



© Skyline Drones 2019

# Bi-Annual Delivery Program 2017-21 Progress Report

1 January 2019 to 30 June 2019



Civic Centre, Elizabeth St, Moss Vale, NSW 2577. PO Box 141, Moss Vale. t. (02) 4868 0888 f. (02) 4869 1203  
e. [mail@wsc.nsw.gov.au](mailto:mail@wsc.nsw.gov.au) ABN 49 546 344 354

[www.wsc.nsw.gov.au](http://www.wsc.nsw.gov.au)

Contents

Introduction ..... 3

Integrated Planning and Reporting..... 3

Leadership..... 4

People.....12

Places.....18






Environment ..... 25

Economy ..... 32

# Introduction

This draft Bi-Annual Delivery Program Progress Report is for the period 1 January 2019 to 30 June 2019. It reports Wingecarribee Shire Council's progress towards achieving the 100 objectives of the Delivery Program 2017-21.

At the end of June 2019, of the 100 objectives 97 were 'on-track', 3 were 'delayed', none were classified as 'needs attention', none were 'on-hold' 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 January to June 2019 reporting period is outlined below.

---

## DP01 Develop and implement an elected-member professional development program

---



The development of a councillor induction and professional development training program will be a key focus in 2019/2020 in preparation for the September 2020 Local Government Election.

---

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

---



Council continues to deliver quality Integrated Planning and Reporting and Governance activities.

At its meeting on 12 June 2019 Council adopted its Operational Plan and Budget 2019/20, following a public exhibition period from 29 April to 27 May 2019. A total of 74 submissions were received during the exhibition period. The adopted Operational Plan and Budget 2019/20 and an overview of the feedback received during public exhibition including subsequent changes is available at [www.wsc.nsw.gov.au/integrated-planning-reporting](http://www.wsc.nsw.gov.au/integrated-planning-reporting)

Council further developed its Fraud and Corruption Control Framework through the adoption of revised policies for Fraud and Corruption Control, Gifts and Benefits and Public Interest Disclosures at its meeting on 13 February 2019.

In December 2018, the Office of Local Government released the Model Code of Meeting Practice, Model Code of Conduct and Procedures for the Administration of the Code of Conduct. These documents were prescribed under the *Local Government (General) Regulation 2005*. All NSW councils were required to adopt new codes by 14 June 2019. As such following workshops with Councillors the draft documents were placed on public exhibition for 42 days commencing in April. Council adopted the final documents in June 2019.

Finally, Council continues to actively manage public access to Council information, with 21 formal access applications received during the reporting period and 17 finalised. All applications were completed within the statutory time frames. In addition, a total of 370 applications for access to information were handled under either the mandatory proactive release or informal access provisions of the legislation.

---

### DP03 Improve community understanding and awareness of Council decisions

---



Following the adoption of a new Code of Meeting Practice at its meeting on 12 June 2019, Council commenced webcasting on 26 June 2019. The webcasting of Council meeting increases the transparency of council decision making and allows access to meetings for those who may not be able to physically attend. The first webcast reached more than 4,460 people, with 1,007 engagements. There have been 60 comments, 34 reactions and 5 shares.

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

---

### DP04 Develop and maintain an engaged and safe workforce

---



Overall the management and implementation of work health and safety systems is progressing in accordance with the adopted business plan.

---

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

---



Considerable work has been undertaken to develop and improve site specific induction procedures and processes. A program of review of the safety related TAKE 5 application and usage has now commenced.

All WHS related incident reports are reviewed with the risk level being determined by the Responsible Manager. Where the risk level is assessed as significant or above a formal incident investigation is undertaken and an Investigation Report developed. Each Investigation Report identifies corrective actions to mitigate identified safety risks to ensure the incident does not reoccur. Insurances have been renewed for the 2019/20 financial year.

---

### DP06 Develop and Maintain Council's Organisational Development Programs

---



Training calendars were produced and posted to the Intranet for staff to identify future training opportunities. Council has introduced mental health and awareness training with a number of staff participating in the two day mental health first aid training. This training will extend into the following 2019/20 year.

---

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

---



Council's Fit for the Future Improvement Plan included fifteen key strategies. Work on all strategies has commenced, with a total of six complete. The remaining strategies are ongoing.

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

---

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

---



The 2019/20 Budget (Including four-year forward estimates) and Long Term Financial Plan were formally adopted by Council on the 12 June 2019. Notwithstanding a late adjustment to reflect an increase in Council's contribution towards emergency services across the Shire, Council continues to demonstrate its commitment to strong financial management by adopting a four-year balanced budget. Council's projected cash expenditure budget for the 2019/20 financial year is \$144 million.

During the course of the 2018/19 financial year Council considered variations to the budget on a quarterly basis in accordance with section 203 of the *Local Government (General) Regulation 2005*. All other statutory financial reports (including grant acquittals) were completed and submitted within required time frames.

Council's investments have been managed in accordance with Council's adopted Investment Policy, ensuring sufficient cash is available to manage operational requirements. The average rate of return on Council's investment portfolio for 2018/19 was 2.73%, compared to an average bank bill swap rate of 1.84%, an improved performance margin of 0.89%.

Council continues to recognise the drought conditions which are impacting farming communities across the Shire. In May 2019, Council approved a further extension to allow rural ratepayers conducting accredited farming activities (farmland rated properties) to defer rates and charges for the 2019/20 financial year.

Residents across the Shire continue to take advantage of receiving their rates and water notices digitally. At the end of the 2018/19 financial year there were approximately 1,800 customers using either BPAY View or Council's eBilling service.

Council continues to work closely with the NSW Audit Office, with the first audit for the 2018/19 financial year conducted in May 2019. Recommendations made by the NSW Audit Office continue to be implemented and progress is reported through the Audit Risk and Continuous Improvement Committee.

---

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

---



The 2018/19 Plant Replacement Program has been executed with the exception of a number of replacement items which have been ordered but will be delivered during the first quarter of the 2019/20 financial year. This includes the replacement of Council's street sweeper, garbage compactor and a number of operational trucks.

Council's workshop continues to comply with plant and vehicle maintenance regimes to ensure that plant and equipment is safe, reliable and available. There have been no major breakdowns in the past quarter that have adversely affected operations.

The implementation of the servicing and maintenance module within Council's fleet management system was completed in February 2019.



Council has developed a Plant Replacement Strategy (GM Practice Note) which was approved in March 2019.

Council also undertook a benchmarking review of its current fleet management practice of purchasing its passenger fleet. This review highlighted that this practice results in operational savings of approximately \$90,000 per annum.

---

## **DP10 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 accordance with legislative requirements. The management of the property portfolio also includes the timely reporting to Council on property matters for formal approval.

During the second half of the 2018/19 financial year, a number of proposed leases and other property matters have been considered by Council which have subsequently been referred to the Minister for Local Government. The outcome of these referrals will be reported to Council once a formal decision has been made by the Minister.


Council has recently amended its process for publicly advertising proposed leases and licences. These proposals are now managed through Council's community consultation website [www.yoursaywingecarribee.com.au](http://www.yoursaywingecarribee.com.au). Submissions can continue to be received through usual forms of correspondence (mail and email).

Council formally lodged its initial categorisation of Crown Land application with the Minister for Lands & Water (Crown Land) in March 2019. Once the outcome of that application is known, Council will commence the process of developing Plans of Management for Crown Land where it is appointed the Crown Land Reserve Manager.

The proposed sale of Frankland Street Mittagong has been the subject of a number of Council reports during the fourth quarter of the 2018/19 financial year. At its meeting 26 June 2019, Council resolved to proceed with the sale of proposed Lots 2 and 3 of 10 Frankland via open tender.

---

## **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.

Education and training continues to be a key focus for Council. Information sessions were held during the second half of the 2018/19 financial year in relation to Council's Procurement Policy and Guidelines. Eleven sessions were held with all staff involved in purchasing goods and services on behalf of Council attending. In addition to these information sessions, Council has developed and introduced a training program which covers procurement methods and systems.

Recent changes to the tendering threshold have been introduced through the *Local Government Amendments Bill 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

---



Council's current asset management practices are being reviewed and compared to international asset management best practice standards. The current asset management improvement plan will be updated following this review.

Council's asset data base is being updated, and accurate on-site asset information is continually being enhanced and improved. The introduction of an on-line asset scoping process has been completed. 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. The Conquest asset management software has been updated to the latest version to ensure the system is reliable and accurate.

---

## DP13 Develop and implement Business Transformation Program

---



Steady progress continues to be made in the four priority areas of:

1. Delivering a customer first culture
2. Development application determination times
3. Maintenance delivery management - Infrastructure Services and Water and Sewer
4. Assets quality control.

---

## DP14 Enhance customer interaction with Council

---



Enhancing customer interaction with Council is a key focus of Council's Business Transformation Program. During the reporting period, a procurement process was undertaken for the upgrade of the Contact Centre. The new Contact Centre will be launched in the first quarter of 2019/20.

---

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

---



Council has now completed its mail migration to Office 365, marking its first major step into cloud based technology.

Over the next three months Council will move its contact centre solution and phone system to cloud based platforms. This will enable mobility but will also see the Council improve its communication based disaster recovery plan, ensuring Council has a strong and reliable communication platform to service the community.



Council is improving the internet connectivity links into the organisation, which will provide great access to emerging technologies and improve the quality and speed for staff. This will make doing business online with Council more efficient for the community.

---

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

---



Council continues to investigate and implement new systems and process to improve the overall customer experience and delivery of services which Council supplies the community.

Council is currently in a procurement process looking for applications that will assist with the delivery of services to the community. The purpose of these systems is to enable the community to engage with Council through a number of new channels, whilst also offering improvements through the traditional methods. It will also enable the community to track the process of their engagements with Council, enabling greater transparency and an improved customer experience.

---

## **DP17 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 following reviews are currently underway:

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

---

## **DP18 Identify opportunities for regional collaboration**

---



Council was represented at all Canberra Regional Joint Organisation General Manager Advisory Committee and Joint Organisation Board Meetings, and staff within Council attended the various professional forums such as the Planners Forum, Economic Development Forum and Infrastructure Forum.

---

## **DP19 Provide quality, timely and accessible information to the community**

---



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:

- 61 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](http://media.wsc.nsw.gov.au).

- 122 Facebook posts were issued over the reporting period, while Council's Facebook page had 5,874 'Likes' by 30 June 2019.
- Wingecarribee Today (Council's quarterly newsletter) was distributed to approximately 27,250 properties across the Shire in March and June.
- Regular electronic newsletters were also issued to interested community members and groups from Council's Community Engagement, Environment and Arts and Culture teams

---

## DP20 Implement an effective Community Engagement Framework

---

With a significant increase in construction projects occurring as a result of the special rate variation (*Investing in Our Future*) and grants, 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, targeted communication with stakeholders and public exhibition of policies or plans. Of particular interest to the community have been the Berrima Marketplace Masterplan plus public exhibition of the Operational Plan 2019/20 including Budget, Revenue Policy and Fees and Charges.

A key achievement for this reporting period has been the finalisation and adoption of Council's Community Engagement Policy.

---

## DP21 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.

---

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

---

Council has become a partner of the Southern Inland Regional Development Australia CareerHQ/JobGetter pilot program along with Goulburn and Upper Lachlan Council. 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).

In addition Council has become a supporter for the establishment of the Southern Highlands Key Stakeholders Group aiming at identifying and building on key projects around jobs growth through Education and Training. The first meeting of the 12 sector group occurred in mid-June.

---

## DP23 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.

Council recently entered 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. It also provides a 'Concierge' service for businesses to cut through the red tape for retail start-ups.

Another recent major initiative is the establishment of the Southern Highlands Key Stakeholders Group made up of 12 key sectors with the goal to assist Council in the development of the Shire's six key Strategic pillars such as Agribusiness, Tourism & Hospitality, Tertiary Education & Skills, Health and Residential Care, Freight and Logistics plus Advanced Manufacturing.



# 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 January to June 2019 reporting period is outlined below.

---

## DP24 Advocate for improved health services in the Shire

---



Council continues to advocate for improved health services in the Shire through representation on the South West Sydney Primary Health Network and as a representative on the newly established Wingecarribee Local Health Council. Council has also been working alongside South West Sydney Local Health District to look at public health and healthy places initiatives.

---

## DP25 Partner with community based organisations in provision of services

---



The Dhungung (Food) Share program based at the Aboriginal Community Cultural Centre continues to develop and expand thanks to the positive partnerships and relationships with community that have been nurtured.

The Poetry in First Language project brought together Council, Red Room Poetry, National Parks and Wildlife Service and Department of Environment and Heritage to work with a selected number of First Nation local primary and high school students to increase the students' cultural awareness and connection to country.

During NSW Youth Week nine events were held with a range of partners including LifeLine, Highlands Youth Service, Sturt Gallery, Vinnies Youth Homelessness Service, ReFrame and Hill Top Community Centre.

---

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

---



Council partnered with NSW Health and Better Health to deliver the Aboriginal Go4Fun healthy lifestyle program in Term One 2019 at the Aboriginal Community Cultural Centre.

The 2019 Seniors Festival theme was *Love Your Life!*. A new event for this year was a Travel and Leisure Expo held in partnership with Helloworld Travel Bowral showcasing a range of travel and leisure opportunities for people aged over 60.

The NSW Women's Week event held in partnership with Highlands Community Centre was focused on the health and wellbeing of women. *Take a Breath and Celebrate You* provided women with a range of strategies and techniques to make themselves a priority.

During Youth Week Council partnered with Lifeline to deliver Suicide Prevention training for young people aimed at providing them with the skills to assist a friend or family member who may require their support.

---

## DP27 Provide access to sport, recreation and leisure services



This reporting period the following works in the areas of sport, recreation and leisure have been commenced or completed:

- Commencement of toilet facility upgrades at premier parks - Leighton Gardens, Winifred West
- Commencement of toilet facility upgrades at Burrawang Oval
- Lake Alexandra toilet upgrades completed
- Car park and driveway entrance to Hampton Park and Exeter Oval graded and levelled
- Installation of new park furniture (seats and tables) in Southern Villages and Hampton Park.

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

---

## DP28 Partner with Police, business and community representatives to implement the Community Safety Plan



The Wingecarribee Community Safety Committee met in February and May 2019 to continue to review and develop strategies raised in the Community Safety Plan.

---

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



Preparations are currently under way with Emergency Management Agencies for a multi-agency field exercise to test response to an aviation related event at the Mittagong airfield most likely in October 2019.

The Community Resilience Innovation Program project to develop a workshop guide for building in seniors resilience to extreme weather, has gone through the external testing in other Local Government Areas (LGA) in recent months with good results and feedback. The guide and collateral materials are currently being formatted for digital distribution and will be available later in the year for use by community groups, Emergency Services and other LGAs conducting resilience building programs.

---

## DP30 Implement public health and safety regulatory programs

---



Council has continued to implement public health and safety regulatory programs throughout the reporting period. Council has conducted in excess of 150 inspections relating to food premises throughout the Shire. Staff continue to educate the community on food safety awareness including the Food Authority's 'Scores on Doors' program. Proactive food safety promotional material was recently 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 life is appropriately protected from the threat of bushfires. 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 Council's website.

---

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

---



Council staff continue to participate in the interagency and networks to provide regular feedback opportunities on the issues and concerns that services are dealing with in our community. Services work together to develop strategies that are solution focussed and prioritise service delivery.

Council has been meeting with a range of other service providers to explore how outlying villages in the Shire can access community services. Wingecarribee Community Outreach Service is being developed to provide an outreach service to Penrose, Robertson and Hill Top. This addresses transport barriers for people and aims to reduce social isolation by making people more aware of the services that are available to the community. This project will commence in July 2019.

---

## DP32 Provide children services to support family life

---



Council continues to support families and show a commitment to the needs of the community working and raising children in our community across the Shire with the Family Day Care Program and the Out of School Hours Service based at Mittagong Public School. To ensure efficient and effective service delivery a review of this service is currently underway as a part of Council's Service Delivery Review Program. The review scope is to:

- Assess the impact of changes to funding model and impact of alternatives.
- Assess the capability for the service to meet the changes to market demand and competition
- Assess the current and future availability of Family Day Care Educators.
- Develop detailed recommendations for future service delivery.

The outcomes of the review will be reported to Council in late 2019.



---

## DP33 Support agencies to implement community programs and initiatives

---



The Wingecarribee Community Assistance Scheme and the Wingecarribee Club Grants funding programs were open during this period. Between the two, funding close to \$500,000 was requested from an available \$173,000 across the two programs.

The successful applications in the Community Assistance Scheme were adopted by Council in June 2019. Presentation to the successful applicants will be held on 31 July 2019 in Local Government Week 2019.

Two Grant Writing Training Workshops were held during this period. 88 people registered to attend.

---

## DP34 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 Council 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 organisations Friends of Wingecarribee Animal Shelter on fund raising 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.

As part of Council's commitment to minimal euthanasia of impounded animals, Council has introduced an alternatives to euthanasia policy and during a trial period from 2016-2019 was able to achieve rehoming rates in excess of 91.5% for dogs and 62.5% for cats.

---

## DP35 Support initiatives which enhance opportunities for learning and skill development

---



Council staff recently joined key business sector representatives from the region along with staff from TAFE and University of Wollongong to discuss issues and opportunities for both campuses. The newly formed Southern Highlands Key Stakeholders Group now has established an Education and Training Sector Group to develop initiatives around fulfilling demand for courses and skill shortage.

---

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

---



The number of library 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% this 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 completed stage 1 of the upgrade to Mittagong library with air conditioning added, as well as new lighting and improved seating for the community. Stage 2 is scheduled to commence in September with this section focusing on the replacement of the roof, this work will be completed within four to six weeks.

---

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

---



The Disability Inclusion Action Plan and the Positive Ageing Strategy seek to address key barriers to participation in community life. Access and inclusion is being progressively increased in our public libraries.

Training is planned for designated Council staff on accessible documents to enhance Council's provision of online information.

---

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

---



The FunFinder App continues to be administered through Council targeting events for children, young people and families.

---

### DP39 Support intergenerational programs and projects

---



Youth Week provided opportunities for young people to assist in coordinating, planning and implementing Youth Week events. Young people participated as members of existing Youth Reference Groups with locally based community organisations. This provides young people with valuable experience in event management.

---

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

---



Seniors Festival, Youth Week, National Reconciliation Week, Sorry Day and Women's Week were coordinated by Council in partnership with other organisations during this period, with approximately 3000 people in attendance across these events.

---

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

---



Council partnered with Ngaran Ngaran Culture Awareness to deliver Aboriginal Culture Awareness training to increase awareness of culture difference and to help ensure that working relationships are effective. The training provided a basic understanding of Aboriginal culture, community and history to assist in closing the gap between the Aboriginal community and non-Aboriginal society.

The Poetry in First Language Project worked in partnership with Council to promote traditional Gundungarra language and strengthen the connection to country for local indigenous students.

---

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

---



Planning for the 2019 Art Trail has commenced with over fifty potential studios submitting applications to be considered. Procedures for the Foyer Gallery have been updated and an additional exhibition space dedicated to early learning centres has been created within the Mayoral Cabinet.



# 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 January to June 2019 reporting period is outlined below.

---

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

---



Council has developed and submitted a regional transport project list, together with comprehensive information to the Joint Organisation Infrastructure Working Group in Canberra where a joint submission to NSW Government was prepared which included Wingecarribee Shire Council's major regional transport priorities. The regional priorities and major transport projects were presented to Ministers within the NSW government for review. The South East Tablelands - Future Regional Transport Plan is currently being developed by Transport for NSW and will likely be completed by the end of 2019.

---

## DP44 Provide infrastructure linkages between public transport hubs

---



Council has undertaken traffic and parking surveys to obtain more current data to develop more accurate transport utilisation rates. This more current data, coupled with the Traffic Modelling completed this financial year, allows Council to plan for the required infrastructure linkages between public transport hubs. Currently staff are planning improvements to various infrastructure surrounding transport hubs, such as train stations, within the Shire.

Council staff works 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 inform and guide assets operational plans to ensure infrastructure is delivered in a coordinated and integrated manner.

---

## DP45 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 our transport safety programs and education programs, via our traffic committee and through advertising and public awareness campaigns.

Council pursues opportunities during planning and infrastructure delivery phases to link transport networks including cycle ways, pedestrian footpaths, roads, railway services, 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.

---

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

---



The Bicycle Strategy Stage 3 is being developed and will inform improved connectivity for bicycle and recreational walking facilities throughout the Shire.

A number of footpath capital projects 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 staff continue to seek grant funding opportunities to fast track the expansion of the footpath and cycle way network. Generally grants only offer 50% funding and Council will need to source the matching funds if grants are successful.

---

## DP47 Partner with agencies to advocate for improved transport services

---



Council staff works 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.

---

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

---



The updates to the Planning Framework identified in the Local Planning Strategy have now largely been implemented. Site specific Planning Proposals submitted to Council which were included in the Strategy Precinct Plans have now received Gateway Determination and / or have been finalised.

Work also continues in addressing recommendations within the Strategy regarding Rural Tourism. The draft Rural Tourism Policy was publicly exhibited, and following a Council briefing, the Policy was put on hold pending the outcomes of the Byron Bay Rural Tourism Planning Proposal.

Work has also commenced on a new Housing Strategy in accordance with the requirements of the Regional Plan, with the draft Housing Strategy to be reported to Council in 2019.

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.

---

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

---



Council has recently commenced work on a Local Character study, with the launch of a photo competition aimed at capturing the character of the Southern Highlands. The current consultation will result in Local Character Statements for each of the towns and villages, and supporting development controls aimed at protecting the character of the Wingecarribee LGA.

The Local Character Statements will also be incorporated in the Local Strategic Planning Statements which will guide how the Shire will grow over the next 20 years.

---

## DP50 Implement initiatives that promote and protect cultural heritage

---



The 2018/19 heritage grants program has been completed, with six grant offers made totalling \$23,500. It is expected that this will stimulate a total of \$198,673 in projects in the Shire. The 2019/20 heritage grants program will be advertised shortly.

Council staff are also working on a heritage education package, which aims to provide advice and assistance to owners of heritage items, developers / consultants, the broader community and Council assessment staff.

Council staff are also working on a review of Schedule 5 of Wingecarribee Local Environmental Plan (WLEP) as well as considering a number of new heritage items to be incorporated into WLEP.

---

## DP51 Implement a program of towns and village centre improvements

---



CBD Master Plans for Moss Vale, Mittagong and Bowral are proposed to be updated with more detail on the provision of future infrastructure.

Proposals from suitably qualified consultants to develop the Bowral CBD Master Plan have been reviewed and a preferred consultant has been selected. They have commenced the development of a master plan for the Bowral CBD.

Council is currently undertaking 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
- Amenities cleaned to scheduled service levels
- Graffiti cleaning in all town centres
- Construction repairs to utility service pits and defects have been completed in Moss Vale and Bowral CBDs.

Council also completed garden maintenance of roundabouts, street gardens and has undertaken roadside landscaping including repairs to pavements in Corbett Plaza, Bowral.

---

## DP52 Deliver the Urban Street Tree Implementation Plan



Council has completed street tree planting in line with the outcomes and objectives detailed in the Street Tree Implementation Plan and Street Tree Master Plan for the 2019-20 growing season.

---

## DP53 Provide and maintain high quality community facilities across the Shire



Council continues to manage community facilities in partnership with licensees and community groups.

Work on the Masterplan for the Bong Bong Common and Berrima Marketplace has advanced with public exhibition periods being completed. Masterplans are visionary documents which focus on improving the quality of community spaces into the future.

---

## DP54 Undertake the redevelopment of Bowral Memorial Hall



Final design documentation is expected to be completed by September 2019. Construction is now anticipated to commence in 2020/21.

---

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



The Access Community Reference Group met twice during this period to review the strategies developed in the Disability Inclusion Action Plan. Council Library Services have undertaken a number of strategies including regular visits to the libraries by Tangara School students, Interchange clients and Essential Employment and Training to help develop skills in a safe and responsive environment. The Home Library Service delivers material to those people who are unable to leave their houses. The Adult Fiction section has been redesigned to make the collection more accessible with positive feedback, while there are plans to purchase children's dyslexic books and materials. All of these strategies work towards meeting the diverse needs of people with disability.

Council has also adopted a Public Toilets Strategy which includes a program of refurbishing public toilets across the Shire to ensure they are fully accessible. Work has commenced on toilets in Winifred West Park, Mittagong and Leighton Gardens in Moss Vale.

---

## DP56 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 is also preparing 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.

---

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

---



Council is undertaking programmed and reactive maintenance and capital works throughout its road networks, including the Bowral Kirkham Road North Reconstruction in Bowral, Belmore Falls Road Causeway Safety Improvements in Robertson, and unsealed road grading in Balaclava, Balmoral, Berrima, Colo Vale, Hill Top, Mittagong, Moss Vale, Robertson, Wingello and Yerrinbool.

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.

Ongoing design work continues to deliver improved road quality and consistency throughout the Shire. Council is also working with agencies to develop and implement road safety initiatives.

---

## DP58 Implement a long term solution for the use and disposal of roadside spoil

---



Works on the following projects are underway to implement a long term solution for the use and disposal of roadside spoil:

- Drapers Excavated Public Road Material (EPRM) Road Reuse Management Depot: A concept plan has been completed. A Development Application will be lodged for the development of the site. An Environmental Impact Statement will need to be undertaken.
- 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 eleven sites previously completed and a further three now 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.

---

## DP59 Review and implement Water Master Plan

---



Council has completed the Integrated Water Cycle Management Strategy (IWCM). The strategy is used to inform Operational and Delivery Plan items including the capital works program.

The IWCM is a key support document for grant submissions through the Safe and Secure Water Program.

---

## DP60 Review and implement Sewage Treatment Plant Upgrade Strategy

---



Council's Integrated Water Cycle Management Strategy identified the requirement to upgrade Moss Vale, Bowral and Mittagong Sewage Treatment Plants (STP's).

Concept designs have been completed for the Moss Vale and Bowral STP upgrades, while the Mittagong STP concept design is currently being completed. Council's upgrade strategy includes innovation through automation, energy efficiency, improved reliability, service delivery and integration between the STPs and the distribution network.

Council lodged funding applications through the Safe and Secure Water Program for funding from the State Government, for the detailed design and construction of the plants. Unfortunately, Council was unsuccessful with the grant application from Moss Vale STP and is awaiting the outcome for Bowral.

Council continues to address network risks, improved service delivery and lowering whole-of life costs and operational costs. Council is also considering a 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.

---

## DP61 Improve stormwater management across the Shire

---



Council staff are regularly reviewing and implementing 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;
- 2) Nattai Ponds Floodplain Risk Management Study and Plan.

Strategies also drive Council's stormwater management plans, including the stormwater drainage works undertaken in accordance with the design and capital works program.

Council is undertaking programmed and reactive maintenance on stormwater drainage networks, including table drain works at Jellore Street Berrima and Everest Street Yerrinbool as well as drainage pit repairs at Oxford Street Mittagong.

---

## DP62 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.

Council continues to monitor systems and controls of fluoride and chlorine residuals in our water supplies and outcomes and actions from these programs will continue to be included as a major part of ongoing Drinking Water Management Systems and Operational plans.



---

## DP63 Ensure the integrity of water and sewer infrastructure

---



Council continues to deliver both planned and reactive maintenance of its water and sewer infrastructure. The ongoing investment to provide the required resources, appropriate skill base and best practise systems of work will optimise efficiency and maintain customer service standards.

---

## DP64 Ensure regulatory compliance of sewerage infrastructure

---



Four sewage treatment schemes' annual returns were completed and submitted to the EPA between March and May 2019. All schemes were compliant apart from Berrima which had minor non compliances for pH and ammonia all related to the long term dry weather periods. Positive communication between Council and the EPA and minor capital investment has occurred to minimise long term environmental impacts.

Concept designs for essential upgrades (due to regulatory demand and capacity) to the Bowral, Moss Vale and Mittagong sewage treatment plants are currently in progress. The support of grant funding from the Department of Industry Safe and Secure Water Program has currently proved unsuccessful, however Council is currently reviewing its scope and specification for reapplication due to the significant financial commitment for these projects.

The ongoing delivery of capital works projects have continued for manhole, main and sewer vent replacements as part of the operational delivery plan. Project design scopes are now in place for significant infrastructure upgrades and a number of pumps stations within the Shire (e.g. Lackey Park, Australia Avenue). 2018/19 has also seen capacity modifications and an increase in capital pump station infrastructure due to development impacts (e.g. Throsby views, Garland Rd, Church Rd).

Key Operational programs have also continued to ensure regulatory compliance and minimise risk. These include storm water infiltration property assessments at Bundanoon, manhole inspections, and jetting and flushing programs.

---

## DP65 Facilitate and advocate for enhanced access to telecommunication networks

---



Improved telecommunications infrastructure across the Shire will factor in the soon to be developed 'Destination Plan' (Tourism and Economic Development Strategic Plan) which will be initiated by the new Tourism and Economic Development Unit in the second half of 2019.

# 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 January to June 2019 reporting period is outlined below.

---

## DP66 Manage public natural assets



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

Nine revegetation projects were worked on during this period 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 3 Creeks Project.

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. Council launched its Koalarama program, directly engaging with the top 1,000 koala properties in the Shire and running a series of information sessions and workshops.

The Southern Highlands Platypus Conservation Project and the Southern Highlands Glossy Black Cockatoo Conservation Project continue to be implemented. The Local Government NSW Roadside Environmental Management Plan Project was completed and reported to the Environment and Sustainability Committee and in a briefing session to Councillors.

---

## DP67 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. Green Web is anticipated to be completed in the first half of the 2019/2020 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.

---

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



---

Council continues to assess new developments in accordance with section 4.15 of the *Environmental Planning and Assessment Act 1979*. 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.

---

## DP69 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.

Council delivered the 2019 Household Chemical Clean Out event in May and Clean Up Australia Day in March.

Education campaigns focused on air pollution from wood smoke in the lead up to the winter months.

---

## DP70 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 legislation. Controls to minimise and mitigate environmental impacts are identified through this process. In house training has been delivered to key project management staff.

The Roadside Management Plan for the management of roadside vegetation was completed with grant funding from the Local Government NSW. This Plan saw the development and implementation of environmental guidelines which will relate to works within Council's road reserves that affect roadside vegetation.

---

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



---

Council is considering an internal biodiversity offsets policy for impacts from Council related projects. Policies are regularly monitored and updated with relevant legislation changes.



---

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

---



Council's Local Environmental 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 either received a Gateway Determination or have been finalised.

---

## DP73 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. Council staff have been involved in working groups with the Department of Planning on Short Term Rental Accommodation, the template Development Control Plan and the Low Rise Medium Density Housing Code.

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.

---

## DP74 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. Key datasets include fire management units, weed management units, roadside management plan vegetation model, koala habitat, and environmental assessment layers.

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.

Events during the reporting period included Wingello Hotspot Workshop planning, Probus koala presentation and the Illawarra Shoalhaven joint organisation solar presentation.

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

NatureMapr is being launched in the Shire as Council's main community engagement / citizen science data collection platform. In addition a number of internally developed Citizen Science tools still remain deployed via the Survey123 platform including:

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

---

## DP75 Implement community awareness programs that promote sustainable living

---



Mittagong Library energy upgrades were undertaken as part of the OEH 'Heritage Near Me' grants. The works included:

- HVAC installation to replace gas heaters and fans
- Lighting upgrade to replace fluorescent lights and wooden fixtures.

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.

---

## DP76 Develop partnerships and networks to leverage off existing programs

---



A Seniors workshop on 'Demystifying your energy bills' was held in February 2019 to help seniors make savings on their energy bills. The workshop was run by the NSW Energy and Water Ombudsman and Highlands Community Centre. Approximately 30 people attended.

Council and the Southern Highlands Botanic Gardens held an Earth Hour event in March. A world record for the largest display of solar lanterns was attempted with over 1200 lanterns laid out in the shape of a footprint. The event saw Council work with local schools, Oxley College and Bundanoon PS in particular, to raise funds to purchase 96 SolarBuddy lights that will now go to school students in developing countries to reduce the need for burning kerosene lamps.

The Environment Levy continues to contribute \$10,000 through the Community Assistance Scheme for community environment and sustainability projects. 14 Applications totalling \$37,163 were received. Grants totalling \$10,000 were awarded.

---

## DP77 Implement State Government regulations

---



Council has continued to implement state government regulations within the reporting period. Council has considered in excess of 1611 development applications to June 30 2019.

With a raft of reforms being progressively introduced by the NSW State Government, Council has continued to alter its policy positions to reflect these changes. This included altering its Notification of Development Proposals Policy to reflect the requirements of the Public Participation Plans initiative under the *Environmental Planning and Assessment Regulation 2000*.

As part of the state government policy to provide for greater jobs and housing including broader policy positions of responsive outcomes for residential dwellings, 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 12.5 days (average) to June 2019. This initiative delivers on state government policy to ensure that average determination times on housing approvals are reduced.

---

## DP78 Advocate and educate for improved development outcomes



---

Council continues to work in partnership with the state government and industry to achieve improved development outcomes.

---

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



---

Council continues to support the Moss Vale & Rural Chambers 'Food Cluster' development program. During the period the 8th Cluster was launched which saw the Mittagong region Cluster establish showcasing 20 local businesses promoting locally made products and services.

Council has also proactively supported the Southern Highlands Food & Wine Association in the development of local products and experiences. This was evident during this year's Pie Time with new products, experiences and events being available to consumers.

---

## DP80 Promote and encourage waste minimisation and recycling



---

In 2019 Resource Recovery Tours and Workshops have continued to be well attended. Multiple workshops have been held since February 2019, including three events during International Composting Week from 5-11 May. The workshops and events focus on providing the community with the information and skills to minimise the waste they produce and improve their recycling habits.

School engagements have focused on undertaking Waste Audits to assess waste at the school and identify areas for waste reduction activities. Other schools have undertaken waste reduction presentations to enhance their awareness on recycling and waste reduction actions.

Over 1100 residents have been engaged through the schools, workshops and tours since February 2019.

A regional litter project was also completed and involved 944 direct engagements with community members providing information on how to report a tosser, and also included funding to improve the bin infrastructure at Berrima, Lake Alexandra and Robertson. This project was supported with signage produced that is sympathetic to the villages that it will be placed in, by utilising heritage images supplied by the local heritage association.

---

## DP81 Implement strategies to reduce illegal dumping



Council worked with the Southern Regional Waste Program with the support of Regional Illegal Dumping (RID), which is EPA sponsored, to help promote the effects and cost caused by illegal dumping. Covert cameras are being used to identify and prosecute illegal dumpers.

---

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



The Resource Recovery Centre has operated within the requirements of the EPA License, with zero non-compliance issues. The Pollution Incident Response Management Plan was activated for a mulch fire which took 18 hours to extinguish with the assistance of both the Fire and Rescue NSW and the Rural Fire Service. The NSW Environment Planning Authority has requested that Council review its operations for managing raw organics and Council has responded with an action plan. Council will be seeking a Government Grant (50% of capital cost) to purchase a slow speed shredder which would significantly reduce processing times for organics and reduce the fire risk.

---

## DP83 Develop and implement a Council Waste Strategy and Policy



A Draft Waste Strategy has been developed however it has been placed on hold pending input from the waste service review project which is currently under way.

---

## DP84 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.
- The 37.29 kW solar energy system at the Robertson Sewer Treatment Plant has been commissioned
- A lighting design for energy efficient lighting at the Moss Vale Aquatic Centre has been completed. This project will be funded through the Revolving Energy Fund.
- Ongoing work has been undertaken to improve Council's management of utility billing and new utility connections, plus investigating older connections that may no longer be required.
- Work has commenced on researching options for next round of electricity contracts including investigating the option of a power purchase agreement to purchase renewable energy.

---

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

---



Council is midway through an Office of Environment and Heritage grant funded project that aims to build resilience to extreme weather events within the Shire's senior citizens.

Council continues to disseminate sustainability information to local Chambers of Commerce and Southern Highlands Low Carbon Living.

---

## DP86 Implement strategies to address the impacts of climate change

---



The review of Council's Climate Change Adaptation Plan (CCAP) is almost completed. Climate risks have been identified by staff across Council and risks have been rated and ranked. Actions have been developed to address the risks.

The Office of Environment and Heritage provided a briefing with Councillors on predicted local impacts and the State response in the lead up to the finalisation of Council's CCAP.

Council received a grant from the Office of Environment and Heritage/Local Government NSW Increasing Resilience to Climate Change fund for a feasibility study into a Portable Emergency Water Treatment Unit. This project supports an identified climate change adaptation action.

---

## DP87 Improve resource and energy efficiency at Council facilities and monitor carbon emission

---



Council undertakes annual reporting of carbon emission, due for publication in the first quarter of 2019/20. Data monitoring and collection continued during the reporting period in the lead up to the annual report.

---

## DP88 Encourage carbon reduction across the Shire

---



Council continues to participate in the Cities Power Partnership (CPP) and the associated South East Buddies Group. Reporting to the CPP on progress against pledges for the first year was completed. Council is on track with pledges.

Council continues to monitor Power Purchase Agreement (PPA) options for potential renewable energy contract. Procurement Australia has indicated a potential round 2 PPA tender and has provided preliminary information and a webinar on this option.

Council invited the Office of Environment and Heritage to present on climate change mitigation and climate science at a Councillors briefing session in May 2019.

# 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 January to June 2019 reporting period is outlined below.

---

## **DP89 Support regional activities and partnerships to broaden and promote the range business and industry investment**

---



Council has engaged with a number of potential investors seeking to relocate or expand businesses in the region during the reporting period.

Council and the NSW Government also 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, grow the visitor economy based on food, wine and events, grow education, health and aged care sectors, and strengthen the manufacture base. This State Government strategy has now been followed up with the development of the Canberra Region Joint Organisation Economic Development Strategy.

The proposed development of a 10 year Wingecarribee Shire 'Destination Plan' to be initiated in the second half of 2019 will also identify key strategies in business development and opportunities

---

## **DP90 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. This has recently been supported with the establishment of the Southern Highlands Key Stakeholders Group to work in partnership with Council in an effort to develop local business and employment opportunities.

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



---

## DP91 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 the section 4.15 assessment process under the *Environmental Planning and Assessment Act 1979* to achieve this.

Council is also broadening its strategic policy positions through the revision of the comprehensive development control plan which will include tourism development controls. Council recently exhibited a Rural Tourism Policy which will ensure that future development is managed appropriately.

---

## DP92 Promote the Southern Highlands a world class tourist destination

---



Council's Tourism and Events unit Destination Southern Highlands undertook a proactive marketing program of integrated activities for the period January to June which recorded increased visitation and expenditure to the Shire. These Shire wide increases were also realised with above budgeted visitation and sales at the Southern Highlands Welcome Centre.

Destination Southern Highlands worked closely with its industry partners to generate record levels of exposure for the Southern Highlands and positioned it as a key regional tourism destination. Increased awareness and exposure of the region was in part generated via major events such as Moss Vale and Robertson Shows, Brigadoon, Burrawang Easter Markets, Autumn Open Gardens and Pie Time.

Destination Southern Highlands major Destination Marketing Campaign of Pie Time saw 12 weeks of advertising and public relations activity in key source markets with a campaign spend of \$110,000. This award winning campaign will have its results reported in the next reporting period following collation of results generated.

The introduction and distribution of the 2019 Southern Highlands Destination Planner as the regions official publication is a major marketing tool to promote the region's key experiences, products and people as a world class destination.

Council continues to work closely with Destination NSW, visitCanberra and Tourism Australia to promote the Southern Highlands via their marketing channels and resources. A number of trade and media films were conducted to introduce the region into possible international and domestic wholesale travel programs. As a result, the region received great coverage by leading journalists.

The development of the 'visitsouthernhighlands' consumer website in the second half of 2019 will further assist in the promotion of the region as a world class destination with the introduction of Weibo and Weichat software to target the Chinese market.

---

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

---



Highlights during the six month reporting period of marketing activities assisting in the promotion of the region included:

- Implementation of an innovative Theme Marketing Months Program for the region which was supported by local industry via events and marketing messages
- Development and launch of the Southern Highlands Destination Planner and Map containing new experiences such as the Coffee Trail with over 100 local barista outlets
- Awarded gold at the Australian Tourism Awards held in Tasmania in early March for 'Destination Marketing' category for the regions Pie Time campaign
- The successful development and implementation of the regional annual destination marketing campaign via Pie Time 2019, which was launched at NSW Parliament House in Sydney by the Minister for Tourism and local Members of Parliament via a "Pie Partisan Approach" by both sides of government, the ambushing of VIVID and having Pie Time projected onto the sails of the Sydney Opera House on opening night and promotional activities supported with a dedicated multi media advertising campaign. The early indicators of the campaign are showing increased visitation to the region, retail sales at local businesses, approximately 300,000 pies being sold with a direct injection into the local visitor economy of around \$3m.

Work was also undertaken on:

- Commencement of the development of a new Destination Management Plan to include Tourism and Economic Development Strategies
- Development of new Products and Experiences - Heritage Festival Scoping Study, Coffee Trail, Pie Time events and experiences such as 'Sweety Pie & Bubbles Trail, Pie in the Sky, Fairground Follies and Military Vehicle Tours
- Development and launch of a new website in conjunction with Southern Highlands Food & Wine Association along with the development of a new consumer website with an anticipated launch in early September
- 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
- The operation of a successful Southern Highlands Welcome Centre generating increases in Membership by local businesses, visitation to the Centre, increased Retail Sales, increased Web-Site and Facebook engagements along with increased Retail Sales of local merchandise

---

## DP94 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 development of a 10 year 'Destination Plan' (New Tourism & Economic Development Strategic Plan) which will be initiated in the second half of 2019.



---

## **DP95 Support the establishment and expansion of clean industries**

---



Recommendations in relation to the establishment and expansion of clean industries are to be included in the development of the Shire's 10 year 'Destination Plan (new Tourism and Economic Development Strategic Plan) which will be initiated in the second half of 2019.

---

## **DP96 Manage the operation of the Southern Region Livestock Exchange**

---



The Southern Regional Livestock Exchange has operated with minimal disruptions to service levels with proactive and reactive maintenance programmes undertaken as required. The major capital works project to renew the cattle yards is under way with new digital load cells installed in the main selling ring being the first item of improvement works completed, as part of a \$5.2 million upgrade to the facility.

---

## **DP97 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.

Council staff are currently working with the Department of Primary Industries to map and protect Important Agricultural Lands.

---

## **DP98 Facilitate programs and networks that support and strengthen business development**

---



Council has provided ongoing support for the Southern Region Business Enterprise Centre and Regional Development Australia (RDA) Southern Inland. Council has recently supported small business with the signing of a Memorandum of Understanding with Service NSW for their 'Easy to do Business' Program. Council's partnership with RDA's CareerHQ/JobGetter pilot program is also providing employers with the opportunity to secure a more relevant mix of skills, a key requirement for sustainable businesses. The establishment of the new Southern Highlands Key Stakeholders Group will also facilitate the development of new business programs and job growth.

---

## **DP99 Support initiatives that provide opportunities for business mentoring and connection**

---



Council's Tourism Unit (Destination Southern Highlands) continues to offer business development and mentoring services via its Membership Program which accounts for over 300 local businesses receiving benefits of its 'Concierge' Service Program.

Council also supports 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.

---

## DP00 Support regional economic development initiatives

---



Council is an active Local Government member of the Canberra Region Joint Organisation. Staff will work with surrounding Councils on common Economic Development opportunities. This will be further supported with the development of the Southern Highlands Key Stakeholders Group. In addition, a close working relationship with Southern Inland and Destination Sydney Surrounds South regional business groups is a priority for Council.

