

Quarterly Progress Report

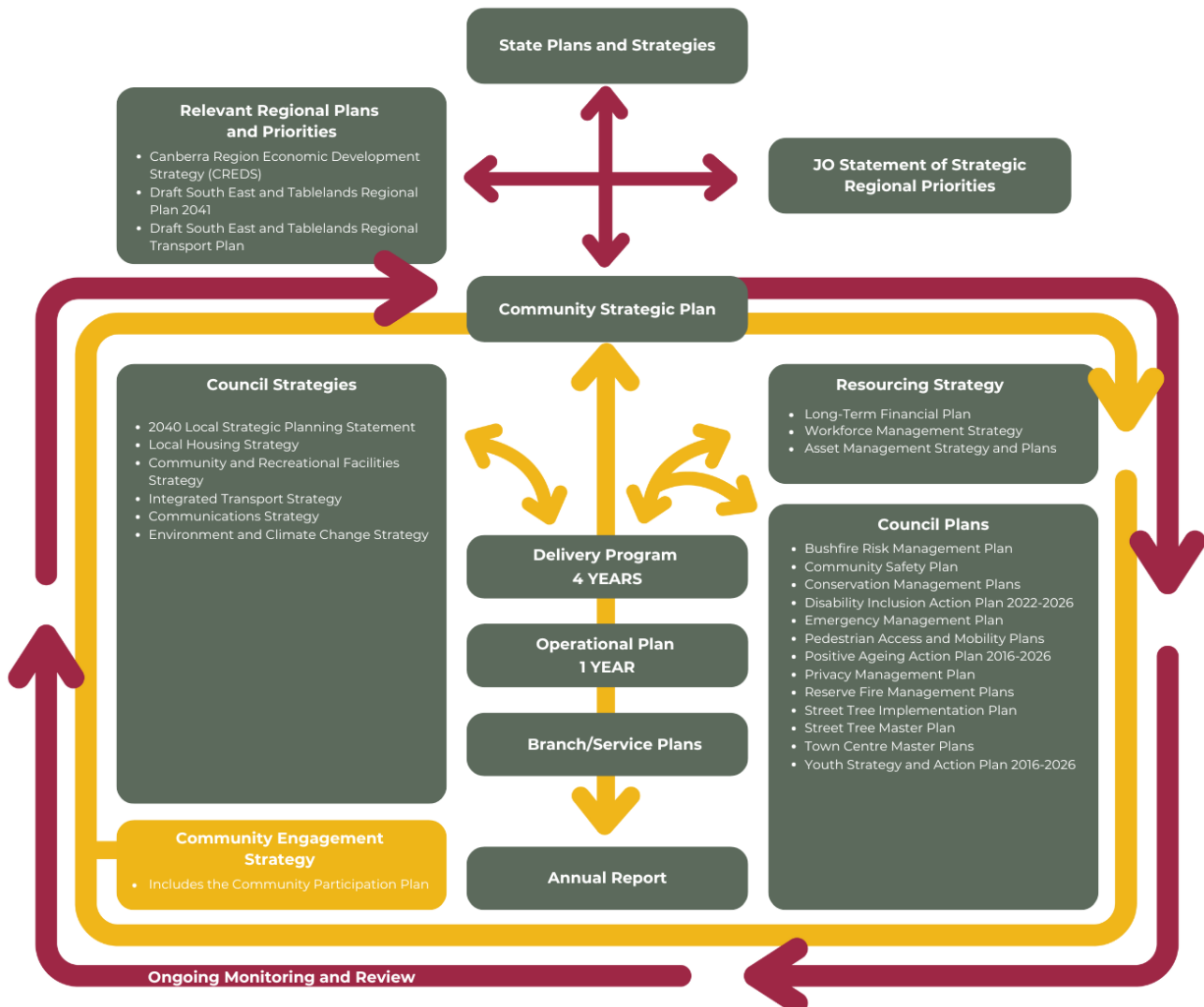
1 January 2025 - 31 March 2025



Wingecarribee
SHIRE COUNCIL

We're with you

Integrated Planning and Reporting Diagram



About this Report

The Quarterly Review reports on Council's progress and outcomes against services and priority actions from the Delivery Program and Operational Plan. The report provides an opportunity to provide updates to the community about how we are meeting our commitments made to the community in these Plans.

Our Delivery Program is structured by Service Area and Principal Activities supporting each service. There are 15 Service Areas and 51 Principal Activities featured within in Delivery Program. Combined these reflect the full range of activities and functions of Council.

The Operational Plan outlines the priority actions and projects that will be delivered throughout the financial year and is a companion document to the Delivery Program.

Working together, these plans help us progress achievement of the vision and goals in our Community Strategic Plan. The Plan is divided into five themes each of which has its own vision statement that explains what we aspire to, and where we want to be in the future.

The themes are:



These documents are key components of the Integrated Planning and Reporting Framework which applies to all Council's in NSW.

This Quarterly Progress Review Report provides outcomes against Council's Delivery Program and Operational Plan 2024/25 for the March Quarter. Progress for each service is reported against one of the five themes of the Community Strategic Plan. In some cases, these services and activities will be contributing to multiple themes and therefore will be presented under the best fit goal.

Service Area and Principal Activities



Civic Leadership

- General Manager's Office and Executive Leadership
- Civic Functions and Councillor Support



Information and Customer Service

- Information and Communication Technology – Corporate Systems
- Information and Communication Technology - Operations
- Corporate Information
- Facility and Bookings
- Customer Experience



People and Culture

- Human Resources
- Policy and Strategy Human Resources



Assets

- Parks and Buildings
- Roads and Drainage
- Water Assets



Development Assessment and Regulation

- Development Assessment (Including Fast Track and Portal Support)
- Development Engineering Services
- Compliance and Regulation



Environment and Sustainability

- Sustainability Services
- Natural Resources Management
- Bushland and Biosecurity



Resource Management and Waste

- Resource Recovery
- Waste Services



Strategic Outcomes

- Economic Development
- Strategy and Place
- Strategic Policy



Financial Services

- Procurement and Contracts
- Revenue
- Financial Services



Governance and Corporate Performance

- Strategy and Business Improvement
- Governance
- Integrated Risk Management



Community Life and Libraries

- Community Development
- Library Services
- Place Management
- Communications and Engagement



Project Delivery

- Project Management
- Roads and Drainage Projects



Shire Presentation

- Customer Service and Business Support
- Fleet
- Civil Construction
- Specialist Engineering
- Parks and Open Spaces
- Open Space and Buildings
- Infrastructure Maintenance



Water Services

- Depot and Maintenance Operations
- Treatment
- Water Network Operations
- Wastewater Network Operations

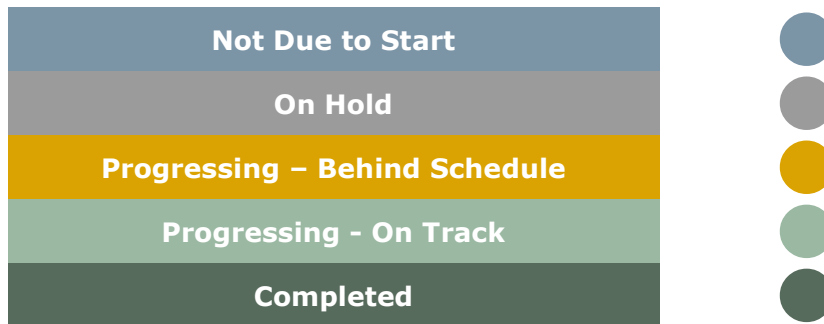


Business and Property

- Southern Regional Livestock Exchange
- Property Services
- Outside School Hours Care Service
- Tourism and Events
- Animal Shelter

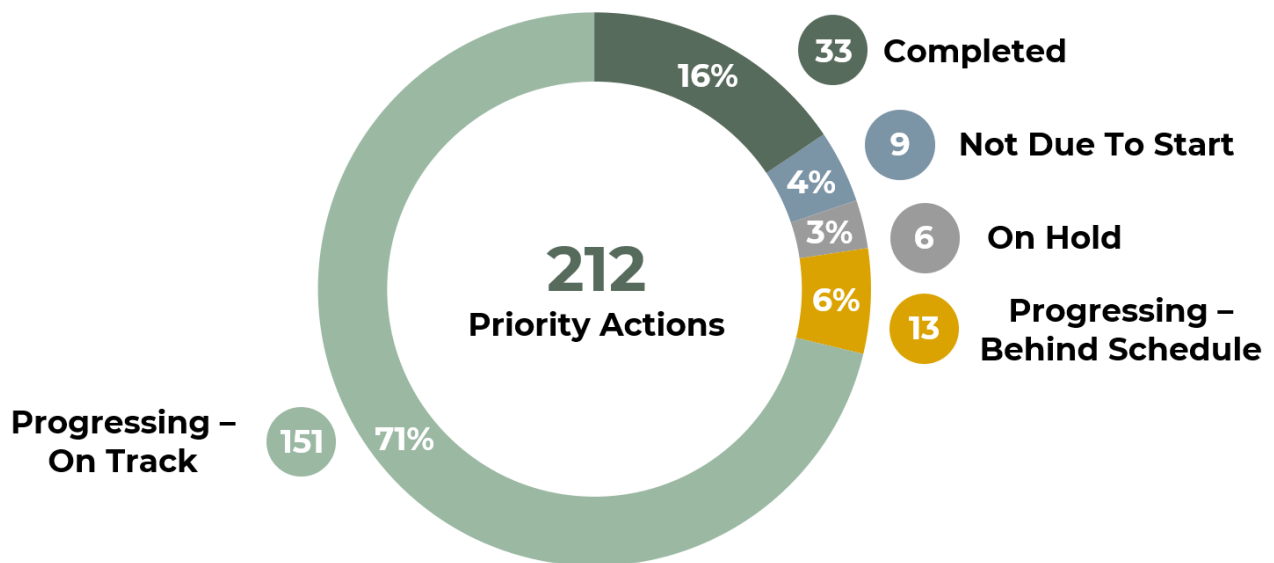
Summary of Progress

Each Priority Action progress is traffic lighted by the following status icons:



As at the end of the March Quarter of the 212 Priority Actions. 9 were 'Not Due to Start', 6 were 'On Hold', 13 were 'Progressing - Behind Schedule', 151 'Progressing - On Track', and 33 were completed.

Priority Action Overall Performance

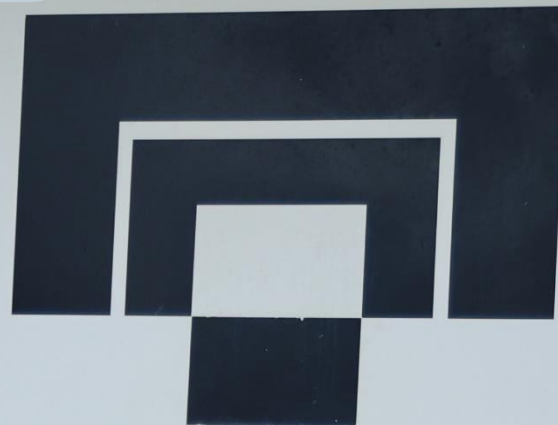






Leadership

ITTAGONG



PLAYHOUSE



Playhouse Matched Funding Secured

Civic Leadership

The leadership team at Council supports the elected representatives (Councillors) as they work to achieve sustainable local government and service delivery across the Shire.

The current Executive Team has been working closely with the Administrator to effectively guide the strategy and operations of the organisation in an open, effective and responsible way.

This includes determining the program of works to be delivered over the next two years and ensuring we have the necessary funding, people, assets and technological systems in place to deliver on our commitments.

Their role is to continue to listen to the community and work together with other spheres of government to achieve the vision for the Wingecarribee Shire and deliver reliable, value for money services.

Civic Leadership consists of 2 Principal Activity Areas. They are:

1. The General Manager's Office and Executive Leadership Team
2. Civic Functions and Councillor Support



General Manager's Office and Executive Leadership

Quarterly Highlight

During the March 2025 quarter, Council held strategic sessions focused on refining the Community Strategic Plan, preparing the draft Delivery Program, and identifying priorities for the current Term of Council. The draft Financial Strategy was finalised and is scheduled for public exhibition in April, outlining actions to support long-term financial sustainability through operational efficiencies, service reviews, and best value procurement.

Councillor onboarding continued with presentations from the Independent Commission Against Corruption and detailed sessions on the Code of Conduct and Code of Meeting Practice, reinforcing good governance practices. The Mayor and General Manager attended the Canberra Region Joint Organisation Board meeting, where regional strategic priorities were adopted. These priorities will guide shared advocacy, including discussions at an upcoming meeting with Ministers at New South Wales Parliament.

The refurbishment of the Civic Centre office space was completed, providing a safe and compliant work environment for over 200 staff. Council also secured funding for the Mittagong Playhouse renovation, announced in January by the Hon. Catherine King and Federal Member of Parliament Stephen Jones. Advocacy meetings with State Members of Parliament were also held to advance community priorities.

The Southern Highlands Innovation Precinct Master Plan and Governance Framework were adopted. Implementation of the framework and development of an Investment Prospectus will form the next steps to attract aligned investment in the region.

Operational Plan Priority Actions

Code	Action	Status	Progress
1.1 PA1	Develop a 12-month program for the onboarding and professional development of Councillors		Program of onboarding continues with a focus on tasks, knowledge, skills and relationships. For the quarter this included: a focus on Integrated Planning and Reporting with the preparation of the Community Strategic Plan & draft Delivery Program; communication and engagement strategy session; two full day sessions around land use planning; property; local government finances; Independent Commission Against Corruption presentation and review of the Shire Priorities document.
1.1 PA2	Continue to implement the Horizon 1 actions within the Organisational Road Map		Reinvigoration of the workspace at the Civic Centre was completed. Work is progressing on the growth plan.
1.1 PA3	Continue to advocate the priorities outlined in 'Shire Priorities 2023'		Funding of \$4.3M was secured for the Playhouse, in line with the Shire Priorities document. Councillor input has been sought into the reviewed Shire Priorities document, ahead of presentation to the May 2025 Council meeting.

Code	Action	Status	Progress
1.1 PA4	Work collaboratively with the Canberra Region Joint Organisation to achieve mutually beneficial outcomes		Council continues to collaborate as part of the CRJO: Mayor and GM contribution to the Board meetings; General Manager's attendance at the General Managers Advisory Group meetings; preparation of joint submissions (incl. response to draft Regional Strategic Integrated Transport Strategy); participation in the SE NSW Resilience Blueprint project (resilience and climate adaptation) in the face of the regions ongoing experience of natural disasters.
1.1 PA5	Partner with TAFE to pilot innovative programs for cadets, apprentices, trainees and people transitioning to retirement (WMS)		Council has submitted an application to the latest round of Office of Local Government (OLG) funding to support the employment of two additional cadet roles.
1.1 PA6	Develop and implement a Health and Wellbeing Plan (4 year Plan) (WMS)		Health and Wellbeing initiatives are continuing to the implemented. Focus for this quarter on safe and respectful workplaces and - Slips, Trips, Falls and Incident Reporting.
1.1 PA7	Develop and implement, the Employee Reward and Recognition Program (WMS)		Reward and recognition program continues with highlighting the good work of the Team on the newly installed digital boards and recognition of the Core Value Champions - monthly.



Civic Functions and Councillor Support

Quarterly Highlight

Council hosted a Citizenship Ceremony on 26 January 2025 along with 2025 Citizen of the Year ceremony. Continued to provide ongoing support to Mayor and Councillors.

Operational Plan Priority Actions

Code	Action	Status	Progress
1.2 PA1	Prepare a program of Civic events in consultation with the Mayor and Councillors		A draft program of Civic Events has been prepared in consultation with the Mayor and Councillors and will be presented to Council in the June 2025 quarter.



Financial Services

Our service works to ensure that the Council is financially sustainable into the long term.

We achieve this through sound and responsible financial management and strategy.

Importantly, we work across the organisation to provide best value services to the community and a consistent, well governed approach to how we procure goods and services.

We are also responsible for managing Councils revenue streams including the issuing and collection of rates from the community.

Financial Service consists of 3 Principal Activity Areas. They are:

1. Procurement and Contracts
2. Revenue
3. Financial Services



Procurement and Contracts

Quarterly Highlight

Council continues to strengthen its monitoring and review processes across all procurement activities to ensure full compliance with relevant legislation, policies, guidelines, and procedures. We remain committed to maintaining all statutory documentation and registers in accordance with legal requirements. This includes regularly updating registers with all necessary information and meeting disclosure obligations, such as those outlined in the Government Information (Public Access) Act 2009 (GIPA Act). In line with this legislation, Council discloses all executed contracts valued at \$150,000 or more (inclusive of GST), reinforcing our commitment to transparency and accountability.

Council has also made meaningful improvements to its internal procurement documentation and procedures, streamlining processes and laying a strong foundation for continued progress and innovation.

Operational Plan Priority Actions

Code	Action	Status	Progress
2.1 PA1	Continue to explore options to better engage with local business		On 28 November 2024, Council conducted a Procurement Workshop. There were 15 participants from various industries who provided their feedback during this session. A suggestion that has been implemented is the ability for vendors to subscribe to alerts for Council's procurement activities, Registrations can be made on Council's website. The next workshop is scheduled for 29 May 2025.
2.1 PA2	Deliver the outcomes of the Finance Service Review conducted in the 2023/24 Financial year		Closure of all 2024/25 Service Review targets progressing as planned and align to the Technology 1 upgrade which is scheduled to Go Live on 1 July 2025.

Revenue

Quarterly Highlight

During the March 2025 quarter, notices for the 3rd instalment were issued, both by post and electronically, by the 31 January deadline required by the legislation. Water meters were read in preparation for the issue of notice in April 2025 for the 3rd billing period of the 2024/25 financial year. These combined ensure the timely collection of our major revenue streams.

Sundry debtor invoices for diverse income sources like rents, commercial waste collection fees and food shop inspection fees were issued in a timely manner to assist in maintaining a steady cashflow. This process is subject to annual audits to identify improvements and validate its effectiveness.

Furthermore, accurate maintenance of Council's databases, including owner details, mailing addresses, land valuations, and rating categories, ensures the equitable and efficient management of Rates, Water & Sewerage Revenue and assist with the timely recovery of income.

Debt recovery continues to be managed in order to maintain the excellent 4.8% collection rate achieved for the 2024/25 financial year, which easily surpassed the 10% benchmark set by the Office of Local Government for rural and regional Councils like Wingecarribee.

These efforts contribute to the Council's financial stability.

Operational Plan Priority Actions

Code	Action	Status	Progress
2.2 PA1	Develop a program to systematically review all property categorised for rating purposes as Farmland		A desktop review of Farmland properties has been conducted of Farmland rated properties as a part of the Emergency Services rating category review. The draft Policy was presented to Council in March 2025 and is currently on public exhibition. Once the policy adopted by Council, the rolling program of reviews will commence.
2.2 PA2	Develop a program to systematically review all property categorised for rating purposes as Non-rateable		A review of non-rateable properties is completed quarterly at which time owners of any identified properties are contacted to confirm their eligibility. There were no properties identified during the March 2025 Quarter.

Financial Services

Quarterly Highlight

In the March 2025 quarter, the draft Operational Plan and Budget was being developed along with the 2025-2035 Long Term Financial Plan. Preparation work for Council's interim audit by the Audit Office of NSW has also commenced.

Additionally, Payroll services-maintained timeliness and compliance, ensuring that Council's staff receive their pay in accordance with NSW Local Government (State) Award 2023.

Furthermore, Council's commitment to Accounts Payable has ensured accurate and timely supplier payments, adhering to the terms and conditions. These actions collectively reinforce Council's responsible financial stewardship, in service to the community.

Operational Plan Priority Actions

Code	Action	Status	Progress
2.3 PA1	Review Council's Long-term Financial Plan (LTFP)* to ensure Council's ongoing financial sustainability		The 2025/26 Base year Long Term Financial Plan (LTFP) has been prepared and will be presented to the April 2025 Council meeting for public exhibition. The LTFP is on track to be adopted by Council in June 2025.
2.3 PA2	Complete the Annual Financial Statements ready for audit within 8 weeks after year end		This Action was Completed in the September 2024 Quarter.
2.3 PA3	Implement Technology One, Ci Anywhere financial module as outlined in the ICT Digital Roadmap (DS)*		The new financial ledgers have been implemented and commissioned from 1 February 2025 within Technology 1. This has enabled the final phase of the Finance System upgrade (Procurement to Pay) to be commissioned on 1 July 2025.
2.3 PA4	Proactively seek grant funding opportunities that align to Council's Operational Plan or unfunded initiatives (LTFP)		During the quarter, Council was successful in receiving \$4.98M relating to four grant applications including the Mittagong Playhouse. Council was notified of 6 unsuccessful grant applications totalling \$9.87 million. There are currently 23 grant applications pending at the end of the quarter valued at \$19.52 million.
2.3 PA5	Deliver the outcomes of the Finance Service Review conducted in the 2023/24 financial year		Actions from the 2024/25 financial year Service Review are on track, with some items completed. Finance Structure refinements have been finalised, while other areas, including financial reporting, legacy system integration and procurement processes are progressing as expected.

Governance and Corporate Performance

Our service works to ensure that the Council is well-governed and operating in an ethical, open, and responsible way.

We work across the organisation to set corporate strategy and planning that helps us achieve our organisational goals and the aspirations of our Community Strategic Plan. We do this through the implementation of an Integrated Planning and Reporting Framework which allows us to plan more sustainably for the future.

We also manage risk, working with our Audit Risk and Improvement Committee to ensure a robust approach to strategic and operational risk management.

We are also responsible for our business improvement program, which aims to make services more effective, efficient and achieving better outcomes for our customers and staff.

Governance and Corporate Performance consists of 3 Principal Activity Areas. They are:

1. Strategy and Business Improvement
2. Governance
3. Integrated Risk Management



Strategy and Business Improvement

Quarterly Highlight

Work continued throughout the quarter to finalise the Community Strategic Plan (CSP) which was publicly exhibited for 28 days during Feb/Mar 2025, with 56 submissions received. Based on community feedback, some amendments were made to the CSP and it was finalised to be presented at the April 2025 Council Meeting for endorsement.

Extensive work was undertaken to develop the Delivery Program, Resourcing Strategy and Operational Plan with managers in alignment to the CSP outcomes and strategies. The draft suite was finalised in late March 2025 to be presented at the April 2025 Council Meeting for approval to place the draft documents on public exhibition during Apr/May 2025 for 28 days.

There was good internal collaboration with different teams during the quarter to undertake community engagement for the CSP, work with Assets, People and Culture and Finance to collate the Resourcing Strategy, and with the Governance team to streamline reporting for internal audit and ARIC action items.

The monthly corporate KPI reporting process continued throughout the reporting period and good progress was made on the Shire Presentation Service Review scope with the RFQ being presented to market for independent consultants to submit their quotations for the engagement. The review should commence in April and will be conducted in accordance with the 'Delivering Better Services' Framework to ensure best value service delivery to the community.

Operational Plan Priority Actions

Code	Action	Status	Progress
3.1 PA1	Prepare the State of Our Shire report as part of the review of the Community Strategic Plan		The State of the Shire Report was completed within necessary timeframes and was presented to the November 2024 Council Meeting as an appendix to the Annual Report in accordance with IP&R Guidelines. The report highlighted future focus areas for consideration by Council when developing 2025-2029 Delivery Program priorities.
3.1 PA2	Develop Council's Resourcing Strategy, Delivery Program 2025-2029 and Operational Plan and Budget 2025/26		Council finalised the Community Strategic Plan following public exhibition and community feedback, with endorsement scheduled for April 2025. Extensive work was completed to prepare the draft Delivery Program, Resourcing Strategy and Operational Plan and Budget, which will be publicly exhibited from April to May 2025 for further community input.
3.1 PA3	Work with the Canberra Region Joint Organisation to develop the Regional Community Strategic Plan		Council worked with the Canberra Region Joint Organisation and local stakeholders to finalise the Wingecarribee 2035 Community Strategic Plan. The Plan was publicly exhibited for 28 days during February and March 2025, with community feedback informing final amendments. It is scheduled for presentation to Council for endorsement in April 2025.

Code	Action	Status	Progress
3.1 PA4	Facilitate a program of Service Reviews to achieve best value services for the community		Council is progressing its service review program to ensure best value for the community. The Shire Presentation review, covering infrastructure maintenance, parks, facilities, and tree management, has been scoped. A contract award is expected in May 2025, with the review to be conducted under Council's Delivering Better Services Framework.



Governance

Quarterly Highlight

During the March 2025 quarter there were two (2) Ordinary Meetings of Council. All agendas and minutes for these meetings were distributed in accordance with the Code of Meeting Practice.

The Government Information (Public Access) Act 2009 (GIPA) provides members of the public with the right to access information held by Council. There was one (1) formal GIPA applications and 198 informal access to information requests referred to the Governance team during the reporting period.

There was one (1) Ordinary Meeting of the Audit Risk and Improvement Committee (ARIC) held during the reporting period. The agenda and minutes were distributed in accordance with the ARIC Terms of Reference. A report for the internal audit in relation to Contract Management Processes has been finalised and fieldwork is in progress for the Payroll Processes internal audit, both of which will be presented to the June ARIC meeting. KPMG, Management and the ARIC are in discussions to finalise the subject and scope of the fourth required audit.

All registers maintained by Governance were updated accordingly.

Operational Plan Priority Actions

Code	Action	Status	Progress
3.2 PA1	Prepare for and facilitate the September 2024 local government elections		This Action was Completed in the September 2024 Quarter.
3.2 PA2	Develop and deliver the Councillor induction program		Council continued delivery of the Councillor Induction Program this quarter, with sessions held on the Delivery Program, Code of Meeting Practice, and Communication and Media. The program has now concluded, with an evaluation to be undertaken next quarter to support continuous improvement and ensure councillors are well-equipped in their roles.
3.2 PA3	Develop and deliver a professional development program for Councillors		Council has implemented a professional development program for Councillors, with seven strategic and development sessions held this quarter. Sessions are delivered twice a month to build understanding of complex issues. With the induction program now complete, individual development needs will be assessed to tailor future training.
3.2 PA4	Undertake reviews of the relevant statutory policies including - • Councillor and Staff Interaction Policy • Code of Meeting Practice • Code of Conduct • Expenses and Facilities for the Mayor and Councillors Policy		Council adopted its updated Code of Meeting Practice in February 2025. A review of the Expenses and Facilities Policy for the Mayor and Councillors was completed and endorsed for public exhibition in March. The review of the Code of Conduct will commence once the new Model Code is released by the Office of Local Government following statewide consultation.

Code	Action	Status	Progress
3.2 PA5	Review delegations to ensure accountability and responsibility across the organisation		Council has completed a comprehensive review of staff delegations to ensure clear accountability and appropriate authority across the organisation. Delegations for new staff and those in acting or changed roles have been prepared, with finalisation of the review scheduled for early in the June quarter.



Integrated Risk Management

Quarterly Highlight

The refresh of Council's strategic risks was initiated with the assistance of KPMG at the start of the year. Current risks, actions and due dates were reviewed post discussion with the action owners and changes made where required. Final report was presented to the ARIC for review and discussion. Council is also working on implementation of a quarterly review of its operational risks.

The purpose of the Risk Management Framework is to set out how risk management is embedded across Council for all operations and decision-making. The framework outlines the relevant components and arrangements that enable Council to design, implement, monitor, review and continually improve risk management across the Council. Council has requested KPMG to review the draft Risk Management framework in line with the draft Risk Management Policy, which has already been through an internal review process, been presented to ARIC and gone through the consultation process, to ensure the documents are consistent with the Australian Risk Management Standard and Council's approach to risk management.

Operational Plan Priority Actions

Code	Action	Status	Progress
3.3 PA1	Continue to implement actions to comply with the SafeWork NSW Enforceable Undertaking		This Action was Completed in the December Quarter 2024.
3.3 PA2	Deliver projects identified in the StateCover Action Plan 2024		Council completed the 2024 Work Health and Safety self-audit, with an incentive payment received in December 2024. This funding is being reinvested into workplace safety improvements, aligned with Council's StateCover Action Plan, to strengthen risk management, enhance safety practices, and support a healthier, safer working environment for all staff and the community.
3.3 PA3	Participate in the StateWide Mutual Continuous Improvement Pathway		Council is actively participating in StateWide Mutual's Continuous Improvement Pathway program to strengthen risk management practices. While awaiting allocation of 2024/25 self-assessment tasks, Council is maintaining engagement with the program to drive continuous improvement, support better risk outcomes, and promote a safer, more resilient organisation for staff and the community.
3.3 PA4	Continue to implement the Integrated Risk Roadmap and Action Plan		Council is progressing the Integrated Risk Roadmap and Action Plan. A new incident reporting system is being implemented to improve how risks are captured and managed. Regular site inspections, risk assessments and Toolbox Talks are strengthening risk awareness, hazard identification, and safety culture across the organisation, supporting safer outcomes for staff and the community.

Information and Customer Service

Information and Customer Services is broad reaching and includes the provision of day-to-day customer services as well as the management and bookings of community facilities such as local halls and sports grounds.

We also provide the Council with the essential technological systems and infrastructure that support the way we live, work and play.

Providing timely, accurate and relevant information, along with improving the customer experience, are key focus areas for the organisation over the next two years.

Another priority will be the implementation of our Digital Strategy, aimed at improving and streamlining processes and protecting private information from cyber-security threats.

Information and Customer Services consists of 5 Principal Activity Areas. They are:

1. Information and Communication Technology - Corporate Systems
2. Information and Communication Technology - Operations
3. Corporate Information
4. Facilities and Bookings
5. Customer Experience



Information and Communication Technology – Corporate Systems

Quarterly Highlight

Work continues with the implementation of new Technology One modules and development of integration from third party vendors to develop a fully integrated system moving towards a "Central Point of Truth" for the easy retrieval of information and better reporting. Our ICT Roadmap is the key for the progress of our implementation and gives true visibility to how these projects are tracking. We are decreasing the number of "silos" in the organisation by talking with the relevant departments and working together to provide a workable solution.

Operational Plan Priority Actions

Code	Action	Status	Progress
4.1 PA1	Commence implementation of the Enterprise Resource Planning Solution according to the Information Communication Technology (ICT) Roadmap (DS)		Council continues the phased implementation of the Enterprise Resource Planning system to strengthen operations and support long-term sustainability. Training and testing of the new Procure to Pay system begins in April 2025. Updates to asset and works management systems will improve internal processes, enabling more efficient, reliable and transparent service delivery to the community.
4.1 PA2	Investigate integrated mapping resources to enhance how the community receives information. (DS)		Council is progressing work to improve access to asset and property information through integrated mapping. An important connector between Council's systems has been identified to enable more accurate, real-time spatial data. This will support future improvements to how the community views and interacts with local infrastructure and property information online.
4.1 PA3	Review current setup of Technology One modules for efficiencies through automation (DS)		Council is improving the use of its systems to make key services more efficient through automation. New processes have been introduced to support faster development application (DA) clearances, and work is underway to automate applications such as outdoor dining approvals and notices of orders. These changes aim to streamline services and enhance the customer experience.

Information and Communication Technology – Operations

Quarterly Highlight

In the March Quarter, Council continued maintaining a reliable and secure IT environment. Council officers continued strengthening and improving cybersecurity with additional server and network upgrades. Commitment to digital safety is reinforced through internal awareness campaigns, phishing simulations, and daily email digests to educate staff on cyber matters.

Council provided technical expertise and support to both internal and external stakeholders, improving service delivery, prioritising requests, and continuously seeking feedback through customer surveys.

Meanwhile, infrastructure maintained a 99% uptime, thanks to real-time monitoring and proactive maintenance, which also addresses cybersecurity threats and data protection. Compliance with patching protocols was achieved across both server and desktop environments.

Council remained proactive in maintaining secure systems by attending to reports from Cyber Security NSW for threat alerts and implementing monthly Windows patching, including third-party software and hardware driver updates. Unsupported servers that are no longer required are being decommissioned.

The rollout of new network infrastructure ensured improved connectivity between Council sites, enabling our mobile-enabled workforce to support valued external customers from anywhere. The ICT Operations team efficiently managed a high volume of tickets and calls daily, ensuring staff can provide excellent service to our customers.

Operational Plan Priority Actions

Code	Action	Status	Progress
4.2 PA1	Implement, manage and test Councils Backup and Disaster Recovery (DR) Solution in line with business continuity requirements		Council has implemented its Disaster Recovery Solution to strengthen service resilience and business continuity. Staff training and knowledge transfer were completed in January 2025 to ensure teams are prepared to respond effectively to unexpected events, protecting essential services and minimising disruption to the community.
4.2 PA2	Design, implement and maintain reliable and resilient network infrastructure		Council is upgrading its core network infrastructure to improve performance, resilience and reliability. Planning and works are underway to transition from wireless to fibre services, providing faster and more stable connections across Council sites. Some delays have been experienced due to the broader NBN rollout, but progress continues to support future service improvements.
4.2 PA3	Centralise Councils CCTV environment to support community safety and security		Council has upgraded and centralised its CCTV system at the Civic Centre to improve security and safety. A new CCTV Video Management System has been implemented, replacing the previous platform. This upgrade strengthens Council's ability to monitor facilities, protect public spaces, and support community safety across the Shire.

Code	Action	Status	Progress
4.2 PA4	Implement efficiencies and automated solutions to streamline processes and improve upon internal services (DS)*		Council has implemented improvements to access control and CCTV systems at the Civic Centre, making it easier to manage security and building access. These upgrades streamline internal processes, strengthen safety measures, and support more efficient service delivery to staff and visitors.



Corporate Information

Quarterly Highlight

Council have been maintaining accurate records, focusing on Enterprise Content Management (ECM) and guiding staff through our Business Partners with enhancing correct procedures with Subject Index's for sentencing of documents. Council remains committed to prioritising & effectively managing workloads.

External digitisation continues of Development Applications with another 400 boxes shipped offsite total boxes 2278, with digital versions now been returned and uploaded into ECM.

Operational Plan Priority Actions

Code	Action	Status	Progress
4.3 PA1	Continue sentencing and digitisation of hardcopy files to improve access to data and record keeping		Council is continuing its major project to digitise hardcopy records and improve access to information. This quarter, 400 boxes of physical records were sent for scanning and digitisation, with 598 boxes completed and uploaded into the electronic records system. This work supports better data management, transparency and long-term preservation of Council's records.
4.3 PA2	Cleanse migrated DataWorks documents in Enterprise Content Manager (ECM)		This action is behind schedule. Cleansing of digital records migrated from a legacy system, originally due for completion by September 2025, has been delayed due to the reprioritisation of resources for major organisational projects such as the Civic Centre refurbishment. Council continues to review and improve records to ensure accuracy, accessibility and compliance.

Facilities and Bookings

Quarterly Highlight

Council provided ongoing support to the 355 Management Committees in accordance with the Procedures Manual. This included delivering orientation and training, attending meetings, ensuring compliance with governance and reporting requirements, and advising on facility improvements. The review of the 355 Manual was placed on hold, with minor revisions planned for the June Quarter to enhance readability and clarify responsibilities.

The Terms and Conditions of Hire were under review, with key areas identified for feedback and discussions initiated with Risk and Insurance to ensure compliance. Facility bookings for halls, community centres, sports grounds, and recreational reserves continued to be promoted and supported through the Shire Presentation area. Council's online booking system has been managed daily, ensuring efficient communication to Community users.

Operational Plan Priority Actions

Code	Action	Status	Progress
4.4 PA1	Continue implementation of an online booking system (Bookable) to support hirers of community facilities (DS)		The online booking system has been operational for the community and individuals to access for user requirements to book a facility. Ongoing assessments are undertaken to improve this service as required.



Customer Experience

Quarterly Highlight

Council is committed to maintaining accuracy across its digital services. To support this, an audit of online forms was recently undertaken to verify the accuracy of content and ensure information is up to date and aligned with current processes.

During the audit, Council identified opportunities to improve forms that required property owner consent. As a result, a new mandatory field was introduced requiring proof of ownership to be submitted at the time of lodgement. This change has streamlined the process, reduced the need for follow-up communication, and minimised double handling and processing delays.

Council also continues to work closely with internal departments, particularly the Water and Sewer team, to refine application workflows, contributing to greater accuracy, faster response times, and a more consistent experience for our customers.

Operational Plan Priority Actions

Code	Action	Status	Progress
4.5 PA1	Review, implement and monitor the Customer Experience Charter		Council continues to monitor how well service teams are meeting the Customer Experience Charter and Standards. Regular reporting helps drive accountability and improvements. A review of the Charter is also underway to ensure it reflects current community expectations and supports a consistent, customer-first approach across all services.
4.5 PA2	Establish a Concierge Visitor Management System to provide an initial point of contact for the customer and assist with wayfinding		This Action was Completed in the December 2024 Quarter.
4.5 PA3	Deliver accessible and convenient services including online payments		Council will launch Phase One of its new E-Services platform in quarter 4, allowing the community to lodge and pay for Rates and Special Water Meter Read Certificates online at any time. This upgrade improves convenience, supports 24/7 access, and is part of Council's commitment to delivering modern, accessible services.
4.5 PA4	Enhance the efficiency and effectiveness of resolving customer issues during initial interaction with the Customer Experience team		Council is focused on resolving customer enquiries quickly and effectively. The Customer Experience Team continues to build skills through coaching, training, and leadership development, helping to improve first-point-of-contact resolution and ensure a positive, consistent experience for the community.

People and Culture

People and Culture recognises that our people are our greatest asset.

Having the right people, in the right jobs, at the right time, helps us to provide better services to the community.

The service works to enable a productive, happy and safe organisation, with an appropriately skilled and experienced workforce. We manage the day-to-day human resources activities of the Council while also developing strategies and plans to achieve a sustainable and productive workforce into the future.

This includes developing strategies that enable us to compete for skilled workers and position the organisation as an employer of choice.

People and Culture consists of 2 Principal Activity Areas. They are:

1. Human Resources
2. Policy and Strategy Human Resources



Human Resources

Quarterly Highlight

During the reporting period, the People and Culture team has been actively involved supporting all staff in the management of their employment and conditions.

Council continues to make improvement to its e-recruitment module Pulse after a successful soft launch and is now working on implementation of the Pulse Onboarding module with testing of the module complete, and now planning on the roll-out and training with implementation scheduled for May 2025.

Council commenced work with Pulse on the performance management module which is expected to be launched in the second quarter of 2025. The introduction of these modules will streamline processes which will benefit internal and external customers.

Council has been successful in obtaining funding for two apprentice positions as part of the NSW Government's Fresh Start for Local Government program. Recruitment for the Apprentice Civil Construction Plant and Apprentice Landscaper was undertaken during December/January. Council will continue to apply for funding under future stages of this program, with a focus on succession planning in some of our hard to fill positions.

People and Culture provide advice and support to our leadership in managing and supporting employee performance according to their role responsibilities. To further enhance this process, People and Culture has reviewed or developed a number of Operational Management Standards focusing on Probation, Leave Provisions, Recruitment Selection, Higher Grade Duties and Transition to Retirement. This helps ensure our employees are equipped for success, contributing positively to the council's goals.

People and Culture HR Business Partners regularly provide Council staff with expert advice on workforce planning and employee relations consistent with the Local Government State Award and policy and procedure.

Operational Plan Priority Actions

Code	Action	Status	Progress
5.1 PA1	Review and update Human Resources policies and procedures		The Operational Management Standard (OMS) review program has been endorsed by Executive. Probation, Leave Provision, Higher Duties and Transition to Retirement OMSs have been reviewed, consulted and approved by Executive. Development of the training material and training roll out in these is underway. Secondary Employment, Salary Packaging, Recruitment and Selection, Flexible Work and Smoke Free Workplace are currently under development.
5.1 PA2	Implement the Workforce Strategy with a focus on attracting and retaining skilled staff		Council is implementing its Workforce Strategy with a strong focus on attracting and retaining skilled staff. Recruitment and selection processes are being strengthened, and the Strategy has been redeveloped in line with Council's Integrated Planning and Reporting obligations ahead of June 2025.

Code	Action	Status	Progress
5.1 PA3	Roll out training and education to support staff in the implementation of both current and new policies and procedures (WMS)		Council continues to deliver targeted training to support staff in applying new and existing policies and procedures. Key programs this quarter included leadership development, psychosocial hazard awareness, working near powerlines, and customer safety. A new learning management system is being rolled out to strengthen ongoing staff training and compliance.
5.1 PA4	Continue to provide apprenticeship, trainee and cadet roles to encourage youth employment and broader workforce participation (WMS)		Council continues to support youth employment through apprenticeships, traineeships and cadet roles, with 12 active placements currently in place. Recent appointments include an Apprentice Landscaper and a Water Services Trainee. Council also secured NSW Government funding for two new apprentices and has applied for three additional cadet positions.



Policy and Strategy Human Resources

Quarterly Highlight

Council has developed and is implementing contemporary human resource practices to attract and retain a skilled workforce, including the Reward and Recognition Program, High Performance Payment Program, and an enhanced annual performance feedback development program.

A training matrix that focuses on mandatory and compliance training has been completed. The training matrix identifies required training for all positions, with a regularly published training calendar for staff. The focus remains on WHS-related training, along with a Team Leader development program.

A program of policy and procedures (Operational Management Standards) has been developed and is currently under review. Further work is being done to improve the onboarding process for new staff members.

Operational Plan Priority Actions

Code	Action	Status	Progress
5.2 PA1	Identify Learning and Development Opportunities that support the ongoing implementation of our Workforce Strategy (WMS)		Council continues to align training with the Workforce Strategy to support a skilled and capable workforce. A training matrix has been completed, and requests identified through the annual performance review process are being considered for inclusion in the 2024/25 training calendar.
5.2 PA2	Develop a Diversity Workforce Management Plan (WMS)		The Diversity and Inclusion Plan has been drafted and will be presented to Council's Executive team during May for consideration, prior to consultation with staff. It is envisaged that the Plan will be adopted around 30 June 2025.



People



Nepalese Festival in Corbett Gardens

Community Life and Libraries

We support people of all ages, places, circumstances and backgrounds to fully participate in community life.

We do this through holistic strategy, planning and service provision across a range of sectors – from arts and cultural, to aged care, disability and youth services.

We deliver and assist others in organising local community events and festivals that bring people together.

We also work collaboratively with service providers, and community advocates to ensure community resilience and wellbeing. This includes working closely with First Nations peoples and organisations.

Our place-based approach ensures that village and town-based organisations can easily access the help they need to achieve great outcomes for local communities.

We support a more informed and educated community through the delivery of our Library Services, which also provide safe and welcoming community hubs. Our libraries also contribute to the vitality of the Shire through community activities and events.

The Community Life and Libraries Service consists of 4 Principal Activity Areas. They are:

1. Community Development
2. Library Services
3. Place Management
4. Communication and Engagement



Community Development

Quarterly Highlight

This quarter saw significant progress across youth, ageing, resilience, and inclusion initiatives, alongside continued support for local arts, festivals, and community forums.

Highlights include the completion of the Youth Action Plan draft, shaped by engagement with young people from May to November 2024. Key themes include Heard and Celebrated; Skilled and Ready; Active and Well; Engaged and Included; and Safe and Connected. Feedback from youth services on draft themes and emerging issues is now being reviewed ahead of reporting to Council in May.

The EmpowerED Youth Opportunities project continued to grow, with First Aid training delivered to local young people. Further training opportunities are being coordinated in response to direct youth feedback. Planning for Youth Fest 2025 is also underway, promising a dynamic, collaborative program for Youth Week next quarter.

The International Women's Day breakfast focused on youth voices, featuring a powerful panel of young people sharing their lived experiences with gender inequality and their visions for change.

Council led or supported 15 of the 60 events delivered during the Seniors Festival 2025, which spanned a fortnight and celebrated healthy ageing, connection, and creativity. Highlights included exhibitions, social activities, and health and wellbeing sessions. Seniors Directories were actively distributed throughout the Shire, including at Festival events. A new contractor delivering the Stepping On program was introduced at the Seniors Expo.

Planning commenced for the Together We Thrive program, with Council engaging Village Associations and service providers to co-design community-led activities that strengthen social resilience. Council also secured funding through the Connecting Seniors Grant 2025, which will support village-based initiatives to foster social connection among older residents.

In arts and culture, ImaginArta Puppetry brought delight to the Atrium in January with a display of puppets, photos, and an educational video. February's In Transit photography exhibition, commissioned by Southern Tablelands Arts, highlighted regional journeys, while March saw a Seniors Festival exhibition featuring multimedia works by 40 local artists.

Council forums and networks remained active, with meetings held for the Interagency, Child Youth and Family Forum, Domestic Violence Forum, and Wingecarribee Ageing Forum. Participation in the Dementia Inclusive Southern Highlands Group continued to progress awareness and action around dementia-friendly communities.

Council supported the Southern Highlands Jazz Group's ongoing tour, linking them with Village Associations to deliver events including Jazz in Robertson and Jazz in the Park in Wingello. The final performance will take place in Berrima next quarter.

As part of the Protecting Our Communities program, Council commenced procurement for four Village-Level Community-Led Resilience Plans, following the successful variation approval. Community resilience efforts continued in Yerrinbool, with the second Big Map workshop delivered in collaboration with NSW Reconstruction Authority, Red Cross, and RFS. Local knowledge informed prioritisation of critical infrastructure and fire preparedness. A pop-up event is planned for 4 May, incorporating the Mobile Library Van and resource hubs, and offering opportunities for community leadership and intergenerational connection.

Progress also continued on the Community Safety Plan, with engagement completed and safety themes identified. Updated BOSCAR data has been reviewed, stakeholder feedback collected, and drafting is now underway ahead of the June Council presentation.

Council's Reconciliation Action Plan (RAP) Working Group met in February, with a focus on strengthening actions related to people, culture, and procurement. Additional expertise is being sought to support ongoing implementation, with the next RAP meeting scheduled for April.

Efforts to support new residents gained momentum, with planning underway to pilot a Welcome New Residents event. Council is working alongside Ashbourne and community stakeholders to co-design connection opportunities, which will inform the development of a New Residents Kit and website redesign.

Community Development continued to support village planning and engagement, participating in implementation working groups in Robertson and contributing to the draft Place Design Guide. Planning also commenced for engagement supporting the Bundanoon Place Plan, with ongoing face-to-face consultations delivered in Hill Top, Wingello, Exeter, Bundanoon, and Robertson.

Finally, the Nepalese Festival was a vibrant success, drawing diverse crowds to Corbett Gardens with music, cultural displays, and dance. Council's partnership with the local Nepali community ensured the event was inclusive and welcoming.

Operational Plan Priority Actions

Code	Action	Status	Progress
6.1 PA1	Develop the Community Safety Plan to identify and address key areas of community concern		Council has completed community engagement and stakeholder consultation for the new Community Safety Plan. Key safety themes have been identified, updated crime statistics reviewed, and actions are now being developed. Drafting of the Plan is underway, with the final version scheduled to be presented to Council in June 2025.
6.1 PA2	Investigate opportunities to welcome new residents and promote inclusivity in partnership with the Mittagong Welcome Centre		Council is working with local partner Ashbourne this quarter to welcome new residents and promote inclusivity. Planning is underway to trial a Welcome New Residents event next quarter, with feedback to inform the development of a New Residents Kit and improvements to Council's website to better support newcomers to the Shire.
6.1 PA3	Implement the Reconciliation Action Plan (RAP)		Council continues to implement its Reconciliation Action Plan. A RAP Working Group meeting was held in February 2025, with further expertise engaged to progress actions relating to people, culture and procurement. The next meeting is scheduled for April, with a likely extension of the current RAP to ensure actions are embedded before progressing to the next stage.

Code	Action	Status	Progress
6.1 PA4	Review and prepare a new Arts and Culture Strategy		Council is developing a new Arts and Culture Strategy, with community engagement now complete and key themes identified. Actions are being drafted, informed by feedback from the Arts and Culture Roundtable. A new Arts and Culture Network has also been established, with over 15 local creatives coming together to collaborate and shape the future of arts in the Shire.
6.1 PA5	Deliver activities that support and promote diversity of inclusion in sport and recreation		Council has developed a 2025 program to support local sports clubs in building understanding of inclusive sport. The first event will be held in April, followed by two training sessions and two inclusive sports days in May. Consultation has expanded to include local service providers and school support teachers to strengthen participation and accessibility.
6.1 PA6	Support implementation of priority activities from the South Western Sydney Primary Health Network "Deep Dive Report" to improve outcomes for Seniors		Council continues to support improved outcomes for seniors through actions aligned with the Deep Dive Report. Seniors Directories were distributed at Seniors Festival events, along with materials promoting healthy ageing and social connection. Local delivery of the Stepping On program was supported at the Seniors Expo, and MyShire listings are being updated to improve access to local services.
6.1 PA7	Commence investigation and planning for an emergency services hub in the Wingecarribee Shire		This Action was Completed in the September 2024 Quarter.
6.1 PA8	Complete the update of the Youth Strategy and Action Plan to improve outcomes in key areas including access to housing and wellbeing		Council has drafted a new Youth Action Plan following extensive consultation with young people. The Plan is currently under review and will be presented to Council in May 2025. Key themes include: Heard and Celebrated; Skilled and Ready; Active and Well; Engaged and Included; and Safe and Connected—reflecting the priorities and aspirations of local youth.
6.1 PA9	Deliver an event with the local Nepalese community that supports and celebrates social cohesion		Council partnered with the local Nepalese community to deliver the Nepalese Festival on 1 March 2025 in Corbett Gardens. The event featured cultural displays, music and dance, and successfully brought together Nepali and non-Nepali community members in celebration of culture, connection and social cohesion.
6.1 PA10	Support Southern Highlands Jazz to provide a jazz event in the villages of Yerrinbool, Canyonleigh, Balmoral Village, Penrose and Burrawang		Council supported Southern Highlands Jazz to deliver village-based events that celebrate music and community. Recent performances were held in Robertson and Wingello, with local associations playing a key role in hosting. Council continues to assist the group in building partnerships, with Berrima set to host the final event in the village tour next quarter.

Code	Action	Status	Progress
6.1 PA11	Investigate programs that support communities in the new living areas, including Ashbourne Estate		Council is working with Ashbourne Community Development staff to explore opportunities that support social connection as new residents move into the estate. Planning is underway for local engagement activities to be delivered next quarter, helping to build a sense of community and belonging in this emerging neighbourhood.



Library Services

Quarterly Highlight

During the March Quarter, Wingecarribee Public Libraries continued to deliver lending services through branch locations, the mobile library, and online platforms, providing the community with access to a diverse range of collections and formats. The Home Library Service remained available to residents, with staff supporting material selection and delivery. Promotional efforts were expanded through new social media content to raise awareness of the service.

A total of 140 events, activities, and programs were delivered during the reporting period. These included the January school holiday program, Tech Savvy Senior sessions, an adult creative writing workshop, as well as regular offerings such as storytime, baby rhyme time, Colour Me Happy, Sit and Knit, Duplo and LEGO sessions, and colouring competitions.

Study and research services continued to be supported through access to study spaces, free Wi-Fi, air printing, public computers, and a range of specialised collections and e-resources. Council also maintained access to the Local Archives Repository from the New South Wales State Archives, which provided historical information for public research and educational use.

Collaborative relationships were maintained with key organisations, including the State Library of New South Wales, the Southeast Zone of the New South Wales Public Library Association, and the Friends of Wingecarribee Library.

Operational Plan Priority Actions

Code	Action	Status	Progress
6.2 PA1	Investigate, review, develop and customise the functions and features of the new Integrated Library Management System (ILMS)		Library staff continue to review and enhance the new Integrated Library Management System to improve user experience and service efficiency. Automated SMS and email notifications are now in place for all borrowers. Staff have undertaken further training, and new tools are being introduced to streamline reservation processes and support a more responsive library service.
6.2 PA2	Prepare a Public Library Infrastructure Grant 2024-2025 application to digitise the Local Studies Collections		This Action was Completed in the December 2024 Quarter.
6.2 PA3	Develop options on suitable locations for the Wingecarribee Public Libraries Local Studies collections		This Action was Completed in the December 2024 Quarter.
6.2 PA4	Develop and deliver outreach activities to encourage broader participation in Library programs		The library has delivered a wide range of activities to encourage participation in library programs. These activities included the Taronga Zoomobile visit, 10 craft afternoons throughout January 2025, Earth hour craft in collaboration with the Environment team. The library also held a free creative writing workshop for adults and adult social club activities.

Code	Action	Status	Progress
6.2 PA5	Upgrade and promote the new Mobile Library to encourage broad community participation		During the March 2025 quarter, Council has continued progressing work to enhance library services across the community. A key focus has been on the fit out of the new mobile library, Planning is well underway, and Council is currently seeking quotes for the fit-out of the new vehicle to ensure it meets the needs of our diverse community and provide a contemporary service. It is expected that work on the fit-out will commence in the coming three months.
6.2 PA6	Develop and deliver a program of Community Development activities to be run through the Mobile Library		A collaborative program between the Library and Community Business Units are being discussed for the fourth quarter in 2025
6.2 PA7	Upgrade and promote the Library website to increase community participation and improve accessibility		Over the past quarter a Request for Quote (RFQ) for the development of a new and improved library website was distributed, and both the library and communications teams met with shortlisted candidates. Following a full evaluation process, a preferred supplier has now been selected. The next phase will involve consultation with the chosen website developer to finalise the project scope and rework the existing sitemap. Once these steps are complete, the project will proceed to the design phase.



Place Management

Quarterly Highlight

Place-based engagement and planning continued to strengthen local identity, connection, and collaboration across Wingecarribee's villages this quarter.

Council supported the Southern Highlands Jazz Group in expanding its village concert series, helping nurture partnerships with local associations. Jazz in Robertson was proudly hosted by the Robertson Association and CTC, while Jazz in the Park brought the Wingello community together at Casburn Park and the local hall. The final performance in the series will be supported in Berrima next quarter.

Community consultation for the Wingecarribee Community Strategic Plan 2035 and the Draft Communications and Engagement Strategy was delivered in place across the Shire. Pop-up sessions were held at Hill Top Public School, Exeter Village Store, Wingello General Store, and Robertson CTC. Additional engagement was undertaken in Bundanoon and Hill Top to ensure widespread access to information and planning discussions.

Council continues to work with communities in Bundanoon and Robertson to progress place plan conversations, with Robertson's Village Place Plan Implementation Group meeting regularly. Council has commenced development of a Place Design Guide, aimed at supporting delivery of locally driven actions in Robertson.

Council also identified a growing need for place-based initiatives supporting older residents and was awarded funding through the Connecting Seniors Grant 2025. Planning has commenced to co-design a village-based program over the next two reporting periods, with Council set to engage Village Associations and community groups to understand local priorities and opportunities for social connection.

As part of the Seniors Festival 2025, 60 events were held Shire-wide, including 15 Council-led or supported initiatives. The Festival saw vibrant partnerships with local groups: Yerrinbool Garden Club hosted a garden tour and lunch for Warrigal residents, Hill Top community once again delivered a sold-out Irish morning tea, and Quest for Life in Bundanoon facilitated an open grief and trauma workshop with Petrea King.

Council's village-based collaboration continued through the Together We Thrive initiative, with discussions held with associations and service providers in Colo Vale, Yerrinbool, Hill Top, Robertson, Burrawang Wildes Meadow, and Medway. These meetings explored resourcing needs and opportunities for community-led delivery next quarter.

Council staff remain actively engaged with Village Associations, Men's Sheds, CTCs, and local service providers to ensure programs are responsive to local aspirations. Planning for Seniors Connect and Youth Fest is also underway, with delivery scheduled to begin next quarter.

Operational Plan Priority Actions

Code	Action	Status	Progress
6.3 PA1	Prepare Place Profiles for Berrima, Penrose and Colo Vale		This Action was Completed in the December 2024 Quarter.

Code	Action	Status	Progress
6.3 PA2	Engage with Villages to identify potential collaborative, community based projects and resourcing opportunities		Council attended meetings with Colo Vale Association, Colo Vale Men's Shed, Yerrinbool Garden Club and Association this quarter. Hill Top Soldiers Memorial club, Robertson Association, CTC and Shed, Burrawang Wildes Meadow Community Association, Medway Community Association and the various service providers. To discuss resourcing opportunities to deliver the Together we Thrive program delivered next quarter.
6.3 PA3	Collaborate with Strategic Outcomes and the community to develop a program of place based activities		Council continues to collaborate with local communities to support place-based planning. Community Development is actively involved in the Robertson Village Place Plan implementation, including early work on a draft Place Design Guide. This quarter, the team also supported engagement activities for the Bundanoon Village Place Plan.



Communications and Engagement

Quarterly Highlight

Council continues to prioritise clear, consistent, and accessible communication with the community. By leveraging a mix of digital and traditional platforms — including the Council website, social media, printed publications, and the Monthly Mayoral Minute video — Council provides regular updates on services, key projects, and community initiatives. These efforts promote transparency and foster strong, informed relationships with residents.

Council collaborates with local media and stakeholders to promote projects, milestones, and initiatives through news articles, radio interviews, podcasts, and community newsletters, ensuring a broad reach and meaningful impact. Additionally, we work closely with the Mayor as our key spokesperson, reinforcing community connections with clear, consistent, and trusted messaging.

Community involvement in decision-making is actively supported through initiatives like the "Participate Wingecarribee" platform, face-to-face engagement sessions, forums, and workshops. Recent engagements include the Community Strategic Plan 2035 and Communications and Engagement Strategy face-to-face consultations, with feedback directly informing project outcomes.

Staff engagement training has enhanced Council's capabilities, with internal staff training on the Participate Wingecarribee platform to improve outreach and project outcomes. The draft Community Engagement Strategy, reviewed after public exhibition last quarter, is currently undergoing further consultation and will be revised into a combined Communications and Engagement Strategy by June 2025, with adoption by Councillors scheduled for August 2025.

By championing transparent communication and proactive engagement, Wingecarribee Shire Council is strengthening community connections, ensuring residents are well-informed, and empowering them to actively participate in shaping our future.

Operational Plan Priority Actions

Code	Action	Status	Progress
6.4 PA1	Review the Council's Community Engagement Strategy		Council continues to review its Community Engagement Strategy to ensure it reflects community expectations. Following public exhibition and Councillor feedback, further consultation has been undertaken. A combined Communications and Engagement Strategy will be presented by the General Manager by June 2025, with adoption expected in August 2025.
6.4 PA2	Undertake an evaluation of Council's Communication Strategy and develop a new framework to guide communications and engagement		This Action was Completed in the December 2024 Quarter.
6.4 PA3	Implement the Communications Strategy with a focus on using clear and accessible language across all Council communication channels		Council is implementing its Communications Framework with a strong focus on clear, accessible language across all channels. Visuals, audio tools, and translations in eight languages are used to ensure messages are inclusive and reach the whole community. A combined Communications and Engagement Strategy will be presented for adoption in August 2025.

Code	Action	Status	Progress
6.4 PA4	Implement community engagement training for staff to develop in-house skills and improve engagement and communications outcomes		Council has implemented community engagement training for staff including two Social Pinpoint sessions in 2024, enhancing skills in using Participate Wingecarribee, Council's digital engagement platform. Further community engagement training opportunities are planned for staff with the ongoing aim to boost in-house expertise. These investments improve resident engagement and communication outcomes. Council is committed to ongoing training to ensure high standards in community engagement.





Places



Penrose Bus Shelter & Footpath Project

Assets

We work to ensure that our critical infrastructure including parks, buildings, roads, and drainage are sustainable, effective and supporting the community.

We also deliver on the statutory floodplain and traffic management functions of Council as well as inform and develop strategies and plans that support the needs of a changing population.

To enable good decision making and deliver better services, we are always seeking to increase the quality and accuracy of inventory, condition and performance data for these infrastructure networks.

The Asset Service consists of 3 Principal Activity Areas. They are:

1. Parks and Buildings Asset Management
2. Roads and Drainage Asset Management
3. Water and Wastewater Asset Management



Parks and Buildings Asset Management

Quarterly Highlight

In this quarter, Council has continued to progress in managing and monitoring the delivery of its Parks and Buildings Capital Works Program. Some of those projects has been completed and made available for the community such the lawn and ash beams at a number of our cemeteries, Yerrinbool public toilets, the Saleyard canteen and Hill Top PlaySpace. Other projects are still under construction due to be deliver later in the financial year such as Animal Shelter/SES at Moss Vale, Civic Centre project reinvigorate and David Wood PlaySpace. In addition, some projects are either in the tender process or in the design phase such as Colo Vale PlaySpace and Welby shed.

For parks and buildings, Council has successfully completed all received requests, addressing community requests and complaints with the aim to achieve high customer satisfaction.

Council continues to plan and develop more cemeteries infrastructure through implementing masterplans for three cemeteries with more to come, while keeping high maintenance standard. furthermore, Council continues to fulfill its obligation to comply with CCNSW licencing requirements.

Council has successfully completed the Plans of Management for General Community Use, Parklands and Sports Fields (awaiting Crown Land approval) as well as Hampton Park masterplan.

Moreover, Council has worked successfully and promptly with various community groups in assessing, approving and completing numerous ATCOW as well apply for grant funding to improve our assets to further meet the demands of our growing community and its needs for better, more enjoyable facilities.

Operational Plan Priority Actions

Code	Action	Status	Progress
7.1 PA1	Update of Lackey Park Masterplan		Update of Lackey Park Masterplan will commence after completion of strategic projects currently in progress of Hampden Park Masterplan, Bundanoon Oval Masterplan, Sportsfield Lighting Plan and Open Space & PlaySpace Strategy. Anticipated to commence in the June 2025 quarter.
7.1 PA2	Prepare business cases for a Regional Aquatics Centre and Multipurpose Indoor Sports Centre		Submissions from public exhibition received are being reviewed and it is anticipated that the matter will return to Council for determination in the June 2025 quarter.
7.1 PA3	Deliver new playspaces at Centennial Park and Colo Vale Railway Park		Colo Vale Railway Park has been prepared with construction to commence in May 2025.
7.1 PA4	Update the accuracy and accessibility of Council's building asbestos register		Council is currently in the process of updating its register by collecting and collating information regarding any present asbestos in its buildings, Internally and/or externally. Onsite QR codes will be installed to enable easy access to the register.
7.1 PA5	Complete Masterplans for three cemeteries		Draft masterplans have been completed to go to May 2025 Council Meeting targeted for public exhibition.

Code	Action	Status	Progress
7.1 PA6	Review and update the Public Toilet Plan to ensure levels of service are appropriate to the needs of the community		Update of Public Toilet Plan currently in progress, with connection to Buildings Asset Management Plan and Open Space Strategy being further refined to eliminate overlap and potential contradictions.



Roads and Drainage Asset Management

Quarterly Highlight

During the March Quarter, Council continued to deliver activities under the Roads and Drainage Asset Management program. Scheduled Traffic Committee meetings were conducted, and reports were prepared to address traffic management matters across the Shire. Projects funded under the 2024/25 Local Government Road Safety Program progressed in line with planned timeframes. The Gross Pollutant Trap (GPT) cleaning program for the current year was completed.

The desktop assessment of asset inventory, including the use of Google and Nearmap imagery, data verification, and field inspections, remained in progress. Updates to the asset database and the finalisation of reporting are scheduled for completion by June 2025. The draft Asset Management Plan for Transport was completed during the quarter.

Council continued work on the Bowral Floodplain Risk Management Study and Plan, along with three drainage master planning projects. A grant application under the Floodplain Management Program was submitted. All requests for flood certificates and development application assessments related to flooding were processed during the quarter.

To address the asset renewal backlog, a four-year renewal program has been developed. Implementation of the 2024/25 component is currently underway, and scoping for the 2025/26 renewal program is expected to be completed by June 2025. Council is also developing a framework to ensure consistent assessment of road categorisation and hierarchy. The process of identifying and recording missing assets continues, with updates made when such assets are observed during inspections or the delivery of maintenance or capital works.

Three applications for Transport for New South Wales Black Spot funding were submitted, along with five applications under the Get New South Wales Active program. Council is also preparing a Disaster Ready Fund application for Wombeyan Caves Road and a grant application under the Floodplain Management Program.

Operational Plan Priority Actions

Code	Action	Status	Progress
7.2 PA1	Develop a framework for consistent assessment of road categorisation and hierarchy, which will determine the subsequent service standard (AMS)		For the development of the road hierarchy and the associated level of service, shire roads have been classified into urban and rural classes. Lower-order roads are under review regarding their definitions and conditions. Results are being incorporated into the transport asset management plan's next two revisions to establish a framework for the consistent assessment of road categorisation and hierarchy, which will determine the subsequent service standard (AMS).
7.2 PA2	Implement the 2024/25 Road Safety program including the child restraint program, seniors safer driving sessions, and U-Turn the Wheel school events		Projects funded under the LG Road Safety Program for 2024/25 are progressing as planned. Activities in the last quarter included: Coffee with a Cop activation at Robertson Pie Shop, Logbook Run, Learner Driver Workshop, multiple seniors' talks, Stepping On presentation at Bowral with Catholic Health Care, attendance at the RSO Conference in Wagga Wagga, road safety presentation at Moss Vale TAFE, Kids in Traffic course at Bundanoon Preschool, and management and maintenance of Speedbuster signs.

Code	Action	Status	Progress
7.2 PA3	Undertake inventory data collection of drainage assets in Yerrinbool, Colo Vale and Hill Top		The desktop assessment (using Google and Nearmaps images), data verification, and field checks for asset inventory are currently in progress. Updates to the asset database and final reporting are expected to be completed by June 2025.
7.2 PA4	Formalise New Berrima, Bundanoon and Hill Top Drainage Masterplans to inform future development and grant funding opportunities		The three-drainage masterplan project is currently in progress. Draft reports are expected by the end of June 2025.
7.2 PA5	Seek and apply for 2024/25 grant funding for the following: •Get NSW Active Program •Floodplain Management Program		Five applications have been submitted under the Get NSW Active Program. Outcomes of these applications are expected in May 2025. An application is currently in progress under the Floodplain Management Program.



Water Assets

Quarterly Highlight

During reporting period, Council progressed a range of initiatives under the Water and Wastewater Assets program aimed at enhancing essential services and infrastructure planning. Preliminary water main condition inspections were completed in Exeter following the engagement of a contractor. These works have been scheduled for completion by June 2025.

Council held meetings with other local government authorities and hardware providers to support the development of a roadmap for the future implementation of smart water meters. Internally, the use of Power BI dashboards continued to be explored as a means of enhancing data analytics and streamlining reporting processes.

Mapping improvements also progressed during the quarter, including the review and update of water zone layers to improve spatial accuracy. In addition, a consultant was engaged to assist with the development of a Water Resilience Plan to support long-term planning and risk management.

Operational Plan Priority Actions

Code	Action	Status	Progress
7.3 PA1	Undertake sewer flow and rainfall gauging for Mittagong Sewerage catchment		Contract completed. Final report and data received for 18-week monitoring period. Several decent rainfall events were captured that will be used for calibrating the Mittagong and Robertson sewer models. Rainfall captured includes 60mm in November, 40mm in January 2025 and February 2025.
7.3 PA2	Commence 2051 Master Planning for Mittagong sewerage catchment to inform future development and cater for population growth		Sewer model builds have been completed. Model calibration has commenced using the flow and rainfall gauging data collected during October 2024 and February 2025. Review of growth and development within the catchments has commenced, which will inform the 2051 master planning phase of the project. Master planning will be delivered in 2025/26. The project remains on track.
7.3 PA3	Review and update the Water Supply Resilience Plan		Procurement completed by RFQ in February 2025. Consultant engaged to draft Water Supply Resilience Plan in consultation with Council and external stakeholders (Water NSW, DCCEEW). Project kick-off meeting held 19 March. Risk Workshop is scheduled for 30 April with Internal/External stakeholders.
7.3 PA4	Implement Strategic Assets module in TechOne for water and wastewater assets to enable analysis, scenario building and modelling (AMS)		Assets staff continuing attendance at Tech1 workshops with IT and consultant, focusing on Asset Management System migration and work order system. The Strategic Assets module can only be implemented after migration of asset data into the new Tech1 Assets system. This is expected to occur in 2025/26.

Code	Action	Status	Progress
7.3 PA5	Undertake network inspections in areas where high levels of stormwater (inflow) and groundwater (infiltration) are entering the wastewater system		This Action was Completed in the December 2024 Quarter.



Project Delivery

Project Delivery is responsible for delivering safe, reliable and accessible infrastructure and services across the Shire.

The types of projects delivered by the team include roads, intersections, roundabouts, carparks, pedestrian facilities, shared paths, bridges and stormwater drainage structures, pipelines, buildings and playground upgrades.

Our primary objectives are to maintain effective delivery of project milestones each year while providing positive experiences for our residents and visitors as they move around and enjoy the Shire.

The Project Delivery Service consists of 2 Principal Activity Areas. They are:

1. Project Management
2. Project Delivery - Roads and Drainage



Project Management

Quarterly Highlight

During the March Quarter, Council made strong progress on key long-term actions, reflecting its strong commitment to strengthening local infrastructure. Upgrades to the Bowral and Moss Vale Sewer Treatment Plants remained underway, while design work progressed for both the Bowral-to-Moss Vale water main duplication and the Mittagong Sewer Treatment Plant. The design for the Welby Landfill closure was completed, with work continuing to progress on the necessary approvals.

The Emergency Operations Centre reached completion during the quarter. Construction of the Southern Highlands Regional Animal Shelter and the Moss Vale SES facility advanced and are now nearing completion.

Council remained committed to engaging the community throughout these projects. Ongoing consultation was integrated within both the design and construction phases, ensuring that each project aligned with community needs while remaining on schedule, within budget, and in line with quality standards.

Operational Plan Priority Actions

Code	Action	Status	Progress
8.1 PA1	Commence Welby Landfill remediation inclusive of enabling works for future mountain biking provisions		Council is preparing the Review of Environmental Factors (REF) while following up with Aboriginal land Council for their consent on the claimed land portion of the landfill.
8.1 PA2	Complete construction of the Animal Shelter and State Emergency Services Building (SES)		Completion has been delayed due to inclement weather, latent conditions and supply issues.
8.1 PA3	Complete the design for Bowral to Moss Vale 710mm duplication water main - Stage 1		The water main concept alignment has been completed. Investigations are ongoing which will confirm the alignment and is essential to commence negotiations on easements and authority approvals.
8.1 PA4	Deliver the Bowral Sewage Treatment Plant Upgrade		Mechanical and Electrical fit-out for Stage 1 complete. Pre-commissioning works for Stage 1 underway. Cut-over of Stage 1 scheduled for April 2025.
8.1 PA5	Commence construction of the Moss Vale Sewage Treatment Plant		Civil works commenced on Inlet Works, Inlet Lift Pump Station and Chemical Storage Facility. Concrete works continued on Bioreactor and Clean Backwash Tank. Concrete works commenced on Clarifier A & B and Dirty Backwash Tank.
8.1 PA6	Complete the design of the Mittagong Sewer Treatment Plant		Detailed Design works on hold. Population forecasts for Mittagong under review with potential for a scope change to increase the capacity of the upgraded treatment plant.
8.1 PA7	Update the Project Management Framework to provide a consistent, and well governed approach to Council run projects		This Action was Completed in the December 2024 Quarter.

Roads and Drainage Projects

Quarterly Highlight

During the reporting period, Council continued to progress a number of roads and drainage projects, with the majority expected to meet scheduled timeframes. Several projects remained in the design phase, with completion anticipated by the end of June 2025. These included the Bessemer Street, Mittagong Road and Drainage Reconstruction; Old Hume Highway, Alpine Black Spot Upgrade; Nowra Road, Moss Vale Black Spot Upgrade; Drapers Road, Willow Vale Drainage Upgrade; and Burradoo Road Drainage Upgrade.

A number of construction projects were completed during the quarter, including the Penrose Road, Penrose Streetscape; Sunninghill Avenue, Burradoo Drainage and Road Upgrade; and Priestley Street, Mittagong Bridge Construction. Construction of the Bullio Creek Culvert on Wombeyan Caves Road continued and is expected to be finalised by late July 2025.

Due to budget constraints, construction of the Berrima Road and Lytton Road, Moss Vale Drainage Upgrade and the Drapers Road, Willow Vale Drainage Upgrade has been deferred to the next financial year.

Operational Plan Priority Actions

Code	Action	Status	Progress
8.2 PA1	Design and construct the Capital Works Program for roads and drainage		Projects are at various stages of design or construction depending on funding and programming. Projects are tracking well with designs expected to be completed by end of June 2025. A number of construction projects have been completed, and the remaining construction projects are close to start up and expected to be completed by end of June 2025.
8.2 PA2	Construct Sunninghill Avenue, Burradoo drainage		This project is completed with new stormwater drainage, kerb and gutter, road reconstruction, and landscaping all finished.
8.2 PA3	Deliver Priestley Street, Mittagong creek crossing		This Action was Completed in the December 2024 Quarter.
8.2 PA4	Deliver Robinson Street, Mittagong creek crossing		This Action was Completed in the December 2024 Quarter.
8.2 PA5	Complete Penrose bus shelter and footpath		This project has been completed. Works include kerb and gutter, shoulder widening, kerb blisters, concrete footpath, landscaping, and renewed bus shelter. The works have improved pedestrian safety and access, provided on street parking and stormwater drainage, and enhanced street amenity. The Penrose Community Association are very happy with outcome.

Development and Regulatory Services

Our team provides a range of services to the community to assist people seeking to build on or develop land. This includes providing specialist planning and engineering advice and managing and determining development applications.

We apply NSW, regional and local planning policies to achieve sustainable development across the Shire.

We also support the safety, amenity and liveability of the Shire through our ranger and compliance services.

The Development and Regulatory Service consists of 3 Principal Activity Areas. They are:

1. Development Engineering Services
2. Development Assessment (Including Fast Track and Portal Support)
3. Compliance and Regulation



Development Assessment (Including Fast Track and Portal Support)

Quarterly Highlight

The Development Assessment teams assess Development Applications in accordance with the relevant legislation and to ensure we are meeting our statutory obligations and responsibilities within the state's land use planning framework.

Significant recruitment has occurred in the Development Assessment Teams to provide timely development assessment services.

The average assessment time for DAs has been reduced from 321 days in July 2024 to 234 days in March 2025.

Operational Plan Priority Actions

Code	Action	Status	Progress
9.1 PA1	Review and streamline development application conditions of consent		Reviews of individual conditions are undertaken in response to concerns from the community, applicants, staff and legislative changes. Ongoing review will occur as part of the DA action Plan.
9.1 PA2	Provide efficient, timely development assessment services, including pre-DA support		Business improvements actions are underway and will continue for development assessment services.
9.1 PA3	Undertake a heritage assessment of all development applications relating to heritage items or conservation		Heritage matters are considered in accordance with the relevant legislation and controls as part of the DA assessment process.
9.1 PA4	Conduct two community information forums per annum		Forums will be held between May and June 2025

Development Engineering Services

Quarterly Highlight

Applications were processed and determined under s138 of the Roads Act 1993. Applications were processed, assessed and determined under s.68 of the Local Government Act 1993. Technical advice was provided on development proposals through the referral process in order to appropriately manage impacts on communities and places. Recruitment of key engineering roles, including a Graduate Engineer that has already commenced with the team and a Senior Water and Sewer Engineer that is expected to start in mid 2025. Assessment timeframes improved for all application types in this reporting period.

Operational Plan Priority Actions

Code	Action	Status	Progress
9.2 PA1	Provide efficient, timely assessments of applications		Assessment timeframes notably improved for all application types in this reporting period.



Compliance and Regulation

Quarterly Highlight

Compliance and Regulation are just short of one Ranger as per Councils structure. We will be working towards solutions for the change in legislation for parking fines and continue proactive work around sediment and erosion controls on building sites. Also, the development of policies for Compliance and Keeping of Animals.

Operational Plan Priority Actions

Code	Action	Status	Progress
9.3 PA1	Implement an inspection regime to ensure satisfactory operation of on-site sewage management systems for the maintenance of public and environmental health		An inspection register has been developed and is now operational. This will inform licence holders of the need to renew Section 68 approval to operate their on-site sewage management system.
9.3 PA2	Implement a program of food inspections		Council's inspection program includes shops being re-inspected until they pass. The program includes inspections of childcare centres, complaints investigation, and educational initiatives. The 'Scores on Doors' program provides the community with information on results of inspections. Previous data indicates 92% of shops receive excellent to good ratings.
9.3 PA3	Implement a swimming pool inspection program		The program is on track and includes ongoing inspections for tourist and visitor accommodation, inspections by request of property owners, investigation of swimming pool related complaints and regulatory action. A proactive approach is undertaken where feasible. Community awareness and education is conveyed through website content and a seasonal media release.
9.3 PA4	Undertake proactive ranger patrols in order to meet the needs of the community and council		Proactive parking patrols are undertaken daily. Dog off leash patrols are conducted as resourcing allows.

Shire Presentation

Shire Presentation works across our many towns and villages to support more liveable, active and vibrant communities.

We provide a range of public amenities with a focus on making spaces and facilities accessible, safe and welcoming environments for everyone.

We do this by delivering aquatic services across the Shire, managing the ongoing maintenance of parks and open spaces, ensuring our local assets including buildings, roads and stormwater infrastructure are sustainable and fit for purpose and finally, through the provision of expert engineering advice.

We play a key role in supporting the community in the face of bushfires and other emergencies. We also manage the Council's fleet, enabling a modern and reliable fleet that supports a more sustainable environment.

The Shire Presentation Service consists of 7 Principal Activity Areas. They are:

1. Customer Service and Business Support
2. Fleet
3. Civil Construction
4. Specialist Engineering
5. Parks and Open Spaces
6. Open Space and Buildings (Including Aquatic and Tree Management Services)
7. Infrastructure Maintenance



Customer Service and Business Support

Quarterly Highlight

The addition of the Facilities Booking services into the Customer Service and Business Support area has provided a challenging period. However, as a result consistent high levels of service and support have been provided to users and also to the 355 Committees in relation to the hire of Council's facilities.

Operational Plan Priority Actions

Code	Action	Status	Progress
10.1 PA1	Complete analysis of QR code data for Parks and Open Spaces to identify key areas of community concern		Ongoing reviews are being undertaken to flag any areas of concern across the Open Space facilities.
10.1 PA2	Coordinate development of key performance indicators to link team and individual progress against key strategic priorities		Coordinated the development of key performance indicators to align team and individual progress with strategic priorities. Key performance indicators for the quarter were achieved, including a 71.5% completion rate for Customer Request Management (CRM) and an overall customer satisfaction score of 6.83.
10.1 PA3	Undertake customer surveys to understand and improve the level of customer satisfaction with our services		Ongoing surveys are being undertaken by our community to assess their Customer Experience journey.
10.1 PA4	Continue to refine and improve internal processes to improve the customer experience		Continual review of processes allows for internal processes to be improved where necessary.

Fleet

Quarterly Highlight

Over the last quarter, Fleet made notable strides in adopting hybrid and full electric vehicles, with 16% of the light fleet now hybrid and has had successful outcomes with the full electric mower previously introduced.

The focus was also on improving cost analysis across operational areas, collaborating with finance to enhance data and reporting on plant utilisation. Efforts were made to improve report quality, identifying opportunities for better fleet utilisation.

Additionally, Fleet continued to work on specifications and received quotations for heavy plant replacement, ensuring consultation with operational teams to maximize utilisation and ensure all equipment meets the required standards.

Fleet made significant progress in expanding its hybrid and electric vehicle usage, improving cost analysis and reporting, and advancing plans for heavy plant replacement to maintain a modern, efficient fleet.

Operational Plan Priority Actions

Code	Action	Status	Progress
10.2 PA1	Deliver Council's Plant replacement program to ensure operational departments are able to meet service level agreements		Council's plant replacements program has seen small plant items replaced while Heavy plant replacement is behind. It has started to receive quotations for replacement, has specification documentation awaiting quotations and continues to work with operation departments to develop specification documents. The standardisation and rebuilding of Council specification library that is being undertaken will result in improved replacement timeframes aiming to bring the program back on schedule.
10.2 PA2	Undertake apprentice recruitment to support local employment and a succession plan for Council's workshop		Council's workshop currently employs an apprentice. Support for apprentices during their training is crucial to their development. Fleet will assess year on year opportunities to increase its apprentice pool.
10.2 PA3	Develop workshop service level agreements to meet industry benchmarks and improve financial viability		With the implementations from the previous quarter, the Fleet team has seen an increase in services completed. This will continue to be monitored to locate trends to assess how can continually maintain service level agreements.
10.2 PA4	Improve Plant utilisation by reviewing and rationalising plant allocation and costing across all operational areas		In this quarter Fleet focused on costing across the operational areas. This included working with finance along with operational area to improve our data leading improved reporting for plant utilisation.

Civil Construction

Quarterly Highlight

During the March Quarter, Council achieved a significant increase in the completion of road rehabilitation and reconstruction projects. This progress was supported by the engagement of multiple contractors, the availability of the stabilisation panel, and recent adjustments to procurement thresholds. These factors enabled the efficient delivery of numerous smaller-scale projects. As a result, the overall civil construction program moved closer to being on schedule.

Operational Plan Priority Actions

Code	Action	Status	Progress
10.3 PA1	Continue to deliver the roads capital works program to improve mobility across the Shire, including but not limited to: •Elizabeth Street, Moss Vale •Railway Parade, Mittagong •Orchid Street Colo Vale		During the March 2025 quarter, Council engaged multiple contractors to help bring the roads program back on schedule. Remaining projects, including works on Elizabeth Street, Moss Vale and Railway Parade, Mittagong, are scheduled to commence shortly. Works were behind schedule due to contractor availability. All works are expected to be completed by June 30.
10.3 PA2	Implement two significant drainage projects within Willow Vale as part of the Capital Works Program		The March 2025 quarter has seen the Gascoigne Street drainage project commence and is looking to be completed well ahead of schedule. The Drapers Road projects are now in the procurement phase and are on track to commence in the June Quarter as planned.



Specialist Engineering

Quarterly Highlight

The region including our Shire was impacted by storms in March and a significant amount of tree damage was sustained. Applications will be made for declaration of this event in order to secure disaster restoration funding. Administration of natural disaster claims has progressed, including close off of several phases of claims submissions. Completion of asphalt renewals, pavement stabilisation and bitumen resealing have been delivered throughout the period

Operational Plan Priority Actions

Code	Action	Status	Progress
10.4 PA1	Commence delivery of Essential Public Asset Reconstruction Works on flood damaged transport infrastructure		This Action was Completed in the September 2024 Quarter.
10.4 PA2	Secure reimbursement of costs incurred during Emergency Response and Reconstruction of Infrastructure damaged during the 2022 flood		Additional natural disaster damage occurred in January 2025. Council completed emergency works and prepared applications for longer-term Essential Public Asset Reconstruction Works. Several reimbursement applications were approved, and payments received. The claims process remains ongoing, requiring continued submissions and responses to queries from Transport for New South Wales.



Parks and Open Spaces

Quarterly Highlight

During the Quarter, Council diligently upheld its responsibility to operate and maintain all parks, sports fields, public amenities, and playgrounds according to agreed service level standards under challenging weather conditions of rapid grass growth during the warm wet summer.

Council remains committed to enhancing and ensuring safe, accessible open spaces for recreational activities. The inspection and maintenance of all 49 playgrounds were completed as scheduled, maintaining their high quality. Prompt resolution of any safety or accessibility concerns minimised disruptions to the public.

Throughout the Quarter, Council persistently applied Service Level Standards to the maintenance of open space assets, reaffirming our ongoing commitment to quality and efficiency.

Operational Plan Priority Actions

Code	Action	Status	Progress
10.5 PA1	Maintain safe and accessible open space for recreational activities to encourage broad community participation		Progressing on schedule. Illegal dumping has seen a significant increase specifically truck loads now occurring requiring larger equipment for their removals and increased disposal costs. Graffiti response times are on schedule.
10.5 PA2	Incorporate priorities from community surveys into the open space maintenance schedules to ensure the service is responsive to community needs		Council has responded to maintenance priorities from the community surveys which were undertaken and are continuing to be reviewed and prioritised for response. A review of our open space public toilets has been completed.

Open Space and Buildings (Including Tree Management Services)

Quarterly Highlight

Throughout the reporting period, Council's Tree Management team continued to deliver business-as-usual operations. However, recent storm events, some of which have been formally declared, required reprioritisation of resources to address public safety concerns and mitigate risks to the community.

The draft Urban Tree Strategy and associated policy were completed and are awaiting Council approval for public exhibition. Council continued to meet reactive maintenance targets across open space and building assets, delivering works within established service level agreements for both internal and external stakeholders.

Progress was made in the collection and updating of data relating to building compliance. This work is being finalised to enable more efficient service delivery and to ensure compliance requirements are met in a cost-effective manner. For the upcoming financial year, Council has prioritised high-risk, high use building assets. Fire safety and electrical certifications for the identified priority buildings are nearing completion. In addition, contracts for the annual certification of critical risk items have been established to support long-term compliance and improve financial planning.

Operational Plan Priority Actions

Code	Action	Status	Progress
10.6 PA1	Develop a Tree Management Policy and Strategy		The draft Tree Management Policy and Strategy have been completed and are awaiting Council approval for public exhibition.
10.6 PA2	Protect our canopied spaces to minimise urban heat		Council has invested in compatible software to support ongoing monitoring of tree canopy coverage. This will enable quarterly reporting and help inform the implementation of proactive measures to minimise canopy loss over time.
10.6 PA3	Attract investment for tree planting programs to help achieve net zero emission targets including grants and partner funding with volunteer groups and other government agencies		Council established a clear direction through the development of the Urban Tree Management Strategy and Policy. Community consultation is scheduled to commence, with future actions to include exploration of funding opportunities and volunteer involvement to support implementation. 400 trees have been received for planting through partnership agreements with TfNSW via the Moss Vale Station upgrade.
10.6 PA4	Attract funding via grants and volunteers groups to ensure prioritised Council owned buildings are meeting code and compliance the relevant legislative standards		The Tree Management team has begun engaging with local schools and residential groups to support tree planting initiatives and promote education around the value of canopy growth and the vital role trees play in the broader Shire environment. As part of the community consultation for both the Strategy and Policy, we will look to expand this engagement—inviting more residential groups and individuals to get involved and establishing clear pathways for ongoing collaboration.

Infrastructure Maintenance

Quarterly Highlight

During the quarter, Council continued to manage the maintenance of the Shire's road and drainage network, with an ongoing focus on ensuring user safety. Approximately 1,200 kilometres of roads and associated drainage infrastructure were maintained, with reactive works primarily undertaken in response to customer service requests.

Council aligned maintenance activities with corporate strategic direction, aiming to enhance operational efficiency and improve the overall condition of the road and drainage network across Wingecarribee Shire. Efforts remained focused on the timely delivery of works to maintain service levels and support long-term asset performance.

Operational Plan Priority Actions

Code	Action	Status	Progress
10.7 PA1	Establish a Governance Framework to improve policies, procedures and service delivery across the Shire		As part of the 2025 update to the Transport Asset Management Plan (AMP), the details outlined in the Roads Maintenance Policy will be integrated into the AMP, leading to the repeal of the standalone Roads Maintenance Policy. The On-Call Operational Management Standard (OMS) is currently being reviewed by committee lead by the Director Service & Project Delivery.







Environment



Funding Secured Aquatic Energy Upgrade

Environment and Sustainability

We work to support our unique natural environment helping to ensure it is not only valued but protected, enhanced and resilient.

We support the Council and community to adopt renewable energies and reduce our environmental footprint. We achieve this through coordinated strategy, planning, education and delivery of key environmental programs and projects that work to preserve our environment.

In partnership with the community and our many volunteers, we actively manage the Shire's natural assets, including bushland, and encourage sustainable living, leading the Council's response on climate change and bushfire hazards.

The Environment and Sustainability Service consists of 3 Principal Activity Areas. They are:

1. Sustainability Services
2. Natural Resources Management
3. Bushland and Biosecurity



Sustainability Services

Quarterly Highlight

Annual greenhouse gas emissions reporting for the 2023/24 financial year have been completed and details are as last quarter's reporting. End June 2025 greenhouse gas reporting will be conducted for 2024/25. Council continues to roll out 100% renewable electricity to all of Council's major facilities. An extensive electricity meter audit of small usage sites was performed to improve accuracy of accounting, identify cost savings and future energy efficiency opportunities.

The Drinking Water Monitoring Program continued to provide independent water quality results to NSW Health for Councils drinking water delivery with 120 samples collected. Environmental monitoring incorporates both citizen science and in-house activities. Key activities during this quarter included: Waterwatch monitoring, Vertebrate pest monitoring, Biodiversity monitoring in bushland reserves, and the Koala monitoring program.

Our electric vehicle fleet transition plan is still in draft pending investigation of depot capacity and infrastructure requirements for the transition. Council was awarded a grant from the Community Energy Upgrades Fund to upgrade Moss Vale Aquatic Centre from gas boilers to electric heat pumps, this will remove 75% of councils gas related emissions.

Council's Corporate Emissions Reduction Plan is being reviewed in preparation for consultation with internal stakeholders. A review of the Climate Change Adaptation Plan has commenced. Groundwork for a sustainable procurement policy document is in progress.

Council conducts Review of Environmental Factors (REF's) for internal on ground projects where work is considered exempt development or permitted without consent under Part 5 of Environmental Planning and Assessment Act 1979 (EP&A Act). This includes consideration of threatened species, ecological communities & habitats, heritage, waste management and other factors that may impact the environment. Seven REF's were completed during the March quarter.

To deliver its Priority Actions, Council collaborated with groups such as: Canberra Joint Regional Organisation, Department of Planning and Environment, South East Local Land Services, NSW Rural Fire Service, NSW Health (Public Health Unit), NSW and Commonwealth Offices of Climate Change, Energy, Environment and Water, Sustainability Advantage, Illawarra Local Aboriginal Land Council, Gundungurra Aboriginal Heritage Association, Water NSW, WinZero, Wingecarribee Landcare and Bushcare Network.

Operational Plan Priority Actions

Code	Action	Status	Progress
11.1 PA1	Deliver the Sustainable Us community education campaign to increase knowledge about sustainable living in the face of climate change		During the March 2025 quarter, Council ran an Earth Hour planting event at Bundanoon where 120 native trees and 360 shrubs were planted by the community. The Earth Flix cinema 4 change series screened "Wilding" to a full cinema, with an excellent panel of speakers who were able to add locally appropriate knowledge, solutions and guidance for the community.
11.1 PA2	Conduct drinking water sampling to ensure quality compliance with NSW Health guidelines		Council conducts water sampling for chemical and microbiological analysis. 120 Samples were analysed during the March 2025 quarter, meeting the requirements of NSW Health.

Code	Action	Status	Progress
11.1 PA3	Provide solar and battery promotion programs to improve uptake in the Shire		Council continues to host the Sunspot Solar Calculator on the website, with recent updates on this webpage in February. Promotion of Sunspot was carried out in February on social media promoting a webinar and current energy efficiency subsidies are promoted through the Sustainable Us-Energy Efficiency website page.
11.1 PA4	Support the increase in electric vehicle charging facilities across the Shire through grant applications and community support		Council is currently considering proposals from third party providers to install Electric Vehicle (EV) chargers at various locations within the Shire.
11.1 PA5	Deliver the Project Green schools sustainability education program including the delivery of Schools Environment Day		Council's engagement program with local Schools continued to be implemented during the current reporting period. This included a regular newsletter to promote programs, grants, and other support that Council provides to schools. The Schools Environment Day Session was held on 24 March and the next to be held in the June 2025 quarter.
11.1 PA6	Monitor and report on Council's greenhouse gas emissions		This Action was Completed in the December Quarter 2025.
11.1 PA7	Scope and deliver energy efficiency and solar improvements to Council infrastructure		Council continued to work with the Canberra Region Joint Organisation (CRJO) to review and assess priority sites for Council. A successful application to the Community Energy Upgrades Fund will co-fund electrification of hot water heating at Moss Vale Aquatic Centre.
11.1 PA8	Support community sustainability activities with grants delivered through the Community Assistance Scheme		This Action was Completed in the December 2024 Quarter.
11.1 PA9	Implementation of the Community Emissions Action Plan		The Community Emissions Action Plan implementation this quarter included, researching and setting up two (2) groups, a community and a business group with a view of creating a supportive network to engage, educate and drive further emission reduction in our shire. Additionally, Council has assisted a community movement to set up a Repair Cafe in the Southern Highlands, with the first phase of workshops held in Berrima public school via a successful grant applied for by the school.

Natural Resources Management

Quarterly Highlight

Implementation of management actions within the Plan of Management for bushland reserves and Mount Gibraltar Heritage Reserve are continuing.

Species-specific projects aiming to protect and conserve local wildlife, including koalas, platypus, and eastern long-necked turtles, and plants such as *Brachyscome mittagongensis* have been actively engaged in.

Work is continuing on the Southern Highlands Shale Forest and Woodland Conservation Project, with successful planting days held at Mansfield Reserve Bowral, Jordan's Crossing Bundanoon, and Welby Weir Reserve in Woodlands.

Through careful and ongoing management of natural areas in bushland reserves and parks across the Shire, Council is actively safeguarding biodiversity including threatened species and ecological communities. Preserving biodiversity on private lands is a top priority, and support for initiatives like Land for Wildlife and Habitat for Wildlife continued through the Private Land Conservation Plan five-year framework.

Planning and hazard reduction burns were completed to address bushfire risk, following the Bush Fire Risk Management Plan. Council is dedicated to preserving the local environment and is making steady progress in this important endeavour.

Operational Plan Priority Actions

Code	Action	Status	Progress
11.2 PA1	Plan and implement conservation actions for the Southern Highlands Shale Woodland (SHSW) including rehabilitation and new plantings		Community planting days were held at Mansfield Reserve, Bowral and Jordan's Crossing, Bundanoon. A seed collection contract commenced, and five parks and reserves were inspected for <i>Brachyscome mittagongensis</i> , a threatened species found in the Southern Highlands Shale Forest and Woodland.
11.2 PA2	Support existing Land for Wildlife members and encourage new registrations by holding field days and promotion of community events		Three newsletters were sent to members. Landholders received more than 1,350 native plants to restore habitat for koalas and glossy black cockatoos through the autumn seedling giveaway. Land for Wildlife was promoted at Mansfield Reserve; Nattai Creek Bird Hide and Earth Hour planting days. Fifty flyers were printed and distributed to the community by Landcare. Frog saunas were distributed to four landholders to launch Frogs in Focus, a new frog citizen science initiative.
11.2 PA3	Support existing Habitat for Wildlife members and encourage new registrations by holding field days and promotion of community events		The Backyard Habitat Planting Guide and other resources were available to residents and visitors at Robertson and Moss Vale Shows and participants received three newsletters promoting workshops and other learning opportunities.

Code	Action	Status	Progress
11.2 PA4	Implement key actions from the NSW Koala Strategy Regional Partnership including: •Maintain the Roadkill Mitigation Program •Koala Habitat Mapping Project		Two Variable Message Signs to improve driver awareness and behaviour to protect koalas and other wildlife were located on key roads. The koala occupancy modelling and map was completed for the koala habitat mapping project and the woody vegetation extant layer was created using LiDAR tiles. Completed by the Department of Primary Industries (DPI) and Department of Climate Change, Energy, the Environment and Water (DCCEEW) partners respectively.
11.2 PA5	Deliver education and training to Bushcare volunteers such as: plant ID Workshops, Apps training and Bushcare techniques		The Eucalyptus identification workshop was held at Renwick Community Centre and Lake Alexandra. Bushcare techniques were demonstrated at monthly working bees.
11.2 PA6	Deliver biodiversity education and support to the community including: •What's Killing Our Trees information Session •Schools Environment Day •Turtle and Frog Tours at Lake Alexandra •Bird Count •Pollinator week •Bioblitzes		The Council-produced Phytophthora video was shown at Earth Flix. Schools Environment Day was delivered to 200 students across four schools in a bushland setting. A koala information kiosk was provided at Mansfield Reserve.
11.2 PA7	Implement biodiversity actions from Plans of Management to protect natural habitats		Three community planting days were held at Mansfield Reserve, Welby Weir Reserve and Jordan's Crossing. Threatened species sightings were uploaded to the NSW BioNet Atlas. Surveys of threatened species and advice to mowing teams on managing these areas were provided.
11.2 PA8	Implement priority actions from the Bush Fire Risk Management Plan to keep the Shire safe		Asset Protection Zones were maintained during the bush fire danger period. Repairs to Medway Fire Trail were carried out to improve access in readiness for hazard reduction activities. Medway hazard reduction partially completed, and the final section of Mt Alexandra Reserve (Alex 39/40) hazard reduction were completed.
11.2 PA9	Implement cultural burns in Council bushland reserves to minimise bushfire risk		Planning for the first cultural burn is in full swing with stakeholder engagement, risk assessment and procurement underway and dates chosen.

Bushland and Biosecurity

Quarterly Highlight

The WSC Biosecurity Weed Control Program 2024-2029 has been adopted by council in the first quarter.

During the March quarter, Council's environmental efforts remained strong, with 888 hours devoted to bush regeneration in natural reserves to maintain their ecological function and beauty. This is despite impacts from having less staff due to vacancies. The dedicated Bushcare Volunteers contributed 488 hours across 19 working bees, showcasing the community's commitment to environmental preservation. 124 work sessions in natural areas and the community nursery were conducted to ensure the vitality of our green spaces.

Year to Date Council staff have performed 180 high risk site inspections and 430 private property inspections in various Shire areas to mitigate the risk of biosecurity threats and invasive weeds, safeguarding the Shire's natural beauty and biodiversity. During this quarter, 2260 kilometers of roadsides were inspected as important risk pathways for biosecurity weeds and Council's roadside spraying program continued.

Operational Plan Priority Actions

Code	Action	Status	Progress
11.3 PA1	Supply local plants for use in Council reserve revegetation works and community projects		The Bushland Field staff have produced and provided 2,559 plants which were planted within council owned and managed bushland reserves. Additionally, 1,581 were produced for councils Citizen Day events and Land for Wildlife tree give away for the March 2025 quarter.
11.3 PA2	Investigate a model for expanding the bushcare program and increase the number of volunteers		In the March 2025 quarter 167 volunteers attend bushcare working bee's totalling 488 hours over 19 working bees. Council held three large community planting days which contributed to the large number of volunteers attending working bees significantly increasing participation.
11.3 PA3	Increase the capacity and skills of volunteers assisting the Bushcare Program		In the March 2025 quarter 167 volunteers attend bushcare working bee's totalling 488 hours over 19 working bees. Volunteering opportunities remain high and recruitment campaigns for additional volunteers continues. Large increase of volunteer hours due to three large community planting events.
11.3 PA4	Undertake biosecurity weed inspections along high-risk pathways and sites		Biosecurity surveillance for the year to date includes a total of 430 High Risk Site inspections and 2,260km of high-risk pathways were inspected this quarter, The program has already achieved our targets for high-risk site and pathway inspections.
11.3 PA5	Complete weed control in high environmental value bushland reserves		For the March 2025 Quarter Councils Bushland Field Team has implemented weed control activities across 27 sites, conducting 931 hours of bush regeneration activities in these high value bushland reserves.

Waste and Resource Management

Each year, thousands of tonnes of waste is accumulated within the Shire.

Our services focus on minimising this waste, increasing recycling and treatment of waste and diverting waste from landfill.

These services are critical to ensuring not only a more sustainable Shire, but a cleaner, healthier and safer environment.

We also work with stakeholders to educate the community about the impacts of waste and how waste can be avoided or reduced.

The Waste and Resource Management Service consists of 2 Principal Activity Areas. They are:

1. Resource Recovery
2. Waste Services



Resource Recovery

Quarterly Highlight

During the March Quarter, Council continued the operation of the Mobile Community Recycling Centre (CRC), providing collection services for recyclable materials across villages and localities within the Shire. A total of 4.7 tonnes of household problem waste was collected through the Mobile CRC program during the reporting period.

The soft plastics recycling trial also remained ongoing, with 0.54 tonnes of soft plastic collected. In addition, 3.20 tonnes of polyvinyl chloride (PVC) plastic were recovered and recycled, contributing to Council's broader resource recovery and landfill diversion objectives.

Operational Plan Priority Actions

Code	Action	Status	Progress
12.1 PA1	Deliver Resource Recovery Centre (RRC) Masterplan projects including: •Wayfinding •Centre design and Development Application •Waste / litter reduction infrastructure •Site security- CCTV		Council continued implementation of the Resource Recovery Centre Masterplan. Items actioned, included installation of closed-circuit television cameras for site security and portable solar lighting. Litter collection along internal and external site boundaries was maintained to reduce windblown waste.
12.1 PA2	Investigate equipment to improve material recovery and efficiency		Identified Telehandler as additional mobile plant equipment to replace Front end loader, to maintain and build on operational efficiencies. Completion of masterplan will assist with long term, future equipment requirements
12.1 PA3	Implement operational changes to support the new disposal/ processing contract to ensure no adverse impacts to service levels		Kerbside bulk waste collection dedicated disposal area has been implemented with 216 tonne of material being loaded and sent to Veolia Spring farm for processing and recovery.
12.1 PA4	Identify opportunities to increase the percentage of waste diverted from landfill		Council identified opportunities to increase waste diversion from landfill through the Project 24 waste disposal contract, projected to improve diversion at the Resource Recovery Centre by 50%. During the period, recoveries included 3 tonnes of polyvinyl chloride plastics, 118 tonnes of timber, 12 tonnes of electronic waste, and 8 tonnes of textiles.
12.1 PA5	Identify resale opportunities and processing partners for recovered material to increase profitability		Council identified resale opportunities and processing partners to improve profitability from recovered materials. Recovered and resold materials included 9 tonnes of car batteries, 74 tonnes of paper and cardboard, 3 tonnes of polystyrene, 2 tonnes of non-ferrous metal, and 294 tonnes of scrap metal.

Waste Services

Quarterly Highlight

Over the reporting period, Council progressed implementation of the resolution to accept the tender for domestic waste collection services. The contract remained within key performance indicators and included provisions to increase bulky waste collection, which is expected to reduce wait times. The Domestic Collections tender was approved, ensuring alignment with both community expectations and legislative requirements. Entitlement policies were incorporated into the second draft of the Waste Guidelines, currently under internal review.

Community engagement activities continued, with Council participating in the Seniors Expo and Schools Environment Day, reaching approximately 500 attendees. The mobile Community Recycling Centre (CRC) schedule was revised to provide extended services in remote areas, which has delivered measurable benefits. Community support for both the mobile CRC and the Upcycle Centre remained strong, with the latter diverting an estimated one tonne of waste from landfill each day.

Council progressed a market sounding process for a potential biorefinery, which may support future processing options for Food Organics and Garden Organics (FOGO). Discussions within the P24 contract group led to a proposal to establish a P29 group to explore future waste processing contract options. The P24 contract continued to perform to expectations, delivering targeted landfill deferral outcomes. In the March Quarter, landfill deferral was recorded at 51.3%, a slight decline attributed to increased waste volumes during the holiday period.

Council continued to collect and analyse data from the Resource Recovery Centre (RRC) to identify further opportunities for landfill reduction. Grant funding was secured for the Upcycle Centre to construct a new community space. Scope adjustments are being finalised following the Request for Quotation process, with project completion anticipated by late 2025. Recruitment activities were also undertaken to support service delivery at the Centre, with both new and existing staff continuing to provide effective customer service.

Although some education programs were temporarily reduced due to Civic Centre renovations, the Waste Services team plans to resume scheduled workshops in the next quarter.

Operational Plan Priority Actions

Code	Action	Status	Progress
12.2 PA1	Deliver the Waste Educational Plan including at key community events		Community engagement and education activities have continued. Council ran a stall at the Seniors Expo directly engaging with 40 residents. Council's waste team attended Schools Environment Day completing waste workshops with approximately 450 students across two days.
12.2 PA2	Transition the Waste disposal/processing services to new provider		The current contract is in place and offering deferral rates in line with expected outcomes. The RRC continues to explore opportunities to decrease material which are sent to landfill.
12.2 PA3	Develop a contract transition plan for the new kerbside collection contract to ensure services are not adversely impacted		Council is implementing the recent resolution by Council which awarded the tender. Upon the contract being finalised, Council's waste team will implement the changes required for the new contract.

Code	Action	Status	Progress
12.2 PA4	Investigate and develop a plan for procurement of waste collection/disposal services for beyond 2029		The current procurement arrangements include multiple Council's which creates mutual benefit. The establishment of a group representing multiple Council's to secure waste processing contracts beyond 2029 is being explored.
12.2 PA5	Operate the community's reuse and upcycling centre; diverting waste from landfill and providing resalable items to the community		Mobile Community Recycling Centre is continuing to be supported by local communities. The Upcycle Centre is showing promise and continuing to offer an alternative to landfilling un-wanted items. The Upcycle Centre is diverting approx. 1 tonne a day of material from landfill.
12.2 PA6	Upgrade the reuse and upcycling centre to improve the customer experience and create a community space		The Upcycle Centre has grant funding to construct a community space. The projects team have completed an RFQ process and are adjusting the scope to meet budget. This space will allow for community activities as well as Council lead programmes. The deliver for the space is expected to be by late 2025. There has been a focus on recruiting staff to work in the Upcycle Centre, the new and old staff are offering high quality customer service.
12.2 PA7	Identify and review potential additional waste facility locations within the Shire for both collections and community drop offs		The mobile Community Recycling Centre (CRC) schedule is reviewed twice a year. There was a change made to the schedule where the CRC will visit two locations in a day and for a longer period of time to increase accessibility to remote residents. The adjustment to the schedule has proved to offer more servicing to the community

Water Services

As a local water authority, Council is responsible for the supply of safe and reliable drinking water across the Shire.

The service supports the overall health of our environmental waters and downstream communities including the Sydney Water Catchment.

We do this through the management and maintenance of water networks, the treatment of potable water and the delivery of sewage and wastewater services.

We also work closely with the community, including local business and industry, to better protect our water supply as a precious natural resource.

The Water Services Service consists of 4 Principal Activity Areas. They are:

1. Depot and Maintenance Operations
2. Treatment
3. Water Network Operations
4. Wastewater Network Operations



Depot and Maintenance Operations

Quarterly Highlight

During the reporting period, Water department's electrical and mechanical maintenance teams have carried out preventive maintenance on headworks assets, adhering to the schedule. This activity is very important to ensure the continuity of water and wastewater services for the community.

The commitment extends to both preventative and reactive maintenance, ensuring the continuous delivery of operational water and wastewater services. By maintaining and repairing key infrastructure, the risk of disruptions is minimised, aiming for uninterrupted service for the community.

Water and wastewater assets and network renewal programs are proceeding on time and within allocated budget. These programs are critical for maintaining and improving the infrastructure that delivers these vital services to the community, ensuring their reliability and sustainability.

Operational Plan Priority Actions

Code	Action	Status	Progress
13.1 PA1	Inspect and replace worn out pumps in wastewater pumping stations to ensure reliable service delivery		Total 10 worn out pumps have been replaced in the wastewater network pumping station to improve reliability and service delivery. We are waiting for delivery of 3 more pumps.
13.1 PA2	Inspect and replace worn out pumps in water pumping stations to ensure reliable service delivery		Werai pumping station building refurbishment is under progress. This project will finish this month. We have received replacement pump for Evan's Lane water pumping station and this pump will be installed in the June 2025 quarter.
13.1 PA3	Refurbish clear water pump No 1 at Wingecarribee Water Treatment Plant		This Action was Completed in the December 2024 Quarter.
13.1 PA4	Upgrade Supervisory Control and Data Acquisition (SCADA) hardware at water reservoirs to monitor our water and wastewater systems		This Action was Completed in the September 2024 Quarter.

Treatment

Quarterly Highlight

During the reporting period, water teams have successfully treated drinking water to appropriate regulatory standards. This activity is essential to ensure the health of the community and local environment.

The sewer headworks team have maintained compliance with EPA licences at all plants, excepting Moss Vale STP which has encountered and overcome aeration challenges during the warmer weather.

Water headworks are progressing through the dam inspection and maintenance plan to comply with dam safety regulations and progressing through a reservoir cleaning and inspection schedule to maintain the integrity of potable water infrastructure during distribution.

Sewer headworks are processing and disposing of biosolids created during the sewer treatment process as per the appropriate guidelines. Trade waste continues to monitor and inspect local businesses with discharge approvals to ensure they are compliant within the inspection timeframe.

These services are critical to safeguard community health and the wellbeing of our local waterways.

Operational Plan Priority Actions

Code	Action	Status	Progress
13.2 PA1	Upgrade the water quality monitoring system and ensure compliance with Council's Drinking Water Management System, through the introduction of an online turbidity meter at the Wingecarribee Water Treatment Plant		Turbidity meters are being trialled currently.
13.2 PA2	Inspect and replace water plant filter media as required to ensure high quality standards of treatment are maintained		This Action was Completed in the September 2024 Quarter.
13.2 PA3	Undertake regular reservoir cleaning to ensure compliance with legislation		Cleaning Schedule on track as indicated by inspection program.
13.2 PA4	Upgrade the fluoridation system of Wingecarribee Water Treatment Plant		Fluoridation ceased under advice from Department of Climate Change, Energy, the Environment and Water (DCCEEW). Total overhaul now required due to non-compliance and recommissioning will occur after DCCEEW and NSW Health approval.
13.2 PA5	Complete chlorination system upgrades in reservoirs to enhance water quality		Unit installed, needs to be commissioned and operator training completed.
13.2 PA6	Support sustainable resource management by processing biosolids for beneficial reuse		All biosolids sent for beneficial reuse in Gunning, NSW.

Code	Action	Status	Progress
13.2 PA7	Inspect and adjust daily operations based on laboratory results, and in-house testing to ensure ongoing compliance.		This is a process that is completed on an ongoing basis at both water and wastewater treatment plants. Council has reached out for assistance from Department of Climate Change, Energy, the Environment and Water (DCCEEW) where required. There has been a major non-compliance at Moss Vale Sewer Treatment Plant from December 2024 - January 2025. This involved intense involvement from Environment Protection Australia (EPA), DCCEEW, consultants and internal staff.
13.2 PA8	Upgrade Robertson Sewer Treatment Plant inlet screen		This project is in procurement phase.
13.2 PA9	Complete the Robertson re-use dam walkway to minimise work, health and safety risks		This Action was Completed in the September 2024 Quarter.



Water Network Operations

Quarterly Highlight

Water Network Operations are conducted in alignment with the organisation's Environment and Climate Change Strategy, as well as the Asset Management Strategy. These activities are designed to ensure sustainable practices, minimise environmental impact, and support long-term infrastructure resilience.

Operational Plan Priority Actions

Code	Action	Status	Progress
13.3 PA1	Prioritise emerging defects to ensure the reliability of the water network		Water Network approach involves identifying, assessing, and addressing defects based on their potential impact on service delivery, public health, and environmental compliance.



Waste Water Network Operations

Quarterly Highlight

During the reporting period, Council has been dedicated to ensuring the continuity of wastewater services for the community. Council officers carried out preventive maintenance on network and headworks assets. This proactive approach has been crucial in maintaining the efficient operation of the wastewater networks and treatment process prior to environmental release of treated water.

The commitment extends to both preventative and reactive maintenance, ensuring the continuous delivery of operational wastewater services. By maintaining and repairing key infrastructure to reduce environmental risk from overflows and identifying causes of network infiltration/inflow during wet weather events. Risk of disruptions are minimised, aiming for uninterrupted service for the community.

Wastewater asset renewal programs are proceeding on time and within budget. These programs are essential for maintaining and improving the infrastructure that delivers these vital services to the community, ensuring their reliability and sustainability.

Operational Plan Priority Actions

Code	Action	Status	Progress
13.4 PA1	Complete annual sewer vent shaft renewal program to ensure air is continually introduced into the network, supporting drainage to flow effectively		Vent shaft replacement and removal are confirmed for the June 2025 quarter. Contractor to commence work 14 April 2025.
13.4 PA2	Identify and prioritise sewer main defects needing repair		Identified network defects are being actioned and repaired to continue efficient operation.
13.4 PA3	Perform ongoing maintenance on the wastewater network drainage systems and respond to customer requests for drainage issues i.e. blockages and overflows		Customer request attendance is ongoing. Overflows are being reported as required. Preventative maintenance on known reportable overflow locations in the network are being actioned. Manhole inspections are identifying and preventing future blockages/overflows and being added to preventative maintenance list as required. Closed-Circuit Television surveys are being completed.





Economy



Australia Day Celebrations in Berrima

Strategic Outcomes

The Strategic Outcomes team supports the community, environment, and local economy through the development of key policies and plans that consider the needs of the Shire now and into the future.

The team is responsible for some of the leading strategic documents prepared by the Council including the Local Strategic Planning Statement, Local Housing Strategy and the Local Environmental Plan.

They are key drivers of place-based planning, working to transition the Shire to a planning approach which is focused on addressing the needs of individual areas and communities.

The team is also responsible for Economic Development activities including attracting investment into the Shire and supporting local business and industry.

The Strategic Outcomes Service consists of 3 Principal Activity Areas. They are;

1. Economic Development
2. Strategy and Place
3. Strategic Policy



Economic Development

Quarterly Highlight

During the March Quarter, Council adopted the Southern Highlands Innovation Park (SHIP) Master Plan and Governance Strategy in March 2025. As a next step, Council commenced efforts to secure funding for an Infrastructure Servicing Strategy, identified as a direct implementation measure to support the delivery of the Master Plan and address potential infrastructure constraints. A Planning Proposal was also initiated to rezone the south-eastern portion of the SHIP area from E4 General Industrial to E3 Productivity Support.

Council continued to implement local and regional economic development strategies to support business growth and industry resilience. Notable achievements included the finalisation of a Local Environmental Plan (LEP) amendment to allow community events on bush fire prone public land without requiring a Development Application. The adoption of the SHIP Master Plan and Governance Strategy also formed a key strategic milestone for future economic activity.

Collaboration with industry partners, along with secondary and tertiary education providers, remained a focus to support workforce development and promote employment opportunities within the Shire. Council facilitated bi-monthly meetings with State and Federal government representatives to advocate for regional workforce and employment initiatives.

Business and investment enquiries were managed on an ongoing basis. Preliminary discussions were held regarding future industry forums, to be either facilitated or attended by Council, aimed at fostering local economic engagement and attracting new opportunities.

Operational Plan Priority Actions

Code	Action	Status	Progress
14.1 PA1	Prepare the Economic Development Strategy Integrated Action Plan		Council officers are developing the Economic Development Strategy Integrated Action Plan, which will set the strategic economic development objectives for the next 10 years. The alignment and delivery of these objectives are informing the draft 2025-2029 Delivery Plan, ahead of community engagement.
14.1 PA2	Prepare the Southern Highlands Innovation Park Servicing Delivery Strategy		The Southern Highlands Innovation Park Servicing Delivery Strategy will commence once funding is secured. Council continues to explore funding options.
14.1 PA3	Implement the Southern Highlands Innovation Park Master Plan and Governance Strategy		The draft SHIP Master Plan and Governance Strategy were adopted in March 2025. Council will now seek funding sources for an Infrastructure Servicing Strategy, a direct implementation action to realise the Master Plan vision and unlock any infrastructure barriers.

Strategy and Place

Quarterly Highlight

Council is continuing to actively work towards implementing a place-based and community-centric planning framework, which aligns with priority actions identified in the Local Strategic Planning Statement (LSPS) and Local Housing Strategy (LHS). This transition is to ensure that both the current and future needs and aspirations of the community are addressed in a sustainable, collaborative and innovative way.

Council's Place-Making Continuum was presented at the Ordinary Meeting of Council 15 May 2024 and has been developed to further guide the delivery of a holistic place-based framework for our towns and villages across the Shire. The adopted Bowral Town Centre Master Plan and Robertson Village Place Plan were the first strategic centres to undergo this place-based planning approach in partnership with the community and are both currently in the implementation phase. A number of key initiatives have since been realised and the respective project teams continue to engage with internal and external stakeholders to guide the delivery of short-term initiatives.

Bundanoon is recognised as the next village to undergo this place-based planning process. The first round of engagement has since concluded, with several consultation activities being facilitated to help identify existing character, key strengths and opportunities. All feedback received is currently being reviewed and will shape the emerging draft vision and place initiatives, which the project team will seek feedback on as part of the second round of engagement.

Long-term employment and economic planning in the Shire have reached an important milestone, with the post-exhibition Southern Highlands Innovation Park (SHIP) Master Plan and Governance Strategy being presented to the Ordinary Meeting of Council 19 March 2025. Council moved that the revised strategic body of work be adopted and that a subsequent Planning Proposal be prepared to seek the rezoning of subject land from E4 General Industrial to E3 Productivity Support. Opportunities to investigate and secure funding to further guide the implementation of actions identified in the Master Plan are continuing to be pursued.

The LHS sets a target of a 50/50 split of infill housing and greenfield development (NLAs) to meet the housing needs of our community. Two projects have additionally reached significant milestones and directly align with long-term residential priority actions identified in the LHS and LSPS, including:

1) Comprehensive Development Control Plan (DCP): Post a report being tabled to Council at the Ordinary Meeting of 19 February 2025, the project has since commenced with the appointment of a consultancy and initial internal engagement being conducted. Broader community and stakeholder consultation is scheduled to be initiated in the short-term. Previously endorsed Council plans and strategies, as well as stakeholder feedback will guide the development of a DCP template, which is recognised as the first project milestone.

2) Bowral South NLA: The Bowral South NLA draft Master Plan and Servicing Strategy were formally exhibited following an extensive community engagement process, and a review of submissions has since been completed. Council has committed additional resources to this project, with supplementary due-diligence referrals being sought from internal branches of Council and relevant Government Departments. All feedback received is continuing to inform the ongoing review and refinement of the Draft. A Flood Impact and Risk Assessment Report (Report) has further been initiated during this post-exhibition phase. The Report will provide another layer of due diligence to confirm and refine flood planning levels.

Operational Plan Priority Actions

Code	Action	Status	Progress
14.2 PA1	Prepare the Bundanoon Place Plan		The preparation of a Place Plan for Bundanoon aligns with the endorsed Village Place Plan Program. The first round of internal and external stakeholder consultation has now concluded. Engagement activities ranged from an online survey, visioning workshops and a youth drawing activity. The project team are currently reviewing the feedback received and will initiate the second round of engagement during the June 2025 quarter.
14.2 PA2	Prepare the Mittagong Town Centre Master Plan		Actions under Planning Priority 6.1 of the Wingecarribee Local Strategic Planning Statement commit Council to the delivery of place-based Master Plans in collaboration with the community and stakeholders for the three (3) main town centres of the Shire. The preparation of a Master Plan for the Mittagong Town Centre is subject to securing funding and Council is continuing to actively pursue funding opportunities.
14.2 PA3	Prepare the Moss Vale Town Centre Master Plan		Actions under Planning Priority 6.1 of the Wingecarribee Local Strategic Planning Statement commit Council to the delivery of place-based Master Plans in collaboration with the community and stakeholders for the three (3) main town centres of the Shire. The preparation of a Master Plan for the Moss Vale Town Centre is subject to securing funding and Council is continuing to actively pursue funding opportunities.
14.2 PA4	Commence a Planning Proposal for the Bowral South New Living Area and implement its Master Plan		The initiation of a Planning Proposal to seek the rezoning of the identified Bowral South New Living Area, will commence post the adoption of the Master Plan and Servicing Strategy. The Draft Master Plan and Servicing Strategy were formally exhibited and a review of submissions received during this time has been conducted. Feedback is expected to inform the review of this strategic body of work and a summary of submissions will be captured through an Engagement Outcomes Report.
14.2 PA5	Implement the Bowral Town Centre Masterplan		An internal working group has been established to guide the delivery of short-term initiatives identified in the adopted town centre Master Plan. The implementation of key actions has already commenced, and the delivery of other place-based initiatives in Bowral will be realised via detailed engineering designs. This is anticipated to commence post securing funding, and the project team are continuing to actively investigate funding opportunities.

Strategic Policy

Quarterly Highlight

Over the reporting period, Council continued to align strategic policy work with the Wingecarribee Local Strategic Planning Statement, which informs the direction of all strategic planning projects and related outcomes. The Wingecarribee Local Housing Strategy also guided planning activities to support the delivery of housing in line with identified obligations across the Shire.

Planning Proposals progressed in accordance with the requirements set out by the New South Wales Department of Planning, Housing and Infrastructure. Council provided timely responses to relevant state and federal government policies, strategies, and plans, ensuring that local community perspectives and priorities were appropriately represented.

Council also maintained its advocacy efforts for infrastructure investment at both state and federal levels, while continuing to pursue infrastructure contributions through Planning Agreements and developer works-in-kind to support sustainable growth and service delivery.

Operational Plan Priority Actions

Code	Action	Status	Progress
14.3 PA1	Undertake a Planning Proposal to include Heritage Items and Conservation Areas from the adopted Community Heritage Study into Schedule 5 of WLEP 2010 with associated mapping updates		The Planning Proposal has been prepared then submitted to the Department of Planning, Housing & Infrastructure on 13 September 2024 and awaits a Gateway Determination.
14.3 PA2	Prepare a comprehensive Development Control Plan to guide development across the Shire		Post a report being tabled to Council at the Ordinary Meeting of 19 February 2025, the project has since commenced with the appointment of a consultancy and initial internal consultation being conducted. Broader community and stakeholder engagement is scheduled to be initiated in the June 2025 quarter. Feedback received will guide the development of a Development Control Plan template, which is recognised as the first project milestone.

Business and Property

Business and Property Services is responsible for the management of Council's property portfolio and local childcare services.

We are also responsible for the Shire's Animal Shelter and the Southern Region Livestock Exchange.

The service works to promote the Southern Highlands as a great place to visit and invest. We do this through the management of tourism and events and collaborating with the local and regional visitor economy.

Our property portfolio covers assets including community facilities and halls as well as commercial buildings.

Responsible and effective management of these properties helps us to provide better local community facilities and sustains Council's financial position into the long term through timely and considered investments.

The Business and Property Service consists of 5 Principal Activity Areas. They are;

1. Southern Regional Livestock Exchange
2. Property Services
3. Outside School Hours Care Service
4. Tourism and Events
5. Animal Shelter



Southern Regional Livestock Exchange

Quarterly Highlight

The Southern Regional Livestock Exchange (SRLX) continued to operate in accordance with legislative requirements, providing facilities for the management and sale of livestock, including animals surrendered or affected by natural events. Weekly livestock sales were conducted as scheduled throughout the reporting period.

Sale volumes remained high, with 16,113 head of cattle sold, compared to 9,327 in the same quarter of the previous year. Average cattle prices increased by approximately \$105 per head relative to the same period in 2024. Favourable seasonal conditions, including sustained green pasture and rainfall forecast for the winter months, supported positive outcomes for local farmers and producers.

Upgrade works were completed at the SRLX during the quarter, including the Berrima Road gate upgrades and renovation of the canteen facility, enhancing operational efficiency and site functionality.

Operational Plan Priority Actions

Code	Action	Status	Progress
15.1 PA1	Upgrade Saleyard Software Systems and IT infrastructure to improve and streamline processes		This Action was Completed in the September 2024 Quarter.
15.1 PA2	Refurbish the Berrima Road exit gate to improve safety and accessibility		Refurbishment works have been completed on the Berrima Road exit gates within project budget. A full traffic management plan is being coordinated to ensure the appropriate traffic-flow through the sale yards to reduce the risk to pedestrians and staff at the site.
15.1 PA3	Undertake works at the sale yard including: Complete the canteen refurbishment to enable lease of the commercial area Replace half gates in the selling pen area to improve the safety of animals and workers Complete internal painting of walls and floors in the Saleyard auditorium		The saleyard canteen refurbishment was completed on time, with a new licence agreement in place to deliver services from the space. The internal painting of the auditorium has been deferred and is scheduled for completion in the December 2025 quarter. Planning for replacement of selling pen gates to improve safety for animals and workers is underway.
15.1 PA4	Progress recommendation from the agribusiness report to increase usage and opportunities through education programs at the SRLX.		While high cattle volumes have temporarily delayed further progress, Council is committed to expanding education programs at the Southern Regional Livestock Exchange. A well-developed program will be prepared in 2025-26, to build on the foundations laid this year.

Property Services

Quarterly Highlight

Commitment to effective property management remains our primary focus, ensuring that the property portfolio is managed in line with legislative and reporting requirements.

Managing Crown Land in accordance with the Crown Land Management Act, 2016 remains a priority, with Native Title assessments carried out as required by legislation.

The leasing and licensing of Council properties are managed in a timely manner and in accordance with legislative requirements.

Coordination and administration of land dealings, including easements, subdivisions and consolidations continue to be undertaken in accordance with legislative requirements, providing timely reporting to Council as required.

Road closure applications continue to be received and processed in line with legislative and reporting requirements.

Land acquisitions and disposals are managed strictly adhering to legislation in as timely a manner as possible. We are dedicated to delivering support to residents and reports to Council, as required. Statutory time frames for acquisition are adhered to ensuring efficient and responsibility property management.

Operational Plan Priority Actions

Code	Action	Status	Progress
15.2 PA1	Complete a review and analysis of the Mount Gibraltar telecommunications tower to improve operations and community outcomes		Council has secured quotes and allocated budget to complete a full audit and clean-up of the Mount Gibraltar telecommunications tower and Council hut. The project will identify and remove redundant equipment to improve operations and safety. Works are scheduled to commence in the June Quarter.
15.2 PA2	Complete a review of surplus roads to reduce the need to maintain unformed roads and generate additional income (LTFP, AMS)*		Council is reviewing surplus roads across the Shire to reduce maintenance costs and identify opportunities to generate additional revenue. Each town is being assessed to determine potential surplus roads for future sale. Council is also working through requirements relating to development applications needed for road closures.
15.2 PA3	Develop a Property Investment Portfolio to support Council's financial and asset management goals (LTFP, AMS)		Council will develop a Property Investment Portfolio to support long-term financial sustainability and strategic asset management. Work will commence following adoption of the new Property Policy in 2025 to ensure alignment with Council's broader financial and asset management goals.

Code	Action	Status	Progress
15.2 PA4	Develop a Property Strategy to ensure assets are being appropriately managed for the long-term benefit of the community (LTFP, AMS)		Council is progressing the development of a Property Strategy to ensure assets are managed responsibly for the long-term benefit of the community. Key directions were presented to Councillors in March 2025. The draft Property Policy will be reported to Council in the June quarter, with a recommendation to place it on public exhibition for community feedback.



Outside School Hours Care Service

Quarterly Highlight

The Wingecarribee Outside of School Hours (WOOSH) service continues to provide outside of school hours care services that meet market demand and supports families.

WOOSH has seen positive increases in attendance to its vacation care program where occupancy has increased to 93% this quarter compared to 57% during the same period last year. The after-school service has increased from 73% to 78% from last year's figures however, the before school service has reduced in occupancy from 29% to 20%. This is a concern and is attributed to current financial pressures on families and a lower need for before school care as working from home continues to be an option for working families.

A request was received from another local school to deliver before and after school care which is another opportunity to grow the service. An assessment regarding viability of delivering a service to the school is being conducted.

Operational Plan Priority Actions

Code	Action	Status	Progress
15.3 PA1	Investigate options to increase the number of Out of School Hours care services		This Action was Completed in the December 2024 Quarter.
15.3 PA2	Deliver activities for Out of School Hours Educators Day		This Action was Completed in the September 2024 Quarter.



Tourism and Events

Quarterly Highlight

Australia Day in Berrima welcomed over 5,500 visitors—the largest turnout since Council assumed management of the event. March saw the launch of the Closer Than You Think destination marketing campaign with media dinner, successfully positioning the region's food and wine offerings to key media representatives. complemented by a high-profile visit from the Destination NSW Board to the region. Council actively promoted the Southern Highlands as a business events destination at the Asia-Pacific Incentives and Meetings Event (AIME) conference, engaging with industry leaders alongside local accommodation providers. The A Day on the Green concert series delivered another successful season. Council further strengthened industry collaboration through participation in multiple Destination Sydney Surrounds South (DSSS) and Destination NSW visitor economy workshops with local businesses.

Bowral Memorial Hall continued to host events resulting in 13 bookings and \$16,532.15 in revenue for the Quarter. In alignment with strategic visitor economy initiatives, Council visited Canberra Airport to explore opportunities for Southern Highlands products in their retail outlets. Enhancements to the Destination Southern Highlands website are progressing, with the re-establishment of the Conferencing to coincide with the AIME conference.

Operational Plan Priority Actions

Code	Action	Status	Progress
15.4 PA1	Establish a Visitor Economy Advisory Panel (VEAP) to provide expert advice on tourism and events		This Action was Completed in the September 2024 Quarter.
15.4 PA2	Review signature events for the Southern Highlands in consultation with the Visitor Economy Advisory Panel (VEAP)		The review of signature events for the Southern Highlands, in consultation with the Visitor Economy Advisory Panel (VEAP), is currently on hold until the VEAP's primary focus areas—the Destination Action Plan and Marketing Plan—are completed.
15.4 PA3	Undertake upgrades to the Visitor Information Centre to improve the customer experience and sense of place		Visitor Information Centre review on hold due to funding prioritisation.
15.4 PA4	Investigate development of a local produce brand to promote Southern highlands producers		Council is progressing work to support local producers through the development of an online store, scheduled to launch with the refreshed Destination Southern Highlands website in 2025. The Shopify-based store will feature curated gift baskets showcasing local produce, helping to raise the profile of Southern Highlands makers and growers.
15.4 PA5	Introduce volunteering opportunities at the Visitor Information Centre		Council is preparing to introduce volunteering opportunities at the Southern Highlands Welcome Centre. A volunteer induction template has been drafted, with recruitment and onboarding to begin in the June 2025 quarter. This program will create new ways for locals to share their knowledge and help visitors connect with the region.

Code	Action	Status	Progress
15.4 PA6	Prepare a program for Bowral Memorial Hall that promotes community, commercial and cultural events and maximises utilisation		Council continues to support community and cultural use of Bowral Memorial Hall. In the March 2025 quarter, the venue hosted 13 events—11 community and 2 commercial bookings—generating \$16,532.15 in revenue. Ongoing programming aims to balance cultural activation, community access and commercial hire to maximise use of this key civic space.
15.4 PA7	Continue implementation of findings from the Destination Southern Highlands Servicing Review		Council continues to implement key actions from the Destination Southern Highlands Servicing Review. A Volunteer Program for the Visitor Centre will commence in the June 2025 quarter. The Visitor Economy Advisory Panel has been established, while upgrades to the Visitor Centre remain on hold pending funding allocation.



Animal Shelter

Quarterly Highlight

The Wingecarribee Animal Shelter (WAS) continues to conduct activities required under the Companion Animals Act and returns companion animals to rightful owners whilst rehoming as many companion animals as possible.

Work continues to prepare for moving to the new animal shelter with revision and updating of policies and procedures and transition plans being created for a smooth process to reduce as much stress on animals within the care of WAS.

A substantial effort has gone into the development of policies and procedures to ensure best practice operations in line with the Companion Animals Act. Staff training has also been conducted in line with industry best practice regarding temperament testing of dogs prior to making them available for adoption.

Operational Plan Priority Actions

Code	Action	Status	Progress
15.5 PA1	Establish operations at the new Animal Shelter in Moss Vale		During the March 2025 quarter, Council finalised the Operational Management System for key functions of the new Animal Shelter in Moss Vale. Work progressed on the Operations and Induction Manual, and preparations were made for the staged handover of the facility, with builder handover scheduled for April and animal accommodation works confirmed for completion in May.
15.5 PA2	Deliver community education programs on responsible pet ownership including desexing, microchipping and registration		During the March Quarter, Council began planning community education programs on responsible pet ownership to coincide with the opening of the new Animal Shelter. Discussions were held with Friends of Wingecarribee Animal Shelter (FOWAS) to explore how best to use available funding to support desexing, microchipping and pet registration initiatives.



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Availability

Progress Reports are available on Council's website.

<https://www.wsc.nsw.gov.au/Council/Policies-Strategies-and-Reports/Council-Reports/Progress-Reports>

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