authority regulatory annual return for Robertson waste water treatment scheme was completed in September 2018. The Robertson scheme was performing well and was fully compliant. The other five sewerage treatment schemes' annual returns will be completed and submitted between March and May 2019.

The concept designs for the Bowral, Moss Vale and Mittagong (Braemar) sewerage treatment plants are at different stages of completion, varying from final to draft design stages. These upgrades are essential to ensure compliance with licence parameters, as these plants have reached their maximum capacity because of the population growth in the Shire. Council is in the process of submitting documentation for State grant funding for these essential upgrades.

Determining the origin of stormwater infiltration into sewer mains through smoke testing continued over the past six months. This monitoring program has proven to be successful, as it highlights any damaged assets or any illegal customer connections into Council's sewerage systems.

DP065 Facilitate and advocate for enhanced access to telecommunication networks



Improved telecommunications infrastructure across the Shire is a component of the draft Economic Development Strategy.

Environment

Wingecarribee 2031 outlines the following **Environment** Community Goals

- 4.1 Wingecarribee's distinct and diverse natural environment is protected and enhanced
- 4.2 Sustainable living practices are actively encouraged
- 4.3 Wingecarribee achieves continuous reduction in waste generation and disposal to landfill
- 4.4 Wingecarribee addresses, adapts, and builds resilience to climate change

The **Delivery Program 2017-21** includes 23 four-year actions to assist in the achievement of the **Environment** strategies. The progress for these four-year actions for the July to December 2018 reporting period is outlined below.

DP066 Manage public natural assets



Environmental management activities continue to be successfully implemented by the Environment Levy funded Bushcare program across 38 bushland sites.

The Wingecarribee Rivercare Group - Burradoo was formed and working bees commenced in September. Nine revegetation projects at Bowral Centennial Park, Moss Vale Cosgrove Park, Burrawang George Street Wetland, Robertson Caalong Creek, Mittagong Chinamans Creek, Bundanoon Governors Rd, Burradoo Wingecarribee River, Moss Vale Whites Creek, and Mittagong Three Creeks Project commenced during this period.

The Community Nursery continues to operate with volunteer support, with over 4,230 plants produced in the reporting period. The Southern Highlands Koala Conservation project continues. The NSW Government awarded \$450,000 over three years with its SOS Saving Our Species program. A key focus will be on private land conservation agreements, restoration of habitat, road kill hotspots, and support for carers.

The Southern Highlands Platypus Conservation Project and the Southern Highlands Glossy Black Cockatoo Conservation Project continue to be implemented. The Local Government NSW (LGNSW) Roadside Environmental Management Plan Project has commenced with grant funding of \$46,000 received from LGNSW. This project will be completed by March 2019.

DP067 Maintain and build high value environmental lands and corridors



The NSW Office of Environment and Heritage is continuing to develop the Green Web Corridors project. This uses the draft vegetation structural layer in conjunction with koala satellite tracking data and predictive distribution of koala habitat. The Green Web is anticipated to be completed in the second half of the 2018/19 financial year.

Council's Private Land Biodiversity Conservation Strategic Plan continues to be implemented. Council encourages and recruits conservation on private land through a three tiered program to support different types of landholders and conservation values. In total, 197 properties are registered with Council's Habitat For Wildlife program, and 121 properties are registered with the Land For Wildlife program.

DP068 Ensure the impacts of development on biodiversity are assessed, monitored and mitigated



Council continues to assess new developments in accordance with the relevant legislation. This includes assessing proposals against local and state planning instruments, development control plans and local standards/policies.

Council continues to take enforcement action where works are undertaken without development consent or where environmental impacts have not been considered and/or assessed. Council has recently identified a number of incidents where environmental harm has been caused as a result of destruction of endangered ecological communities (Southern Highlands Shale Woodlands) and has undertaken appropriate regulatory action to ensure that biodiversity is protected including court proceedings.

DP069 Build community partnerships and education programs to reduce pollution



Council continues to operate an investigation and enforcement program for pollution and illegal dumping matters. During this period a number of investigations have resulted in enforcement notices being issued for a number of matters.

During the reporting period, Council delivered school based education programs focused on water quality. Preparations have commenced for 2019 Household Chemical Clean Out event in May and Clean Up Australia Day in March.

Council has undertaken a proactive approach to educating local builders on site regarding their responsibilities for waste management and also sedimentation and erosion control. Whilst minor pollution incidents have been reported through migration of sediment material off construction sites, no major incidents have occurred in the reporting period. Council will continue to build partnerships with local community members to reduce pollution of the environment.

DP070 Reduce the impact from Council infrastructure and operations



Council undertakes Environmental Assessments of the potential impact from Council works, utilising Council's adopted procedure and assessment tool for this function. These tools have been reviewed to reflect changes in the relevant legislation and new biodiversity legislation. Controls to minimise and mitigate environmental impacts are identified through this process. In-house training has been delivered to key project management staff and further training is scheduled in February 2019.

The Local Government NSW Grant funded Roadside Vegetation Project has commenced. This project will see the development and implementation of environmental guidelines which will relate to works within Council's road reserves that affect roadside vegetation.

DP071 Develop and implement policies that support health, environment and sustainability outcomes within Council and across the Shire



Council aims to ensure up to date environment and sustainability policies are adequate and appropriate to address our community's needs and emerging issues.

During this reporting period the following policies were updated:

Noise Policy – this was approved by Council on 14 November 2018 after a period of public consultation. The supporting Neighbourhood Noise Procedure and supporting materials has been approved by stakeholders and Executive and is now in place for use within Council.

Backyard Burning Of Vegetation Policy – Council's Backyard Burning of Vegetation Policy and mapping tool were updated to reflect new requirements for fire permits in areas under the authority of Fire and Rescue NSW. This policy work and mapping app won the 2018 Local Government NSW Excellence in the Environment Award for Communication, Education and Empowerment (Division B).

Pesticide Notification Plan – the Pesticide Notification Plan was adopted by Council and gazetted during the reporting period. The updated plan is now available for use within Council.

DP072 Implement planning controls that protect the Shire's natural resources



Council's Local Environment Plan and Development Control Plan are regularly monitored and reviewed to ensure that the planning framework is consistent with community expectations in relation to protecting the Shire's natural resources. Staff are currently reviewing Council's storm water development controls and engineering specifications to ensure that future development does not impact on water quality within the Shire.

All Planning Proposals received by Council which are included in the Local Planning Strategy have recently received a Gateway Determination and staff are currently working through the Gateway requirements. A number of planning proposals have been formally exhibited in accordance with the Gateway requirements and will be reported back to Council for finalisation in the near future.

DP073 Advocate to State and Federal government to ensure planning controls, plans and proposals reflect community priorities



Staff continue to stay up to date with proposed legislative changes to ensure planning controls reflect community priorities and advocate to the NSW Government on behalf of the Wingecarribee community. Recent submissions have been provided to the NSW Government on the review of retail planning, the Medium Density Housing Code and the Regional Urban Design Guidelines. As a result of Council's submission, the Medium Density Housing Code had been deferred in the Wingecarribee Shire for a period of 12 months. Council staff have also been involved in working groups with the Department of Planning on the template Development Control Plans and the proposed changes to short term rental accommodation.

Council continues to work with State and Federal Government stakeholders to advocate and respond to emerging issues that impact on the Shire's environment and sustainability. Council is currently working with the Office of Environment and Heritage on a number of key projects including detailed vegetation mapping and a number of Koala mapping and protection projects.

DP074 Develop partnerships with community and agencies to identify, update and maintain awareness of key natural resources



Council's website pages relating to environmental information are regularly reviewed and amendments made to ensure the currency and reliability of information.

Council maintains a number of Geographic Information Systems environmental datasets for development assessment, planning considerations and environmental assessments of Council projects. Processes are in place to ensure currency of this information.

Waterwatch Program monitoring activities were undertaken at Mittagong Creek, Whites Creek, Lake Alexandra, Medway Rivulet and Caalong Creek. The monitoring program is providing data on catchment health. The aim of monitoring is to collect data on the trends in water quality and stream condition, with results published on Council's website. Council also undertakes stream macroinvertebrate sampling. This monitoring program is providing data on catchment health, and results are also entered into the NSW Atlas of Living Australia.

A Native Bee Seminar and Bee Hotel workshop was held for Habitat for Wildlife and Land for Wildlife members and the general public during National Pollinator Week.

Further, two editions of the Wingecarribee Web e-newsletter were published and distributed to over 1,000 subscribers.

In addition, a number of Citizen Science tools have been developed and deployed via the Survey123 platform including:

- Platypus Spotter
- Glossy Black Cockatoo Hollow Bearing Tree recorder
- Wombat Mange Treatment Tracker
- Koala Spotter

Further tools are in development. Council also supported the Aussie Backyard Bird count in October.

DP075 Implement community awareness programs that promote sustainable living



During the reporting period, Council facilitated one "Demystifying Energy" workshop with the Office of Environment & Heritage. Those who attended were encouraged to bring their electricity bills for assessment and were provided impartial advice on the suitable size for solar installations based on their energy consumption.

Council was successful in receiving a grant for the Community Resilience Innovation Program through the Office of Emergency Management to develop a program focused on assisting senior citizens to deal with extreme weather events.

Development of the School Based Storm Water program continues. Council has supported several schools during the reporting period by providing storm water education sessions to students on site at local waterways. These sessions will be formalised into a package that can be offered to schools within the Shire.



DP076 Develop partnerships and networks to leverage off existing programs



The following actions were undertaken during the reporting period:

- Coordinating the delivery of a workshop for Seniors Week 2019 to be presented by the Water and Energy Ombudsman. This workshop will focus on explaining energy bills and interpreting energy costs.
 - Council staff attended the Council Youth Forum in late October to present a workshop focused on participation and engagement with environment and sustainability. From this workshop a number of youth expressed interest in forming an environmental youth network or joining an existing network such as CANWin
 - Council is collaborating with the Southern Highlands Botanic Gardens to hold an Earth Hour event in late March 2019. Planning is well underway for this event.
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DP077 Implement State Government regulations



Council has continued to assess and determine development applications within the reporting period. Council has considered 1023 Development Applications from 1 July to 31 December 2018.

Council has renewed its commitment to responsive assessment outcomes in residential housing through the establishment of a responsive outcomes unit which deals specifically with residential applications in new release areas. This initiative has seen a reduction in the average determination time of prescribed applications to 13 days in December 2018. This initiative delivers on state government policy to ensure that average determination times on housing approvals are reduced.

DP078 Advocate and educate for improved development outcomes



Council continues to work in partnership with the State Government and industry to achieve improved development outcomes. Recently, Council adopted the Notification of Development Proposals Policy following consultation with the industry and the community, which will provide greater certainty in terms of community participation in development decision making.

DP079 Support the establishment and expansion of businesses that produce goods locally



Council assisted in facilitating the Bowral Long Lunch event held in October 2018, with the objective of bringing together local growers and restaurants. Multiple government agencies made presentations. Service NSW and Regional Development Australia helped to fund the event.

DP080 Promote and encourage waste minimisation and recycling



Council continued to promote recycling and home composting to help reduce waste, including conducting workshops at primary schools and with community groups. Council has also signed up to the Get Grubby national waste education program to assist schools in working through topics such as waste avoidance, waste reuse and recycling opportunities.

Council participated in the Garage Sale Trail, and will continue to promote this event aimed at reducing waste going to landfill.

In addition, measures are in place to reduce landfill, including the conversion of inert waste into an alternative fuel source, which achieves an 85 percent diversion from landfill. This puts Council in the top recycling facilities in NSW.

DP081 Implement strategies to reduce illegal dumping

Council continues to implement both reactive and proactive initiatives to discourage illegal dumping including prosecutions where illegal activities are detected.

DP082 Manage the Resource Recovery Centre in accordance with Environmental Protection Authority licence and ensure efficient and cost effective operations

Council continues to maintain compliance in accordance with the Environmental Protection Authority (EPA) licensing requirements, while managing additional monitoring requests and recommendations from the EPA.

The efficiency and cost effectiveness of the operations of the Resource Recovery Centre are continually reviewed and improved processes and opportunities to improve the effectiveness of waste recovery and recycling, such as the recently installed cardboard baling machine have been implemented to enhance the overall operations and financial benefit to the community.

DP083 Develop and implement a Council Waste Strategy and Policy

A draft Waste Strategy and Policy have been developed, and will be presented to Council for consideration. The Strategy will be placed on public exhibition for community feedback following endorsement by Council.

DP084 Implement strategies to improve energy management

The following actions were taken to improve energy management:

- Council was successful in obtaining an Office of Environment and Heritage Green Heritage Grant to fund an upgrade of Mittagong Library to include energy efficient measures such as more efficient air conditioning, insulation, and lighting.
- In November, a 37.29 kW solar energy system was installed at the Robertson Sewer Treatment Plant. It is expected this solar installation will generate around 50,000 kWh of renewable energy per year.
- Proposal developed for Moss Vale Aquatic Centre to upgrade the lighting in the pool area. This project will be funded through the Revolving Energy Fund.
- Ongoing work has been undertaken to improve Council's management of utility billing, new utility connections, and investigating older connections that may no longer be required.
- Work has commenced on researching options for the next round of electricity contracts including investigating the option of a power purchase agreement to purchase renewable energy.
- Stage two of the LED street lighting upgrade is now complete. This project received an award at the Local Government NSW Excellence in the Environment Awards.

DP085 Undertake initiatives that increase awareness and encourage water, energy and waste reduction



The following activities occurred during the reporting period:

- Council helped promote the Bin Trim program via media articles and through the Southern Highlands Chamber of Commerce and Moss Vale Chamber of Commerce.
- Consultants have been engaged to commence the Community Resilience Innovation Program focused on developing mechanisms to engage with seniors to plan for extreme weather events.
- Council continues to liaise with Low Carbon Living Southern Highlands offering assistance where possible.
- Council has commenced planning for Seniors Week presentations on energy and extreme weather events.

DP086 Implement strategies to address the impacts of climate change



A formal review of Council's Climate Change Adaptation Plan has commenced. This will be completed and adopted in the second half of the 2018/19 period.

DP087 Improve resource and energy efficiency at Council facilities and monitor carbon emission



Annual greenhouse gas accounting for Council's operation in 2017/18 was completed and published on Council's website. There has been a slight decline in emissions, which can be attributed primarily to the street lighting upgrade project.

DP088 Encourage carbon reduction across the Shire



Two Council staff attended the Cities Power Partnership Summit (18-19 October 2018). The Summit was attended by over 160 delegates from councils, community energy groups and climate and industry experts from across Australia. Council was a finalist in the Summit's Energy Efficiency Award category for the LED Street lighting upgrade, and jointly won the Knowledge Sharing category along with the other members of the south east buddies group.

Council staff from the south east buddies group continue to meet regularly to share knowledge and ideas.



Economy

Wingecarribee 2031 outlines the following **Economy** Community Goals

- 5.1 Our Shire attracts people to work, live and visit
- 5.2 Sustainable business and industry work in harmony with local community and environment
- 5.3 We support the productive use of our agricultural land and promote our diverse and thriving local agriculture industry and its right to farm
- 5.4 Local business is supported through a connected community

The Delivery Program 2017-21 includes 12 four-year actions to assist in the achievement of the **Economy** strategies. The progress for these four-year actions for the July to December 2018 reporting period is outlined below.

DP089 Support regional activities and partnerships to broaden and promote the range business and industry investment



Council and the NSW Government worked together to produce the Wingecarribee Regional Economic Development Strategy 2018-2022. The Strategy is aimed at delivering infrastructure to the region which will enhance the liveability of the region, facilitate development of agriculture as a key strength and specialisation, and grow the visitor economy based on food, wine and events, grow education, health and aged care sectors, and strengthen the manufacture base.

DP090 Build on partnerships that increase and broaden local employment opportunities



Council continues to liaise with tertiary education institutions and local schools and the business sector to identify skill gaps in the local workforce.

Council is also working with State Government agencies and non-government agencies in providing data on local employment and business generation.

DP091 Ensure tourism development assessment is based on quadruple bottom line principles (i.e. considers environmental, economic, social and governance factors)



Council continues to assess tourism development applications considering the quadruple bottom line principles and utilising processes detailed under the relevant legislation to achieve this.

Council is also broadening its strategic policy positions through the revision of its Development Control Plans which will include tourism development controls. Council is currently exhibiting a Rural Tourism Policy which will ensure that future development is managed appropriately.

DP092 Promote the Southern Highlands a world class tourist destination



A proactive marketing program was undertaken in conjunction with industry partners, which generated record levels of exposure for the Southern Highlands and positioned and promoted it as a key regional tourism destination. The exposure was spearheaded by major events and festivals such as Pie Time, Tulip Time, Southern Highlands Food & Wine Festival, the Bowral Classic, Hillview Sculpture, and the Southern Highlands Arts Festival and Studio Art Trail. These leading promotional activities all contributed to the increased awareness of the region in key domestic and international markets along with witnessing record visitation and attendance at the associated events.

To further support the promotion of the Southern Highlands as a destination and the Southern Highlands Welcome Centre, TripAdvisor continues to provide a great content portal and showcases independent reviews for the region.

Council has worked closely with Destination NSW, Visit Canberra and Tourism Australia to promote the Southern Highlands via their marketing channels and resources. Numerous tours of the region for trade and media representatives were conducted to introduce the region. As a result, the region received great coverage by leading journalists, and potential for inclusion in trade programs for the future.

DP093 Develop and implement marketing and promotional activities to promote the Southern Highlands



Highlights of activities to promote the region include:

- Implementation of an innovative Theme Marketing Months Program for the region
- World Toilet Tourism Awards Launch
- Awarded gold at the Canberra Region Tourism Awards in November, with the Australian Tourism Awards to be held in Tasmania in February 2019
- Development and launch of the Southern Highlands Coffee Trail with over 100 local barista outlets
- Golf "Stay & Play" Pass extension for 2 years
- Preparation and printing of 40,000 Planners and 120,000 Maps for the 2019 year prior to Christmas

Tulip Time achieved record visitation of 49,000, with great participation by the local community, artists, schools and choirs.

The Southern Highlands was a finalist in a national campaign by WOTIF for the "Next Big Thing" promotion, for "The Big Tulip". This resulted in exposure for Mittagong and the Southern Highlands during the eight week promotion period.

Work was also undertaken on:

- Development and circulation of a Rural Tourism Policy
- Development of a new Destination Management Plan
- Development of new Products and Experiences - Heritage Trail, Coffee Trail, and Pinot & Pie Trail
- Development of new Corporate and Consumer Websites
- Initiation of a combined industry Christmas party
- A Proactive Visiting Journalists Program and associated media exposure
- The production and distribution of regular Monthly 'What's On in the Highlands' videos
- Active social media marketing activities with high reach and exposure



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- The operation of a successful Southern Highlands Welcome Centre, generating:
 - Membership increase 3%
 - Visitation increase 20%
 - Retail Sales increase 13%
 - Web-Site increase 131%
 - Accommodation Sales increase 28%
 - Facebook increase 34%
-

DP094 Explore options to progress Moss Vale Enterprise Zone



Recommendations in relation to the promotion of the Moss Vale Enterprise Corridor are to be included in the Economic Development Strategic Plan which will be finalised in the first half of 2019.

DP095 Support the establishment and expansion of clean industries



A survey of businesses in the region with regard to water, waste and energy costs was undertaken. The survey found that many businesses thought they were running clean businesses and were not or had not engaged with environmentally sustainable businesses.

DP096 Manage the operation of the Southern Region Livestock Exchange



The Southern Region Livestock Exchange (SRLX) continues to operate to the agreed service levels, noting the facility requires significant capital improvements to meet current operational standards.

Council was successful in receiving a \$5.2 million grant for the SRLX under the State Government's Growing Local Economies Grant Program, which will facilitate the completion of significant capital works that will bring the SRLX up to current industry standards for the management and sale of cattle. Project planning and consultation with stakeholders will be undertaken in early 2019, with the project works expected to commence in the second half of 2019.

DP097 Ensure development does not impact on viable primary production and food security



All Planning Proposals submitted to Council for consideration are assessed against strategic criteria which include the need to protect the agricultural value of rural land as required under relevant State Environmental Planning Policies and Ministerial Directions. Proposed amendments to relevant State Policies are being reviewed.

DP098 Facilitate programs and networks that support and strengthen business development



Council has provided ongoing support for Southern Region Business Enterprise Centre, and Regional Development Australia Southern Inland. Council has also supported Small Business Month being promoted by Service NSW. The CareerHQ/JobGetter pilot program has the potential to help employers secure a more relevant mix of skills, a key requirement for sustainable businesses.

DP099 Support initiatives that provide opportunities for business mentoring and connection



Council has supported the CareerHQ/JobGetter pilot program which can help businesses secure a more relevant mix of skills. The JobGetter platform design may be extended to include business mentors by the end of the trial in the third quarter of 2019.

DP100 Support regional economic development initiatives



The Bowral Long Lunch held in October brought together all of the main agencies involved in the economic development initiatives in the region for one targeted event. The Circular Economy and the Jobs Agenda 2018 events also extended the collaboration platform.

