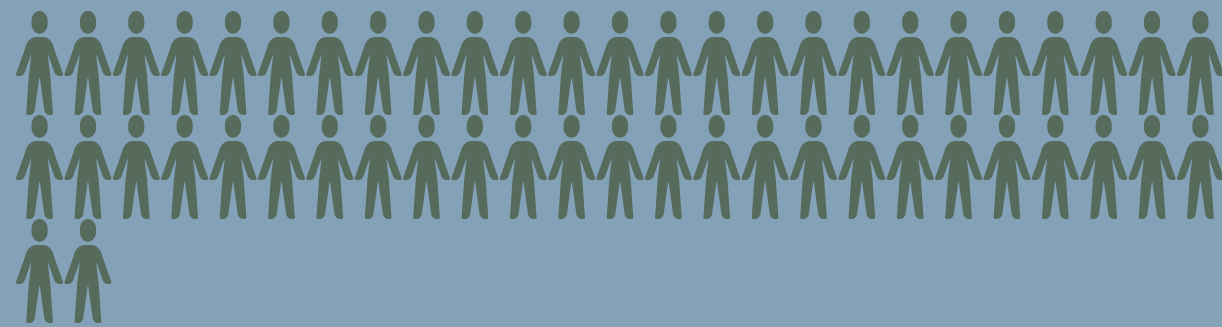




Annual Report 20

Our Community

2021 Population = 52,456



Largest changes in the age structure 2016 - 2021:

- Seniors (70 to 84) (+2,036 people)
- Young workforce (25 to 34) (+775 people)
- Older workers and pre-retirees (50 to 59) (+454 people)
- Parents and homebuilders (35 to 49) (+345 people)



Our organisation

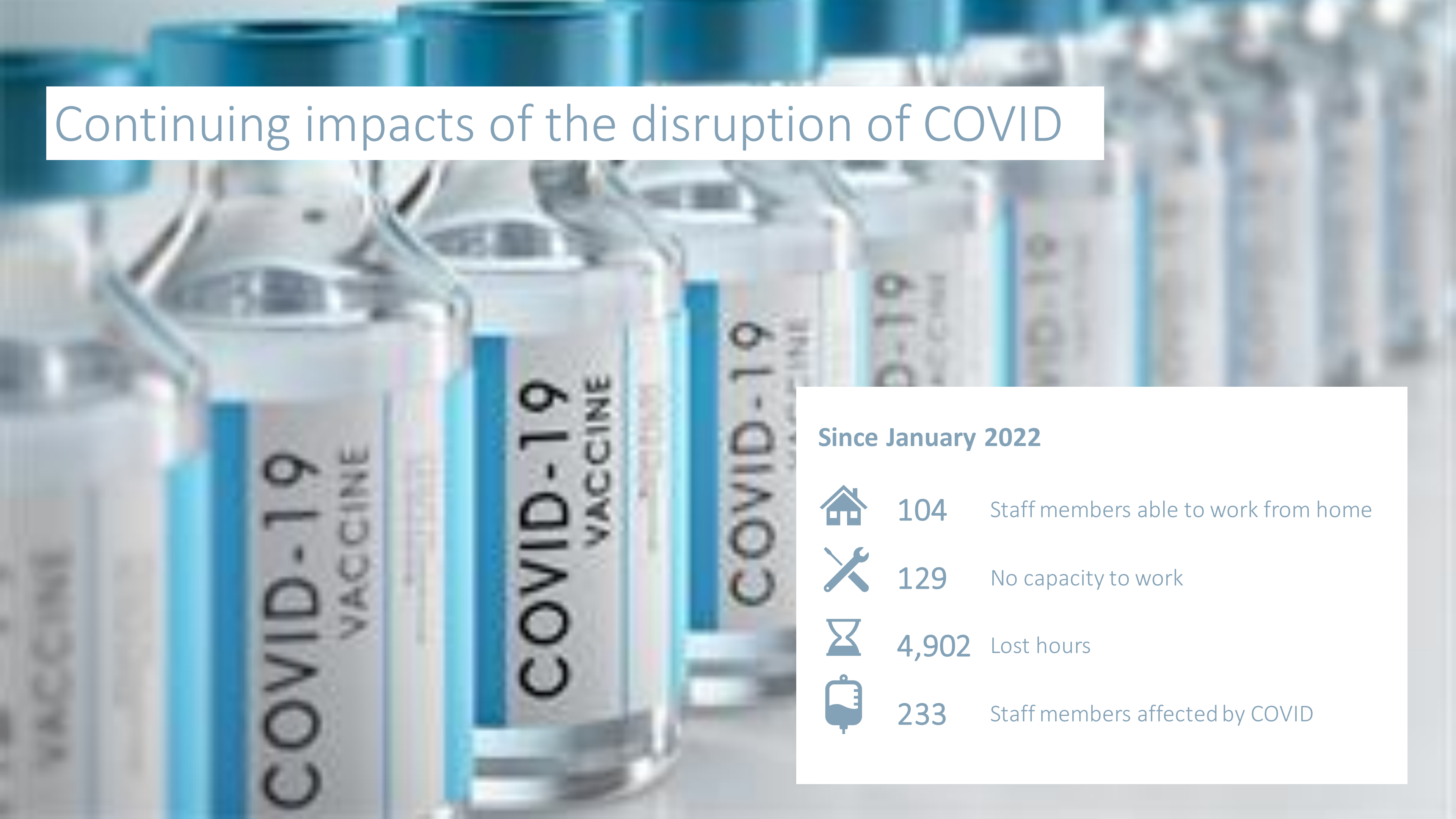
- Approx 65% of our workforce are also residents
- FTE 478 full-time equivalent employees
- Our services cover 24 / 7
- Annual Operational Budget \$148M









Challenges

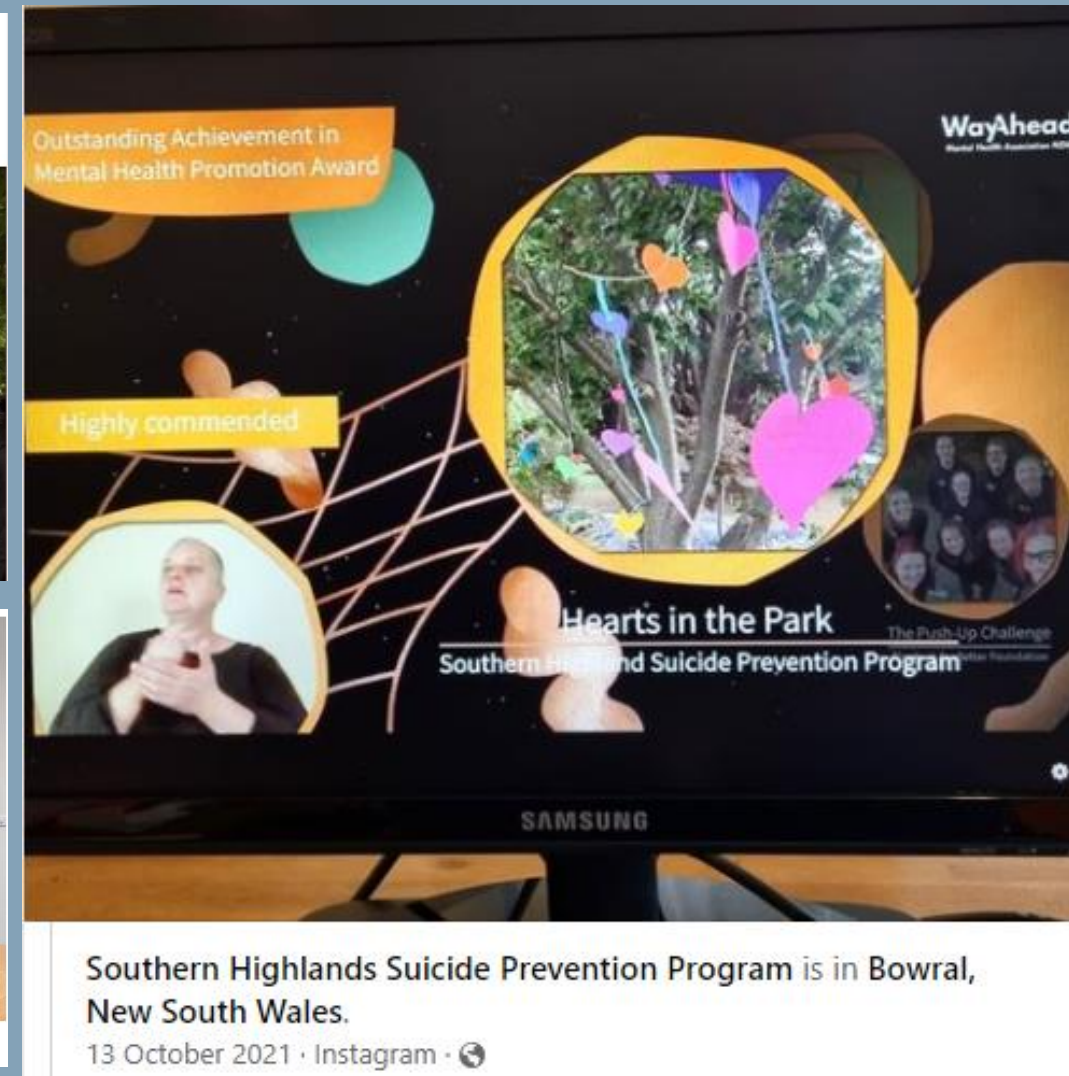
Continuing impacts of the disruption of COVID



Since January 2022

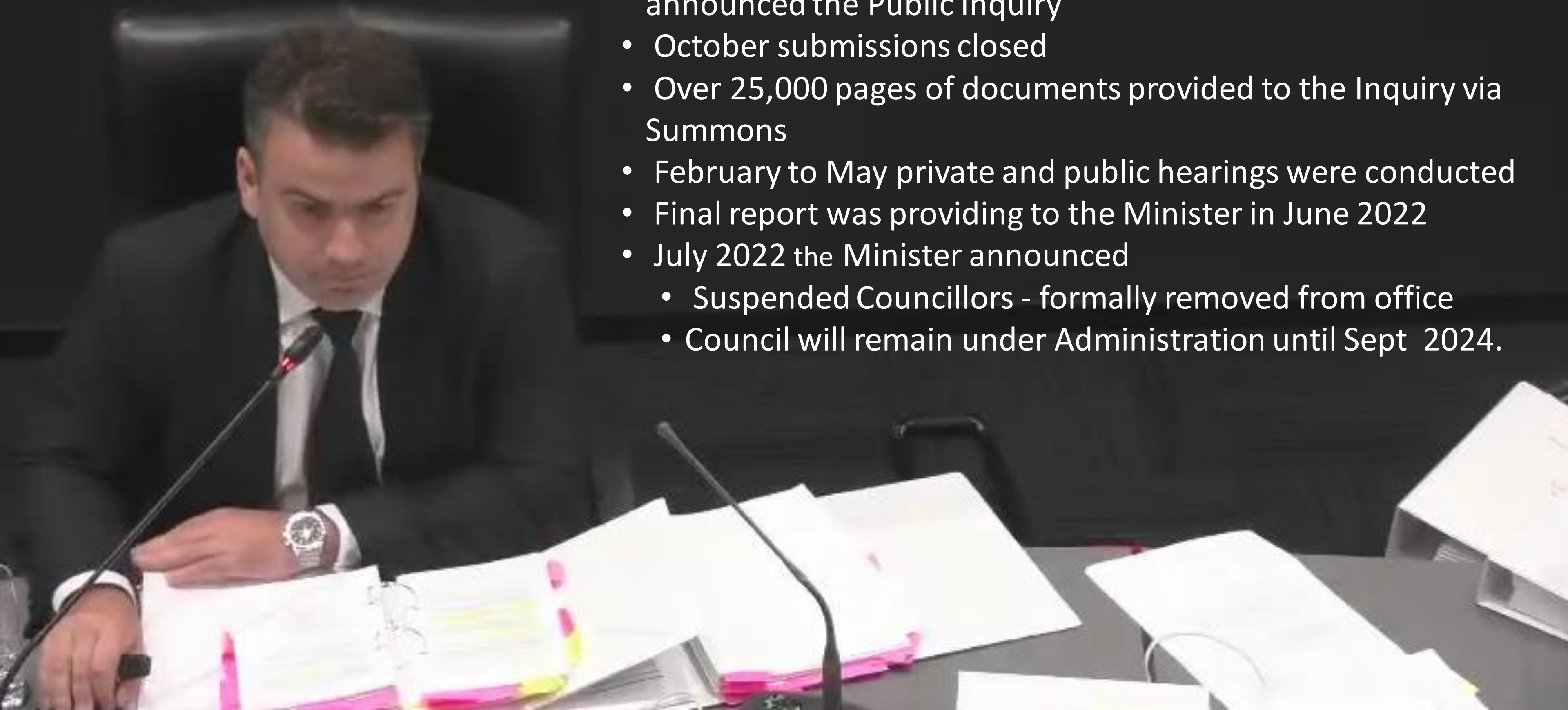
-  104 Staff members able to work from home
-  129 No capacity to work
-  4,902 Lost hours
-  233 Staff members affected by COVID

COVID Response & Recovery



Public Inquiry

- 1 September 2021 the Minister for Local Government announced the Public Inquiry
- October submissions closed
- Over 25,000 pages of documents provided to the Inquiry via Summons
- February to May private and public hearings were conducted
- Final report was provided to the Minister in June 2022
- July 2022 the Minister announced
 - Suspended Councillors - formally removed from office
 - Council will remain under Administration until Sept 2024.





Impacts of 2 severe weather / storm events





Current Vacancies

- Human Resources Business Partner
- Environment Officer - Koalas and Private Land Conservation
- Grants Management Officer
- Environment Officer - Bushcare and Citizen Science
- Asset Engineer - Water and Sewer
- Project Engineer (Civil)
- Management Accountant
- Project Manager - Capital Works

WE'RE HIRING!

- ▶ Project Managers
- ▶ Business Coordinator's
- ▶ Senior Asset Officers

And more!

APPLY ONLINE:
WWW.WSC.NSW.GOV.AU/COUNCIL/CAREERS

Or you can send your CV via email:
careers@wsc.nsw.gov.au

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WE'RE HIRING

OPPORTUNITIES AVAILABLE

Contact us on 02 4868 0888
careers@wsc.nsw.gov.au

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National & Industry wide staffing shortages

Join our team!

Current Vacancies

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We're hiring






wsc.nsw.gov.au/careers

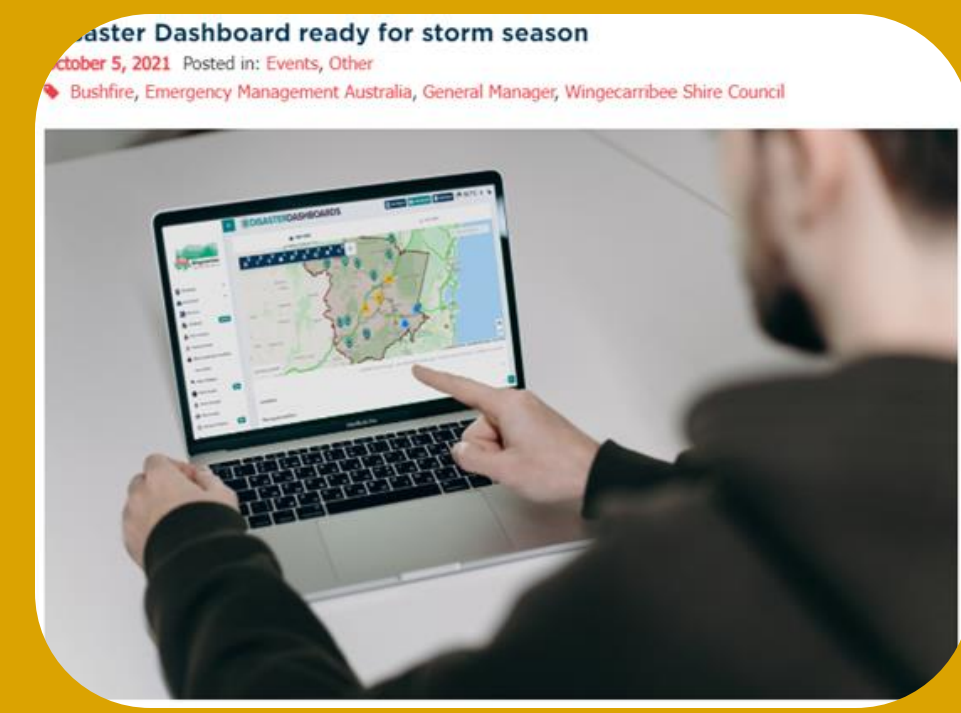
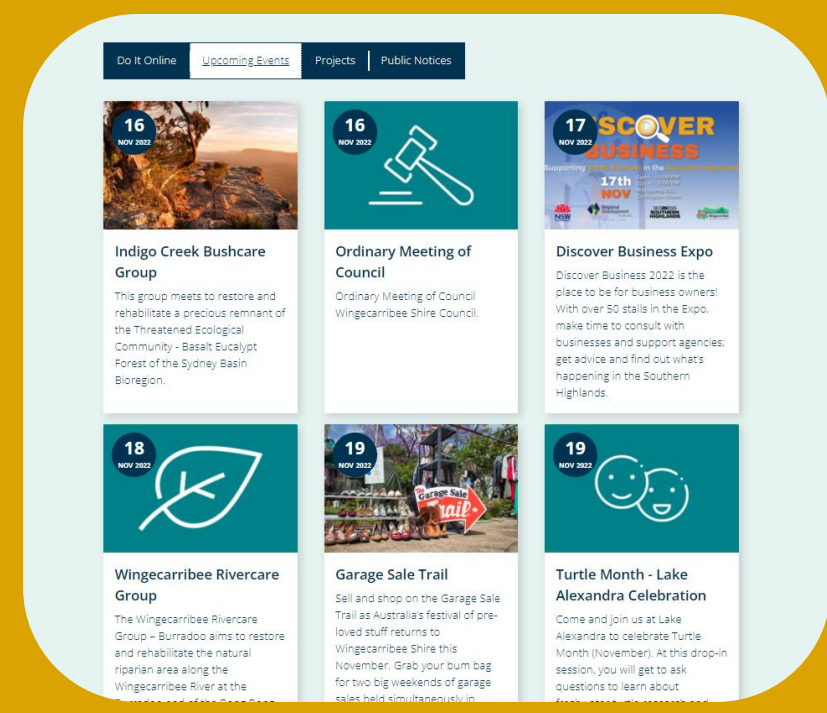


Highlights

Stats & Facts

- Operational Plan 21/22: 96.1%
- Revotes reduced by 50% against previous year
- Secured approx. \$26M in contestable grants – an additional \$13M on the previous year

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



Customer Service Indicators	
Number of face-to-face customer transactions at the Civic Centre customer service counter*	18,057
Number of views of Council webpages	2,605,350
Number of unique visitors to Council's website	1,139,182
Number of phone calls received by the Contact Centre	94,981
Percentage of calls answered within 30 seconds	39,997
Average call wait time	1m48s
Average call length	3m06s

Executive Listening Tours



8 March and 24 May 2022.



16 sessions



Representing 24 Villages



Over 230 attendees



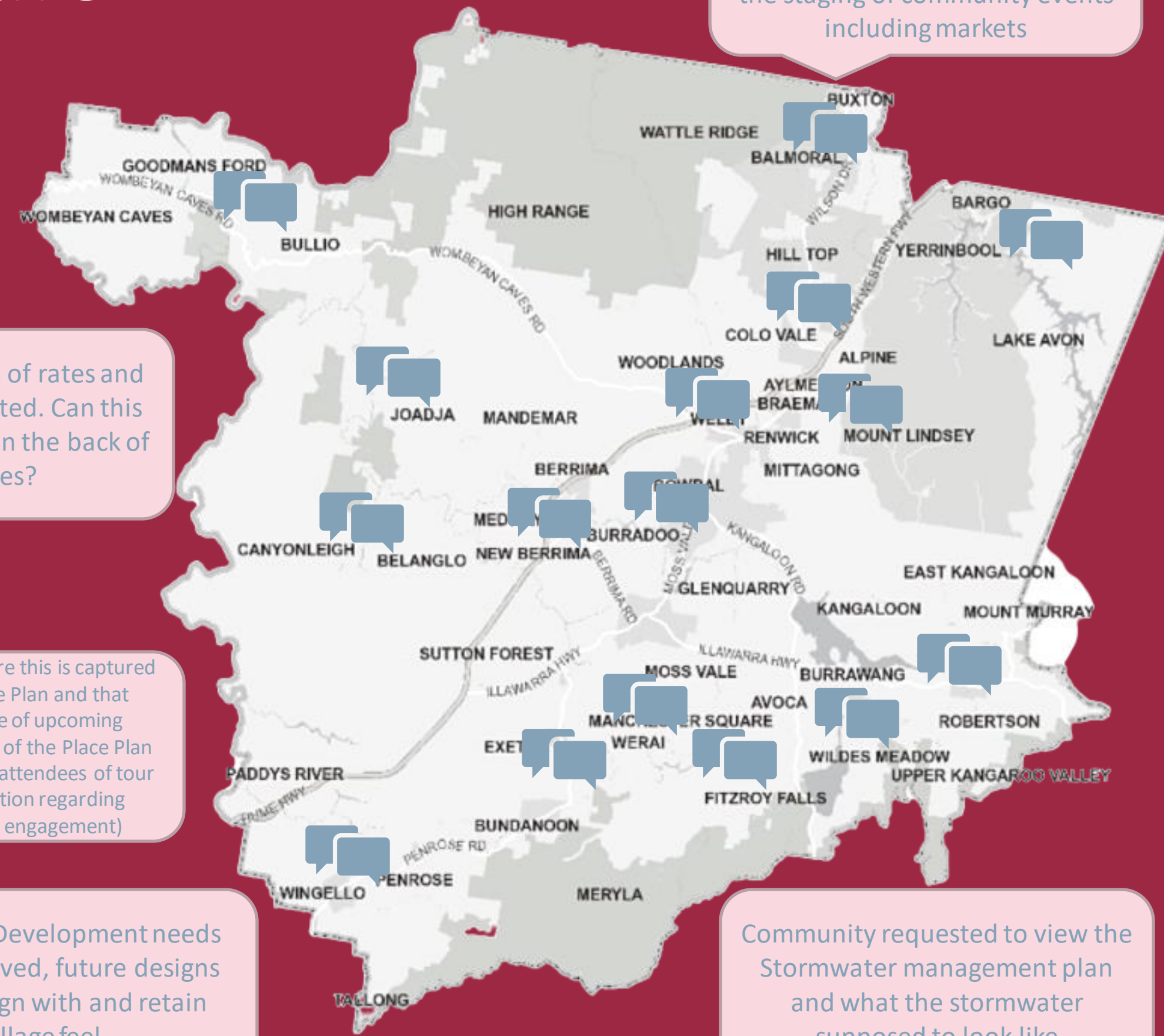
Simplify event planning and approval process and communicate this to assist with the staging of community events including markets

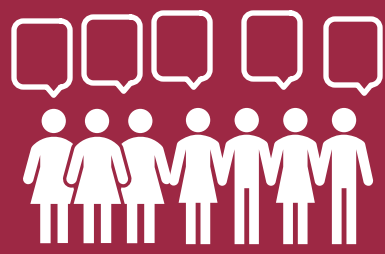
Obtain a breakdown of rates and how they are dissected. Can this also be considered on the back of rates notices?

Footpath strategy - ensure this is captured in the Robertson Place Plan and that community are aware of upcoming community consultation of the Place Plan as it evolves. (Could add attendees of tour on to the communication regarding Robertson place plan engagement)

Burrawang Development needs to be preserved, future designs need to align with and retain village feel

Community requested to view the Stormwater management plan and what the stormwater supposed to look like





Community Engagement

- [Draft Financial Reserves Policy](#)
- [Plan of Management Renwick Community Centre](#)
- [Draft Operational Plan 2022/23 including budget](#) Public exhibition
- [Draft Financial Reserves Policy](#) Public exhibition
- [Inclusion of prayer in Code of Meeting Practice](#)
- [Community and Recreational Facilities Strategy](#)
- [Proposal to waive gap fees](#)
- [Colo Vale Village Improvements](#)
- [Review of Christmas in the Highlands](#)
- [Station Street renewal works](#)
- Resilience blueprint
- Mobile library survey
- Bulk Waste Survey
- Bowral memorial hall
- Christmas in the highlands review
- Draft plan of management for Mount Gibraltar heritage reserve
- Draft managing unreasonable Conduct by Complaints
- Proposed lease to Berrima District Historical and Family History Society Inc
- Old South Road, Bowral,
- Retford Farm - Classification of Land for Detention Basin
- Station Street Renewal Works
- [Community Advisory and Section 355 Committee Review](#)
- [Proposal to waive fees & charges for the hire of Council facilities for Christmas celebrations](#)
- Christmas in the Highlands Review
- [Disability Inclusion Access Plan](#) - survey
- Community and Recreational Facilities Strategy
- Environment and Sustainability
- [Medway Community Funding Request](#)
- [Playspaces](#) - Cook Street, Mittagong and Church Road Oval, Moss Vale
- [Robertson Village Place Plan](#)
- [Code of Meeting Practice](#) - public
- [WSC Audited Financial Statements 2020-2021](#) - public exhibition
- [Planning proposal - Land at Garden Welby Centre](#) - public exhibition
- [Australia Day Survey](#)
- [Corporate Relations Survey](#)
- [Draft Penrose Village Park Plan of Management](#)
- [Moss Vale Bypass](#)
- [Policies - Social Media, Media and Councillor/Staff Interaction](#) - public exhibition
- [Bushfire Response and Recovery Review](#)
- [Destination Southern Highlands Fees and Charges](#) - public exhibition
- [Code of Meeting Practice amendments](#) - public exhibition
- [Planning proposal to rezone land at Centennial Vineyards, Bowral](#)
- Proposal to waive “gap fees” of children who are unable to attend Wingecarribee Out of School Hours Service (operating from Mittagong Public School), because they or a member of their immediate household, is a close contact or tested positive to COVID-19, for a total of 5 days.

Strategic Outcomes



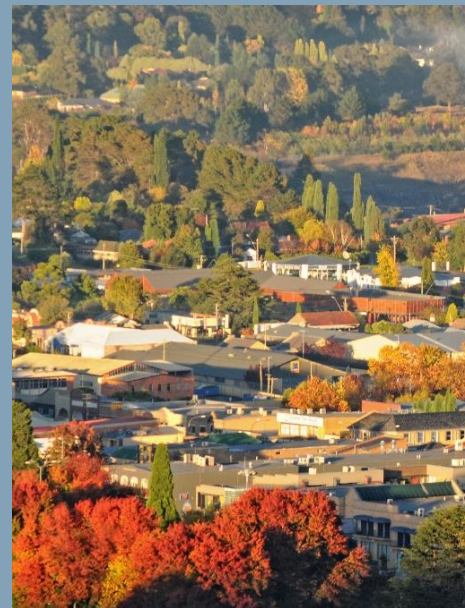
our environment and sustainability



our place



our rural lands



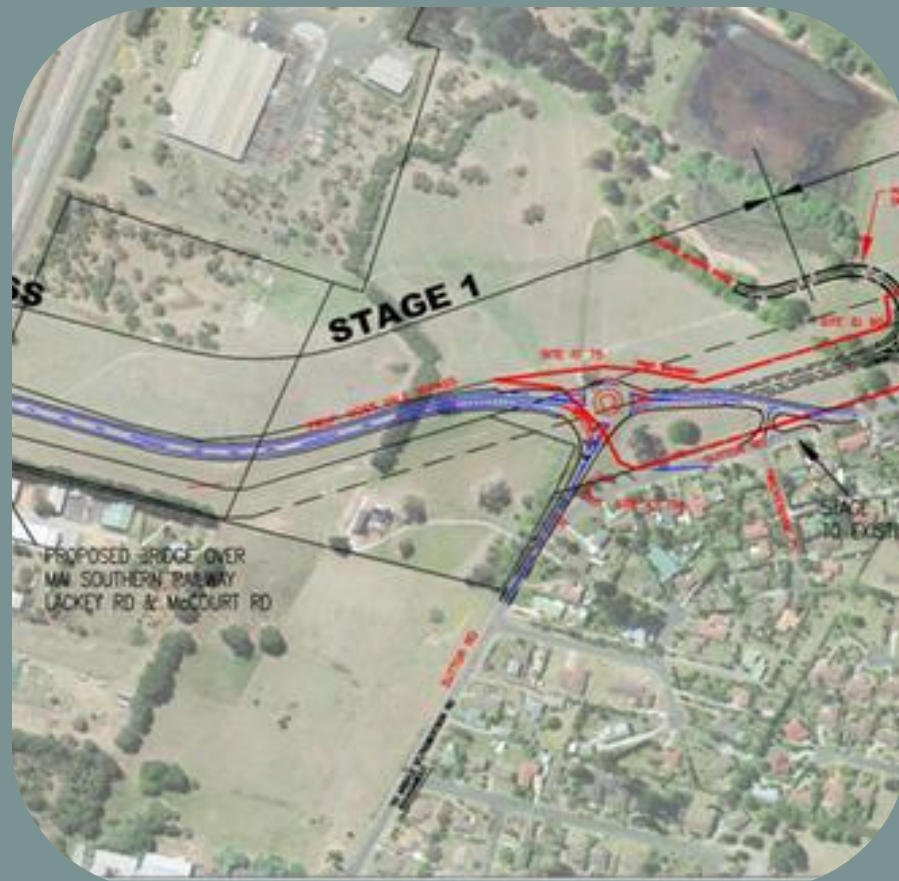
our housing



our infrastructure



our economy





More than 4,000 Road Maintenance requests were taken

Environment

Council works with NSW Government on recovery projects for important threatened species in our shire:

- Southern Highlands Koala Conservation project
- Southern Highlands Glossy Black Cockatoo conservation “Glossies in the Mist”
- *Eucalyptus macarthurli*
- *Persoonia glaucescens*
- *Phyllota humifusa*
- *Eucalyptus aquatica*



Environment

- Secured over \$600,000 over 4 years for Koala protection
- Further \$65,000 in funding from NSW Gov to reduce road kill
- During Covid Koala Karaoke raise awareness presenting Q+A with team members from the *Southern Highlands Koala Conservation Project*, results from the *2020 Koala Karaoke Bioacoustic Monitoring Survey* and an online karaoke sing-a-long.
- Land for wildlife network works with property owners who are conserving nearly 4,000 hectares voluntarily for wildlife conservation. This represent about 7% of all koala habitat found on private land in the shire.
- Over 2000 rehabilitation trees planted



Bush care across 59 reserves
Approximately 3000 hectares

12 active bushcare groups over 150 volunteer

Bowral Memorial Hall



Southern Regional Livestock Exchange

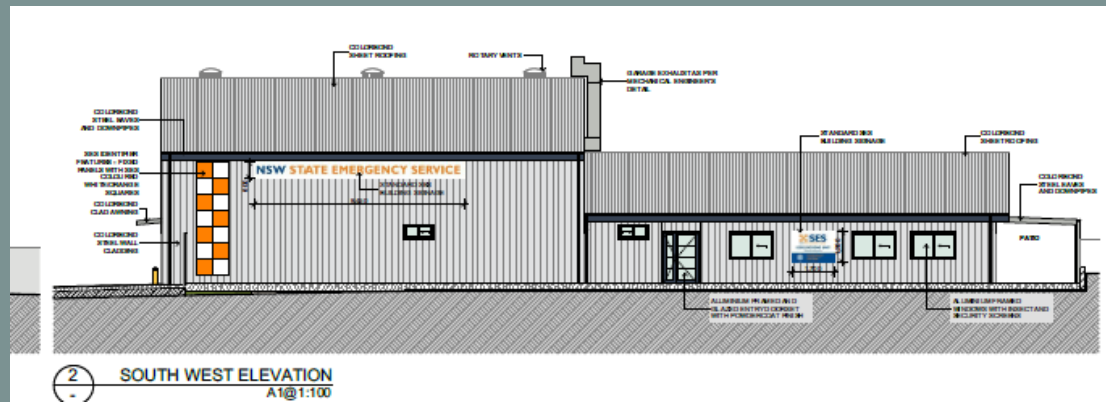
Objectives:

- Install lift to Main Ring
- Livestock Yards Upgrades
- Top Weighbridge Upgrade - complete
- Main Ring Seating Replacement - complete
- Install CCTV - complete
- Access Road Improvements - complete

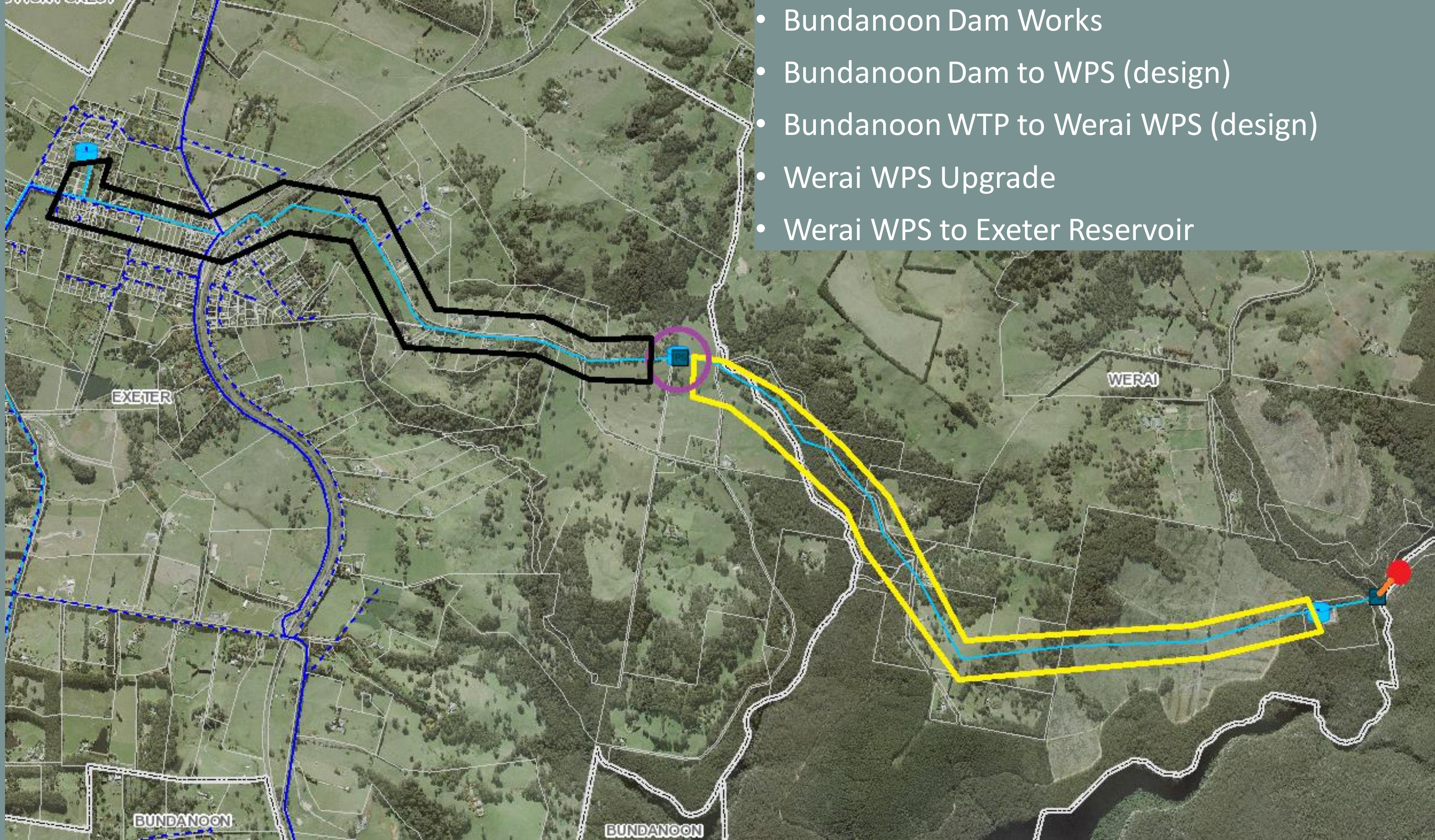


Southern Highlands Animal Shelter & SES

Facility Design complete and
DA submitted



- Bundanoon Dam Works
- Bundanoon Dam to WPS (design)
- Bundanoon WTP to Werai WPS (design)
- Werai WPS Upgrade
- Werai WPS to Exeter Reservoir



Governance & Risk

- Audit Risk and Improvement Committee formed
- Established Professional Conduct Co-Ordinator
- Program of Policy Reviews & Updated:
 - Financial Reserves
 - Cash investments
 - Draft Feedback Complaints
 - Draft Managing unreasonable conduct of complainants
 - Councillor and Staff interaction
 - Media Policy
 - Social media
 - Procurement Policy



Continued focus on improving DA timeframes

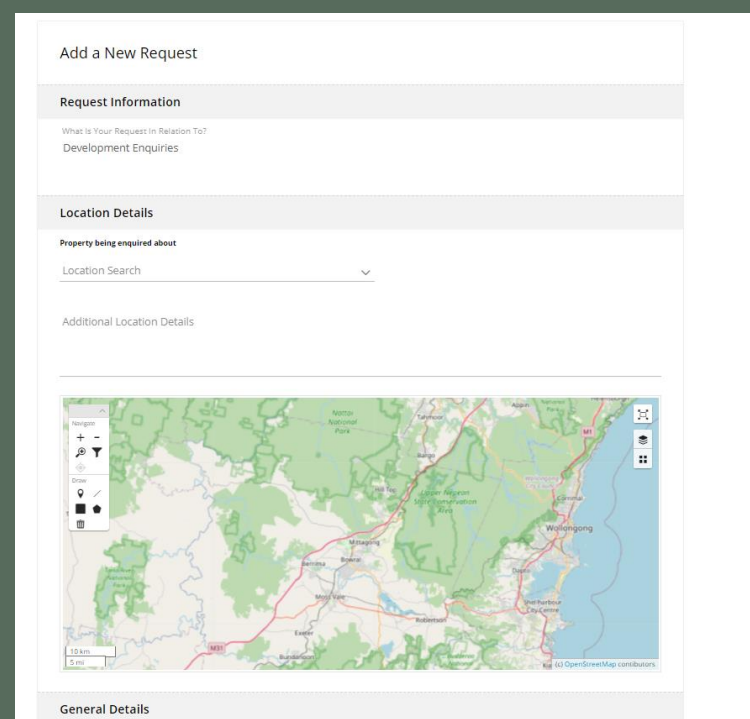
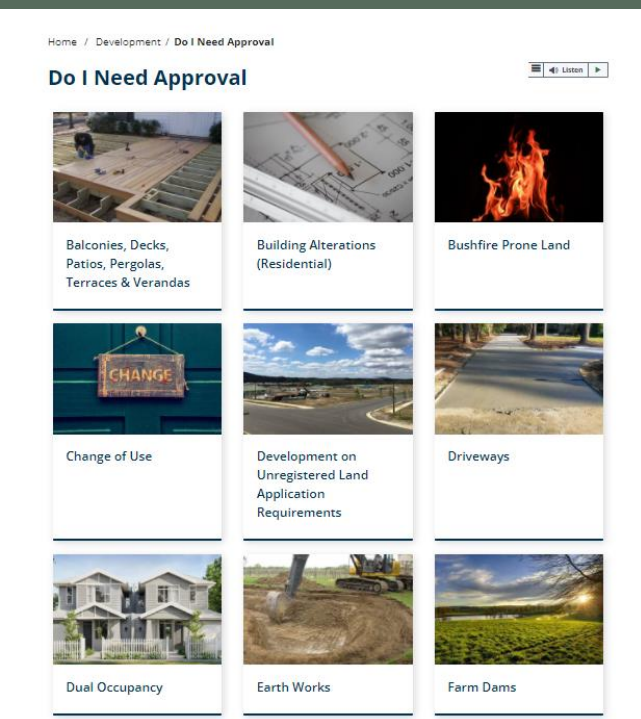
Council web information

Online Development enquiry form

E-tracker status reporting upgrade

Online Duty planner booking

DA assessment fast track team



Application Tracking

Submitted Last 28 Days

Search Dates: 5/08/2022 to 1/09/2022

Application ID	Lodgement Date	Description	Group Description	Category	Formatted Address	Decision	Determination Date
23/0203	18/08/2022	Residential Alterations & Additions - Dwelling Extension	Complying Development Certificate	Residential Alterations and Additions	22 SPENCER STREET MOSS VALE NSW 2577	Pending	
23/0216	22/08/2022	Food and drink premises	Development Applications	Commercial / Retail / Office	247 ARGYLE STREET MOSS VALE NSW 2577	Lodged	
23/0184	11/08/2022	Change of Use - Recreational Uses (Outdoor Concerts)	Development Applications	Other	MIRANDA PARK 254 CENTENNIAL ROAD BOWRAL NSW 2576	External Referrals	
23/0202	18/08/2022	Building Envelope & Vegetation Removal	Development Applications	Other	EARL STREET BOWRAL NSW 2576	External Referrals	
23/0253	30/08/2022	Change of Use - First use industrial unit	Development Applications	Industrial	6 TYREE PLACE BRAEMAR NSW 2575	Lodged	
23/0254	30/08/2022	Change of Use - First use industrial unit	Development Applications	Industrial	6 TYREE PLACE BRAEMAR NSW 2575	Lodged	
23/0255	30/08/2022	Change of Use - First use industrial unit	Development Applications	Industrial	6 TYREE PLACE BRAEMAR NSW 2575	Lodged	
23/0138	5/08/2022		Development Applications	Residential Alterations and Additions	123 OLD KANGALOOON ROAD ROBERTSON NSW 2577	Notification	

HOME | CANCEL BOOKING | RESCHEDULE BOOKING

Duty Planner

Civic Centre, 68 Elizabeth Street, Moss Vale , NSW 2577

Thursday, 15 September 2022

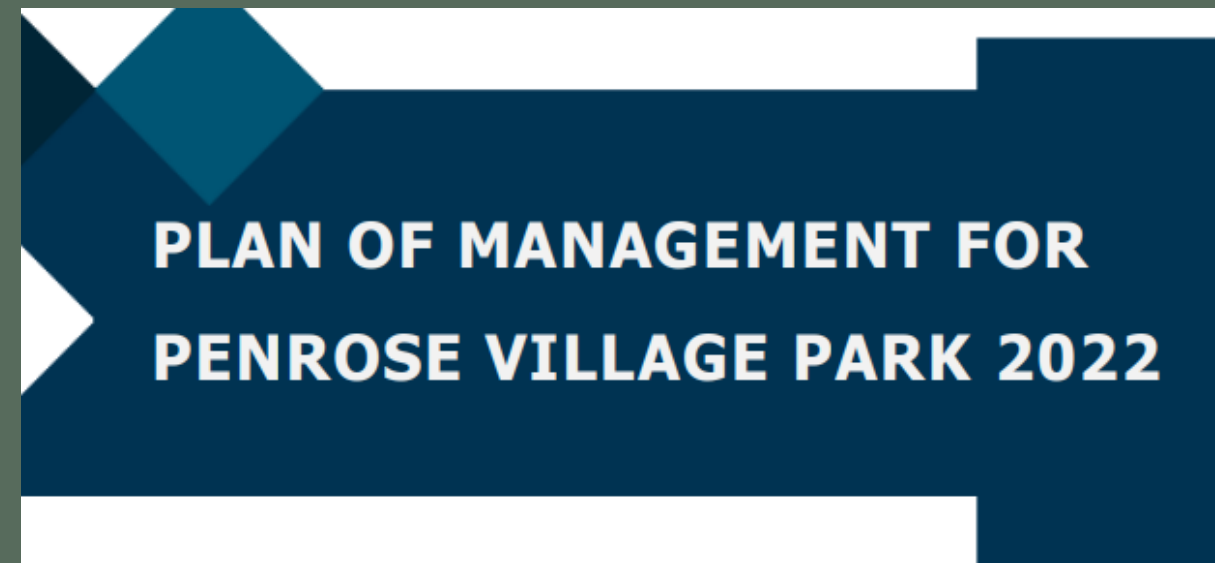
	9:45am Available
	10:00am Available
	10:30am Available
	10:45am Available
	11:00am Available



Plans of Management finalised in 2021/22



[Plan of Management Renwick Community Centre](#)



[Draft Penrose Village Park Plan of Management](#)



[Plan of Management for the Mount Gibraltar Heritage Reserve \(The Gib\)](#)

Looking Ahead

