

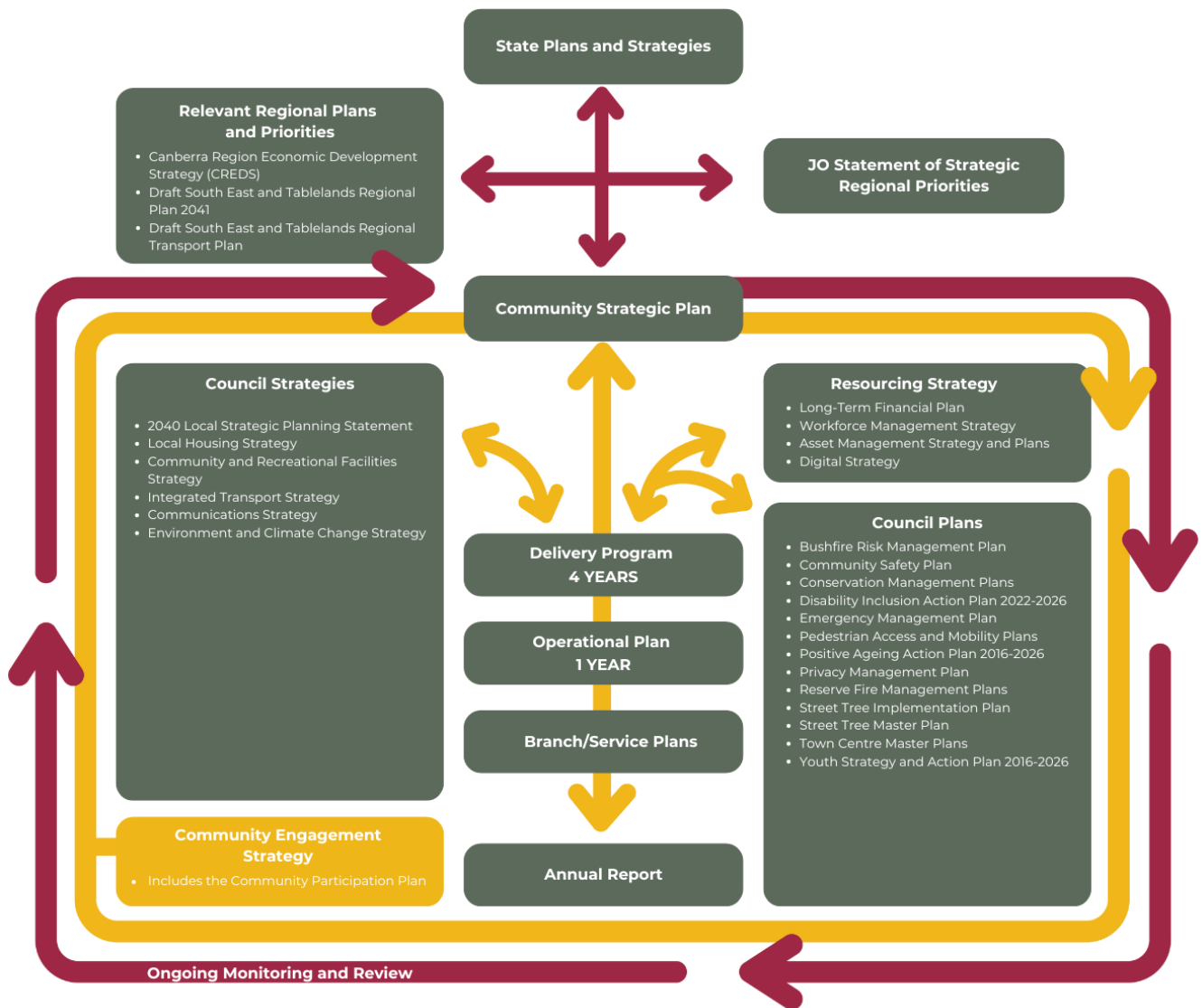
Quarterly Progress Report

1 April 2024 – 30 June 2024



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 50 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: Wingecarribee 2041. Wingecarribee 2041 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 outcomes against Council's Delivery Program and Operational Plan 2023/24 for the June 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 the Principal Activities supporting each Theme.



Civic Leadership

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



Financial Services

- Procurement and Contracts
- Revenue
- Financial Services



Information and Customer Service

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



Governance and Corporate Performance

- Strategy and Business Improvement
- Governance
- Integrated Risk Management



People and Culture

- Human Resources
- Policy and Strategy Human Resources



Community Life and Libraries

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



Assets

- Parks and Buildings
- Roads and Drainage
- Water and Wastewater Assets



Project Delivery

- Project Delivery (Capital Works)



Development Assessment and Regulation

- Development Assessment
- Development Engineering
- Compliance and Regulation



Shire Presentation

- Customer Service and Business Support
- Fleet
- Roads Infrastructure Construction and Maintenance
- Open Space
- Aquatic Services, Building Maintenance and Tree Management



Environment and Sustainability

- Sustainability Services
- Natural Resources Projects
- Bushlands and Biosecurity



Water Services

- Depot Operations
- Sewage Treatment
- Water Network Operations
- Wastewater Network Operations
- Potable Water Treatment



Resource Management and Waste

- Waste Operations
- Waste Services



Strategic Outcomes

- Economic Development
- Strategy and Place
- Strategic Policy

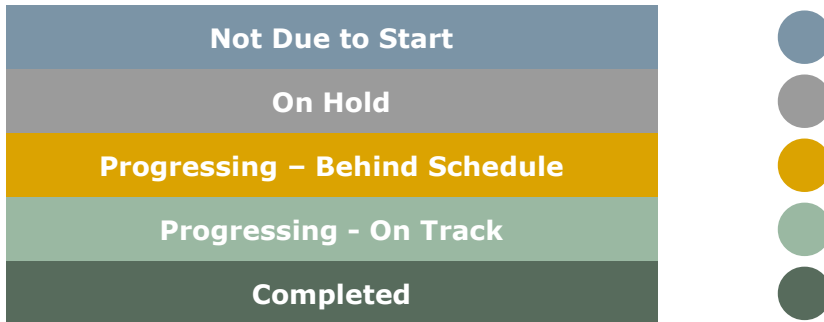


Business and Property

- Southern Regional Livestock Exchange
- Property Services
- Children’s Services
- Tourism and Events
- Animal Shelter

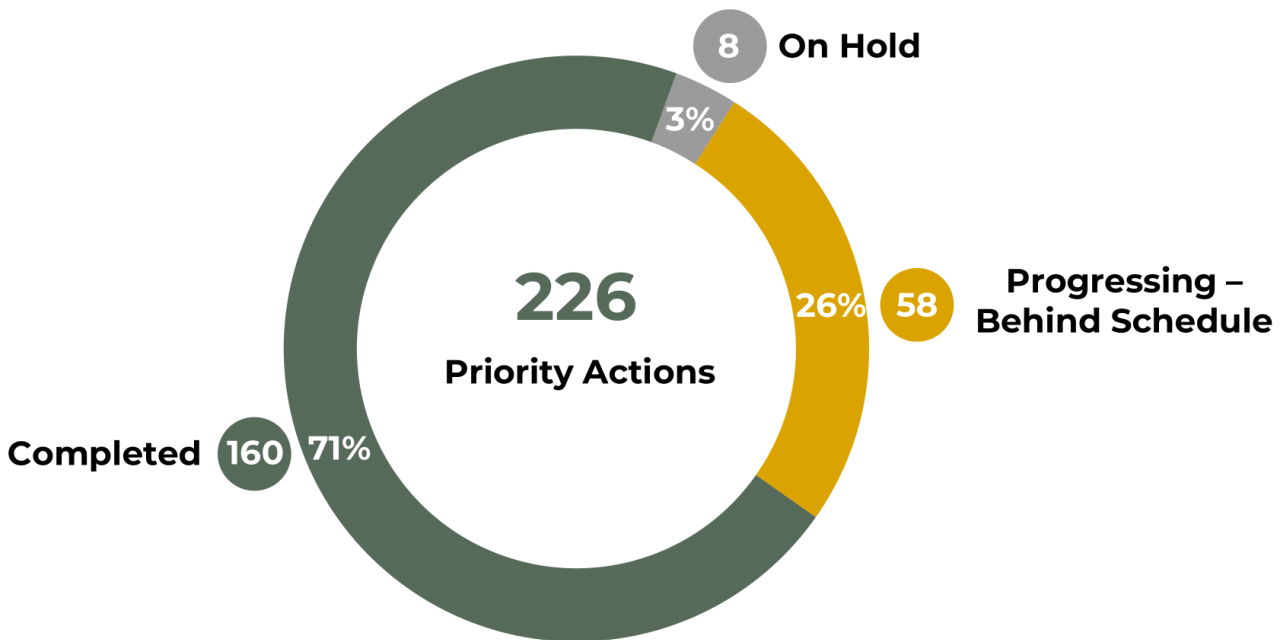
Summary of Progress

Each Priority Actions progress is traffic lighted by the following icons:



As at the end of the June Quarter of the 226 priority actions 8 were 'On Hold', 58 were 'Progressing - Behind Schedule', and 160 were 'Completed'.

Overall Performance





Leadership



Emergency Operations Centre (EOC)

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.

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

The service is a key contributor to the Community Strategic Plan 'Leadership' theme and supports the following Goals from Wingecarribee 2041.

Goal 1.1 Ethical & trusted levels government that work together in the best interest of the Shire

Goal 1.2 A well-informed, engaged community

Goal 1.3 A leading community



General Manager’s Office and Executive Leadership

Quarterly Highlights

Implementation of Council strategic priorities has continued in line with adopted plans. Service review of financial services has been completed, with water services and people and culture service reviews underway. Council continues to foster strong relationships within the sector through active participation in the Country Mayors Association, Local Government NSW and Canberra Region Joint Organisation (CRJO).

Action Code	Priority Action	Traffic Lights	Comments
1.1 PA1	Implement the Horizon 1 priority actions within the Organisational Road Map.	●	This quarter, highlights against Horizon 1 priority actions include the adoption of the Asset Management policy, the endorsement of the select tender panel and good attendance at the Councillor candidate information sessions. The Councillor Induction Program was presented at the June 2024 Council meeting. In addition, the work to reinvigorate the workplace continued with the Capital Expenditure Review submitted to the Office of Local Government.
1.1 PA2	Continue to advocate the priorities outlined in Shire Priorities 2023	●	Council maintains its dedication to advocating for the priorities outlined in Shire Priorities 2023. A key project this quarter was the fit out and opening of the Emergency Operations Centre in Moss Vale, which will assist the community in times of major emergencies. Unfortunately, Council's grant application for the Mittagong Playhouse restoration was unsuccessful, however Council will continue to seek further funding opportunities for this project, and other Shire Priorities.
1.1 PA3	Work collaboratively with the Canberra Region Joint Organisation to achieve mutually beneficial outcomes	●	The Administrator and General Manager attended CRJO board meetings and the General Manager Advisory Group meetings to pursue shared objectives. Council contributed to CRJO submissions and made submissions in line with CRJO's shared objectives, including to the NSW Government review of the financial sustainability of councils and the NSW Productivity Commission review of funding models for local water utilities.
1.1 PA4	Attract further investment, including Federal and State Government funding to the Shire	●	Council's commitment to investing and attracting further investment into the Shire continued this quarter. A total of \$11,511,736 was secured for projects within the Shire that will improve outcomes for the community. Amongst other projects, this includes \$150,000 for circular economy and waste education programs, \$166,666 for disaster adaptation planning and \$40,000 for bus shelters.

Civic Functions and Councillor Support

Quarterly Highlights

A key focus in this area is around the return of the elected Council in September 2024. To support this, a program of Candidate Information Sessions were held on 11 October 2023, 10 April 2024, 8 May 2024 and 12 June 2024 which were well attended. Representatives from the Office of Local Government, The Tally Room, independent Commission Against Corruption and Counsel Assisting the Public Inquiry attended to present to potential candidates. A program and supporting documents are currently being prepared for the elected Council.

Priority Actions 2023/24

This year, Civic Functions and Councillor Support will be focusing on the delivery of its core business to ensure service effectiveness and efficiencies. It will also be preparing for the incoming Council following the Local Government Elections and return of Councillors in September 2024.



Finance Services

Our service works to ensure that the Council is financially sustainable in 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

We are a key contributor to the theme of 'Leadership' in the Community Strategic Plan and support the following Goals from Wingecarribee 2041

Goal 1.1 Ethical & trusted levels government that work together in the best interest of the Shire


Goal 1.2 A well-informed, engaged community



Procurement and Contracts

Quarterly Highlights

Council continues to refine its monitoring and review processes for all procurement activities conducted to ensure strict adherence with legislative requirements, policies, guidelines, and procedures. Council is committed to maintaining all statutory documentation and registers in full compliance with legislative requirements. This includes keeping our registers up to date with all the necessary information and adhering to the disclosure mandates set forth by legislation such as the Government Information Public Access (GIPA) Act, which requires notification of every contract exceeding \$150,000 (inclusive of GST) that Council enters into, ensuring full transparency regarding legislative obligations.

Action Code	Priority Action	Traffic Lights	Comments
2.1 PA1	Explore options to engage in a more meaningful way with local businesses		A Procurement Workshop was held on 28 May 2024 with 15 members from the public that attended. The workshop was facilitated by a procurement specialist who took the attendees through the requirements in procuring under the Local Government Act 1993. The community provided valuable feedback on their experience in procuring with Council.



Revenue

Quarterly Highlights




In the April to June quarter, the fourth instalment rate notices were issued by the 30 April deadline as required by legislation. Additionally, water and sewerage notices were issued in April for the third billing period of the 2023/24 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 outstanding percentage of 6.07% achieved for the 2022/23 year, which surpassed the 10% benchmark set by the Office of Local Government for rural and regional Councils like Wingecarribee.

These efforts contribute significantly to the Council's financial stability.

Action Code	Priority Action	Traffic Lights	Comments
2.2 PA1	Review and update Farmland Policy		The outcomes of the public consultation of the draft Farmland Policy were presented to Council at the June 2024 Ordinary Council meeting. It was recommended to defer the adoption of the Policy subject to further consultation with submission makers on complex rating matters. This consultation will occur in the first half of the 2024/25 financial year.
2.2 PA2	Review and update Debt Recovery Policy		<p>The Debt Recovery Policy was enhanced prior to being adopted during the 2022/23 year. Recovery actions have been undertaken during the 2023/24 year in line with the new Policy.</p> <p>Internal reviews have not identified any improvements to date, and the effectiveness of the processes described in the Policy will be measured by the arrears outstanding at year end.</p>
2.2 PA3	Ensure Council's primary revenue sources are levied in accordance with statutory obligations (rates and water service charges).		The annual rates levy is reviewed as part of the external audit of Council's Annual Statements by the Audit Office of NSW to ensure compliance with the legislation. Council's Water & Sewerage levies are issued in accordance with Council's Adopted Revenue Policy. Compliance with both the legislation and Adopted Revenue Policy is imperative as non-compliance can result in a levy being declared invalid.

Finance Services

Quarterly Highlights

The 2024/25 budget was adopted by Council at the Extraordinary meeting on 26 June 2024.

Additionally, Payroll Services have maintained timeliness and compliance, ensuring that Council's staff receive their pay in accordance with the 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.

The new salary system was fully implemented with the payment of backpays required from the first full pay period in July 2023. These payments were made on 14 June 2024.

Action Code	Priority Action	Traffic Lights	Comments
2.3 PA1	Proactively seek grant opportunities that align to Council's Operational Plan or unfunded initiatives	●	Council continues to be proactive in seeking external funding, with successful submissions of applications for 15 opportunities in the June quarter.
2.3 PA2	Deliver grant writing workshops	●	Council hosted a comprehensive grant writing workshop for the community on 6 March 2024 with 30 community members in attendance. There was not an opportunity to host a second grant writing workshop during this quarter.
2.3 PA3	Continue to seek grant funding for the renovation and refurbishment of the Mittagong Playhouse	●	Council's application to the Growing Regions Program - Round One for the Mittagong Playhouse was unsuccessful. Council is requesting feedback on the submitted application to strengthen future submissions. Council continues to actively seek grant opportunities to fund the renovation and refurbishment of the Mittagong Playhouse.

Governance and Corporate Performance

Our service works to ensure that the Council is well-governed and operates 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.

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

We are a key contributor to the theme of 'Leadership' in the Community Strategic Plan and support the following Goals from Wingecarribee 2041

Goal 1.1 Ethical & trusted levels government that work together in the best interest of the Shire

Goal 1.2 A well-informed, engaged community

Goal 1.3 A leading community



Strategy and Business Improvement




Quarterly Highlights



The draft Operational Plan and Budget for 2024/25 was prepared and exhibited for public comment for 28 days. In June, Council adopted the Operational Plan, Budget, and revised Resourcing Strategy. Council consistently met its reporting obligations, publishing quarterly progress reports on its website. Work also progressed on the Administrator's End of Term report and the State of Our Shire report, both expected to be available later this year.

The Council continued to implement the Delivering Better Services Framework, adopted in December 2023. This framework is guiding the design of the next cycle of service planning (Integrated Planning and Reporting), set to begin in September 2024. A review of Council's Water Services commenced, with findings and recommendations to be presented to Council. Meanwhile, a draft program of service reviews, developed using the prioritisation criteria from the Delivering Better Services Framework, was prepared for the Audit Risk and Improvement Committee (ARIC).

In June, the Community Research Survey, a biennial telephone survey measuring community satisfaction and identifying local priorities, was launched.

Work continued on refining the Framework of Strategies and Plans to reflect recent developments. The next step is to review actions across over 45 documents to identify progress, completions, delays, or updates. This will be completed during the service planning cycle starting in September 2024.

Action Code	Priority Action	Traffic Lights	Comments
3.1 PA1	Lead the preparation of Council's Integrated Planning and Reporting (IP&R) documents including business plans and reports.		Council prepared the Operational Plan and Budget along with an updated Resourcing Strategy for public exhibition. All documents were adopted in June 2024 with the Operational Plan and Budget 2024/25 guiding Council's service delivery and budget allocation over the next 12 months.
3.1 PA2	Provide necessary reporting and assist with process improvements that support improved reporting timelines.		<p>Quarterly reporting was completed to schedule with progress reports published on Council's website. Work also continued on the development of an Administrator's End of Term Report and the State of Our Shire Report.</p> <p>An additional online reporting module was also soft launched. The Pulse Performance Reporting Framework module will allow for more streamlined reporting against aspects of Council's Operational Plan and Budget.</p>
3.1 PA3	Collaborate with key business stakeholders to deliver improvement frameworks and governance models.		The draft Operational Plan and Budget for 2024/25 was created using a new and improved service planning model. This process involved Managers and Coordinators filling out detailed worksheets. These worksheets captured important information about each individual service and the main activities they include, ensuring a thorough and strategic approach to planning.

Action Code	Priority Action	Traffic Lights	Comments
3.1 PA4	Develop and facilitate a program of Service Reviews, including a review of waste and resource management and water services		<p>A prioritised program of service reviews was developed using the criteria set in Council's Delivering Better Services Framework and presented to Council in June 2024. It is the first time that the best-practice approach outlined in the Framework has been applied by Council officers when preparing a program of reviews.</p> <p>During the quarter, work commenced on a review of Water Services and Animal Shelter with the findings and recommendations to be reported to Council in due course.</p>
3.1 PA5	An efficiency of \$270,000 be generated from Salaries and Wages and these funds be allocated to a proposed Emergency Operations Centre, as outlined in the Shires Priorities document, to be delivered during the 2023/24 financial year.		Completed during the December 2023 Quarter.



Governance

Quarterly Highlights




During the final quarter there were three (3) Ordinary Meetings and three (3) Extraordinary Meeting of Council. All agendas and minutes for these meetings were distributed in accordance with the adopted timeframes.

The GIPA Act 2009 provides members of the public with the right to access information held by Council. There were 2 formal GIPA application and a total of 183 informal access to information applications referred to the Governance team during the final quarter.

There was one (1) ARIC meeting held this quarter. The Agenda and Minutes were distributed in accordance with the Terms of Reference and timeframes. Three Internal Audit reports were considered at the June ARIC meeting.

All registers maintained by the Governance Business Unit were updated as required.

Council's Professional Conduct Coordinator continues to manage complaints relating to Council Staff, contractors, consultants, and volunteers in the following areas: 1. Alleged corrupt conduct 2. Maladministration 3. Serious and substantial waste of public money 4. Breaches of the Code of Conduct.




Action Code	Priority Action	Traffic Lights	Comments
3.2 PA1	Prepare for the September 2024 local government elections and develop Councillor induction program		A high-level plan for the Councillor Induction Program has been developed with detailed planning underway, Candidate Information Sessions were held in April, May and June and were well attended. Council officers are working with the NSW Electoral Commission for the conduct of the September 2024 election. In excess of 30 policies have been reviewed and updated and a project to provide electronic forms for Councillors via their Councillor portal is nearing completion.
3.2 PA2	Implement an action plan for greater open access information in accordance with the GIPA Act		The GIPA Act directs Councils to make 'open access information' publicly available. A review of Council Policies is on-going with the majority of priority polices finalised by June 30. The Disclosure log for GIPA applications was updated in June 2024. Council staff regularly review information made available on Council's website and upload any documentation considered of great public interest.
3.2 PA3	Undertake four internal audits		At its June meeting ARIC considered 3 (three) Internal Audit reports in relation to Procurement processes, Human Resources Processes and Controls and Policy Compliance Health Check relating to Code of Conduct, Gifts and Benefits and employee expenses. Field work for an internal audit report in relation to an IT Disaster Recovery health check has commenced and will be presented in the first Quarter of FY25.

Integrated Risk Management

Quarterly Highlights

Council is currently working on the implementation of a risk management policy to ensure a structured, consistent, and holistic approach to the management of risk at all levels and for all business activities through the integration of enterprise, work health and safety and environmental risk management into a common framework.

During the reporting period, Council's strategic risk profiles were reviewed and documented, with draft action plans identified to mitigate/treat the risks. There is further work being conducted to assess and evaluate Council's operational risks and their controls/treatment plans.

Action Code	Priority Action	Traffic Lights	Comments
3.3 PA1	Continue to implement actions to comply with the SafeWork NSW Enforceable Undertaking		Work is ongoing in the implementation of the Automated Work Health and Safety (WHS) Induction system. The Resource Recovery Centre was selected as a test site for rollout. Deliverable for the Enforceable Undertaking Automated WHS Induction was completed during the reporting period with required evidence submitted to SafeWork NSW by the due date. Additional testing time to ensure accurate delivery by Council and approved by SafeWork NSW relating to a Contractor Management deliverable.
3.3 PA2	Deliver projects identified in the StateCover Action Plan 2022		A request has been submitted to StateCover in June 2024 to make amendments to the agreed action plans. This request would align with areas for improvements delivered (and to be delivered) as part of the Enforceable Undertaking submissions. The revised action plan, once approved by StateCover is required to be implemented by July 2024 and confirmed via the Self-Audit report.
3.3 PA3	Implement the Integrated Risk Management Road Map and Action Plan		Implementation of the Integrated Risk Management Road Map and Action Plan is now in progress. The Risk Management Framework and Risk Policy is in draft and will be presented to the Audit Risk and Improvement Committee for any feedback to ensure compliance with the amendments in the Office of Local Government Guidelines for Risk Management.

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:

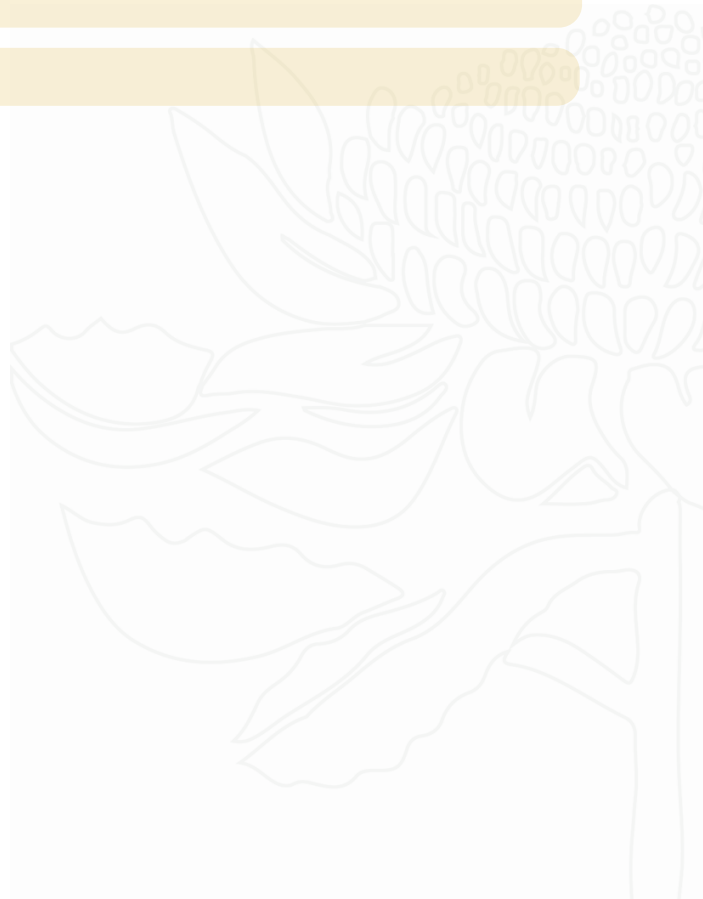
1. Information and Communication Technology – Corporate Systems
2. Information and Communication Technology - Operations
3. Corporate Information
4. Facilities and Bookings
5. Customer Experience

We are a key contributor to the theme of 'Leadership' in the Community Strategic Plan and support the following Goals from Wingecarribee 2041

Goal 1.1 Ethical & trusted levels government that work together in the best interest of the Shire

Goal 1.2 A well-informed, engaged community

Goal 1.3 A leading community



Information and Communication Technology – Corporate Systems

Quarterly Highlights

Work continues to enhance the communities access and integrity of Council information and the ability to receive this information whenever it is needed and on any device with internet access. Council officers are looking at further enhancing the experience with additional projects aligned to the ICT Roadmap and working with the various departments to enhance their experience of our Corporate Systems.

Action Code	Priority Action	Traffic Lights	Comments
4.1 PA1	Transition Council's core software package to the cloud (TechnologyOne) to enable a digital customer experience and support the Customer Experience Charter.	●	The transition to the Technology One cloud has been successfully completed, with 100% of the system now operating in the cloud. The cloud will enhance our digital customer experience and support the Customer Experience Charter.
4.1 PA2	Review user and admin access to key Corporate Systems to ensure appropriate levels of access to information	●	Work has been completed on creating the access reports for key Corporate Systems. These reports outline the various groups and their members access to various module and functions within the Corporate Systems modules. A similar report has also been prepared for the external auditors to review.
4.1 PA3	Prepare Connect Intelligence Anywhere (Technology One) upgrade	●	Work has commenced for the movement of Financials from Ci in the Cloud to the new platform of Connected Intelligence Anywhere (CiA). Initial scoping is underway to determine detailed requirements for the system and the implementation.
4.1 PA4	Investigate interactive maps for the website to improve how we communicate place-based activities	●	A streamlined project map and Public Lands Register map have been commissioned on Councils website, which gives the =community transparency of activities of projects within the Shire.
4.1 PA5	Investigate data integrity to improve quality, reliability, and accuracy of information	●	The report outlining the process of migrating and updating our spatial data has been completed. The report outlines the data that will be migrated, with redundant data and ownership to be determined and recorded in a document that will be shared with internal stakeholders. This will assist in determining data sources and roles and responsibilities and managing these sources.

Information and Communication Technology – Operations

Quarterly Highlights

In the fourth quarter, Council continued maintaining a reliable and secure IT environment. Council officers continued strengthening and improving cybersecurity with additional Next-Generation Firewall updates and the fine tuning of policies. 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. Vulnerability and penetration testing was conducted, ensuring robust security measures. 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.


Further improvements were made to backup and disaster recovery infrastructure, incorporating Microsoft 365 backups to safeguard Council from potential data loss.

Action Code	Priority Action	Traffic Lights	Comments
4.2 PA1	Review and implement a Cyber Security Policy and framework to ensure Council data is managed in a secure manner		Steps to develop a Cyber Security framework have commenced based on industry standards, critical infrastructure, and artificial intelligence. This will be completed in the first half of the 2024/25 financial year.

Corporate Information

Quarterly Highlights

External digitisation continues of Application files held at Fort Knox facility and now incorporating files held at Civic Centre. Over 16000 files have been boxed and shipped offsite. With digital versions now starting to be returned.

Action Code	Priority Action	Traffic Lights	Comments
4.3 PA1	Digitise Council's physical records (legacy documents)		As the document scanning project progresses, a further 9,958 physical development application files have been delivered offsite for processing. 96 boxes to date have been digitised by Jigsaw with 65 now uploaded into ECM with 31 boxes awaiting Quality Assurance prior to upload to ECM. Although there are competing projects and the migration of data from the legacy Dataworks record management system demands attention, Council remains committed to prioritising and effectively managing workloads.



Facilities and Bookings

Quarterly Highlights

Council has continued to ensure the effective day-to-day coordination of 355 Management Committees in accordance with the Procedure Manual. Council is actively supporting these committees by providing orientation and training, attending meetings, guiding compliance with governance, and reporting requirements, and offering advice on facility improvements.

Council managed facilities are currently operational in the Bookable system, and Halls managed by 355 committees were expected to migrate into bookable by March 2024. Council has been successful in moving Canyonleigh into Bookable and continues to work with the Wingello, Yerrinbool and East Bowral Community Centre 355 committees with a view of going live in the first quarter of the 2024/25 financial year. Hire terms and conditions for facilities currently available in the Bookable system, with further revisions planned as bookings transition for 355 Management committees into the system. This ensures consistency and efficiency for all facility and community users.

A portion of the Facilities have had defibrillators installed with the outstanding being the heritage listed buildings. Council officers are working on approvals to complete the rollout.

Action Code	Priority Action	Traffic Lights	Comments
4.4 PA1	Implement online payment and booking system for the community to interact with Council in a digital space	●	The first hall has successfully completed onboarding and is now fully operational in Bookable. Canyonleigh has embraced the platform and is actively providing feedback., Council will proceed with onboarding the remaining 355 Managed halls in the coming months.
4.4 PA2	Review Terms and Conditions of Hire to provide clear responsibilities when hiring Council facilities.	●	The terms and conditions of the halls are current and are continually reviewed to keep in line with changing technologies and environments.
4.4 PA3	Review Fees and Charges for Community Facilities, Halls and Community Centres	●	The draft 2024/25 Fees and Charges were placed on public exhibition for community feedback. All feedback has been reviewed and relevant feedback incorporated into the final 2024/25 Fees and Charges schedule that were adopted at the June 2024 Extraordinary Council meeting.
4.4 PA4	Deliver a training program to support 355 Management Committees	●	The delivery of the training program for the 355 Committee members was completed in the December quarter.

Customer Experience

Quarterly Highlights

Council recognises the importance of the customer experience and commits to continually reviewing service delivery to improve outcomes. The Visitor Management System is approaching completion, with the concierge desk delivered late May. The desk will be staffed during peak hours within the Civic Centre, to assist visitors with wayfinding, check-in via the kiosk for scheduled meetings and general enquiries.

The digital knowledge base is constantly evolving, with content being added and adjusted on a weekly basis. This supports the Customer Experience Team to offer consistent, accurate information that aligns with the recently reinvigorated website. The impact of this resource on the community is evident in the fact 92 percent of calls were resolved within the first point of contact for the month of April, a 16 percent increase from June 2023.

A key focus moving into the 2024/25 Financial Year is the ongoing development of e-services to improve the customer experience. Scoping is underway for the provision of online payments for certificates and applications via the website. This will provide customers with the ability to self-service and reduce wait times by further automating the payment and lodgement processes.

Action Code	Priority Action	Traffic Lights	Comments
4.5 PA1	Implement a Knowledge Base to enable first point of contact resolution for customers	●	The digital knowledge base continues to support the Customer Experience team to resolve enquiries at the first point of contact, with 92 percent of calls resolved in April. Content will continue to be added and updated in collaboration with the relevant Council branches.
4.5 PA2	Establish a Concierge Visitor Management System to provide an initial point of contact for the customer and assist with wayfinding	●	The Concierge Desk operationalized in late June and will be staffed during peak periods to support visitors to the Civic Centre with wayfinding and general queries.
4.5 PA3	Rejuvenate Council's website to ensure the community have up to date information available	●	Responsibility for the ongoing maintenance of Council's website has now been transferred to the Community, Life and Library branch, who will continue to review and update content as required.
4.5 PA4	Implement Online Forms to increase ease of submitting information remotely	●	A review of existing paper-based forms was completed during the quarter to develop a prioritisation plan. Each branch will be consulted to determine which paper-based forms will be prioritised for digitisation.
4.5 PA5	Rejuvenation of Council's Websites for consistency in messaging and "look and feel"	●	The rejuvenated Wingecarribee Shire Council website launched in November 2023, with a refreshed look and simplified navigation pathways. The website content will continue to be reviewed and refreshed to ensure accuracy and consistency for members of the community.

Action Code	Priority Action	Traffic Lights	Comments
4.5 PA6	Integrate Snap Send Solve with Technology One's Customer Request Management (CRM) system	●	A review of the feasibility of integrating Snap Send Solve with internal corporate systems has continued, noting the existing Customer Request Management System provides similar accessibility to the community for online requests. This action is currently on hold as Council prioritises key developments such as e-services and integration of the planning portal with internal systems.
4.5 PA7	Enhance CRM Keyword and Information Panel to enhance the customer experience by reducing keystrokes	●	Updates to the Customer Request Management System were completed in the March quarter. Deadlines were updated to reflect the service levels outlined in the Customer Experience Charter and Standards. Council continues to review categories to improve the accuracy of allocation across branches.
4.5 PA8	Review, implement and monitor the Customer Experience Charter in line with agreed Service Level	●	Each department is responsible for the review and completion of their allocated requests within the timeframes designated in the Customer Experience Standards. Further reporting developments will commence in July 2024 to ensure staff manage requests adequately.
4.5 PA9	Embed Customer Request Management system to ensure responses are provided to the customer in a timely manner	●	The Customer Request Management System has been successfully embedded within customer service processes. Deadlines were added to the System in the March Quarter to align requests to the adopted Customer Experience Charter and Standards.



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

We are a key contributor to the theme of 'Leadership' in the Community Strategic Plan and support the following Goals from Wingecarribee 2041

Goal 1.1 Ethical & trusted levels government that work together in the best interest of the Shire

Goal 1.3 A leading community



Human Resources

Quarterly Highlights

The new e- recruitment Pulse system is now in use and staff have been using the functions within the system. Onboarding training Pulse has commenced to build an online onboarding program.

Human Resources Business Partners are partnering with managers and staff to ensure employee relations matters are addressed in a timely manner and adhere to the Award, legislation, and local standards.

Action Code	Priority Action	Traffic Lights	Comments
5.1 PA1	Review and improve recruitment processes and resources	●	E-recruitment is now in use. Staff are now using its functions to ensure all recruitment is completed digitally.
5.1 PA2	Implement training to support organisational change	●	Council's Training Calendar is regularly updated with training opportunities, this training supports organisational change and mandatory training. Human Resources Business Partners work with Managers and Coordinators to ensure there is awareness of training opportunities and key metrics for each branch manager.









Policy and Strategy Human Resources




Quarterly Highlights

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 s has been completed. The training matrix identifies required training for all positions, with a regularly published training calendar for staff.

A program of policy and procedures (Operational Management Standards) has been developed and is currently under review.

Action Code	Priority Action	Traffic Lights	Comments
5.2 PA1	Develop and implement Health and Wellbeing Plan (4-year plan), including annual health expo		In June 2024 quarter Council offered flu vaccinations for all staff and recognised World Bowel Cancer Awareness Day. The Fitness Passport continues to be promoted across the organisation as does the Employee Assistance Program. In line with CORE Values Project Team, wellbeing initiatives have been established to align with the core value of the month.
5.2 PA2	Develop leadership capability through the development of Managers tool kit and in-house training on workforce related matters.		The Leadership Program concluded in March 2024.
5.2 PA3	Establish mentoring program that identifies succession planning and training opportunities for career advancement		Support for career progression is offered through acting in higher positions and tertiary assistance funding. A more formalised approach will be developed in 2024/25.
5.2 PA4	Develop a transition to retirement program which includes knowledge transfer		No further progress from March 2024 quarter on this item.
5.2 PA5	Partner with TAFE to pilot innovative programs to share trades learned and practice within a trade environment		Council continues to work closely with TAFE to identify training available for employees who are trade qualified and would benefit from teaching skills to enable succession planning and upskilling of staff.
5.2 PA6	Partner with TAFE to expand Council's apprentice, trainee, cadet and new graduate program		Work has continued in promoting and recruiting for cadet, apprentice, and trainee positions during the quarter. During the quarter, branches had the opportunity to present their traineeship opportunities at the Annual Careers Expo. Two additional roles were established for trainees in the Resource Recovery Centre.

Action Code	Priority Action	Traffic Lights	Comments
5.2 PA7	Develop and implement a Diversity and Inclusion Plan		Diversity and Inclusion training has been offered to staff to attend online training. Preparation of a Diversity and Inclusion Plan has been delayed.
5.2 PA8	Provide an Aboriginal and Torres Strait Islander Cultural Competence Course (WMS)		Aboriginal and Torres Strait Islander training for mandatory branches was completed in June 2024. Additional training is offered to all staff in July 2024.
5.2 PA9	Provide Disability Inclusion Awareness Training for all front-line Staff (WMS)		Disability Inclusion Awareness Training was completed in April and May 2024. Training covered key disability legislation and government bodies, including the Disability Discrimination Act.





People

Leaders inspire others.
Leaders show initiative.
Leaders make mistakes.
Leaders are brave.
Leaders lead by example.

AUSTRALIAN SCHOOL OF
ENTREPRENEURSHIP

Wingecarribee Youth Forum

Community Life & 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.

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

We are a key contributor to the theme of 'People' in the Community Strategic Plan and support the following Goals from Wingecarribee 2041.

Goal 1.1 Ethical & trusted levels government that work together in the best interest of the Shire

Goal 1.3 A leading community

Goal 2.1 A happy, healthy, active and resilient community

Goal 2.2 An inclusive community where everyone can participate in community life







Goal 2.3 A creative, diverse and vibrant community

Goal 3.1 A physically and digitally connected Shire

Community Development

Quarterly Highlights

Council continues to collaborate on various community events and place-based initiatives, emphasizing opportunities for the Shire's outlying villages to enhance social cohesion. Collaborations and project deliveries span diverse groups, including youth engagement, First Nations support, numerous seniors' activities, dementia-friendly initiatives, and training, and bringing a voice to Young People across the Shire.

Action Code	Priority Action	Traffic Lights	Comments
6.1 PA1	Collaborate with community organisations to deliver the Mural project in various locations across the Shire		Completed during March 2024 Quarter.
6.1 PA2	Work with community to strengthen resilience through a focus on prevention, preparedness, response, and recovery as identified within the 'Resilience Connect' blueprint		Canberra Region Joint Organisation is currently negotiating a significant project variation for the project, including amendments to deliverables and an extension to June 2025.
6.1 PA3	Deliver an Oral History project in the Shires Northern Villages with the focus on their stories of place, including Balmoral Green Space		The Oral history project is now completed, and ten interviews have taken place with the information captured by the historian engaged for the project. Interview transcripts have been reviewed this quarter with indemnity and consent forms to be developed. A dedicated webpage to host the interviews will reside on Councils corporate website.
6.1 PA4	Develop and deliver dementia awareness training to Council customer service staff to support them in appropriately responding to the needs of all older people		Completed during the March 2024 Quarter.
6.1 PA5	Update Community Safety Plan		NSW Bureau of Crime Statistics and Research data has been collected and has been used to for the draft Wingecarribee Community Safety Plan.
6.1 PA6	Provide opportunities for First Nations peoples to contribute, engage and perform in community and cultural events		Council's Aboriginal Community Development Officer was appointed this quarter and since this information was shared amongst community, there has been a steady increase on numbers attending the Dhungung (foodshare) to ask questions and to introduce themselves. Council collaborated this quarter on two community events for reconciliation week, Makers Markets at Ngununggula and a family day out at Bong Bong racecourse where over 100 people attended.

Action Code	Priority Action	Traffic Lights	Comments
6.1 PA7	Work with our First Nations peoples to deliver an Indigenous Recognition Commitment		Councils Reconciliation Action Plan was sent to Reconciliation Australia for their feedback and conditional endorsement this quarter. Council has engaged a First Nations artist to design the document. Councils Reconciliation Action Plan Working Group met this quarter and will work towards implementing actions within the plan, with the Plan to be presented to Council in July 2024.



Library Services





Quarterly Highlights

The Wingecarribee Public Libraries continue to provide access to information to meet the needs of the Wingecarribee Shire. These educational, and recreational resources include the physical collections, technology, programs, events, online platforms, study areas and specialised library staff. The library's collections are in a wide range of formats which cater to the needs of each individual and include books, large print, audio books, DVD's, magazines, and e-resources.

The Library's programs and events are designed for inclusion and access and include story times, baby rhyme time, HSC lectures, seniors' week, international women's day, Lego sessions, reading challenges and school holiday activities.

The Wingecarribee Public Libraries have three branches located at Bowral, Mittagong and Moss Vale and a Mobile Library that visits the smaller remote communities in the shire. Each facility provides a safe and welcoming environment for customers that wish to study, borrow, research, print, read or participate in one of the many programs. The library delivers a variety of specialised services and collections including the Home Library Service, Local Studies, Book Club Kits and Tech Help. Local Studies and the preservation of the Shires history is one of the library's main priorities and the new Library Management System will significantly help in achieving these goals.

The library continues to network and maintain relationships with a range of other organisations for mutually beneficial outcomes. The Wingecarribee Public Libraries continue to reflect and support the culture of lifelong learning, inclusion for all and universal access to information.

Action Code	Priority Action	Traffic Lights	Comments
6.2 PA1	Develop and deliver a Library Strategic Plan		Library staffing levels and the migration to a new Integrated Library Management System has meant that this project has been placed on hold. This strategic document will be deferred to the new 2024/25 Operational Plan.
6.2 PA2	Implement a new, online Integrated Library Management System (ILMS) for processing, storage, and retrieval of library material that makes managing stock more efficient and searching easier for our community.		The new Spydus system was successfully launched in May 2024.
6.2 PA3	Deliver new street, place and directional signage for the Bowral and Mittagong Branch Libraries to improve Library wayfinding		The street, place and directional signs for the Bowral and Mittagong Libraries were installed in April 2024. .
6.2 PA4	Digitise the Local Studies Map Collection		330 local studies maps were digitised in the March 2024 quarter.

Action Code	Priority Action	Traffic Lights	Comments
6.2 PA5	Deliver the Wingecarribee Public Libraries annual programs including: -Book week Program -Summer Reading Program -School Holiday Program	●	Successfully completed all annual programs including Book Week program and celebration, Summer Reading Club, Winter Reading Challenge, Christmas Program and School Holiday Program.
6.2 PA6	Deliver the Wingecarribee Public Libraries Annual Winter Reading Challenge 2023	●	Completed during the September 2023 Quarter.



Place Management

Quarterly Highlights

Council delivered Place-based initiatives which work towards the enhancement of social cohesion in outlying villages by addressing unique local needs and fostering a sense of community. These initiatives bring tailored programs and resources directly to residents, promoting engagement and participation. By focusing on local challenges and opportunities, Council has strengthened connections among community members, and support collaborative efforts

Action Code	Priority Action	Traffic Lights	Comments
6.3 PA1	Prepare Place Profiles for Bundanoon, Hill Top, Exeter and Balmoral Villages to understand the 'story of a place	●	Completed during the March 2024 Quarter.
6.3 PA2	Engage with villages to identify and deliver collaborative, community-based projects	●	Southern villages celebrated the opening of the new Penrose Hall. The Penrose Community Association, local community groups and Council collaborated to provide a series of creative and performing arts events over two weekends. Seniors Week was highlighted across all Villages with community activities and workshops in Hill Top and Exeter.



Communication and Engagement

Quarterly Highlights

Council prioritised clear and accessible communication across all platforms. The weekly e-news expanded to deliver timely, relevant content that highlights both organisational achievements and community collaborations. Additionally, the implementation of video content further enhanced communication accessibility.

Council's commitment to plain English communication continued to receive positive feedback. Establishing a clear process for submitting information ensures consistent messaging in clear and understandable language for everyone. This focus on clarity translated to a high volume of quality content reaching the community via various channels.

Strategic partnerships with media, industry, and community groups significantly increased exposure for Council initiatives. Collaborations like the "Check in with Council" podcast, Play space activations, and Community Assistance Scheme partnerships yielded positive results and strong engagement. Community voices endorsing these partnerships became a key element in communication. Increased positive social media sentiment reflects growing community support for Council's presence. Looking ahead, fostering collaboration remains central, ensuring a well-informed and connected community.

The Council fosters an open dialogue with residents through ongoing in-person and online engagement activities. This place-based approach ensures resident voices are heard, leading to more inclusive decision-making. The Participate Wingecarribee Place Portal (coming 2024/25) will empower residents and gather community insights, strengthening collaboration and social cohesion.

Action Code	Priority Action	Traffic Lights	Comments
6.4 PA1	Implement the recommendations from the corporate relations service review including the review of the Communications Strategy	●	Following a comprehensive review of its communication strategy, Council has implemented significant changes. Increased social media engagement has grown our audience and heightened public interest. The revised Communications Strategy was finalised in June 2024 outlining long-term goals.
6.4 PA2	Promote the use of consistent, simple and accessible language across all Council communications	●	Completed in the March 2024 Quarter.
6.4 PA3	Provide Community Engagement training and development	●	The Essentials of Engagement core module was completed by staff in February 2024 with additional subjects scheduled for commencement from July 2024 for staff to complete their full IAP2 Certificate of Engagement.
6.4 PA4	Review and update the Community Engagement Toolkit	●	Completed in the September 2024 Quarter.



Places



Reopening of Casburn Park in Wingello

Assets

We work to ensure that our critical infrastructure including parks, buildings, roads, and drainage are sustainable, effective, and support 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

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

We are a key contributor to the themes of 'Places' and 'Environment' in the Community Strategic Plan and support the following Goals from Wingecarribee 2041.

Goal 1.1 Ethical & trusted levels government that work together in the best interest of the Shire

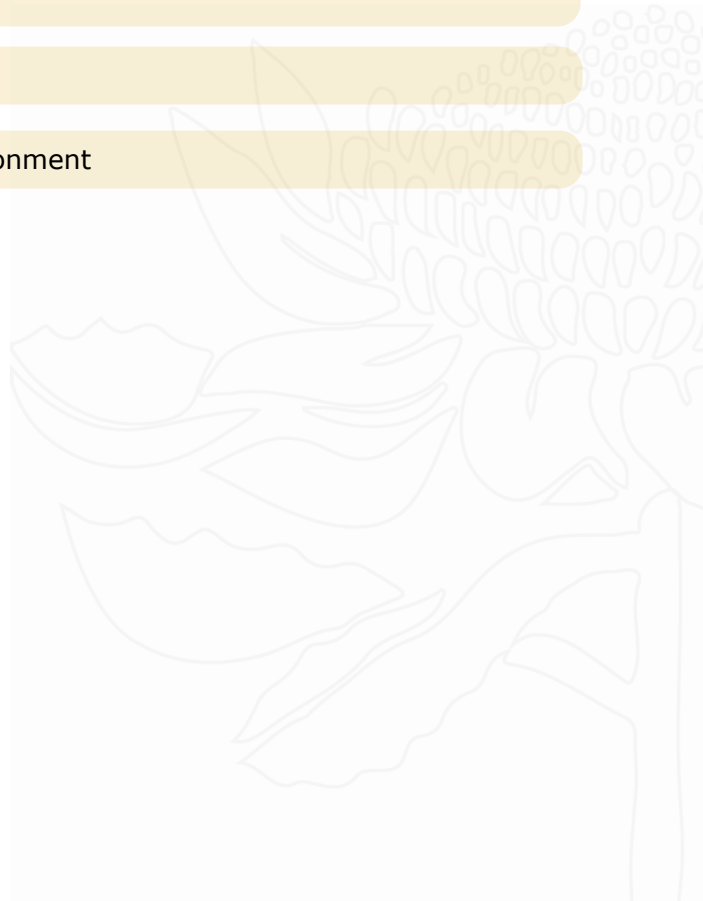
Goal 2.1 A happy, healthy, active and resilient community

Goal 3.1 A physically and digitally connected Shire

Goal 3.2 Unique towns, villages and rural landscapes

Goal 3.3 Liveable and sustainable communities

Goal 4.1 A protected, healthy and diverse natural environment



Parks and Buildings Asset Management

Quarterly Highlights

In this quarter, Council has continued to progress managing and monitoring the delivery of the Parks and Buildings Capital Works Program. Some projects have been completed and now made available to the community to enjoy such as Bong Bong Common, Casburn Park upgrade and the Moss Vale Emergency Operation Centre. Additional infrastructure to Welby & Berrima Cemeteries and an electrical upgrade to the depot have been undertaken. Council has also worked in partnership with Penrose Community Association in the delivery of Penrose Village Hall which is seen to be a great success.

The management of cemeteries has seen an increased demand in the number of applications due to the aging population in the Shire. Council continues to plan and develop more infrastructure, while keeping high maintenance standard, to meet that increase and provide adequate service and more options for our customers.

Council has successfully completed the asset management plans for buildings and open spaces. The Mount Gibraltar Plan of Management has been completed and adopted while the plan of management for Natural Area Bushland is moving towards adoption by Council. The draft combined Plans of Management for Sportsfields, Parks and General Community Use has been completed for endorsement by Crown Land followed by community consultation before Council adoption. The Vietnam War Memorial Conservation Management Plan has been completed after community consultation and has been adopted by Council.

Action Code	Priority Action	Traffic Lights	Comments
7.1 PA1	Prepare Buildings Asset Management Plan (AMS)	●	The Asset Management Plan for Buildings has been adopted by Council to go on Public Exhibition. This asset management plan details information about infrastructure assets including actions required to provide an agreed level of service in the most cost-effective manner while outlining associated risks.
7.1 PA2	Prepare Parks Asset Management Plan (AMS)	●	The raft Asset Management Plan for Parks and Open Spaces has been adopted by Council. This asset management plan details information about infrastructure assets including actions required to provide an agreed level of service in the most cost-effective manner while outlining associated risks.
7.1 PA3	Complete Plans of Management for: - Community Use and Parklands - Sportsfields	●	Council has adopted the Mt Gibraltar Plan of Management (POM). The draft Bushland Plan of Management is on public exhibition, followed by submission to Council for adoption. The draft POM for Sportsfield, Parks and General Community Use is being prepared for submission to Council, to be referred to Crown Land for endorsement before going on public exhibition.
7.1 PA4	Complete Masterplans for the locations to be determined by the Community and Recreation Facilities Strategy (CRFS)	●	A Landscape Architect has been engaged and a draft Masterplans design/report for Jurd Park and Centennial Park is being prepared to go to Council for approval to go on public exhibition. Additionally, a Landscape Architect has been engaged for the Lackey Park Masterplan after the community consultation has concluded. That Masterplan design/report is being prepared with the intent to go to Council for approval for public exhibition at the same time.

Action Code	Priority Action	Traffic Lights	Comments
7.1 PA5	Achieve compliance with Cemeteries and Crematoria Regulation 2022		Council has successfully received the Cemetery Operator Licence from Cemeteries and Crematoria NSW. Council has started to take steps to implement Contract of Sale as a requirement by that license for the next financial year.



Roads and Drainage Asset Management

Quarterly Highlights

Significant progress has been made on the 24/25 FY's scoping works, and the majority of them have been completed.

Asset Management Maturity is a key priority. Council's road and bridge condition audits have been completed. The results have assisted in developing the capital works program and will also assist in developing future capital works programs.

Floodplain Risk Management across the Shire is a key area of our work. The requests received for flood certificates and DA assessments related to flooding have been completed. Retford Farm Detention Basin is currently under construction, while negotiations with the Golf Club for the Bowral Golf Course Detention Basin are in progress.

Traffic management matters across the Shire are dealt with by the council. Scheduled Traffic committee meetings are conducted, and traffic committee reports are prepared to address traffic management matters across the shire. Work progressed in line with the Local Government Road Safety Program funding requirements from Transport for NSW. These projects include 65-plus, child restraints, seatbelt project, motorcycle project, logbook runs, learner driver workshops.

Action Code	Priority Action	Traffic Lights	Comments
7.2 PA1	Prepare Roads Asset Management Plan (AMS)	●	The Roads Asset Management Plan has been adopted by Council is complete and in public exhibition. These plans cover discrete asset categories, with detailed inventory information, condition assessments, service levels, funding requirements, and future demand.
7.2 PA2	Prepare Drainage Asset Management Plan (AMS)	●	The Drainage Asset Management Plan has been adopted by Council is complete and is in public exhibition. These plans cover discrete asset categories, including detailed inventory information, condition assessments, service levels, funding requirements, and future demand.
7.2 PA3	Complete Road Network Inspection (AMS)	●	The road network inspection is complete.
7.2 PA4	Progress Floodplain Management Program	●	A grant is secured, and the procurement activities to engage a consultant to undertake the review of the Bowral Floodplain Risk Management Study and Plan are finalised.
7.2 PA5	Implement Road Safety Program	●	Work progressed in line with the Local Government Road Safety Program funding requirements from Transport for NSW. These projects include 65-plus, child restraints, seatbelt project, motorcycle project, logbook runs, learner driver workshops.

Water and Wastewater Asset Management


Quarterly Highlights

Council has been actively working on several important projects to improve essential services in the community this year. This includes enhancing the safety management system for Bundanoon and Medway Dams. Council is continuously updating the Geographic Information System and Asset Management System with new and upgraded assets, processing project completions and work handovers, handling development referrals and customer complaints, and engaging with stakeholders on capital projects.

During the June quarter Council completed the following:

- * Sewer master plans for Bowral and Moss Vale.
- * Water and Sewer master plans for Bowral New Living Area.
- * Dam Safety Management System documentation in final draft waiting on feedback from SES and Water NSW.

Contract works are continuing with 12.1km of sewer mains and condition assessment of 236 manholes in Bowral sewerage catchment. Collected data is already being reviewed and where applicable included in next year's renewal programs.

Action Code	Priority Action	Traffic Lights	Comments
7.3 PA1	Prepare Water Asset Management Plan (AMP)		The Water Asset Management Plan has been adopted by Council.
7.3 PA2	Prepare Wastewater Asset Management Plan (AMP)		The Wastewater Asset Management Plan has been adopted by Council.
7.3 PA3	Update the Integrated Water Cycle Management (IWCM) Plan, including the Financial Model (Finmod) (AMS),		This is delayed due to other priority tasks being finalised. The output of those tasks are key inputs to the financial modelling, so it was important to finish those before commencing financial modelling. Tasks included: * Asset Management plans identifying areas for improvement and funding shortfalls, * Strategic planning (sewer master plans) identifying major capital works to support levels of service and growth. * Major design and capital project budgets. E.g., STP upgrades, new pipelines etc.
7.3 PA4	Implement Water Network Monitoring Program		Leak repairs are still underway by Operations. Data loggers have been purchased and have been installed.

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.

Project Delivery works closely with the Asset Services team within Council.

We are a key contributor to the theme of 'Places' in the Community Strategic Plan and support the following Goals from Wingecarribee 2041.

Goal 3.1 A physically and digitally connected Shire

Goal 3.2 Unique towns, villages and rural landscapes

Goal 3.3 Liveable and sustainable communities

Goal 4.2 A community that lives sustainably for the betterment of the planet











Project Delivery







Quarterly Highlights

Substantial progress has been achieved in key infrastructure initiatives, including the Bowral Sewer Treatment Plant Upgrade, Stage 3 of the Old South Road upgrade, the Emergency Operation Centre, Southern Highlands Regional Animal Shelter, and the construction of the Moss Vale State Emergency Services (SES) facility. These efforts underscore our dedication to enhancing community infrastructure.

Even though some unexpected conditions have caused unforeseen delays, infrastructure projects such as roads and drainage, bridges, water and wastewater systems, buildings, playgrounds, and open spaces are advancing as planned for the Financial Year 2023-24. Measures are in place to efficiently address and mitigate these delays.

Council continues to prioritise community engagement to ensure that projects meet the community's needs. Ongoing consultations are thoroughly integrated into the design and implementation phases, aiming to deliver high-quality outcomes within the set timelines and budgets.

Action Code	Priority Action	Traffic Lights	Comments
8.1 PA1	Construction of Ritchie Park Playground		Project is completed ahead of Schedule.
8.1 PA2	Design of Pikkat Drive Upgrade (SPS-AM3)		The project is completed ahead of schedule.
8.1 PA3	Design of Moss Vale Bypass		Confirmation of additional funding from Transport for NSW (TfNSW) for the completion of the design and commencement of enabling works has been resolved. New milestone dates are being confirmed with TfNSW and will be updated accordingly.
8.1 PA4	Upgrade of Casburn Park		Casburn Park has been completed and the park has opened to the community.
8.1 PA5	Design of Ferguson Crescent Bridge		Concept designs for the Ferguson Crescent Bridge have been completed.
8.1 PA6	Detailed design of Sewer Plants Upgrade at Mittagong		The detailed design for Mittagong Sewer Treatment Plant is well underway. The review of the nominated treatment process requirements has been finalised and changes from the review are being incorporated into the detailed design. The completion of the detailed design is anticipated in May 2025.
8.1 PA7	Detailed design of Sewer Plants Upgrade at Moss Vale		The Moss Vale Sewer Treatment Plant tender has been resolved by Council and awarded. Works have commenced on site.
8.1 PA8	Commence construction of Sewer Plants Upgrade at Bowral.		Works are progressing as scheduled and in line with budget expectations.

Action Code	Priority Action	Traffic Lights	Comments
8.1 PA9	Complete construction Retford Park Detention Basin		Outlet modification variation order is approved and added to the project scope of work. The project is progressing towards meeting the updated deadline which is scheduled in December 2024.
8.1 PA10	Complete construction of Old South Road Renewal		Works have been completed with only line marking outstanding for stage 3tom guardrails to be completed in July 2024.
8.1 PA11	Design completed for Master Plan - Bowral to Moss Vale 450mm duplication - Stage 1		Hydraulic modelling has been completed by the Assets team and the modelling confirms that all alternatives are viable. Before notifying affected residents of the preferred alternative, Project Delivery is reassessing option along Highlands Source Project pipeline.
8.1 PA12	Commencement of construction of Moss Vale Hill Road Reservoir Duplication		The project is currently on hold. Awaiting the finalisation of contribution agreements with the associated developer, negotiations are ongoing. Once the agreement is completed, Council will go out to Design & Construction tender for the selection of the contractor.
8.1 PA13	Commence construction of Animal Shelter and State Emergency Services (SES) Building		Construction has commenced.
8.1 PA14	Commence work for an Emergency Operations Centre at the Moss Vale Civic Centre		Emergency Operation Centre project has been delivered and the centre has opened.



Development Assessment & Regulations

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

1. Development Assessment
2. Development Engineering
3. Compliance and Regulation

We are a key contributor to the themes of 'People' and 'Places' in the Community Strategic Plan and support the following Goals from Wingecarribee 2041.

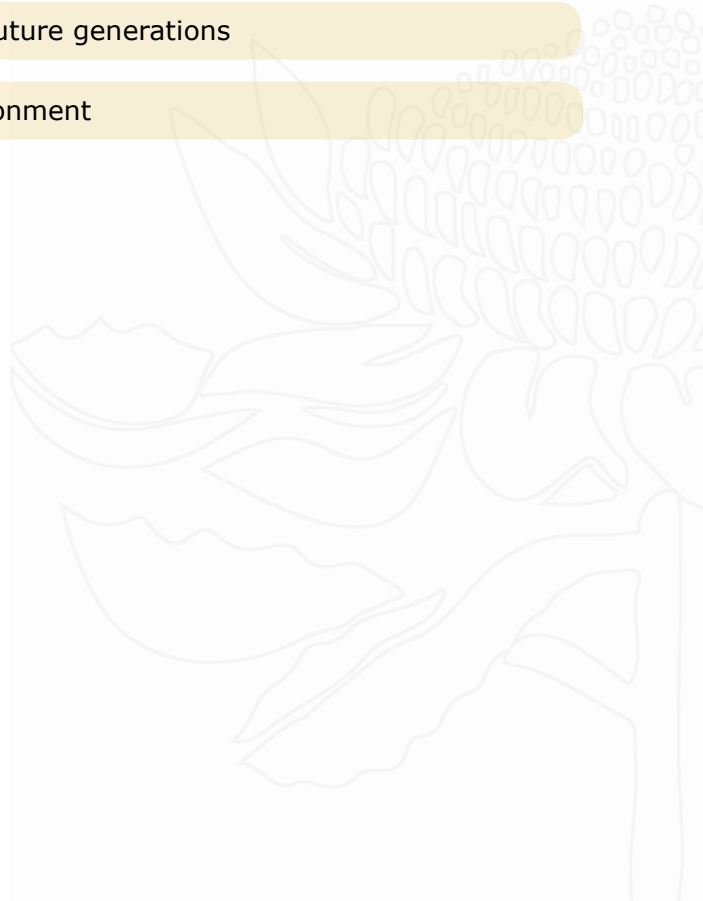
Goal 2.1 A happy, healthy, active and resilient community

Goal 3.2 Unique towns, villages and rural landscapes

Goal 3.3 Liveable and sustainable communities

Goal 3.4 Housing that meets the needs of current and future generations

Goal 4.1 A protected, healthy and diverse natural environment



Development Assessment




Quarterly Highlights

The dedication to providing quality planning assessment and design outcomes for landowners, customers, and the community continued. Pre-Lodgement Meetings and advice have continued to be available as a service by booking online meetings or through duty planning enquiries at the customer service desk. Online bookings and payment for inspections have been improved. Streamlined approvals, with the integration of s. 68 Local Government Act approvals with Development Application approvals are now being provided.

Council ensured that development proposals aligned with local planning objectives and considered environmental and amenity impacts.

Legal appeals on development applications were largely mediated through conciliation to achieve suitable, balanced environmental and built outcomes.

Process and policy review continued during the quarter to enable Council to improve the delivery of its development assessment and approval services. Robust assessment and positive development outcomes were achieved that align with the community's needs and aspirations. Updates to various policies are ongoing, including Council's Compliance and Enforcement Policy and Council's Bonds Policy.

Action Code	Priority Action	Traffic Lights	Comments
9.1 PA1	Reduce Development Application assessment timeframes		A reduction in assessment times is expected over the next 12 months following the May 2024 restructure. The transition to integrated assessment and approval of s.68 Local approvals with Development Applications is almost complete and this will assist in reducing s.68 Local approval times in the 2024/25 financial year.
9.1 PA2	Implement Development Assessment process review changes to reduce Development Application timeframes and accelerate delivery of housing and jobs for the community		During the final Quarter Council continued its Development Assessment Process Review and implemented a number of changes for efficiency.
9.1 PA3	Reduce the number of Land and Environment Court appeals and losses to achieve cost savings		Measures were implemented to reduce costs, including benchmarking cost estimates from Council's legal panel and resolving issues prior to a hearing (where possible). In addition, the allocation process has been improved, as has the portal process.

Development Engineering

Quarterly Highlights

Council provided vital technical expertise regarding stormwater, water, and sewer infrastructure for development applications and road works approvals. This advisory service, part of the Development Application referral process, is integral to minimising any adverse effects on public and private properties. The approach has been optimised, with all stormwater and sewer applications now being incorporated into the Development Application process, enhancing efficiency.

Rigorous civil certification inspections, encompassing various facets like roads, pavements, stormwater drainage, flood management, traffic management, and on-site detention infrastructure, maintain a professional and prompt standard. To facilitate inspections, appointments can be scheduled through Bookable upon payment of the requisite fees.

The delivery of expert advice on technical engineering matters, including compliance and enforcement, remained steady. The duty engineer service continued, to both internal and external stakeholders, ensuring robust resolution of engineering issues.

Action Code	Priority Action	Traffic Lights	Comments
9.2 PA1	Review policies and processes for the assessment and approval stormwater, water and sewer work to improve management of the impacts on the community and places	●	s.68 applications were assessed in accordance with the relevant provisions under the Local Government Act 1993. Onsite sewerage management officers reviewed proposed OSSM systems where no reticulated sewer system exists.
9.2 PA2	Reduce processing times for stormwater, water and sewer approvals, and road work approvals to accelerate delivery of housing and jobs for the community	●	Practices have changed for applications lodged after September 2023. Combined DA / s.68 approvals are now being issued. This will reduce delays and accelerate the delivery of housing and job.

Compliance and Regulation



Quarterly Highlights

Council's Ranger Service continues to respond to complaints from the public in a prompt manner, ensuring a safe and well-maintained environment. Proactive enforcement of public places also plays a pivotal role in this process. In addition, proactive parking patrols have been undertaken utilising new parking infringement software. Also, an additional Ranger position is planned to be advertised in the second half of 2024 to enhance parking turnover management.

To maintain the commitment to compliance, Council is diligently responding to audit obligations for various systems and processes. Development compliance officers are actively addressing breaches of relevant statutory provisions and development consent conditions, ensuring adherence to the law. Furthermore, corrective actions are taken against unapproved connections to Council's water and sewer infrastructure, as well as unauthorised special crossings to the road network. Proactive investigations in these areas will begin once resources allow.

To create awareness and encourage compliance, regional campaigns such as the Regional Illegal Dumping campaign and the Onsite Sewerage Management Campaign have been initiated. These campaigns are aimed at improving the community's understanding of compliance and relevant regulations.

Lastly, expert advice on Local Government Legislation is provided to both internal and external stakeholders. Council officers promptly responds to enquiries, offering advice on relevant legislation and planning pathways.

Action Code	Priority Action	Traffic Lights	Comments
9.3 PA1	Establish development compliance investigation prioritisation procedure for consistent reasonable and proportionate response		Council officers responded to reports prioritising matters according to their significance and risk to public health and safety, amenity impact and extent of non-compliance. This has been documented in a draft Compliance and Enforcement Policy that will undergo public notification prior to adoption in 2024/25.
9.3 PA2	Investigate electronic tools for improved processing of enquiries in the field for improved efficiency		After a successful trial of mobile parking patrol systems Council are moving to utilise this technology on a permanent basis.
9.3 PA3	Deliver revised public places and animal procedures for Ranger responses to community reports to achieve transparency and consistency		Responses were made to public place complaints made through Council's Customer Request Management (CRM) system. Council continues to monitor changes to the Companion Animals Act. A draft Enforcement and Compliance Policy has been prepared and will be adopted early in the new financial year.

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.

There are 5 Principal Activity areas supporting Shire Presentation:

1. Customer Service and Business Support
2. Fleet Services
3. Road Infrastructure Construction and Maintenance
4. Open Space
5. Aquatic Services, Building Maintenance and Tree Management

We are a key contributor to the Community Strategic Plan themes of 'People', 'Places' and 'Environment', supporting the following Goals from Wingecarribee 2041.

Goal 1.1 Ethical & trusted levels government that work together in the best interest of the Shire

Goal 2.1 A happy, healthy, active and resilient community

Goal 3.1 A physically and digitally connected Shire

Goal 3.2 Unique towns, villages and rural landscapes

Goal 3.3 Liveable and sustainable communities


Goal 4.1 A protected, healthy and diverse natural environment

Goal 4.4 A resilient Shire that takes action on climate change

Customer Service and Business Support

Quarterly Highlights

The Customer Experience Charter aligns the Shire Presentation branch to the corporate agreement. This has provided guidelines to improve service levels to the community during the Service Delivery process. As a result, customer satisfaction levels have maintained a consistent level of service to the community.

Action Code	Priority Action	Traffic Lights	Comments
10.1 PA1	Launch QR code survey for open space facilities, providing community the opportunity to comment on the standard of open space maintenance		The introduction of Quick Response (QR) surveys has proactively placed Council in a position to engage with the community ensuring that open space maintenance and management caters to their needs for the future.



Fleet

Quarterly Highlights

In the June quarter, Fleet continued to provide timely support to the operations teams to display the commitment to ensure the operations teams can meet their service delivery standards. Further improvements have been made to Fleet management leading to Fleet being able to provide optimised servicing on all light and heavy plant.

With the new Vehicle Management Operational Management Standard Council has acquired hybrid vehicles to its fleet to support the reduction of emissions within the fleet. The commitment to bring on electric plant items has also commenced with numerous trials of electric plant items to be able to modernise our plant while simultaneously improving efficiency and reduced service volumes.

Telematics have been installed across Councils fleet which will greatly assist ensuring safety of the staff during emergency events and for isolated workers. The enhanced data Fleet will receive will further to improve the level of service programs provided for operations teams, additionally providing crucial information supports the committed goals of identifying improvements to be made within the fleet.

In summary Fleet in the last quarter has made improvements to data analytics, Safety, and improvements to modernising the fleet with hybrid Vehicles. While continuing to provide committed and efficient service delivery to operations teams across council.

Action Code	Priority Action	Traffic Lights	Comments
10.2 PA1	Develop and implement light vehicle and large plant service program	●	Fleet has continued its work on improving data accuracy to be able to build a service program through Ausfleet.
10.2 PA2	Contribute to the development of the Operational Vehicle and Fleet transition Plan - for Hybrid and Electric Vehicles	●	The consultant Enhar has provided Council with a final report for the electric fleet transition.
10.2 PA3	Explore new technologies to fleet with the future procurement of Hybrid and Electric Vehicles or alternate fuel vehicles	●	Council has continued to grow its Hybrid fleet with an additional two hybrids ordered in this quarter.
10.2 PA4	Explore the introduction of Electric Powered small plant and machinery with stakeholders	●	Fleet continued work in trialling and reviewing Electric plant items with plans to obtain them in the new financial year.

Road Infrastructure Construction and Maintenance




Quarterly Highlights

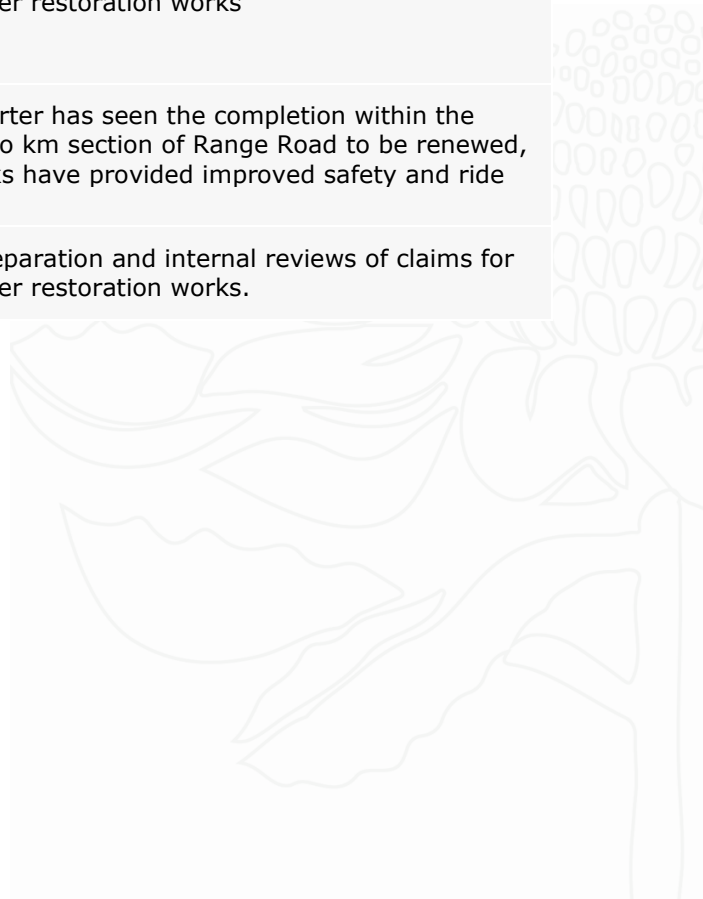
In the June quarter, several vital projects aimed at improving our local road and drainage continue to be constructed. Drainage construction work on Hood Street Mittagong and Sunninghill Avenue Burradoo have started. The quarter saw the following projects completed: Drainage works on Garrett Street Moss Vale and Winifred Crescent Mittagong; and the Bowral Lookout Car Park project. Renewal of asphalt surfacing resulted in significant road quality improvements at the Medway Road, Taylor Ave at New Berrima, as well as Harley St, Village Lane, Alice Ave and Una Street in Bowral

The commitment to maintaining the regional unsealed roads continues. Numerous Road and Drainage defects have been addressed to address overall road safety and preserve quality. Significant maintenance work has been completed along Canyon Leigh Road.

Moreover, efforts extend to enhancing natural disaster resilience in regional and local unsealed roads.

Council's claims are being assessed for the Emergency Reconstruction Works for the April 2024 and October 2022 disaster events, with restoration works stemming from the 2022 disasters currently programmed. This ensures efficient utilisation of government funding grants and lessens the financial burden on Council.

Action Code	Priority Action	Traffic Lights	Comments
10.3 PA1	Deliver restoration works on infrastructure damaged during the 2022 Floods		Continued preparation and internal reviews of claims for natural disaster restoration works
10.3 PA2	Implementation of Range Road renewal project		The June Quarter has seen the completion within the nominated two km section of Range Road to be renewed, Renewal works have provided improved safety and ride quality.
10.3 PA3	Rebuild and seal storm damaged roads		Continued preparation and internal reviews of claims for natural disaster restoration works.



Open Space

Quarterly Highlights

During the Quarter, Council 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

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.

Action Code	Priority Action	Traffic Lights	Comments
10.4 PA1	Establish base line of service levels covering: -Public open space -Playgrounds -Sports Fields (AMS)		Council has continued to collaborate internally in the June quarter through inspections of all public open spaces, playgrounds, and sports fields to provide feedback and better understand base line service levels. Liaising with sports ground users is being undertaken to communicate what can be achieved within the available resources and changing weather conditions.

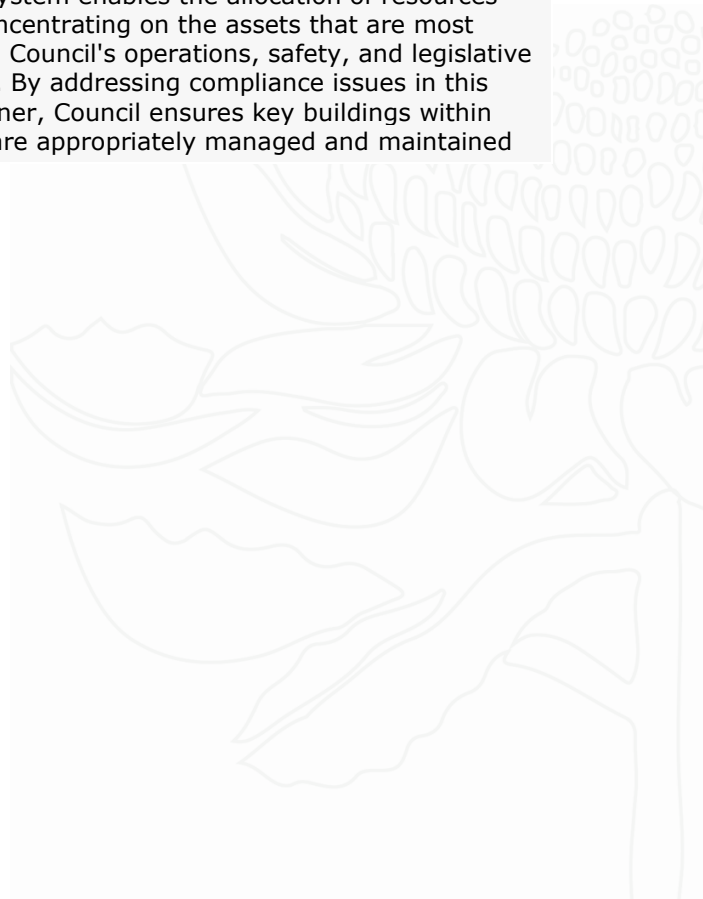


Aquatic Services, Building Maintenance and Tree Management

Quarterly Highlights

Council has achieved significant milestones with its tree plotter software, enabling tracking of the urban canopy in real-time for the first time. Further progress will be made in the 2024/25 financial year, building on this strong foundation. Pool attendance has increased, and Council has enhanced community engagement activities to maximise the use of its current facilities. Maintenance and compliance efforts continue to meet customer service timeframes, contributing to the extension of asset lifespans.

Action Code	Priority Action	Traffic Lights	Comments
10.5 PA1	Maintain clean, safe, and operational pool and aquatic facilities	●	This quarter, the Council's investment in enhanced community engagement programs at the outdoor aquatic facilities has led to increased community participation and higher pool visit numbers across all locations. Council remains committed to holistically improving safety at all swimming sites and investing in off season maintenance to ensure safe and operational facilities for the upcoming 2024/25 swim season.
10.5 PA2	Populate tree inventory data through street tree inspections	●	This quarter, the Council has successfully achieved its goal of plotting 5,000 trees within the Tree plotter software package. This milestone reflects Council's commitment to enhancing urban forestry management.
10.5 PA3	Implement the building maintenance program to achieve compliance with legislative and regulatory standards	●	The Council has developed a prioritisation system to ensure compliance is maintained on key Council building assets. This system enables the allocation of resources efficiently, concentrating on the assets that are most critical for the Council's operations, safety, and legislative requirements. By addressing compliance issues in this targeted manner, Council ensures key buildings within the portfolio are appropriately managed and maintained





Environment

**Scan to Watch
Short documentary,
Gibbergunyah Reserve
Cultural Burn**



Gibbergunyah Reserve Cultural Burn

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

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

We are a key contributor to the themes of 'Environment' and 'Economy' in the Community Strategic Plan and support the following Goals from Wingecarribee 2041.

Goal 4.1 A protected, healthy and diverse natural environment

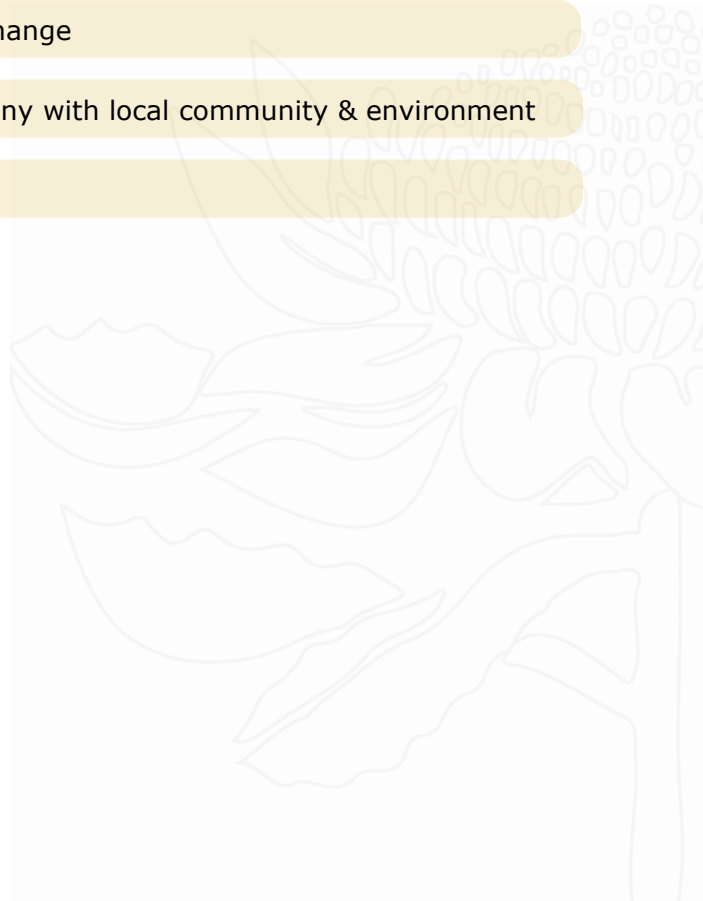
Goal 4.2 A community that lives sustainably for the betterment of the planet

Goal 4.3 A low-waste community

Goal 4.4 A resilient Shire that takes action on climate change

Goal 5.2 Sustainable business & industry work in harmony with local community & environment

Goal 5.3 A thriving and diverse agricultural industry



Sustainability Services

Quarterly Highlights









The Environment and Climate Change Strategy was adopted by Council at its 21 February 2024 Ordinary meeting. The strategy outlines Council's climate response and strategies and guides the development of the Community Emissions Action Plan (CEAP) which is currently on public exhibition.


The Sustainable Us program continued to empower the community with workshops on energy efficiency, and sustainability. Highlights include the Earth Flix Cinema 4 Change project, that in the June quarter delivered three environment/sustainability themed film screenings at the Empire Cinema. The film screenings of "Greenhouse" by Joost, "Six Inches of Soil" and "Your Planet Short Docs", documentary series included special guests invited to participate in discussions and community question and answer sessions about the films and their themes.

Monitoring of Council's energy consumption continues, which will feed into greenhouse gas emissions reporting after the end of the financial year. Council's use of 100% renewable electricity continues to have a significant impact on reducing Council's greenhouse gas emissions. During this quarter Council staff attended an Electric Vehicle drive day facilitated by NSW Government to further investigate appropriate vehicles and increase understanding of fleet transition plans.

Council continues to collaborate with various agencies, such as the Canberra Joint Regional Organisation of Councils, the NSW Department of Planning and Environment, Sustainability Advantage, NSW Health, and Water NSW to enable the delivery of essential projects.

Action Code	Priority Action	Traffic Lights	Comments
11.1 PA1	Deliver the Sustainable Us community education campaign.	●	Council continued to support the community with the Sustainable Us program. During this quarter, events included three Earth Flix Cinema 4 Change films at the Empire Cinema including "Greenhouse" by Joost, "Six Inches of Soil", and a collection of short documentaries called "Your Planet, Short Docs".
11.1 PA2	Conduct drinking water sampling to ensure quality compliance with NSW Health guidelines.	●	Council collects water samples for chemical and microbiological analysis. 125 Samples were analysed during the quarter, meeting the requirements of NSW Health.
11.1 PA3	Develop a Community Climate Action Plan	●	The Community Emissions Action Plan was approved for public exhibition at the May Council meeting.
11.1 PA4	Provide a solar and battery promotion program to improve uptake in the community.	●	Council continued the SUNSpot program for residents. The online tool assists householders and businesses to estimate the solar system installation costs and potential energy savings. A community instructional webinar was held in February 2024 and promoted via Councils' social media pages.

Action Code	Priority Action	Traffic Lights	Comments
11.1 PA5	Develop a roadmap for installing onsite renewable energy projects at Council facilities with a focus on Water and Sewer services.		Council continued to work with the Canberra Region Joint Organisation (CRJO) in appointing consultants to review and assess priority sites for Council. A grant application to the Community Energy Upgrades Fund is pending to co-fund upgrades to gas boilers at Moss Vale Aquatic Centre. A tariff review has been recently completed showing that overall Councils facilities are on the best tariffs with some small sites able to be improved.
11.1 PA6	Develop an electric vehicle charging station policy to guide the installation of charging infrastructure.		An Electric Vehicle (EV) policy outline was drafted for internal consultation. The draft policy is anticipated be reported to Council in October 2024.
11.1 PA7	Develop and deliver a training program for staff on Council's obligations under environmental legislation.		The existing environmental assessment procedure and subsequent new staff training session is in review. Group training sessions for new starters and refresher session for existing staff to be scheduled in the new financial year.
11.1 PA8	Provide assistance to the community driven Energy Efficiency Retrofit Program		Council piloted a program with the NSW Office of Energy and Climate Change to influence community uptake of household energy efficiency retrofits.
11.1 PA9	Deliver the Project Green schools sustainability education program in collaboration with the Waste Education officer and the Solar My School program.		Council's engagement program with local Schools continued to be implemented during the quarter. This included a regular newsletter to promote programs, grants, and other support that Council provides to schools.
11.1 PA10	Investigate measures to improve environmental considerations in Council procurement guidelines and vehicle fleet.		Council continued working with its Sustainability Advantage (NSW Government) partner to develop an electric vehicle transition pathway plan with the first draft of both stage 1 and stage 2 delivered for review. Also working on the development of an Internal Net Zero Steering Group to engage all areas of Council operations in developing projects and policy to embed environmental and sustainability considerations into procurement and supply chains.
11.1 PA11	Develop a corporate Sustainability Action Plan.		During this quarter a Net Zero pathway guide was completed for Council with the assistance from the Canberra Region Joint Organisation. Council's draft plan is pending the adoption of the Environment and Climate Change (ECC) Strategy and the Draft Community Emissions Action Plan (CEAP) to ensure accuracy, currency and alignment.
11.1 PA12	Provide a comprehensive set of sustainable living resources for the community		Council has developed a comprehensive set of resources which is published on its website. Events and online materials provide guidance and suggestions for locally appropriate activities.

Action Code	Priority Action	Traffic Lights	Comments
11.1 PA13	Monitor and report on Council's greenhouse gas emissions		Annual greenhouse gas emissions reporting for the 2022/23 financial year was completed in the September 2023 Quarter. Council's annual greenhouse gas emissions were halved. Next reporting occurs after the end of the 23/24 financial year. In the meantime, Council continues to monitor electricity, gas, and fuel consumption trends.



Natural Resources Management

Quarterly Highlights

The Environment and Climate Change Strategy was adopted by Council on 21 February 2024 and is guiding investment and program and project development.



The Plan of Management for Mount Gibraltar Heritage Reserve was adopted by Council on 15 May 2024 and the Plan of Management for Natural Areas (Bushland and Watercourse) was placed on public exhibition on 21 May 2024 closing 2 July 2024 with the Public Hearing held on 6 June 2024.

Species-specific projects aiming to protect and conserve local wildlife, including koalas, platypus, and eastern long-necked turtles, have been actively engaged in. Grants have been applied for to complement current programs. 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.

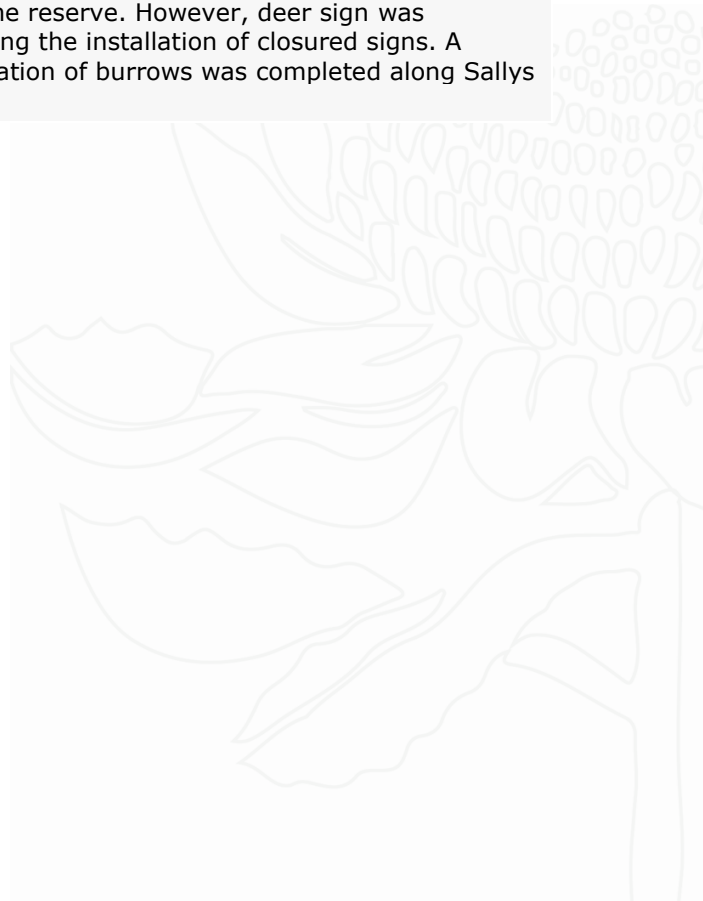
Proactive measures to address bushfire risk were taken, including asset protection zone and fire trail maintenance and upgrades in Council-owned or managed bushland reserves, following the Bush Fire Risk Management Plan. Three Aboriginal cultural burns were completed within Gibbergunyah Reserve and the Gibbergunyah Reserve Cultural Burn short film was shown to an enthralled audience at the Empire Cinema in Bowral at the Cinema 4 Change Earthflix event in late January and a panel discussion followed.

Council is dedicated to preserving the local environment and is making steady progress in this important endeavour.

Action Code	Priority Action	Traffic Lights	Comments
11.2 PA1	Create new koala habitat through funded agreements with private landholders as a key action in the Southern Highlands Koala Conservation Project		Forty hectares of koala habitat was restored on private property this quarter. End of financial year reporting was completed and sent to Department of Climate Change, Energy, the Environment and Water (NSW DCCEEW). Over 3800 trees and shrubs were planted as part of the koala habitat restoration projects and the Land for Wildlife tree giveaway to over 30 landholders. One community planting day was held, and three working bees led by Southern Highland's Landcare's Helping Hands program.
11.2 PA2	Complete the Plant Community Type Map for the koala habitat and priority corridor mapping project		Council submitted a project update letter and revised project plan and timeline to the Department of Climate Change, Energy, the Environment and Water (DCCEEW) which was approved. One hundred and fifty-six rapid validation plots were completed this quarter. Processing of the on-ground validation data is ongoing. Council is awaiting the 2020-2023 koala occupancy data and map from the Department of Primary Industries (DPI) which will inform the koala habitat map.

Action Code	Priority Action	Traffic Lights	Comments
11.2 PA3	Install driver awareness signs on key roads to reduce wildlife roadkill, with a focus on koala risk areas	●	All wildlife sign installation work has been completed.
11.2 PA4	Deliver surveys for the Southern Highlands Platypus Conservation Project	●	<p>Berrima community platypus survey included six monitoring points. Platypus were observed at two monitoring points and Rakali were observed at two monitoring points.</p> <p>Environmental DNA (eDNA) samples were collected from four locations rather than six due to ongoing rainfall (which reduces the effectiveness of eDNA sampling). Sampling has been postponed until spring, which coincides with the optimal sampling period (October to April). The report from the laboratory is expected in June.</p>
11.2 PA5	Schedule hazard reduction (HR) in collaboration with the Rural Fire Service	●	Wet weather conditions limited the implementation of some hazard reduction (HR) burns this quarter. However, burns were completed in Mt Alexandra Reserve / Willow Vale (Alex 50/60), and two cultural burns undertaken in Gibbergunyah Reserve. Several HR burns have been proposed for Spring 2025 in the annual contingency works program. The website has been updated with the HR burns that have been completed.
11.2 PA6	Implement actions from the Bushfire Risk Management Plan (BFRMP) to manage bushfire risk and hazards in Council reserves	●	Fire trail inspections were completed and fallen trees cleared particularly after storm and flood events with 2 disaster declarations concurring during the quarter. Rural Fire Fighting Fund (RFFF) reporting and acquittal was completed, and a grant request was submitted for next financial year. Staff attended the Hazard reduction working group meeting at Mittagong Fire Control Centre on 9 May 2024. Council representatives attended the Bush Fire Management Committee meeting on 13 June 2024.
11.2 PA7	Seek biodiversity conservation and restoration grants to support Bushcare in Council reserves	●	Work was completed in the March Quarter.
11.2 PA8	Repair flood damaged creek banks in Mansfield Reserve	●	Due to continued wet weather the work site remains too wet for the work to proceed. The project will occur in the next financial year, once the site has dried out sufficiently.
11.2 PA9	Deliver Bushcare and Rivercare Program workshops to provide community volunteers capacity and skills in plant identification and bush regeneration techniques	●	No workshops were delivered this quarter.

Action Code	Priority Action	Traffic Lights	Comments
11.2 PA10	Deliver School Environment Day education program activities	●	All planned activities were completed in the previous quarter.
11.2 PA11	Promote and support community participation in biodiversity monitoring and information collection for more informed decision making for bird, turtle and frog wildlife	●	Camera trap images have been collected as part of biodiversity monitoring in Gibbergunyah Reserve.
11.2 PA12	Recruit new landholders into the Land for Wildlife and Habitat for Wildlife programs to increase the area of land in the Shire managed for conservation	●	One Habitat for Wildlife member joined this quarter. Three newsletters were distributed. Promotion occurred through interviews and guest presentations on Kitty with Klaws on Highland FM (9/5/24), The Bell, Exeter Public School's podcast (2/4/24) and Landcare's Great Glider and Local Land Services Introduction to Revegetation events (both on 3/5/24). Over 2600 free seedlings (shrubs and trees) were provided to 30 landholders. Twenty-eight properties participated in the habitat mapping project.
11.2 PA13	Undertake collaborative rabbit control at Berrima Reserve and other key public reserves in partnership with neighbouring landholders	●	An aerial shooting program was conducted in the northern part of Greater Mount Alexandra Reserve by the National Parks and Wildlife Service, as a trial of a new partnership arrangement. No pest animals were shot from within the reserve. However, deer sign was observed during the installation of closed signs. A second fumigation of burrows was completed along Sallys Corner Road.



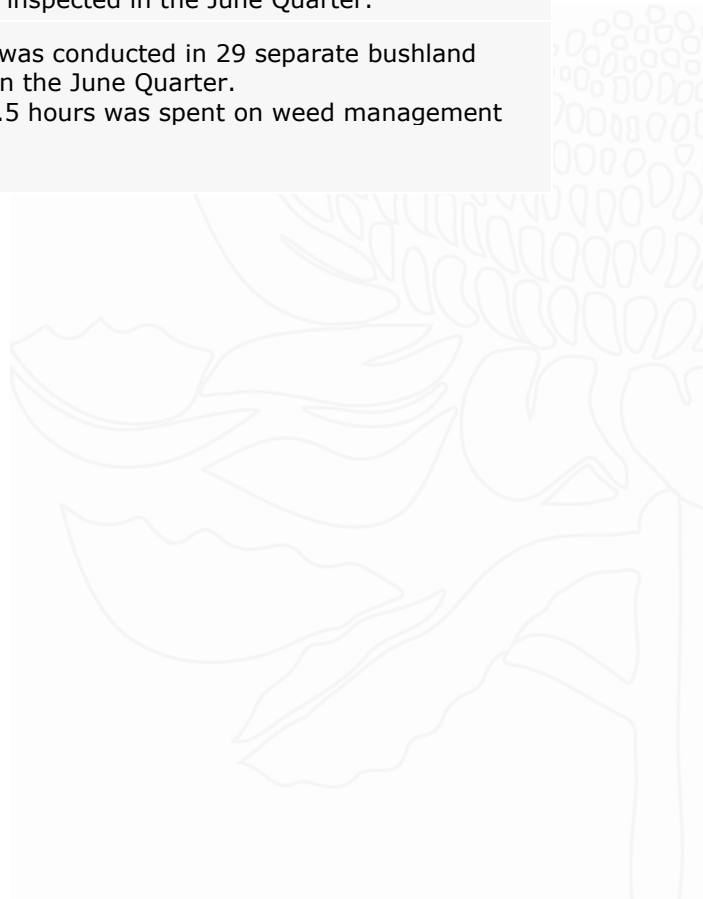
Bushland and Biosecurity

Quarterly Highlights

During the June quarter, Council's environmental efforts remained strong, with 645 hours devoted to bush regeneration in natural reserves to maintain their ecological function and beauty. This is despite impacts from prolonged wet weather periods with flood and storm events resulting in 2 disaster declarations. The dedicated Bushcare Volunteers contributed 147 hours across 12 working bees, showcasing the community's commitment to environmental preservation. 97 work sessions in natural areas and the community nursery were conducted to ensure the vitality of our green spaces.

Council staff have performed 262 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, nearly 300km of roadsides were inspected as important risk pathways for biosecurity weeds, and Council's roadside spraying program continued.

Action Code	Priority Action	Traffic Lights	Comments
11.3 PA1	Increase the capacity and skills of volunteers assisting to deliver the Bushcare Program	●	During the June Quarter period the Bushland Team delivered 12 separate working bees with a total of 147 hours of volunteer spent within our bushland reserves.
11.3 PA2	Undertake priority biosecurity weed inspections along high-risk pathways and sites	●	Biosecurity surveillance includes completion of 262 inspections – at roadsides, nurseries, florists, public land, high risk sites and private land. The program is on track to achieve annual targets with 295kms of roadside and 84 high risk sites inspected in the June Quarter.
11.3 PA3	Complete biosecurity weed control in at least five identified high environmental value bushland reserves	●	Weed control was conducted in 29 separate bushland reserves within the June Quarter. A total of 498.5 hours was spent on weed management activities.



Resource Management & Waste

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.

Resource Management and Waste consists of 2 Principal Activity areas:

1. Waste Operations
2. Waste Services

We are a key contributor to the Community Strategic Plan theme of 'Environment' and support the following goals from Wingecarribee 2041.

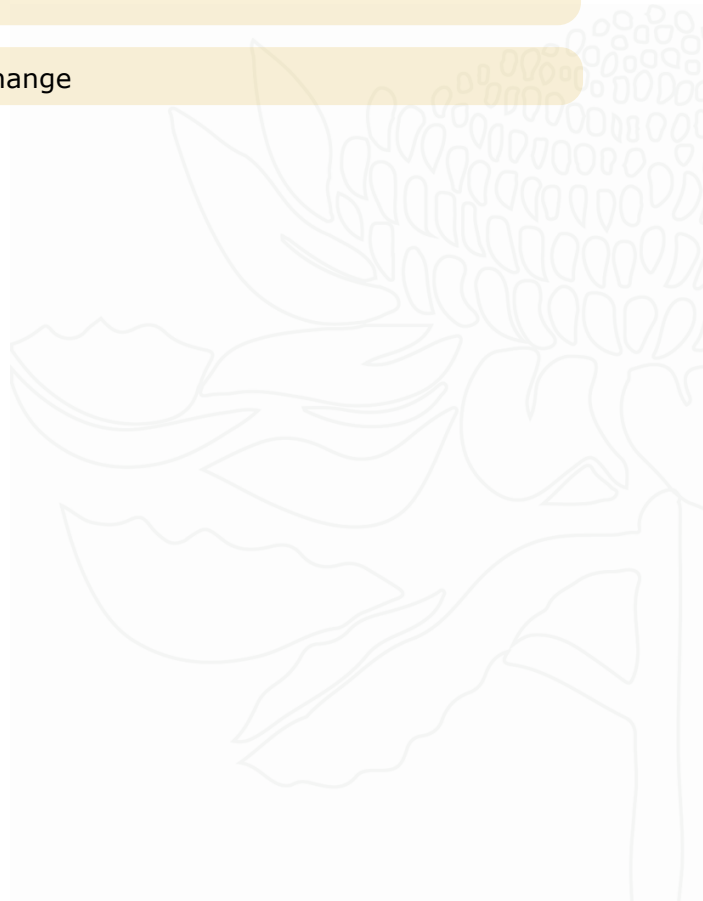
Goal 3.3 Liveable and sustainable communities

Goal 4.1 A protected, healthy and diverse natural environment

Goal 4.2 A community that lives sustainably for the betterment of the planet

Goal 4.3 A low-waste community

Goal 4.4 A resilient Shire that takes action on climate change



Waste Operations

Quarterly Highlights

Mobile community recycling since March 2024 to date collected 4840kg of problem household waste.

Action Code	Priority Action	Traffic Lights	Comments
12.1 PA1	Develop and implement a facility Master Plan	●	Projects identified in the facility Master Plan have been included in 2024/25 budget. Minor Improvements projects still progressing, with a current focus on reviewing future fixed and mobile plant equipment requirements.
12.1 PA2	Deliver recycling opportunities to villages	●	Mobile CRC has been operational since March 2024, with 14 visits across the villages. To date, the collected 4,340kgs of problem household waste has been collected.
12.1 PA3	Implement a robust, transparent and reportable risk management process that is aligned with Council processes.	●	Risk management plan to be finalised as part of Council's Corporate Risk priorities.
12.1 PA4	Prepare an Upgrade Plan for weigh bridge system	●	Successful implementation of the weighbridge software optimisation has improved staff efficiencies and satisfaction. Supporting infrastructure upgrade including gates and camera are in progress.
12.1 PA5	Support interjurisdictional working groups and forums including: -Illawarra Southern Joint Organisation -Canberra Regional Joint Organisation -Project 24 -WMRR and Macarthur Waste Alliance	●	Participation at the monthly Canberra Region Joint Organisation (CRJO) meeting as well as uptake of the offer for subsidised training of staff in a Certificate IV of Waste Management
12.1 PA6	Assess regulatory changes to Waste Operations	●	Resource Recovery Centre have identified a desired solution associated with the changes to the local government procurement of waste, team has received and will be responding to the FOGO and Waste Levy consultation papers.
12.1 PA7	Commence development of Strategic Waste Infrastructure Plan (AMS)	●	No further progression, finalising waste collection / disposal contracts to assist and align strategic waste infrastructure plan.
12.1 PA8	Prepare Asset Management Strategy for repairs and maintenance (AMS)	●	Preparations include aligning policies and procedure with external service agreements.

Action Code	Priority Action	Traffic Lights	Comments
12.1 PA9	Develop a works program based upon asset management strategy and condition assessments (AMS)		On hold pending asset condition data to inform priorities.



Waste Services

Quarterly Highlights






The last quarter for Wingecarribee Shire's resource recovery initiatives has been positive, marking substantial progress in recycling, waste management, and community engagement. Noteworthy projects such as the Mobile Community Recycling Centre (CRC), the rebranded Upcycle Centre, and the Soft Plastics Initiative have significantly enhanced our service offerings and community involvement. Continued improvements in domestic waste collection and the release of tender for the waste contract collection will continue to see improvements in service into the new financial year.








The suite of documents required for the Tender process via which Council will choose a new Domestic Waste Collection Contractor for the next decade have been released and it is anticipated that there will be a high level of interest.

The Council's Waste Guidelines are close to being finalised and will be submitted to Council for endorsement by the end of the year.

Mobile CRC has diverted over 5000Kg of waste from community as it continues operations and the soft plastics recycling initiative over 70,000L of soft plastics so far.

The Resource Recovery Centre (RRC) continues to look for ways to continually improve safety at work and recently had a visit from SafeWorkNSW with no major issues identified and minor suggestions such as reviewing the lock-out procedure. Council will work through these as priorities.

Action Code	Priority Action	Traffic Lights	Comments
12.2 PA1	Complete the procurement for the next kerbside collection contract		Procurement documents finalised and ready to progress the tender.
12.2 PA2	Improve waste contract governance processes including input into contract development, scheduling, contract management and administration		Monthly contract performance meetings are being used to address any non-performance issues. The review of the collection area is finalised and ready for implementation 1 July 2024.
12.2 PA3	Develop residential waste controls and entitlement policies for implementation into new Development Control Plans		Work is continuing on the development of the Waste Guidelines.
12.2 PA4	Develop a Domestic Waste Scenario Model		The Domestic Waste Scenario was completed during the December 2023 Quarter.
12.2 PA5	Develop a procurement strategy for all waste services delivered by Waste and Resource Management		Council is continuing to deliver against the procurement plan focusing on high value/ high risk procurements as a priority. Key procurements are waste collection (In progress), inert processing/ disposal and residual green waste.
12.2 PA6	Plan the Food Organics and Garden Organics (FOGO) program		Council will respond to the recently released EPA FOGO guidelines and develop an implementation plan in line with the proposed introduction of FOGO

Action Code	Priority Action	Traffic Lights	Comments
12.2 PA7	Develop a Waste Education Strategy		Council is coordinating final edits and feedback to complete the Waste Education Strategy.
12.2 PA8	Deliver and evaluate Recycling Discovery programs, outreach education and media campaigns		<p>Soft plastics recycling initiative commenced and collected enough plastic to form the first bale (441kg from 79,240L worth).</p> <p>Mobile CRC - 6 site visits over March/April with 321 items collected across the villages.</p> <p>Bulky Waste Campaign - Post reach 17,533, Engagement 3,333 incl 128 comments and 2,2295 click throughs.</p> <p>Upcycle Centre re-opening under council management has seen a fantastic response from the community with quality drop-offs and higher than anticipated turnover of goods</p>
12.2 PA9	Refresh and maintain the Waste Services website		<p>Publication of events/updating event pages - Plastic Free July and National Recycling Week</p> <p>Publish of Bulk Waste Service information and details for go-live July 1</p> <p>Separation of website pages into two departments - Waste Education and Resources, and Waste and Recycling</p> <p>Updating and refreshing pages to suit new brand guidelines and new educational materials - Example A-Z waste guide</p>
12.2 PA10	Deliver Circular Economy initiatives		Commencement of the soft plastics circular economy initiative trial has seen > 79,000L of soft plastics dropped off to the RRC or via the MCRC. The first bale has been weighed at 441KG showing the interest and enthusiasm for this initiative. Re-opening of the WSC Upcycle Centre has been a successful strategy in diverting waste from landfill and giving it a new home.
12.2 PA11	Develop the Waste Management Strategy		The Waste Management Strategy was completed during the December Quarter.
12.2 PA12	Complete an analysis of waste data to identify opportunities and trends in the Shire		During the quarter the streamline of waste categories and improved data quality within the waste management software have assisted in capturing accurate information on waste streams which will be used in Q1 of FY24/25 to identify opportunities and trends across the Shire.
12.2 PA13	Complete a review of the Reviva centre operational model, considering opportunities in relation to resource recovery operations and facilities		The Reviva centre operational model was completed during the September Quarter.

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.

Council manages and maintains our water networks, the treatment of potable water and the delivery of sewage and wastewater services.

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

There are 5 Principal Activity areas supporting Water Services

1. Depot Operations
2. Sewage Treatment
3. Water Network Operations
4. Wastewater Network Operations
5. Potable Water Treatment

We are a key contributor to the themes of 'Places' and 'Environment' in the Community Strategic Plan and support the following goals from Wingecarribee 2041

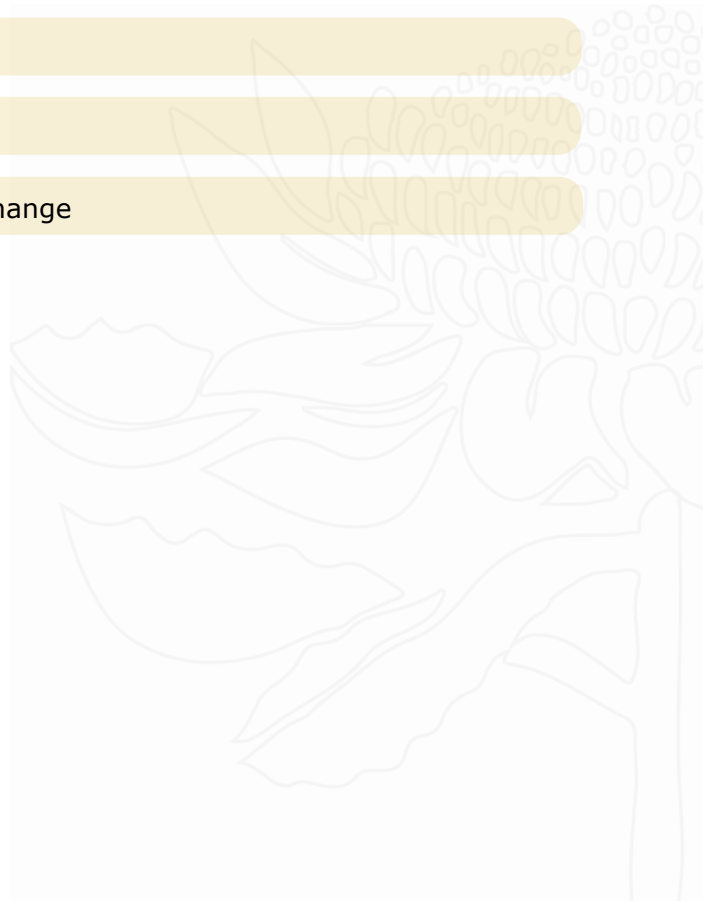
Goal 1.1 Ethical & trusted levels government that work together in the best interest of the Shire

Goal 2.1 A happy, healthy, active and resilient community

Goal 3.1 A physically and digitally connected Shire

Goal 3.3 Liveable and sustainable communities

Goal 4.4 A resilient Shire that takes action on climate change










Depot Operations

Quarterly Highlights

During the reporting period, Council has ensured the continuity of water and wastewater services for the community. Council officers carried out preventive maintenance on headworks assets, adhering to the schedule. This proactive approach has been crucial in maintaining the smooth operation of the water and wastewater networks, allowing the provision of clean water and efficient wastewater treatment to the residents.

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 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.

Action Code	Priority Action	Traffic Lights	Comments
13.1 PA1	Undertake electrical control cabinet renewals		Project was completed during December 2023 quarter.
13.1 PA2	Carry out Water SCADA (monitoring and controlling) system upgrade		SCADA Pac renewal for Soma Avenue and Robertson reservoir has been completed.
13.1 PA3	Carry out Sewer SCADA (monitoring and controlling) Renewals		Council is going ahead with Odasa reporting software. The reporting window design is under progress.
13.1 PA4	Replace pneumatic controls for filter valves at Wingecarribee Water Treatment Plant		New panels have been installed and all the filters have been moved to new the new panels. Six (6) pneumatic valves controller have been installed cement parts.
13.1 PA5	Deliver the Water mains renewals program 2023-24		<ol style="list-style-type: none"> 1. Gladstone Road, Bowral renewal completed 740m of retic main laid and the asbestos cement main has been exhumed. 2. Station Street, Bowral renewal completed replacing the last of the asbestos cement pipework on this street (which had burst 8 times in the previous 12 months). 3. Blakes hill rezoning is on hold
13.1 PA6	Deliver the Sewer main renewals program 2023-24		<ol style="list-style-type: none"> 1. Lovelle Street, Moss Vale sewer main renewal in the back yards of 8 private properties has been completed. 2. Emergency sewer main renewal in Bong Bong Street, Bowral has been completed to reline a collapsed sewer main running under a carpark and building.
13.1 PA7	Deliver the Water meter renewals program 2023-24		The water meter renewals program has been completed.

Action Code	Priority Action	Traffic Lights	Comments
13.1 PA8	Deliver the Manhole renewals program 2023/24		Project has been completed.



Sewage Treatment

Quarterly Highlights

Council has had no major non-compliances, meeting the NSW Environment Protection Authority (EPA) licence requirements.

Construction continuous on the Bowral Sewer Treatment Plant upgrade. The operational teams have worked with the contractor to safely and effectively coordinate cutovers and shutdowns required during construction whilst achieving full treatment of all the incoming sewage.

Priority Actions 2023/24

This year the service area will be focusing on the delivery of its core businesses to ensure service effectiveness and efficiency.



Water Network Operations

Quarterly Highlights

Council has been maintaining the water network to ensure the delivery of safe drinking water to all customers. Additionally, Council officers have undertaken extensive water quality sampling at various points throughout the network. These regular checks, in line with Australian Drinking Water Guidelines and New South Wales (NSW) Health requirements, are essential to meet compliance standards. Council also ensures independence by submitting samples for lab analysis, with results reported directly to NSW Health.

Council continues to respond to requests for connection and metering works, allowing new customers to access the water network seamlessly.

The commitment to service extends to providing specialist advice and operational assistance to stakeholders, both within the organisation and externally. Council takes pride in being a valuable resource for the community, ensuring that the water network runs smoothly and safely.

Action Code	Priority Action	Traffic Lights	Comments
13.3 PA1	Install a Pressure Reducing Valve (PRV) to protect Mittagong water mains network	●	Completed.
13.3 PA2	Undertake specialised water mains cleaning around Bowral Hospitals to protect water quality	●	Completed.



Wastewater Network Operations




Quarterly Highlights

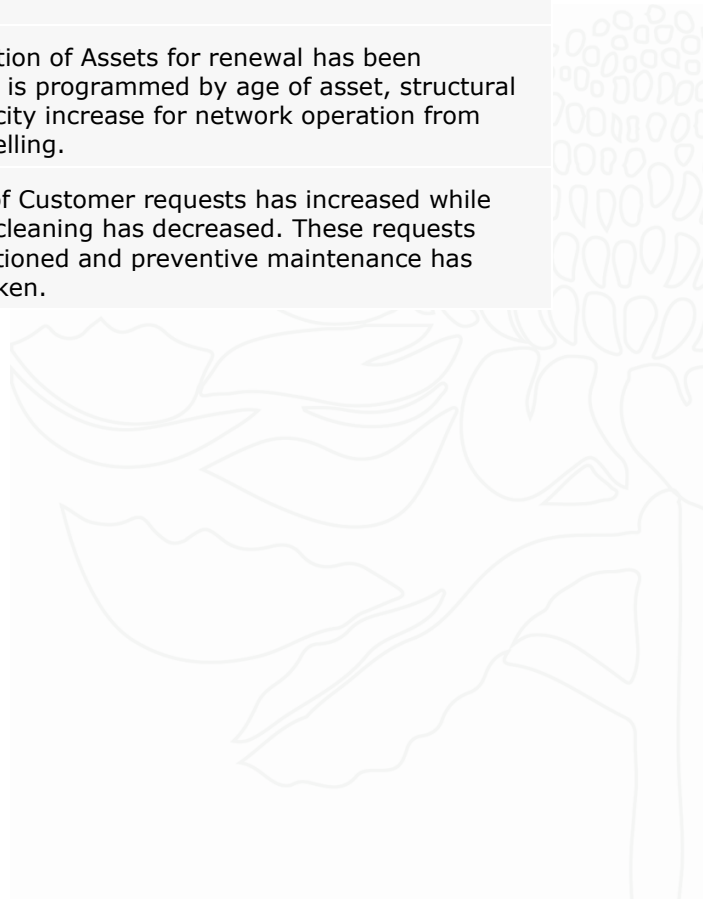
During the reporting period, Council has ensured the continuity of wastewater services for the community. Council carried out preventive maintenance on network and headworks assets. This proactive approach has been crucial in maintaining the efficient operation of the wastewater networks and treatment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

Action Code	Priority Action	Traffic Lights	Comments
13.4 PA1	Develop the proactive maintenance team in line with position description accountabilities and performance measures.		Sewer main cleaning and CCTV activities as part of the proactive maintenance program are being undertaken.
13.4 PA2	Identify network sections requiring renewal		The identification of Assets for renewal has been occurring and is programmed by age of asset, structural defects, capacity increase for network operation from network modelling.
13.4 PA3	Action Customer Requests and undertake preventative maintenance		The amount of Customer requests has increased while preventative cleaning has decreased. These requests have been actioned and preventive maintenance has been undertaken.



Potable Water Treatment

Quarterly Highlights

During the June quarter, Council effectively maintained water treatment processes to ensure the production of drinking water that meets Australian and NSW guidelines. 100% compliance was achieved, as confirmed through rigorous testing conducted by NSW Health.

Council completed the final Dam Safety Management System Report. This comprehensive report was distributed to stakeholders for their comments and review, ensuring that all activities comply with the latest dam safety regulations and standards.

Council adhered to legislative requirements by stockpiling sludge onsite. Future plans are in place for the responsible disposal of this sludge offsite, demonstrating Council's ongoing commitment to environmental management and regulatory compliance.

Priority Actions 2023/24

This year the service area will be focusing on the delivery of its core businesses to ensure service effectiveness and efficiency.





Economy



Netflix's Bridgerton in Bowral

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.

There are 3 Principal Activity areas supporting Strategic Outcomes

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

We are a key contributor to the themes of 'Places' and 'Economy' in the Community Strategic Plan and support the following Goals from Wingecarribee 2041

Goal 1.1 Ethical & trusted levels government that work together in the best interest of the Shire

Goal 2.1 A happy, healthy, active and resilient community

Goal 2.3 A creative, diverse and vibrant community

Goal 3.1 A physically and digitally connected Shire

Goal 3.2 Unique towns, villages and rural landscapes

Goal 3.3 Liveable and sustainable communities

Goal 3.4 Housing that meets the needs of current and future generations

Goal 4.4 A resilient Shire that takes action on climate change

Goal 5.1 People want to visit, work and invest in the Shire

Goal 5.2 Sustainable business & industry work in harmony with local community & environment

Goal 5.3 A thriving and diverse agricultural industry

Goal 5.4 A supported and connected local business community

Economic Development



Quarterly Highlights

Councils' commitment to economic development in the district remains firm. Progress on the Southern Highlands Innovation Park Master Plan and Governance Strategy is gaining momentum, with the draft nearing completion after extensive community consultations, shaping our region's future trajectory.

Our dedication to supporting local businesses persists through proactive engagements and the appointment of an Economic Development Specialist. Their focus on implementing an Economic Development Integrated action plan signals a strategic shift towards tangible outcomes that will benefit our community, fostering a thriving business environment.

Collaboration with educational institutions remains pivotal in our strategy for sustainable growth and workforce development. We hosted a successful careers event in May 2024, empowering our youth to explore diverse career paths and contribute meaningfully to our local economy. Through initiatives like cadet positions, we continue to nurture talent, laying the foundation for a vibrant and prosperous community in the Southern Highlands.

Action Code	Priority Action	Traffic Lights	Comments
14.1 PA1	Prepare and implement a Master Plan and Servicing Strategy framework for development of the Southern Highlands Innovation Park	●	Council is working closely with a consultant team to deliver the SHIP Master Plan. This project is behind schedule due to delays in receiving funding from the NSW Government. Council anticipates that the Master Plan will be delivered in the first quarter of the 2024/25 financial year.
14.1 PA2	Establish a Governance Framework for the Southern Highlands Innovation Park	●	Council is working closely with consultants to deliver a Governance Strategy for the Southern Highlands Innovation Park. The SHIP project is behind schedule due to delays in receiving grant funding. Council anticipates that the Governance Framework will be established in the first half of the 2024/25 financial year.
14.1 PA3	Prepare an Implementation Plan for the Destination Strategy in consultation with industry	●	Council has commenced preparation of an implementation plan, and it is anticipated that consultation with key industry partners on priority actions will commence in July 2024.
14.1 PA4	Prepare the Economic Development Strategy - Integrated Action Plan	●	Preparation has now commenced for the Economic Development Strategy Integrated Action Plan.
14.1 PA5	Implement the Small Business Commissioners report for Wingecarribee Shire	●	Council is implementing the recommendations of the Small Business Commissioners Report including the establishment of the Economy Community Reference Panel which met on quarterly since April 2023, participation in leadership training for staff, preparing master plans and strategies to improve planning controls to facilitate business and investment within the Shire, and has commenced the preparation of an Implementation Plan for the Economic Development Strategy.

Action Code	Priority Action	Traffic Lights	Comments
14.1 PA6	Facilitate industry forums to promote industry and support local business		An event in partnership with the Urban Development Institute of Australia (NSW) was facilitated in May 2024 to showcase the Shire to industry with approximately 30 key industry partners in attendance.
14.1 PA7	Facilitate local disability awareness training for local businesses		Council is liaising with disability awareness training providers to facilitate training for local businesses. Council anticipates that a training workshop will be hosted in the first quarter of the 2024/25 financial year.



Strategy and Place

Quarterly Highlights

Council is proactively working towards implementing a better place-based planning framework for our towns and villages, which aligns with priority actions identified in the Local Strategic Planning Statement and Local Housing Strategy. To support this transition, Council has commenced the delivery of a Master Plan for the Bowral Town Centre. Following initial community engagement and an eight-week exhibition period, the revised Draft is scheduled to be presented to Council in July 2024 to seek adoption. Master Plans for Moss Vale and Mittagong Town Centres are planned to commence in 2024/2025, subject to securing funding.







The community-led Place Plan for Robertson was publicly exhibited from September to October 2023 and the revised Plan and Post-Exhibition report was later adopted by Council on 27 March 2024. The Village Place Plan Program 2024-2026 was additionally presented to Council 15 May 2024 and will guide the delivery of future Place Plans. The Program identifies that the Bundanoon Place Plan will commence in July 2024.

A series of landowner and community consultation sessions, as well as community design workshops, have directly informed the emerging Bowral South New Living Area Draft Master Plan and the development of the Servicing Strategy, which is occurring concurrently. Supplementary due-diligence reports have been drafted and they are yet to be finalised. It is anticipated that the Draft Master Plan and Servicing Strategy will be presented to Council in July 2024 to seek endorsement to proceed to public exhibition.

Council reviewed the submissions received during the exhibition of the Draft Medium Density Study, and a report was presented to 22 May 2024 Local Planning Panel for advice. The revised Draft Study and Post-Exhibition Report is subsequently being presented to Council in June 2024 to seek adoption. The implementation of the Medium Density Controls will be undertaken after they are adopted by Council. This project is progressing behind schedule due to competing project priorities.

To inform the development of the Draft Master Plan and Governance Strategy for the Southern Highlands Innovation Park, landowner consultation and broader community and industry engagement was conducted during February and April 2024. It is anticipated that this will be presented to Council in July 2024 to seek endorsement to proceed to public exhibition. The project's initial commencement was delayed due to delays in receiving the funding for this project from Regional NSW.

In mid-2023 Council engaged the Institute for Sensible Transport to undertake the Wingecarribee Integrated Transport Strategy. Community consultation and an online survey informed the development of the Draft Strategy. A report was presented to 22 May 2024 Local Planning Panel for advice and the Draft Strategy is subsequently being presented to Council in June 2024 to seek endorsement to proceed to public exhibition. The project is behind schedule due to procurement delays and multiple project priorities. Implementation will commence once the Strategy is adopted by Council.

Action Code	Priority Action	Traffic Lights	Comments
14.2 PA1	Finalise the Robertson Village Place Plan		Community and stakeholder feedback was received during the public exhibition period and informed the amendment of the Draft Robertson Place Plan. The revised Draft Place Plan and Post-Exhibition Report were presented to the 27 March 2024 Local Planning Panel for advice and subsequently to the Ordinary Meeting of Council 17 April 2024. Council moved that the Draft Place Plan be adopted and the Post-Exhibition Report, which detailed the outcomes of the public exhibition period, be endorsed.
14.2 PA2	Complete the Bowral Town Centre Master Plan		The Draft Bowral Town Centre Master Plan was placed on public exhibition for a period of eight weeks. During this time community and stakeholder feedback was received via a number of face-to-face and online engagement opportunities and written submissions, which directly informed the amendment of the Draft. The revised Draft Master Plan and Engagement Outcomes Report was presented to the Local Planning Panel for advice in June 2024 and subsequently presented to Council to seek adoption.
14.2 PA3	Implement the Medium Density Residential controls		Council reviewed the submissions received during the exhibition of the Draft Medium Density Study, and a report was presented to 22 May 2024 Local Planning Panel for advice. The revised Draft Study and Post-Exhibition Report was presented to Council on 19 June 2024 to seek adoption. The implementation of the Medium Density Controls will be undertaken after they are adopted by Council. This project is progressing behind schedule due to competing project priorities.
14.2 PA4	Prepare a Master Plan and Servicing Strategy for the Bowral South New Living Area		Further community engagement has been conducted to inform the emerging Draft Master Plan and the development of the Servicing Strategy is occurring concurrently. Supplementary due-diligence reports have been drafted and are yet to be finalised. It is anticipated that the Draft Master Plan and Servicing Strategy will be presented to Council in July 2024 to seek endorsement to proceed to public exhibition.
14.2 PA5	Prepare a detailed Master Plan for the Southern Highlands Innovation Park		In addition to landowner consultation, broader community engagement was conducted on 10 April 2024 through an interactive engagement session. This valuable feedback has directly informed the emerging vision and Draft Master Plan for the Southern Highlands Innovation Park. It is anticipated that the Draft Master Plan and Governance Strategy will be presented to Council in July 2024 to seek endorsement to proceed to public exhibition.
14.2 PA6	Develop the Integrated Transport Strategy		Community consultation and an online survey was previously conducted and has directly informed the development of the Draft Wingecarribee Integrated Transport Strategy. A report was presented to 22 May 2024 Local Planning Panel for advice and the Draft Strategy is subsequently being presented to Council in June 2024 to seek endorsement to proceed to public exhibition.

Action Code	Priority Action	Traffic Lights	Comments
14.2 PA7	Review Council's Developer Contributions Plans	●	A review of Council's Development Contributions Plans will occur following the finalisation of the Wingecarribee Integrated Transport Strategy (WITS) and once detailed Infrastructure Schedules are developed for the WITS and the adopted Community and Recreation Facilities Strategy. The WITS is currently on public exhibition until 17 June 2024. The review of Council's Contributions Plans requires substantial funding allocation or commensurate resourcing.
14.2 PA8	Implement the Community and Recreational Facilities Strategy	●	The Community and Recreation Facilities Strategy will be implemented through a review of the Development Contributions Framework. This will occur after detailed Infrastructure Schedules have been prepared to inform the relevant Contributions Plan. The implementation of the Community and Recreation Facilities Strategy will be an ongoing process involving all relevant sections of Council.



Strategic Policy

Quarterly Highlights




Council continues to actively work on implementing and monitoring the Wingecarribee Local Strategic Planning Statement (LSPS). This is to ensure that it aligns with the community's vision for the Shire's environmental, agricultural, economic, housing, infrastructure, and character qualities. Several significant projects have progressed, including community consultation for the Draft Robertson Place Plan and the Draft Medium Density Residential Development Controls. Community consultation for the Bowral Town Centre Master Plan, the Low-Density Residential Development Controls and the Draft Integrated Transport Strategy will all occur in early 2024. Work is also progressing on the Draft Community Heritage Study and the Draft Master Plan and Servicing Strategy for the Southern Highlands Innovation Park.

In parallel with these projects, Council has also been implementing the Wingecarribee Local Housing Strategy, to deliver housing supply and diversity in conjunction with essential infrastructure. A Masterplan and Servicing Strategy for the Bowral South New Living Area, as identified in the Housing Strategy, is scheduled for completion in early 2024.

Council continues to actively progress Planning Proposals to facilitate implementation of adopted strategies within statutory frameworks, ensuring adherence to Departmental Guidelines and Ministerial Directions. Planning Proposals are evaluated in terms of demonstrated strategic and site-specific merit with recommendations being prepared for consideration by the Local Planning Panel and Council.

Council is finalising the review and exhibition of the Community Heritage Study which identifies potential new items of heritage and heritage conservation areas as well as extensions to existing conservation areas.

Council consistently provides relevant and timely input into State and Regional policies, strategies and plans, specifically the South East & Tablelands Regional Plan, draft amendments to State Environmental Planning Policies, and regional development policies related to community interests.

Action Code	Priority Action	Traffic Lights	Comments
14.3 PA1	Complete outstanding Planning Proposals and undertake new ones in a timely manner		Planning Proposals are progressing in accordance with adopted strategic priorities and in line with Departmental guidelines to facilitate implementation of the adopted Local Housing Strategy and Local Strategic Planning Statement.
14.3 PA2	Complete the Heritage Study		Community consultation regarding the draft Community Heritage Study has been finalised and a report to Council has been prepared.
14.3 PA3	Undertake a Planning Proposal to update Schedule 5 of Wingecarribee Local Environmental Plan (WLEP 2010) and associated maps.		A Planning Proposal to amend Schedule 5 of Wingecarribee Local Environmental Plan 2010 can be initiated once the draft Community Heritage Study consultation is completed and its recommendations adopted by Council.

Action Code	Priority Action	Traffic Lights	Comments
14.3 PA4	Seek funding to undertake Employment Lands Review		<p>Council continues to explore funding options and will apply for grant funding as the opportunity arises.</p> <p>Alternatively, this work may be initiated utilising internal staff resources, subject to allocating commensurate staff resourcing.</p>
14.3 PA5	Develop preparatory studies for revised LEP and DCP's		<p>Review of the low and medium density residential development controls will provide a robust framework for review of the Development Control Plans and will inform future amendments to the Wingecarribee Local Environmental Plan.</p>



Business and Property

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

Business and Property 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 in the long term through timely and considered investments.

Business and Property Services consists of 5 Principal Activity areas:

1. Southern Region Livestock Exchange
2. Property Services
3. Children Services
4. Tourism and Events
5. Animal Shelter

We are a key contributor to the themes of 'People' and 'Economy' in the Community Strategic Plan and support the following Goals from Wingecarribee 2041

Goal 1.1 Ethical & trusted levels government that work together in the best interest of the Shire

Goal 2.1 A happy, healthy, active and resilient community

Goal 2.2 An inclusive community where everyone can participate in community life

Goal 2.3 A creative, diverse and vibrant community

Goal 4.2 A community that lives sustainably for the betterment of the planet.

Goal 5.1 People want to visit, work and invest in the Shire

Goal 5.2 Sustainable business & industry work in harmony with local community & environment

Goal 5.3 A thriving and diverse agricultural industry

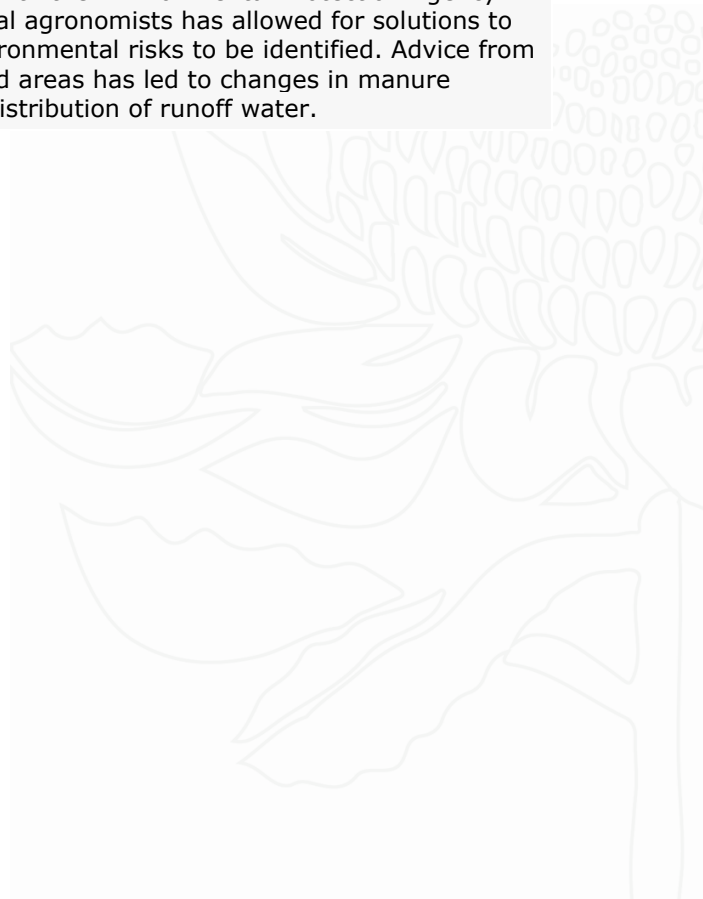
Southern Region Livestock Exchange

Quarterly Highlights

Council's Southern Regional Livestock Exchange continues to operate in strict compliance with all necessary legislation and regulatory standards, ensuring the integrity of livestock sales.

The Southern Regional Livestock Exchange has been instrumental in creating a market for livestock from across the region, and providing refuge options for those impacted by natural events like fire, flood, or bio security incidents.

Action Code	Priority Action	Traffic Lights	Comments
15.1 PA1	Manage Agent contracts to ensure they provide effective livestock sales for the community	●	The Southern Regional Livestock Exchange (SRLX) agents' contracts have been reviewed with new contracts to be issued and will be effective from 1 July 2024.
15.1 PA2	Update the Asset Management Plan (AMS)	●	The SRLX Asset Management Plan update has commenced and will continue to be worked on into 2024/25.
15.1 PA3	Confirm management structure and develop strategies to optimise operations at the sale yards	●	Completed during the September 2023 Quarter.
15.1 PA4	Actively manage and monitor the site to mitigate environmental risks.	●	Consultation with the Environmental Protection Agency (EPA) and local agronomists has allowed for solutions to potential environmental risks to be identified. Advice from both consulted areas has led to changes in manure storage and distribution of runoff water.



Property

Quarterly Highlights

Commitment to effective property management remains, 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.

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

Coordination and administering land dealings, including easements, subdivisions and consolidations are performed efficiently, providing timely reporting to Council as required.

Road closure applications are processed efficiently and in line with legislative requirements.

Land acquisitions and disposals are managed on time, with a dedication to delivering reports as required. Statutory time frames for acquisition are strictly adhered to ensuring efficient and responsibility property management.

Action Code	Priority Action	Traffic Lights	Comments
15.2 PA1	Implement the Property Investment Policy and Property Investment Strategy to create a Property Investment Portfolio	●	<p>A report was presented to Council in October 2023 for the sale of surplus operational lands. At that meeting Council resolved that no further action be taken into the Sale of Surplus Operational Land (MN 2023/525).</p> <p>Workshops held in March 2024 to discuss Property Strategy and Revenue opportunities.</p>
15.2 PA2	Develop a Community Leasing Policy	●	<p>Workshop held in March 2024 for Property Strategy and Revenue opportunities to finalise overarching Property Policy and Property Management Policy which will include Leasing of Council land.</p> <p>Leasing and Licensing Policy drafted and presented to the elected Council.</p>
15.2 PA3	Achieve timely reporting to Council of all property matters in accordance with legislation	●	<p>Property matters continue to be reported to Council in a timely manner. Reports for the quarter included Land Acquisition - 132 Burradoo Rd, Burradoo, acquisition of 3 Soma Ave, Bowral, Sub-Lease Bradman Foundation, Proposed Road Closures - Mittagong, Lease to Amplitel at Hill Top, Lease to Bundanoon Club, Lease to TAHE land at Colo Vale, Lease to Telstra at Mt Gibraltar, Lease to ILALC, Termination of Lease - SH Bridge Club and Easements over Council property at Bowral and Moss Vale STPs.</p>

Action Code	Priority Action	Traffic Lights	Comments
15.2 PA4	Ensure effective management of Crown Land in accordance with the Crown Land Management Act 2016 including the management of Native Title	●	Crown Land continues to be managed in accordance with the requirements of the Crown Land Management Act, 2016 including Native Title assessment as required.
15.2 PA5	Identify a suitable parcel of land for the Bullio RFS Facility	●	Land identified and reported to Council in December 2023. Steps now being taken to arrange required transfer of land, closure of road and boundary adjustment.
15.2 PA6	Identify a suitable parcel of land for the Bullio RFS Water Storage Tank	●	Suitable land has been identified as the location of a water storage tank at Bullio. A fee proposal to design the tank has been received. The pad for the tank has been cut and Geotech investigation undertaken. The next step is for the structural design of the tank.



Children Services

Quarterly Highlights

The service provides affordable outside of school hours and vacation care to families and ensuring market demand is met by providing additional access options.

For the holistic development of young children aged 5 to 12 years, recreational-based activities are offered. This includes before and after school care, as well as a comprehensive school holiday program, enriching their growth and well-being. Our focus is on ensuring that the children in our care have access to diverse and stimulating activities that promote their development in a safe and nurturing environment.

Action Code	Priority Action	Traffic Lights	Comments
15.3 PA1	Implement the recommendations from the Children's Services Review	●	Completed during the September 2023 quarter.
15.3 PA2	Complete assessment and rating for Department of Education	●	Completed during the September 2023 quarter
15.3 PA3	Coordinate Children's Week activities	●	Children's Week activities were delivered in the December Quarter in line with Children's Week from 21 - 29 October 2023.
15.3 PA4	Monitor and support the needs of local families in line with Early Childhood Education Departmental Guidelines	●	Council responds to the needs of local families with regards to before and after school care, as well as to provide vacation care. This service is not only valuable for the children in care, but also ensures parents can engage in the economy. Monitoring the demand for the services broadly, and the guidelines related to early childhood education specifically is an important part of that.
15.3 PA5	Provide out of school hours and family day care service	●	Wingecarribee Out of School Hours Care service is being provided at Mittagong Public School. The Service operates 6:30 am to 8:30 am (before school) and 3 pm to 6 pm (after school). The service also offers vacation care to local families during the school holidays.

Tourism and Events


Quarterly Highlights

Destination Southern Highlands attracted new events to the region including Netflix's Bridgerton in Bowral. This activation yielded provided exposure to the Southern Highland via an international marketing campaign with an estimated reach of 525 million people worldwide. The economic impact of this one-week activation in April generated over \$2.4 million in economic benefits, excluding accommodation revenue. A full weekend broadcast by Channel 7's Sunrise from Bowral and Robertson showcased the region, further enhancing its profile.

During the quarter, Council provided marketing assistance through various communication channels to promote events such as the Robertson Show, Moss Vale Show, Robertson Potato Festival, A Day on the Green, and Bundanoon Highland Gathering. As part of the Grand Pacific Drive promotion, a Trip Advisor marketing campaign was executed. Additionally, a campaign supporting the Savour the Unexpected festival was launched, emphasising local events in June. Continuous engagement with consumers and local tourism industry stakeholders was maintained through e-newsletters and social media.

Planning is well underway for Tulip Time 2024, which will feature a new food and wine activation within Corbett Gardens over the October long weekend. Applications for the Arts Trail 2024 are now open, inviting artists to participate in the November event.

Production began on an updated Destination Southern Highlands Escape Tourism Brochure, scheduled delivery in the first half of the 2024/25 financial year. The Visit Southern Highlands website project has commenced, aiming to refresh its appearance and enhance its functionality, including integration with the Australian Tourism Database Warehouse.

Action Code	Priority Action	Traffic Lights	Comments
15.4 PA1	Develop and commence implementation of the business model for the Visitor Information Centre		Visitor Information Centre business model was presented to the December 2023 Council meeting.
15.4 PA2	Investigate Website upgrade for visitsouthernhighlands.com.au		Investigations have been completed for suitable website designs and a Request for Quotation (RFQ) has been distributed seeking submissions from website providers to update website and provide the required Australian Tourism Database Warehouse integration.
15.4 PA3	Develop a new Tourism Brochure		The new brochures have been developed and are currently in production to be delivered in July 2024. The new Tourism Brochure will showcase existing and new tourism businesses in the region that have opened since 2021.
15.4 PA4	Deliver Australia Day, Tulip Time Festival and Arts Trail events and activities		These events were delivered successfully in the 2023/24 financial year. Planning for Tulip Time 2024, Arts Trail 2024 and Australia Day 2025 has commenced.
15.4 PA5	Develop the Event Support Fund to attract and retain regional events		The Grants Sponsorship and Development Policy is currently in review to incorporate Event Support Fund.



Animal Shelter

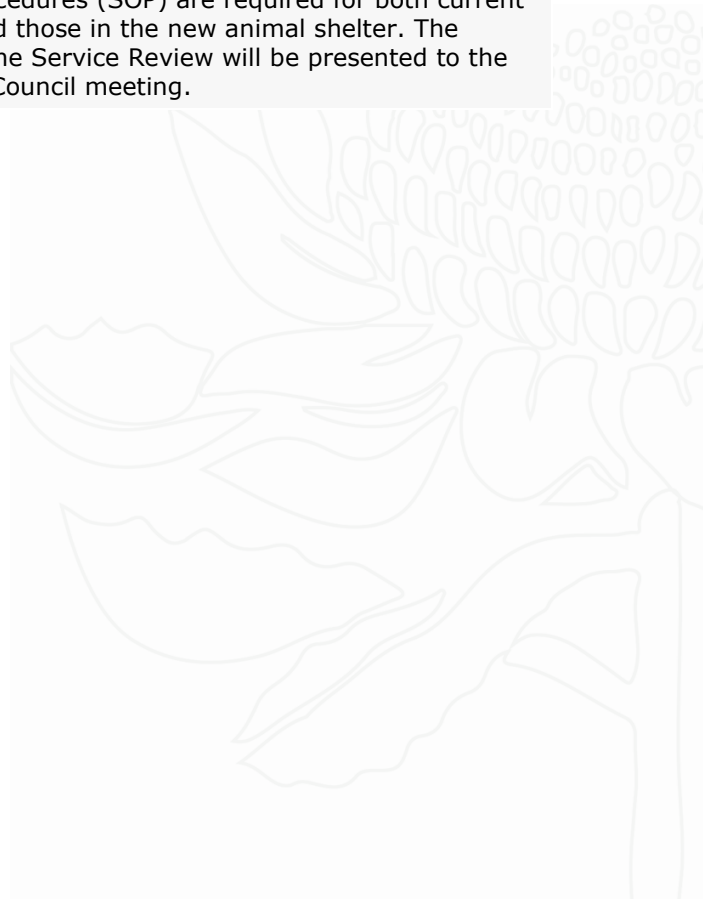
Quarterly Highlights

Council conducts essential activities under the Companion Animals Act, providing shelter, registration, and re-homing services for companion animals. Facilitating the return of animals to their rightful owners and ensuring their registrations are current is a central aspect of the team focus.

The commitment to re-homing companion animals remains strong with a significant number of animals effectively placed into caring households through the reporting period, ensuring the well-being and prosperity of the animals.

The service cannot be provided without the valuable assistance of the shelter volunteers. Volunteering creates opportunities to leverage the wide range of skills and interests of the community, ensuring a fulfilling experience for a wide range of community members. The primary objective is to safeguard and care for four-legged friends while promoting a sense of community engagement.

Action Code	Priority Action	Traffic Lights	Comments
15.5 PA1	Deliver the Animal Shelter and State Emergency Services (SES) Building		Construction of the project is progressing well. Piling completed, Steel structure and light weight frames are installed. The original timeframes of June 2024 have been updated to December 2024 and advised to Council through the quarterly budget review process.
15.5 PA2	Create Standard Operating Procedures (SOP) to prepare for the operations of the new animal shelter		The Animal Shelter Service Review commenced in June which will provide information on what Standard Operating Procedures (SOP) are required for both current operations and those in the new animal shelter. The outcomes of the Service Review will be presented to the August 2024 Council meeting.





Quarterly Progress Report | June 2024

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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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