



# Quarterly Progress Report

1 July 2024 - 30 September 2024

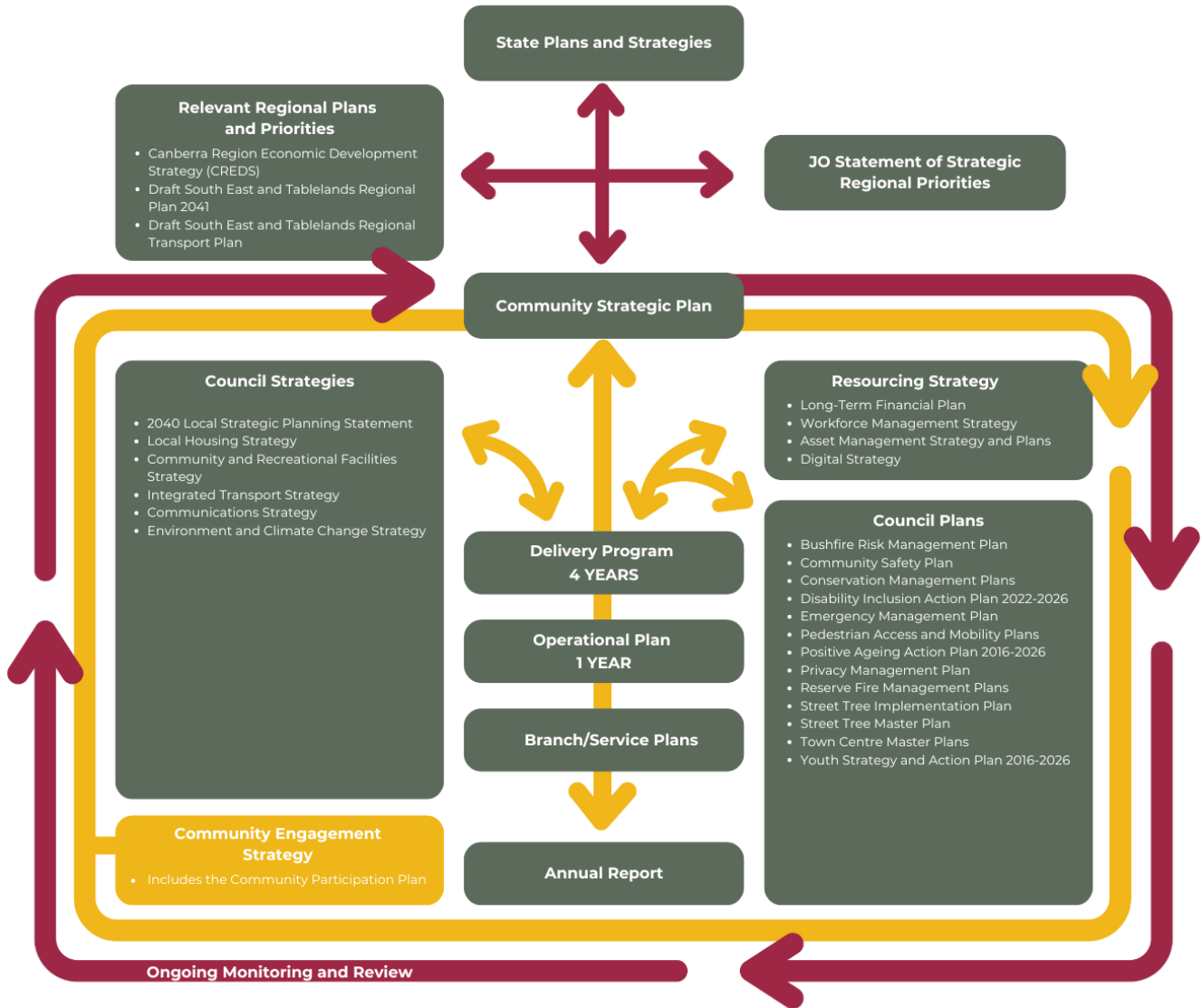


Wingecarribee  
SHIRE COUNCIL

*We're with you*



# Integrated Planning and Reporting Diagram



## About this Report

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

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

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

Working together, these plans help us progress achievement of the vision and goals in our Community Strategic Plan: 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 provides outcomes against Council's Delivery Program and Operational Plan 2024/25 for the September Quarter. Progress for each service is reported against one of the five themes of the Community Strategic Plan. In some cases, these services and activities will be contributing to multiple themes and therefore will be presented under the best fit goal.

# Service Area and Principal Activities



## Civic Leadership

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



## Information and Customer Service

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



## People and Culture

- Human Resources
- Policy and Strategy Human Resources



## Assets

- Parks and Buildings
- Roads and Drainage
- Water Assets



## Development Assessment and Regulation

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



## Environment and Sustainability

- Sustainability Services
- Natural Resources Management
- Bushland and Biosecurity



## Resource Management and Waste

- Resource Recovery
- Waste Services



## Strategic Outcomes

- Economic Development
- Strategy and Place
- Strategic Policy



## Financial Services

- Procurement and Contracts
- Revenue
- Financial Services



## Governance and Corporate Performance

- Strategy and Business Improvement
- Governance
- Integrated Risk Management



## Community Life and Libraries

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



## Project Delivery

- Project Management
- Roads and Drainage Projects



## Shire Presentation

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



## Water Services

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

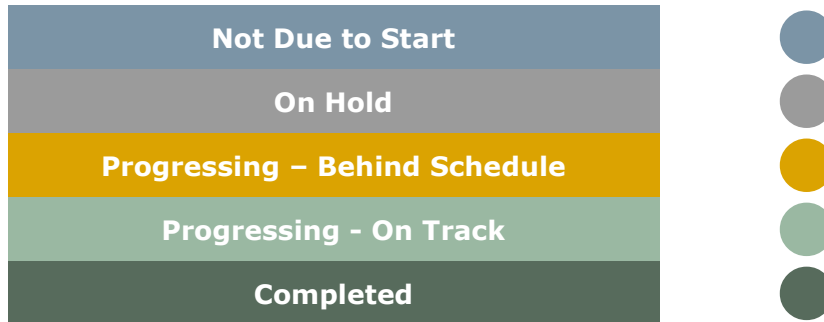


## Business and Property

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

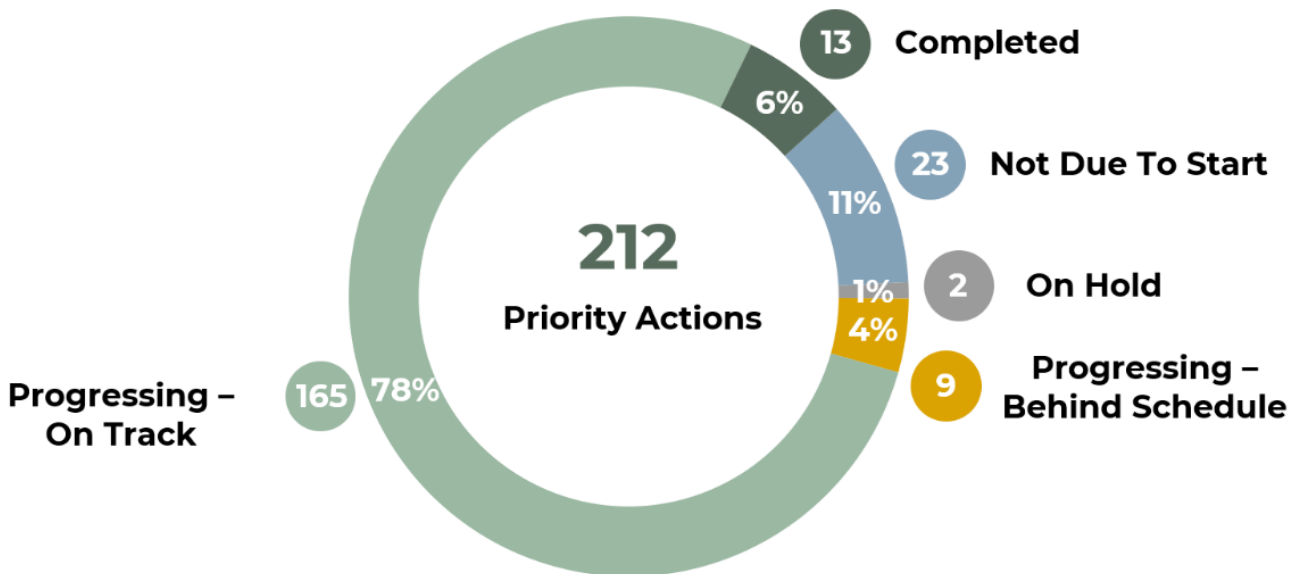
## Summary of Progress

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



As at the end of the September Quarter of the 212 Priority Actions. 23 were 'Not Due to Start', 2 were 'On Hold', 9 were 'Progressing - Behind Schedule', 165 'Progressing - On Track', and 13 were completed.

## Priority Action Overall Performance









# Leadership



**Kindness Connects Initiative**

## Civic Leadership

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

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

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

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

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

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

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 Highlight

Implementation of Council strategic priorities has continued in line with adopted plans. Service review of 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.

### Operational Plan Priority Actions


Code	Action	Status	Progress
1.1 PA1	Develop a 12-month program for the onboarding and professional development of Councillors		A comprehensive program for the onboarding of councillors has been developed and is ready for implementation as soon as councillors are confirmed. The professional development of individual councillors will be ongoing and subject to their unique needs.
1.1 PA2	Continue to implement the Horizon 1 actions within the Organisational Road Map		The 11 initiatives under Horizon 1 of the Organisational Road Map are either completed or continue to be implemented. Specifically in Quarter 1 there was a focus on service reviews and the Organisational Resourcing Strategy
1.1 PA3	Continue to advocate the priorities outlined in 'Shire Priorities 2023'		Advocacy in line with the Shire Priorities document has continued. Work has commenced in a funding submission to the Federal Government for funding of the works at Mittagong Playhouse. The document will be updated in 2024/25 following the onboarding of the newly elected Council.
1.1 PA4	Work collaboratively with the Canberra Region Joint Organisation to achieve mutually beneficial outcomes		The General Manager and Administrator have actively participated in the General Managers Advisory Group and Board meetings. Projects progressed in this time include the Regional Community Strategic Plan. The General Manager also participated as a Panel member on the review of the CRJO CEO's performance review.
1.1 PA5	Partner with TAFE to pilot innovative programs for cadets, apprentices, trainees, and people transitioning to retirement (WMS)		Initial work has been undertaken on the actions and structure to support an innovative program. Next step is to engage with TAFE.
1.1 PA6	Develop and implement a Health and Wellbeing Plan (4-year Plan) (WMS)		In Q1 - Draft plan established
1.1 PA7	Develop and implement, the Employee Reward and Recognition Program (WMS)		Reviewed and updated Reward & Recognition OMS in conjunction with People & Culture Launched new staff awards program at all-staff conference

## Civic Functions and Councillor Support

### Quarterly Highlight

A key focus in this area is around the return of the elected Council in September 2024. A comprehensive Induction program has been developed and will be progressively rolled out to the Councillors following their election.

### Operational Plan Priority Actions

Code	Action	Status	Progress
1.2 PA1	Prepare a program of Civic events in consultation with the Mayor and Councillors		A program of Civic Events has been prepared in anticipation of the Councillors and Mayor commencing their term in October 2024 where it will be further reviewed and updated in consultation.



## Financial Services

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

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

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

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

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

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

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 Highlight

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.

### Operational Plan Priority Actions

Code	Action	Status	Progress
2.1 PA1	Continue to explore options to better engage with local business		Council continues to work collaboratively to engage with local business. Planning is underway to hold two (2) small business workshops (November 2024 and May 2025) to understand challenges for local businesses in procuring with Council. Council will investigate options to better utilise the Wingecarribee Shire Council website to disseminate and promote relevant procurement information to encourage and increase local vendor participation.
2.1 PA2	Deliver the outcomes of the Finance Service Review conducted in the 2023/24 Financial year		<p>Council has delivered the following actions from the outcomes of the Finance Service Review and reported to the Audit, Risk, and Improvement Committee:</p> <ul style="list-style-type: none"> <li>* Re-evaluation of Procurement policies and thresholds.</li> <li>* Creation of new supplier records has transitioned to the Procurement Team.</li> <li>* Commenced re-establishing Centre-led procurement.</li> <li>* New Purchase Card guidelines and training commenced.</li> </ul> <p>Further work will continue in the following quarter in implementing the recommended changes.</p>

## Revenue

### Quarterly Highlight

During the 1st quarter, annual rate notices were issued by the 31 July deadline required by the legislation. Additionally, water & sewerage notices were issued in August for the 1st billing period of the 2024/25 year. These combined ensure the timely collection of our major revenue streams.



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

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

Debt recovery continues to be managed in order to maintain the excellent 4.8% collection rate achieved for the 2023/24 year, which easily 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.

### Operational Plan Priority Actions

Code	Action	Status	Progress
2.2 PA1	Develop a program to systematically review all property categorised for rating purposes as Farmland		<p>A review of Farmland properties including implementation of any schedule cannot be commenced until such time as the new Farmland Policy has been adopted by Council.</p> <p>It is anticipated that the draft Policy will be presented to Council in March 2025 for consideration for public exhibition.</p>
2.2 PA2	Develop a program to systematically review all property categorised for rating purposes as non-rateable		<p>A review of non-rateable properties including the implementation of a schedule will be commenced during the 2nd quarter of the 2024/25 year.</p>

## Financial Services

### Quarterly Highlight






During the September Quarter, the Council has diligently managed various financial operations. In Financial Accounting, we concentrated on preparing the annual financial statements, ensuring tax compliance, and managing investments responsibly in accordance with the Long-Term Financial Plan (LTFP).

In Management Accounting, our focus was on fulfilling statutory obligations through the careful preparation and review of the annual budget, including Fees and Charges, while maintaining alignment with the LTFP.

Payroll Services continued to ensure timely payments to staff in compliance with the NSW Local Government (State) Award 2023.

In Accounts Payable, we emphasised accuracy and promptness in supplier payments, adhering to agreed terms. Together, these actions highlight the Council's commitment to responsible financial management in service of the community.

### Operational Plan Priority Actions

Code	Action	Status	Progress
2.3 PA1	Review Council's Long-term Financial Plan (LTFP)* to ensure Council's ongoing financial sustainability		The LTFP is regularly reviewed in conjunction with the Quarterly Budget Review Statements (QBRs), with recommendations provided to Council to support the ongoing management and sustainability of the annual budget and LTFP.
2.3 PA2	Complete the Annual Financial Statements ready for audit within 8 weeks after year end		Draft Annual Statements were prepared and presented to the Extraordinary Audit, Risk, and Improvement Committee on 3 September 2024. The Draft Financial Statements were then tabled at an Extraordinary Council Meeting on 9 September 2024 and referred to audit. The audited financial statements, along with the auditor's report, will be presented to the public in the next quarter.
2.3 PA3	Implement Technology One, Ci Anywhere financial module as outlined in the ICT Digital Roadmap (DS)*		The project plan is being prepared to ensure the efficient and effective roll out of the project.
2.3 PA4	Proactively seek grant funding opportunities that align to Council's Operational Plan or unfunded initiatives (LTFP)		During the quarter, Council was successful in receiving \$3.84 million relating to four grant applications and was notified of twelve unsuccessful grant applications totalling \$6.44 million. There are currently twenty grant applications pending at the end of the quarter valued at \$20.92 million.
2.3 PA5	Deliver the outcomes of the Finance Service Review conducted in the 2023/24 financial year		Actions from the 24/25 Service Review are on track, with some items completed. Finance Structure refinements have been finalised, while other areas, including financial reporting, legacy system integration and procurement processes are progressing as expected.



## Governance and Corporate Performance

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

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

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

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

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

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

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 Highlight


Work has been continuing with the Canberra Region Joint Organisation to develop the Regional Community Strategic Plan as well as good progress being made on the FY2023/24 Annual Report and the State of our Shire Report. It is expected that the Annual Report and State of our Shire Report is presented to the November 2024 Council Meeting in accordance with Integrated Planning & Reporting (IP&R) legislative requirements.

Every four years, in line with the local government elections, all NSW councils must review their full suite of IP&R documents to ensure plans are reflective of community aspirations and any new or emerging issues in the region. A project plan has been developed in the September 2024 quarter for current IP&R planning cycle which outlines timeframes and key milestones for Council's documents to be reviewed and updated. An IP&R Project Control Group has also been established to oversee this project. This will see the development of the Community Strategic Plan which will then inform the development of the new Delivery Program, Resourcing Strategy and Operational Plan.

Council previously developed a draft Service Review Program to be undertaken across the next four years in accordance with the Delivering Better Services Framework. This program was adopted by Council in July 2024 and subsequently noted by the Audit Risk & Improvement Committee (ARIC) in early September 2024. This will mean a more structured and consistent approach to the Service Review Program over the next four years with service reviews being prioritised around community satisfaction and importance, service performance, risk and legislative requirements associated with the service, which will ultimately provide improved outcomes for the community.

### Operational Plan Priority Actions

Code	Action	Status	Progress
3.1 PA1	Prepare the State of Our Shire report as part of the review of the Community Strategic Plan		The State of the Shire Report is progressing on track with a final draft being worked on in September 2024. It is anticipated that the report will be presented to Council at the November 2024 Council meeting as an appendix to the Annual Report in accordance with timing per the IP&R Guidelines.
3.1 PA2	Develop Council's Resourcing Strategy, Delivery Program 2025-2029 and Operational Plan and Budget 2025/26		Initial work has commenced on the Integrated Planning & Reporting (IP&R) Project Plan for the 2024/25 financial year planning cycle with timeframes identified for the development Resourcing Strategy, Delivery Program and Operational Plan and Budget however the priority is to develop the Community Strategic Plan in collaboration with the Canberra Region Joint Organisation which will then inform the updated IP&R documents during 2024/25 Financial Year.
3.1 PA3	Work with the Canberra Region Joint Organisation to develop the Regional Community Strategic Plan		The Regional Community Strategic Plan is on track, with work continuing between Council and the Canberra Region Joint Organisation. The first draft was completed at end September, and a community engagement program will commence in quarter 2 following the September local government elections.

Code	Action	Status	Progress
3.1 PA4	Facilitate a program of Service Reviews to achieve best value services for the community		<p>The Service Review Program prioritisation was adopted by Council in July 2024 and noted by ARIC in September 2024. The reviews will assess whether Council is delivering 'best value' services to the community in accordance with the 'Delivering Better Services' Framework adopted by Council in December 2023. The service areas identified for the next review are Infrastructure Maintenance, Civil Construction, Parks &amp; Open Spaces, Aquatic Services &amp; Tree Management which will commence in October 2024.</p>





## Governance

### Quarterly Highlight

During the first quarter there were two (2) Ordinary Meetings and one (1) Extraordinary Meeting of Council. All agendas and minutes for these meetings were distributed in accordance with the Code of Meeting Practice.





The GIPA Act 2009 provides members of the public with the right to access information held by Council. There were five (5) formal GIPA application and a total of 151 informal access to information applications referred to the Governance team during the current quarter at 6 September 2024.


There was one (1) Ordinary Meeting and one (1) Extraordinary Meeting of ARIC held this quarter. The agenda and minutes were distributed in accordance with the ARIC Terms of Reference. Two (2) Internal Audit reports were considered at the September ARIC meeting.

All registers maintained by Governance 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: alleged corrupt conduct, maladministration, serious and substantial waste of public money and breaches of the Code of Conduct.

### Operational Plan Priority Actions

Code	Action	Status	Progress
3.2 PA1	Prepare for and facilitate the September 2024 local government elections		Relevant information, eligibility criteria and the process for inclusion on the non-residential roll provided to Customer Service staff and made available on Council's website to support the election process. The Non-Residential Roll for the 2024 Local Government Election was prepared and confirmed and liaison occurred with the NSW Electoral Commission as required.
3.2 PA2	Develop and deliver the Councillor induction program		The Councillor Induction and Onboarding Program has been prepared and was presented to the June Council Meeting. All registered candidates have been advised of the Induction and Onboarding key dates.
3.2 PA3	Develop and deliver a professional development program for Councillors		Consideration of a Professional Development Program will occur on an individual basis following discussion with each Councillor in consultation with the Mayor and General Manager following their appointment to Council.
3.2 PA4	Undertake reviews of the relevant statutory policies including - <ul style="list-style-type: none"> <li>• Councillor and Staff Interaction Policy</li> <li>• Code of Meeting Practice</li> <li>• Code of Conduct</li> <li>• Expenses and Facilities for the Mayor and Councillors Policy</li> </ul>		Completed the review of the Expenses and Facilities for the Mayor and Councillors Policy and Councillor and Staff Interaction Policy, which were adopted at the August Council Meeting. Commenced a review of the Code of Meeting Practice and Code of Conduct, with a view to presenting appropriate reports to Council for their adoption within 12 months of the election.

Code	Action	Status	Progress
3.2 PA5	Review delegations to ensure accountability and responsibility across the organisation		Continued the transfer of delegations to the Pulse system and prepared letters of delegations of authority for approval in respect of new staff and newly created positions.



## Integrated Risk Management

### Quarterly Highlight




The draft Risk Management Policy was developed in line with the guidelines issued by the Office of Local Government (OLG) and referenced to the model OLG policy. This policy defines Council's approach to risk management and outlines the key accountabilities and responsibilities for managing risk and implementing the Risk Management Framework. The draft Risk Management Policy has been internally finalised and was presented to the Audit Risk and Improvement Committee for review and feedback.


The purpose of the Risk Management Framework is to set out how risk management is embedded across Council for all operations and decision-making. The framework outlines the relevant components and arrangements that enable Council to design, implement, monitor, review and continually improve risk management across the Council. During the reporting period, a review was performed of the existing Risk Management Framework and revisions were made to ensure the document is consistent with the Australian Risk Management Standard and Council's approach to risk management. The draft Risk Management Framework is currently pending internal review.

Further, the work on the finalisation of the strategic and operational risk registers is in its final stages. Council staff along with KPMG, have been working to consolidate the operational risks, standardise the risk titles and link them to the strategic risks. Further, this information has already been input into 'Risk Hub', a system that provides standardised risk reporting and assists in monitoring of agreed risk actions.

Implementation of a quarterly review process with the Risk Owners will commence once the risk registers are finalised.

### Operational Plan Priority Actions

Code	Action	Status	Progress
3.3 PA1	Continue to implement actions to comply with the SafeWork NSW Enforceable Undertaking		Preparations are underway to deliver Community Awareness Sessions as a part of Safe Work Month in October aimed to promote educational safety messages in partnership with SafeWork NSW. Work has continued on the implementation of the induction and contractor systems with testing underway to ensure the transition to the online system is successful.
3.3 PA2	Deliver projects identified in the StateCover Action Plan 2024		The WHS self-audit is in progress and the outcomes of the audit, and the associated Action Plan will be finalised in the December quarter.
3.3 PA3	Participate in the StateWide Mutual Continuous Improvement Pathway		Three self-assessments have been assigned and are due at the end of October 2024. Meetings with the relevant Owners are scheduled to complete these self-assessments.

Code	Action	Status	Progress
3.3 PA4	Continue to implement the Integrated Risk Roadmap and Action Plan		<p>Council continues to implement the Integrated Risk Roadmap and Action Plans. A key focus on the EU action deliverables has been to review and update procedures and Operating Management Standards (OMS). Further, Risk framework documents have had a review with the draft risk policy presented at the Audit Risk and Improvement Committee. Council's strategic risks and operational risks have been documented and the reporting process is planned for implementation.</p>





## 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 Highlight

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.

### Operational Plan Priority Actions

Code	Action	Status	Progress
4.1 PA1	Commence implementation of the Enterprise Resource Planning Solution according to the Information Communication Technology (ICT) Roadmap (DS)		Implementation of the Enterprise Resource Planning Solution (ERP) is underway. A System Architect has been awarded and a new design of the Council's Chart of Accounts has been reviewed and adopted for implementation based on best practices. A tender process has been run for the implementation of the ERP solution is now in the selection and review process. A Procure to Pay scanning solution has been awarded though on hold while related projects are being implemented.
4.1 PA2	Investigate integrated mapping resources to enhance how the community receives information. (DS)		Discussions will commence, during the next reporting period, with our GIS Software vendor, to look at additional tools that will enhance the way we publish and collect GIS data in the field and then publish this on our website. Work has already completed for Public Land and Capital Works maps and future requests for maps to be displayed on our website will be able to utilise these new tools and make the process easier and efficient.
4.1 PA3	Review current setup of Technology One modules for efficiencies through automation (DS)		The Team is currently working with Development Assessment teams to automate some of their processes in the Property & Rating system and Planning Portal. The review of these current processes has been undertaken and presented to management and responsible Director. This is the first step towards improving efficiencies in processing applications to reduce assessment times. Work has also commenced with developing AI functions which will also work towards improving efficiencies with DA enquiries.

## Information and Communication Technology – Operations

### Quarterly Highlight

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

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





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

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

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

Further improvements were made to audio visual hardware within Council, in particular the Council Chambers for an improved and streamlined user experience.

### Operational Plan Priority Actions

Code	Action	Status	Progress
4.2 PA1	Implement, manage and test Councils Backup and Disaster Recovery (DR) Solution in line with business continuity requirements		Councils Disaster Recovery Solution implemented. Disaster Recovery Procedures are currently being reviewed for approval.
4.2 PA2	Design, implement and maintain reliable and resilient network infrastructure		Councils core network infrastructure currently relies on wireless technology. Planning and works commenced to move this to Fiber services for improved performance, resilience, and reliability.
4.2 PA3	Centralise Councils CCTV environment to support community safety and security		CCTV Video Management System is on track. Hardware procured from central server. Build is currently in progress.
4.2 PA4	Implement efficiencies and automated solutions to streamline processes and improve upon internal services (DS)*		Upgrading the audio-visual capability in the Council Chambers has been completed to enable a simplified user experience by automating AV controls.



## Corporate Information

### Quarterly Highlight

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

External digitisation continues of Development Applications with another 500 boxes shipped offsite, with digital versions now been returned and uploaded into ECM

### Operational Plan Priority Actions

Code	Action	Status	Progress
4.3 PA1	Continue sentencing and digitisation of hardcopy files to improve access to data and record keeping		This is an ongoing project with an estimated horizon of 3 years to fully complete. This quarter a further 500 boxes of physical council records were sent offsite for storage awaiting digitisation and return to council for registering into Council's electronic content management system (ECM). At time of reporting, 132 boxes of physical records had been scanned, digitised, returned to council, and uploaded into ECM.
4.3 PA2	Cleanse migrated DataWorks documents in Enterprise Content Manager (ECM)		Migration of data from the legacy Dataworks record management system to Enterprise Content Management (ECM) is ongoing.





## Facilities and Bookings

### Quarterly Highlight


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 are migrating over to the Bookable system. Council has been successful in moving Canyonleigh, East Bowral, Wingello, Moss Vale into Bookable and continues to work with the Penrose, Mittagong Memorial Hall & Yerrinbool to onboard. Exeter Hall is pending a go live date of 06 September 2024.

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.

Stage 1 and 2 of the defibrillators roll out has been completed as of 04 September 2024.

### Operational Plan Priority Actions

Code	Action	Status	Progress
4.4 PA1	Continue implementation of an online booking system (Bookable) to support hirers of community facilities (DS)		The Online Booking Management system has been operational for over 1a full year and is being used by community members to hire and book their events in council-owned halls and facilities. We continue to update and enhance the system based on user requirements.



## Customer Experience




### Quarterly Highlight


Council recognises the importance of the customer experience and commits to continually reviewing service delivery to improve outcomes. The Visitor Management System was completed in the 2023/2024 financial year, with the concierge desk now staffed during peak periods to assist with wayfinding, provide library return assistance and support general enquiries.

Adherence to the adopted Customer Experience Charter and Standards is monitored on an ongoing basis, with each Council branch responsible for the review and completion of their allocated requests within the agreed service level. Additional Compliance request types have been added to the Customer Request Management (CRM) System to improve data management and integrity.

A key focus within the 2024/25 Financial Year is the implementation of E-Services, empowering customers to lodge and make payment for certificates and applications at any time via the Wingecarribee Shire Council website. Phase one of the project is currently underway and includes online management of rates and planning certificates. E-Services provides the community with the option to self-serve, reducing wait times and creating process efficiencies.

### Operational Plan Priority Actions

Code	Action	Status	Progress
4.5 PA1	Review, implement and monitor the Customer Experience Charter		Council continues to monitor the Customer Experience Charter and Standards via the Customer Request Management (CRM) system. Additional Compliance request types have been created to categorise enquiries more effectively, which in turn supports the monitoring of requests against the relevant service level agreement.
4.5 PA2	Establish a Concierge Visitor Management System to provide an initial point of contact for the customer and assist with wayfinding		The Visitor Management System and Concierge Desk have now been implemented within the Civic Centre. The latter is staffed during identified peak periods to assist with wayfinding and improve service timeframes. Ongoing reviews will be conducted to ensure the service meets the needs of the community.
4.5 PA3	Deliver accessible and convenient services including online payments		Council is currently undertaking phase one of the e-services project, which will facilitate the online lodgement and payment of rates and planning certificates via the Wingecarribee Shire Council website. Testing of the environment is being conducted, and a secure payment gateway established. The implementation of e-services will streamline Council processes, reduce wait times, and improve the customer experience.

Code	Action	Status	Progress
4.5 PA4	Enhance the efficiency and effectiveness of resolving customer issues during initial interaction with the Customer Experience team		The Customer Experience Team continues to develop their knowledge via the addition of online knowledgebase articles and targeted staff training. Information sharing processes have been developed between Customer Experience and the Communications branch, ensuring that information shared across all platforms is consistent and accurate.



## 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 Highlight

During the reporting period, the People and Culture team has been actively involved in various crucial areas to ensure the well-being of our council and its employees.

Council have initiated a soft go-live for a new e-recruitment system, currently undergoing final section of the online e-recruitment module which is the interview questions. This system will streamline recruitment and selection processes, enhancing efficiency. The team has also commenced the testing of the Pulse onboarding module.





People and Culture continue to work within the parameters of interpretation of the Local Government (State) Award and, when necessary, have sought further guidance from Local Government NSW to ensure that our practices align with regulatory standards.

Our expert advice on workforce planning and employee relations consistently adheres to the Award, legislation, and local standards. In instances requiring specialised counsel, we turn to Local Government NSW for further guidance.

People and Culture ensure that employment contracts and position descriptions are in accordance with the Local Government State Award, upholding fairness, and transparency in our employment practices.

People and Culture provide advice and support to our leadership in managing and supporting employee performance according to their role responsibilities. We also offer guidance on training where needed. To further enhance this process, People and Culture are currently reviewing a number of OMS's being Workplace Standards OMS, Grievance and Dispute Fact Finding Procedure OMS. This helps ensure our employees are equipped for success, contributing positively to the council's goals.

### Operational Plan Priority Actions

Code	Action	Status	Progress
5.1 PA1	Review and update Human Resources policies and procedures		People and Culture are currently updating the relevant Operational Management Standards that comprise the People and Culture framework for Council. This is on track.
5.1 PA2	Implement the Workforce Strategy with a focus on attracting and retaining skilled staff		People and Culture continue to focus on following the Workforce Strategy in following recruitment and selection process and procedures to ensure we are attracting and retaining skilled staff.
5.1 PA3	Roll out training and education to support staff in the implementation of both current and new policies and procedures (WMS)		Training is continuing for new policies and procedures. Face to face Code of Conduct training was recently delivered to 314 staff members.
5.1 PA4	Continue to provide apprenticeship, trainee, and cadet roles to encourage youth employment and broader workforce participation (WMS)		Current Council workforce comprises of 2.8% of trainees, cadets, and apprentices. People and Culture are actively supporting branch leaders in assessing opportunities to increase entry-level roles. NSW Government funding will allow this percentage to be increased.

## Policy and Strategy Human Resources

### Quarterly Highlight

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

A training matrix that focuses on mandatory and compliance training has been completed. The training matrix identifies required training for all positions, with a regularly published training calendar for staff.

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

### Operational Plan Priority Actions

Code	Action	Status	Progress
5.2 PA1	Identify Learning and Development Opportunities that support the ongoing implementation of our Workforce Strategy (WMS)		The training matrix is 100% complete identifying each position within Council and the required training of job holders within those positions. The training calendar for 2024-25 has been published. Training is also identified through the annual Performance Feedback Development Program which is undertaken annually between June and August. Comprehensive review of the Workforce Management Plan will highlight further areas of focus.
5.2 PA2	Develop a Diversity Workforce Management Plan (WMS)		Workforce Management Plan was reviewed as part of the Resourcing Strategy review in mid-2024. A comprehensive review is scheduled to be complete by 30 June 2025 as part of Council's overall Integrated Planning and Reporting suite of documents.





# People



## Community Assistance Scheme



## Community Life and Libraries

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

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

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

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

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

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

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

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

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.

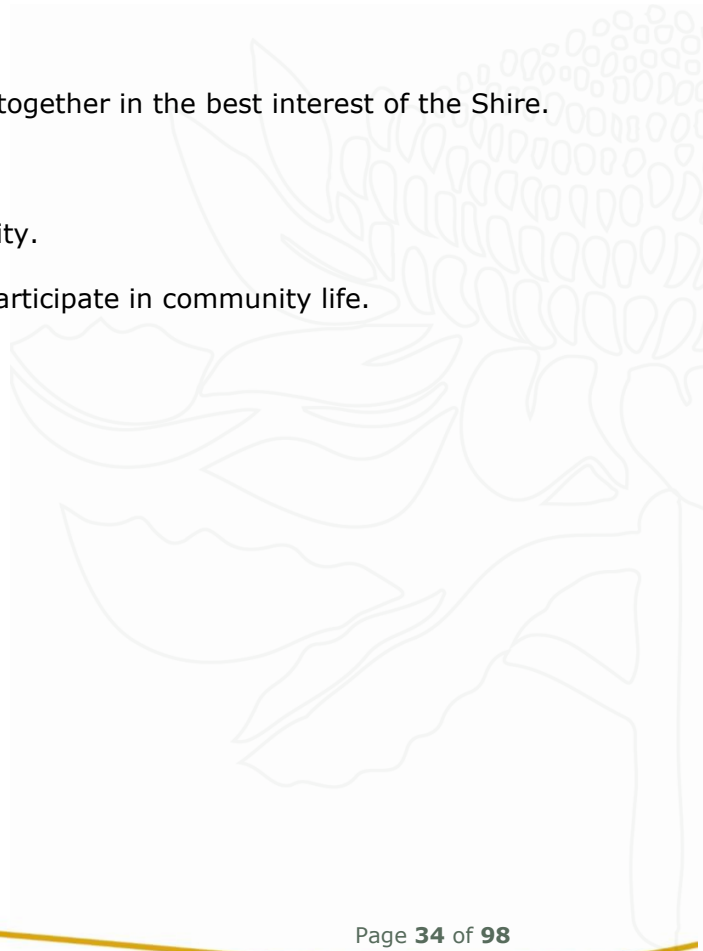
Goal 1.3 A leading community.

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 Highlight



In the September Quarter, Council was deeply engaged in various community forums and partnerships, including the Child Youth and Family Forum, Domestic Violence Forum, and the Wingecarribee Ageing Forum. Significant initiatives included collaborating with Dementia Australia on two workshops and engaging youth through the Next Gen Wingecarribee Youth Action Plan. NAIDOC Week was a highlight, featuring a Welcome to Country, smoking ceremony, flag-raising, art exhibitions, and a community event supported by local services. Council also played a key role in inclusive arts and culture outreach, gathering community feedback to inform updates to its Arts and Culture Strategy.

Other efforts include the successful delivery of the "Get Bushfire Ready" program, the launch of the Captain Kolo animated videos, and emergency preparedness materials such as the "Your Health During a Disaster" booklet. The Community Assistance Scheme awarded grants to 25 successful applicants supporting arts, sports, and community development. Council advanced key projects like the Community Safety Plan, Play Well sports initiative, and the Reflect Reconciliation Action Plan (RAP), with two RAP working group meetings already conducted. Planning for future events and strategies also progressed, ensuring continued community engagement and safety planning in the coming quarters.

### Operational Plan Priority Actions

Code	Action	Status	Progress
6.1 PA1	Develop the Community Safety Plan to identify and address key areas of community concern		The project to develop the Community Safety Plan is progressing, with initial efforts focused on identifying key community stakeholders and beginning the creation of an engagement strategy. This quarter, the team has prioritised the Arts and Culture and Youth strategies, recognising these as critical areas of community concern. Early stakeholder mapping has begun, with community outreach planned to gather insights. An engagement strategy will be created next reporting quarter.
6.1 PA2	Investigate opportunities to welcome new residents and promote inclusivity in partnership with the Mittagong Welcome Centre		This quarter Council staff have been exploring potential grant funding streams to be able to fund the creation of new residents' kits. Next reporting quarter Council will look at potential dates for connection events to welcome new residents to the area.
6.1 PA3	Implement the Reconciliation Action Plan (RAP)		Council's Reflect Reconciliation Action Plan has been adopted and a RAP Working Group formed. This Group will provide oversight of RAP implementation across Council. 2 RAP Working Group meetings have already been held this quarter. Council has also randomly selected a representative sample of Council staff to complete a survey asking about their views on how well Council is doing in providing opportunities for and supporting Aboriginal and Torres Strait Islander people in Councils workplace.

Code	Action	Status	Progress
6.1 PA4	Review and prepare a new Arts and Culture Strategy		Results from the community and industry consultation and engagement held Quarter four of last financial year were collected and collated. They will be assessed in quarter two to inform the development of the new Arts and Culture Strategy. More events have been determined to be necessary as a result of findings so far and will be scheduled in October, including a First Nations consultation opportunity.
6.1 PA5	Deliver activities that support and promote diversity of inclusion in sport and recreation		In this quarter, project planning has been commenced for the delivery of Play Well grant funded project. An MOU has been created and signed by Disability Sports Australia for their involvement in the project to ensure our local sports clubs benefit from their expertise. This project will support local clubs and associations to address barriers to involvement in sport.
6.1 PA6	Support implementation of priority activities from the South Western Sydney Primary Health Network "Deep Dive Report" to improve outcomes for Seniors		Recommendation 3: Increase service accessibility for older people in community and residential care. Council Provided Seniors Directories to local retirement villages and services supporting older people, including Meals on Wheels and Wingecarribee Adult Day Centre. Distributed this resource and others relating to older people to the libraries across the Shire.
6.1 PA7	Commence investigation and planning for an emergency services hub in the Wingecarribee Shire		Since the 2021 Council meeting resolution, the Reconstruction Authority, in partnership with the Council, has developed a 'Pre-event Recovery Plan.' This plan outlines essential and desirable criteria for setting up a Recovery Centre or services hub. Best practices recommend establishing a services hub accessible to residents in the disaster-affected area. The plan emphasises an ADHOC approach due to the widely dispersed geographic locations of villages within the shire.
6.1 PA8	Complete the update of the Youth Strategy and Action Plan to improve outcomes in key areas including access to housing and wellbeing		Undertook community engagement activities to inform the update of the Youth Strategy/Action Plan, including consultation at Colo Vale Markets, at Bowral High and with a homeschooling network. Analysed the findings of the Next Gen Youth Action Plan online survey which has since closed, as well as findings from Youth Forum 2024 that was held in June.
6.1 PA9	Deliver an event with the local Nepalese community that supports and celebrates social cohesion		Council staff have met with Nepalese community members and supporters to ascertain potential dates for a Nepalese event in the Wingecarribee Shire. Plans are underway for delivery of this event in March 2025

Code	Action	Status	Progress
6.1 PA10	Support Southern Highlands Jazz to provide a jazz event in the villages of Yerrinbool, Canyonleigh, Balmoral Village, Penrose and Burrawang		Council has supported the Southern Highlands Jazz Group by connecting and nurturing their relationships with Village Associations. Seven Villages across Wingecarribee will enjoy the Jazz festivities including Burrawang, Penrose, Exeter, Yerrinbool, Berrima, Robertson and Wingello. Southern Highlands Jazz in the Villages will begin at Yerrinbool Village next reporting period, and the remaining six respectively into 2025.
6.1 PA11	Investigate programs that support communities in the new living areas, including Ashbourne Estate		This quarter, the team-built relationships with Ashbourne Estate staff and connected them with Community Circles Wingecarribee. Opportunities were created for community groups to use the Sales and Information Centre. Council staff are developing the Position Description for the New Living Area Officer role, which will be presented to the Consultation Committee, with the goal of commencing this financial year



## Library Services





### Quarterly Highlight




The library service supports an informed community and contributes to the growth and vitality of the Shire. The library provides information, education and recreation opportunities to enable lifelong learning and the development of skills through the provision of safe and inclusive learning spaces, programs, collections, information technology and displays that promote our rich cultural history.

The library has a range of resources that can be accessed in person and online and we offer innovative and educational programs that help increase reading skills while improving motor and cognitive functions.

The library works with other libraries, institutions, government agencies, businesses and non-government organisations to develop mutually beneficial relationships and agreements.

### Operational Plan Priority Actions

Code	Action	Status	Progress
6.2 PA1	Investigate, review, develop and customise the functions and features of the new Integrated Library Management System (ILMS)		Library staff are continuing to investigate and customise the new Integrated Library Management System. This has included ongoing staff training on circulation functions and shortcuts, creating lists on the library catalogue, reviewing, and developing the new overdue email notifications and implementing the new SMS texts feature.
6.2 PA2	Prepare a Public Library Infrastructure Grant 2024-2025 application to digitise the Local Studies Collections		Applications for the new Public Library Infrastructure Grants need to be submitted by the end of October 24. Library staff are currently reviewing the Local Studies collections to determine the priority for digitising.
6.2 PA3	Develop options on suitable locations for the Wingecarribee Public Libraries Local Studies collections		The review of suitable locations for the Local Studies Collection will start in Q3 after the application to digitise the local studies collection through the Public Library Infrastructure Grant 2024-25 has been submitted in October 2024.
6.2 PA4	Develop and deliver outreach activities to encourage broader participation in Library programs		The library continued to provide and deliver outreach events and programs to encourage participation and use in the library's facilities by more diverse groups and cultures. This included the Winter Magic July School Holiday program where 150 children participated, and Book Week 2024 where 79 classes with approximately 1,600 students visiting the libraries in August. The library had recorded 60 students returning to join the library up to the 2 September 24.

Code	Action	Status	Progress
6.2 PA5	Upgrade and promote the new Mobile Library to encourage broad community participation		The Mobile Library upgrade and refit using Public Library Infrastructure Grant Funding (\$207,104) is currently progressing with a project manager now assigned to deliver the project in 2024-25. The project team is currently reviewing the existing Mobile Library and the new Iveco Van in preparation for more robust discussions on the features that would make this service even more inclusive, contemporary, and accessible.
6.2 PA6	Develop and deliver a program of Community Development activities to be run through the Mobile Library		Initial discussions between the Library and Community teams have provided many options on a collaborative promotion. These will be investigated further with activities planned for the second and third quarters.
6.2 PA7	Upgrade and promote the Library website to increase community participation and improve accessibility		Library staff have had initial discussions with Council's Digital Communications Team on the content and design of a new Library Website. This collaboration will examine and recommend options that will be used to create a wireframe for the new website including landing pages, links, and content. The library project team are currently reviewing two potential suppliers and other libraries websites that use these platforms.





## Place Management

### Quarterly Highlight

Council strengthened its support for the Southern Highlands Jazz Group by fostering connections with Village Associations, enabling seven villages across Wingecarribee to host Jazz festivities. Kicking off in Penrose, the Southern Highlands Jazz in the Villages will extend to Burrawang, Penrose, Exeter, Yerrinbool, Berrima, Robertson, and Wingello through 2025. In parallel, Council continued its village-based engagement initiatives, facilitating community feedback on various topics, the Next Gen Youth Action Plan at Colo Vale Markets, and Bushcare education in Berrima. Significant consultations were also conducted for arts, culture, and local infrastructure, ensuring ongoing collaboration with village communities.

Additionally, Council responded to the growing demand for Place Plans following the success of the Robertson Place Plan. This led to ongoing discussions with the Bundanoon subcommittee and the empowerment of village associations to develop their own community plans. Winter school holiday activities across Bundanoon and Robertson were a success, offering music and art workshops, with plans to expand these programs in spring. Council also supported the Aboriginal Community Development Officer's village tours, promoting cultural education and progressing the development of a First Nations community garden in Wingello. Ongoing communication with Village Associations, including new consultation and creative outreach services for disability and seniors, underscores Council's commitment to supporting village life across the shire.

### Operational Plan Priority Actions

Code	Action	Status	Progress
6.3 PA1	Prepare Place Profiles for Berrima, Penrose and Colo Vale		Place profiles have been developed for each village across the Wingecarribee Shire. The implementation of these on to Councils Participate Platform will progress next reporting period.
6.3 PA2	Engage with Villages to identify potential collaborative, community-based projects and resourcing opportunities		Councils Aboriginal officer has been building relationships across the shire's villages, liaising with community groups and services to identify any projects or opportunities with First Nations community. The development of an indigenous community garden in Wingello has begun. Council provided an opportunity for Village communities to restock their Village Street Library with recycled books from the Upcycle Centre. Villages including Exeter, Colo Vale, Yerrinbool, and Bundanoon participated.
6.3 PA3	Collaborate with Strategic Outcomes and the community to develop a program of place based activities		<p>Council has established a working-group with various teams and will collaborate to identify short-term goals from the Robertson Place Plan.</p> <p>Next quarter, Council will facilitate a Place Plan engagement evening with Bundanoon residents. And participate in the Penrose community-led Place Plan</p>

## Communications and Engagement

**Quarterly Highlight**

Wingecarribee Shire Council is committed to fostering open and transparent communication with the community. Through various channels, including the Council website, social media, and local media, Council provides regular updates on services, projects, and initiatives.



To enhance community engagement, Council collaborates with stakeholders and media outlets. By developing targeted messaging and utilising platforms like "Participate Wingecarribee," the Council has successfully increased community involvement in decision-making processes.

Council staff have undergone training to improve their skills in community engagement and communication. This investment has led to more effective outreach and better communication outcomes. Additionally, the Council has developed a new Communications Strategic Framework to guide its approach to engagement and information sharing. Additionally, Council has successfully implemented a range of community engagement initiatives. These include the development of Place Profiles, which offer detailed insights into the resources and character of each village and town within the Shire, fostering a sense of belonging. Another noteworthy initiative is Kindness Connects, designed to promote positivity, and strengthen community connections.

By prioritising community engagement and effective communication, Wingecarribee Shire Council is working to create a more informed and connected community.

### Operational Plan Priority Actions

Code	Action	Status	Progress
6.4 PA1	Review the Council's Community Engagement Strategy		Council is in the process of reviewing its Community Engagement Strategy. The review aims to ensure Council's approach aligns with the evolving needs of the community. The review report will be presented at the October 2024 Council meeting.
6.4 PA2	Undertake an evaluation of Council's Communication Strategy and develop a new framework to guide communications and engagement		Council has successfully developed a new strategic framework to guide communication aligning with Council's vision of striving to make a positive impact in our community. The framework, which prioritises clear, accessible, and targeted communication, will lead to increased engagement and trust between Council and residents over the next four years through clear objectives and actions aligned with strategic themes, including sustainability, preparedness, future focus, and trust and respect.

Code	Action	Status	Progress
6.4 PA3	Implement the Communications Strategy with a focus on using clear and accessible language across all Council communication channels		Council is actively implementing the Communications Strategic Framework to improve community engagement and trust. Council is using clear language, simple sentences, and visuals to make our communications more accessible. The website features ReadSpeaker for audio descriptions and provides a translation function for eight languages. Council will continue monitoring and expanding our efforts to ensure our messages reach everyone effectively.
6.4 PA4	Implement community engagement training for staff to develop in-house skills and improve engagement and communications outcomes		Council has successfully implemented community engagement training for staff. In September, 17 staff participated in Social Pinpoint training, enhancing their skills in using Participate Wingecarribee (Council's digital community engagement platform). This investment in staff development will improve the ability to engage residents and achieve better communication outcomes. Council is committed to ongoing training to maintain high standards of community engagement.







# Places



**Animal Shelter & State Emergency Services**

## Assets

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

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

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

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

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

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 Highlight

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



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





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. furthermore, Council continues to fulfill its obligation to comply with CCNSW licencing requirements.

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

Moreover, Council has worked successfully and promptly with various community groups in assessing, approving and completing numerous Approval To Carry Out Work on Council (ATCOW) owned land as well apply for grant funding to improve our assets to further meet the demands of our growing community and its needs for better, more enjoyable facilities

### Operational Plan Priority Actions

Code	Action	Status	Progress
7.1 PA1	Update of Lackey Park Masterplan		Masterplan scheduled for revision during the March and June quarters. Revised Masterplan will be in accordance with the parameters adopted at July 2024 Council Meeting, that is it will focus on formalisation and upgrade of the sports fields (including drainage and lighting) and upgrade of amenities and improved spectator seating - all to a scale suitable for a quality local facility.
7.1 PA2	Prepare business cases for a Regional Aquatics Centre and Multipurpose Indoor Sports Centre		Council has successfully completed its Aquatics Plan and business cases for new Regional Aquatic Centre and Multipurpose Indoor Sports Facility earlier this quarter. Those business cases have been placed on public exhibition to close at the end of this quarter. Feedback is being reviewed after the closing of the public exhibition period and the outcome reported to Council. As part of the public consultation, Council has held three drop-in sessions to facilitate for additional community feedback.

Code	Action	Status	Progress
7.1 PA3	Deliver new playspaces at Centennial Park and Colo Vale Railway Park		Play space at Centennial Park, Bowral is being scoped and in the process of being sent out for quotation for design and construct. Play space at Colo Vale is has been sent out for design and construct tender which will be received shortly with the construction program for delivery to be determined. Unfortunately, Centennial Park has been put on hold due to budget constraints.
7.1 PA4	Update the accuracy and accessibility of Council's building asbestos register		Council is currently in the process of updating its register by collecting and collating information regarding any present asbestos in its buildings, internally and/or externally. This information shall include location, type, and condition of the asbestos and that it is up to date with the aim to make it accurate and readily accessible to all users, Council staff and Contractors.
7.1 PA5	Complete Masterplans for three cemeteries		Bowral, Berrima, and Bundanoon cemeteries have been selected to be planned for this financial year where basic information of its significance, infrastructure, constraints and opportunities has been collated in preparation for that masterplan. A Specialist Consultant will be engaged to produce those masterplans which will bring uniformity to our cemeteries based on ecological sustainability principles for land management.
7.1 PA6	Review and update the Public Toilet Plan to ensure levels of service are appropriate to the needs of the community		The review and update of the current strategy will assess the design and materials used in public toilets as it plays a crucial role in their overall appeal and functionality. The strategy will look into the public toilets' current condition, performance, accessibility, safety and level of service and work out an improvement plan to achieve good quality in a cost-effective approach that meets the need of the residents and the visitors of the Shire.

## Roads and Drainage Asset Management

### Quarterly Highlight




This quarterly report is based on our work on roads and drainage asset management. Asset Management Maturity is a key priority. The team is currently working to develop a framework for consistent assessment of road categorisation and hierarchy, which will determine the subsequent service standard (AMS).



The 24/25 FY's capital works projects are scoped. The team is providing necessary support to the project delivery team and shire presentation team in relation to the queries for the delivery of these projects.

The requests received for flood certificates and DA assessment related to flooding have been completed. Wildes Meadow Culvert flood modelling consultancy work and review of the Bowral Floodplain Risk Management Study & Plan project are currently in progress. Scheduled Traffic committee meetings are conducted, and traffic committee reports prepared to address traffic management matters across the shire.

The Council has been successful in gaining \$3.43 million in funding for two projects as part of the 2024/25 Australian Government Black Spot program.

### Operational Plan Priority Actions

Code	Action	Status	Progress
7.2 PA1	Develop a framework for consistent assessment of road categorisation and hierarchy, which will determine the subsequent service standard (AMS)		The roads team is currently reviewing the road hierarchy of all council roads from Conquest to compare with the road dimensions and other attributes specified in WSC standard drawing SD101. The roads that do not meet the requirements of SD101 will be identified, and a future action plan will be developed on how to deal with these non-compliances. The review of the data will be completed by mid-October 2024.
7.2 PA2	Implement the 2024/25 Road Safety program including the child restraint program, seniors safer driving sessions, and U-Turn the Wheel school events		Work is in progress in line with LGRSP funding requirements from TfNSW. The child restraint fitting program has commenced and 19 restraints were fitted over July and August. U-Turn the Wheel was successfully held in August with over 500 students from local high schools attending. A Learner Driver Workshop was conducted at Moss Vale Civic Centre on 25 August. Five people attended. A logbook run is scheduled for 22 September with 8 groups booked.
7.2 PA3	Undertake inventory data collection of drainage assets in Yerrinbool, Colo Vale and Hill Top		Using Google Earth, maps, and Street View, historical and near maps imagery, the stormwater assets inventory (pit, pipe, headwall, table drain, swale, kerb, and gutter) for Yerrinbool is partially completed with a draft map on Geocortex. A similar draft map will be completed for Hilltop and Colo Vale by the end of October 2024. Once the draft mapping is completed, a site inspection will be carried out to verify identified assets and pick up any missed assets.

Code	Action	Status	Progress
7.2 PA4	Formalise New Berrima, Bundanoon and Hill Top Drainage Masterplans to inform future development and grant funding opportunities		Focus is currently on completion of Yerrinbool Stormwater Masterplan and progressing review of Bowral Floodplain Risk Management Plan. Scoping of additional masterplans is to be completed during the December quarter, with the design process completed across the March and June quarters.
7.2 PA5	Seek and apply for 2024/25 grant funding for the following: <ul style="list-style-type: none"> <li>•Get NSW Active Program</li> <li>•Floodplain Management Program</li> </ul>		Applications will be submitted when these Grant Opportunities are open for applications.



## Water Assets






### Quarterly Highlight

Council is actively working on several important projects to improve essential services for the community now and into the future.

This includes assessing the condition of critical water mains in Yerrinbool, Colo Vale and Hill Top. Plus developing sewer master plans for Mittagong and Robertson. Council is continuously updating and improving its Geographic Information System (GIS) 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.

In the last quarter, Water and Wastewater Assets team successfully processed and completed the 2024 end of financial year valuations and reporting. In addition, contract completion of 10.5km of sewer main inspections and 224 manhole inspections in Bowral sewerage catchment.

### Operational Plan Priority Actions

Code	Action	Status	Progress
7.3 PA1	Undertake sewer flow and rainfall gauging for Mittagong Sewerage catchment		Procurement for sewer flow monitoring and rain gauging contract is underway. RFQ closed 13 August, with contract signing expected to be finalised by mid September. It is expected the contract will run for approximately 12 weeks (weather dependent) starting in October.
7.3 PA2	Commence 2051 Master Planning for Mittagong sewerage catchment to inform future development and cater for population growth		This task is not due to start until Q4.
7.3 PA3	Review and update the the Water Supply Resilience Plan		This task is due to commence from Q2.
7.3 PA4	Implement Strategic Assets module in TechOne for water and wastewater assets to enable analysis, scenario building and modelling (AMS)		This task is not due to start until 2025. Dependent on completion of Tech1 system upgrade by Information Services.
7.3 PA5	Undertake network inspections in areas where high levels of stormwater (inflow) and groundwater (infiltration) are entering the wastewater system		Contractor engaged in June 2024 to assess condition of sewer mains and manholes in Bowral. Catchments were identified as having high I/I from modelling. Contract works have been completed with a total of 10.5km of sewer mains and 224 manholes having been inspected. A number of significant defects were found across several sewer mains, some of which have already been added to this year's sewer main renewal program. Remaining poor condition mains will be programmed for renewal in coming years.



## Project Delivery

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

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

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

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

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

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 Management

### Quarterly Highlight

Progress is well underway on key actions for the FY24/25 period, including upgrades to the Bowral and Moss Vale Sewer Treatment Plants, the installation of the Bowral-to-Moss Vale water main to boost water efficiency, and the design of the Mittagong Sewer Treatment Plant. Work is also advancing on the approvals and design for the Welby Landfill closure, the Emergency Operations Centre, the Southern Highlands Regional Animal Shelter, and the construction of the Moss Vale SES facility. These efforts highlight our commitment to strengthening local infrastructure.

Council remains committed to engaging the community throughout these projects. Continuous consultation is embedded in both the design and construction phases, ensuring that projects meet community needs while being delivered on time and within budget.

### Operational Plan Priority Actions

Code	Action	Status	Progress
8.1 PA1	Commence Welby Landfill remediation inclusive of enabling works for future mountain biking provisions		Council is following up with the Consultant for the following two issues: 1- Respond to EPA comments on the design drawings. 2- Provide detailed information to Aboriginal Land Council regarding the extent of works to obtain their concurrence for the works that require to be undertaken in Lot 7307.
8.1 PA2	Complete construction of the Animal Shelter and State Emergency Services Building (SES)		SES Building; Walls and Ceiling lining installation is ongoing. The front of vehicle bay cladding is ongoing. Animal Shelter; Roofing works and cladding installation ongoing. Animal Shelter and SES Carpark: concrete slabs ongoing.
8.1 PA3	Complete the design for Bowral to Moss Vale 710mm duplication water main - Stage 1		Assessment of preferred route is ongoing. Consultation with the affected landowners to commence shortly.
8.1 PA4	Deliver the Bowral Sewage Treatment Plant Upgrade		Bowral Sewer Treatment Plant construction is progressing well and is about 50% complete.
8.1 PA5	Commence construction of the Moss Vale Sewage Treatment Plant		Construction on the Moss Vale Sewer Treatment Plant has commenced, and earthworks are well underway.
8.1 PA6	Complete the design of the Mittagong Sewer Treatment Plant		The concept design of the Mittagong Sewer Treatment Plant upgrade has been completed and the detailed design has commenced.
8.1 PA7	Update the Project Management Framework to provide a consistent, and well governed approach to Council run projects		The Project Management Framework has been completed. It was presented in the Executive meeting, Managers meeting and the Audit and Risk and Improvement Committee. Sessions are scheduled to provide training and a walkthrough the framework for Council staff members.

## Roads and Drainage Projects

### Quarterly Highlight

Currently we have a wide range of projects at various stages of works ranging from survey, design and preconstruction activities to projects under construction. All these projects are being undertaken by a mix of internal survey and design staff and internal construction crews and also by survey and design consultants and construction contractors.






Projects currently in design phase include Bowral to Burradoo shared path, Burradoo to Eridge Park Rd shared path, Hoddle St Robertson shared path, Burradoo Rd drainage upgrade, and William St drainage upgrade.

Projects that have been designed and are in preparation for construction startup include Gascoigne St drainage, Lytton/Berrima Rd drainage, Drapers Rd drainage, and Bullio causeway upgrade.

Projects currently under construction include Priestly St bridge, Sunninghill Ave drainage and road reconstruction, and Robinson St culvert upgrade. Oxley Dr retaining wall has just been completed.

There are also a number of natural disaster funded projects that are about to commence design phase. These include Meryla Rd landslip and road repairs, and Wombeyan Caves Rd landslip and road repairs. These are significant landslips and there are a number of them along both roads.

### Operational Plan Priority Actions

Code	Action	Status	Progress
8.2 PA1	Design and construct the Capital Works Program for roads and drainage		The program has commenced with projects at various stages of works ranging from survey, design, and under construction.
8.2 PA2	Construct Sunninghill Avenue, Burradoo drainage		Construction of Stage 1 works is well underway including drainage line construction and road base preparation.
8.2 PA3	Deliver Priestley Street, Mittagong creek crossing		Construction is well underway with enabling works completed and the bridge abutments poured.
8.2 PA4	Deliver Robinson Street, Mittagong creek crossing		Construction is well underway with enabling works completed and the concrete base slab poured for precast concrete box culverts to be installed.
8.2 PA5	Complete Penrose bus shelter and footpath		Construction works are expected to commence in February 2025.

## Development and Regulatory Services

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

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

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

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

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

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 (Including Fast Track and Portal Support)

### Quarterly Highlight





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.

### Operational Plan Priority Actions

Code	Action	Status	Progress
9.1 PA1	Review and streamline development application conditions of consent		Reviews of individual conditions are undertaken in response to concerns from the community, applicants, staff, and legislative changes. Ongoing review will occur in preparation for the Development Assessment Service Review scheduled for 2025/26.
9.1 PA2	Provide efficient, timely development assessment services, including pre-DA support		DAs are being assessed in accordance with the relevant legislation. Significant recruitment has occurred in the Development Assessment Teams to provide timely development assessment services.
9.1 PA3	Undertake a heritage assessment of all development applications relating to heritage items or conservation		Heritage matters are considered in accordance with the relevant legislation and controls as part of the DA assessment process.
9.1 PA4	Conduct two community information forums per annum		The community development forums were held earlier in the year - forums will be held early in 2025



## Development Engineering Services


### Quarterly Highlight

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.

### Operational Plan Priority Actions

Code	Action	Status	Progress
9.2 PA1	Provide efficient, timely assessments of applications		Assessment of Applications across all areas of the development assessment branch continued. Vacancies and additional resources are being added to improve efficiencies / assessment timeframes.



## Compliance and Regulation

### Quarterly Highlight





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 and will be rolled out as resources allow.

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.

### Operational Plan Priority Actions

Code	Action	Status	Progress
9.3 PA1	Implement an inspection regime to ensure satisfactory operation of on-site sewage management systems for the maintenance of public and environmental health		A shire-wide site register is being developed to inform the program inspections
9.3 PA2	Implement a program of food inspections		A program of food shop inspections is in place and is being implemented
9.3 PA3	Implement a swimming pool inspection program		A pool inspection program is in place and is being implemented
9.3 PA4	Undertake proactive ranger patrols in order to meet the needs of the community and council		Proactive ranger patrols are undertaken as resourcing allows

## Shire Presentation

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

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

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

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

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

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

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.

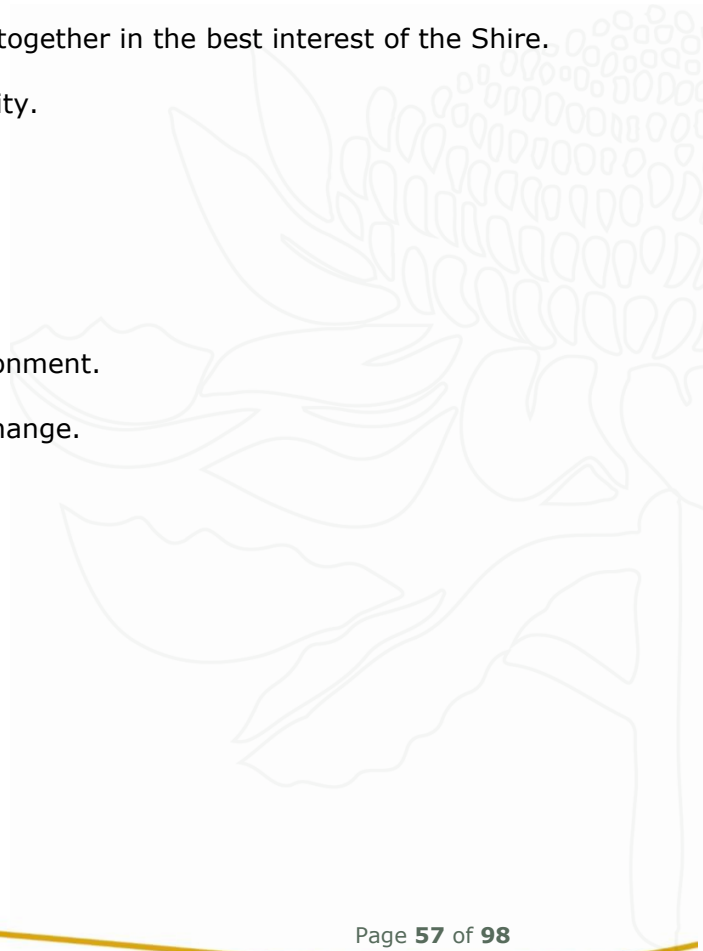
Goal 3.1 A physically and digitally connected Shire.

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 Highlight

Over the past quarter we have seen steady response rates from the Parks and Open Spaces survey.

The Survey designed to capture the community's feedback in relation to the maintenance of the Shire's Parks and Open Space areas has provided the opportunity for the parks and open Spaces team to proactively undertake maintenance issues with the view to reducing the number of Customer Requests and developing improvements in our maintenance processes.

This information is beneficial in providing a customer centric focus to ensure our community benefits from work undertaken across the areas.

### Operational Plan Priority Actions

Code	Action	Status	Progress
10.1 PA1	Complete analysis of QR code data for Parks and Open Spaces to identify key areas of community concern		QR code responses are being analysed on a weekly basis to identify any areas of concern. Advised Parks Coordinator to undertake ad hoc inspections.
10.1 PA2	Coordinate development of key performance indicators to link team and individual progress against key strategic priorities		KPI's have been set for team - Parks and Open Spaces - CX Survey 6.3, Completion rates of CRM above 70%
10.1 PA3	Undertake customer surveys to understand and improve the level of customer satisfaction with our services		Customer experience surveys are being sent at the end of each month with responses providing areas for improvement.
10.1 PA4	Continue to refine and improve internal processes to improve the customer experience		Ongoing review of processes with staff being undertaken to ensure consistency in communication.

## Fleet





### Quarterly Highlight

In the past quarter, Fleet has made various improvements to our efficiency to ensure the minimisation of downtime on light and heavy fleet so as an organisation we can all reach our goals and continue to deliver service to the community. This commitment extends to after hours with continuing to providing an on-call service across council's fleet.

With significantly improved data Fleet is reviewing all plant ensuring we have the correct machine for the job, is cost effective and has appropriate utilisation. This coincides with the current Heavy plant replacements occurring with Fleet working with operational teams to make informed decision when reviewing replacements.

Furthermore, for replacements Fleet works on looking for electric and hybrid options when possible, to continue to reduce our fleets emissions. Notably we have been able to increase the light fleet with hybrid vehicles and continue to review electric plant items as the market is every growing. Fleet endeavour to keep up with current trends and implements when practicable. This also leads to upskilling in our workshop as we look to increase their skill set via training to be capable of servicing the new electric/hybrid fleet.

### Operational Plan Priority Actions

Code	Action	Status	Progress
10.2 PA1	Deliver Council's Plant replacement program to ensure operational departments are able to meet service level agreements		Specification documentation being developed in consultation with operational departments to source quotation.
10.2 PA2	Undertake apprentice recruitment to support local employment and a succession plan for Council's workshop		Currently employ one apprentice with additional apprentices subject to a service review.
10.2 PA3	Develop workshop service level agreements to meet industry benchmarks and improve financial viability		Fleet is working with other local workshops to obtain information to develop internal standards.
10.2 PA4	Improve Plant utilisation by reviewing and rationalising plant allocation and costing across all operational areas		With improved data from Teletrac Navman Fleet will be able to review utilisation of plant to assess the allocations and costing across operations.





## Civil Construction

### Quarterly Highlight

The first quarter has been a slow start with much of the program reliant on Stabilisation and Asphaltting contracts currently in the procurement process. A major drainage project at Sunninghill Road is well underway with many other major drainage projects still within the design phase.

### Operational Plan Priority Actions

Code	Action	Status	Progress
10.3 PA1	Continue to deliver the roads capital works program to improve mobility across the Shire, including but not limited to: <ul style="list-style-type: none"> <li>•Elizabeth Street, Moss Vale</li> <li>•Railway Parade, Mittagong</li> <li>•Orchid Street Colo Vale</li> </ul>		This first Quarter has seen the procurement process underway for the stabilization contract, which is a critical operation for Reconstruction/Rehabilitation works. Other investigations and service locations are also being organized, to ensure optimum usage of Council budget in line with a level of service.
10.3 PA2	Implement two significant drainage projects within Willow Vale as part of the Capital Works Program		Both projects are nearing completion of the design phase this first quarter.





## Specialist Engineering

### Quarterly Highlight

Administration of natural disaster claims has progressed, but additional natural disasters have impacted progress on other areas

### Operational Plan Priority Actions

Code	Action	Status	Progress
10.4 PA1	Commence delivery of Essential Public Asset Reconstruction Works on flood damaged transport infrastructure		Essential Public Asset Restoration Work sites have been commenced at several sites of natural disaster damage.
10.4 PA2	Secure reimbursement of costs incurred during Emergency Response and Reconstruction of Infrastructure damaged during the 2022 flood		We have had several successful reimbursement applications approved and payments received. This is an ongoing process and will require continued effort to submit claims and process replies to queries from TfNSW.



## Parks and Open Spaces



### Quarterly Highlight

During the Quarter, Council diligently upheld its responsibility to operate and maintain all parks, sports fields, public amenities, and playgrounds according to agreed service level standards under challenging weather conditions

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

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

### Operational Plan Priority Actions

Code	Action	Status	Progress
10.5 PA1	Maintain safe and accessible open space for recreational activities to encourage broad community participation		Scheduling is on track for maintenance. Parks tree pruning and mulching in various area was completed.  Quick responsive action in removing illegal dumping and graffiti has been achieved.
10.5 PA2	Incorporate priorities from community surveys into the open space maintenance schedules to ensure the service is responsive to community needs		Council has responded to maintenance priorities from the community surveys which were undertaken. The drier weather is now allowing mowing and maintenance to proceed which was hampered due to a wet winter.







## Open Space and Buildings (Including Aquatic and Tree Services)

### Quarterly Highlight

We are making great strides in both policy and strategy for our tree management team whilst continuing on service delivery outcomes for our open space and building deliverables.

### Operational Plan Priority Actions

Code	Action	Status	Progress
10.6 PA1	Develop a Tree Management Policy and Strategy		Our engaged contractor has completed the draft framework of the Urban Tree Management Strategy, keeping us on schedule to deliver it to the incoming council by the end of 2024. The council aims to consolidate its current tree management records into a comprehensive document that addresses all tree-related issues, providing a clearer and more unified approach for our residents.
10.6 PA2	Protect our canopied spaces to minimise urban heat		The Council is addressing canopy loss concerns within its comprehensive Urban Tree Management Strategy. This strategy tackles current issues related to climate change, canopy cover, and urban heat through clear objectives and actionable plans. It provides a holistic approach for managing these challenges across the shire as we move into the next decade
10.6 PA3	Attract investment for tree planting programs to help achieve net zero emission targets including grants and partner funding with volunteer groups and other government agencies		The Council has prioritised the creation of the Urban Tree Management Strategy, Policy, and website updates to establish a clear direction for grant applications and any collaborations with third-party agencies. Once a clear vision for the future is achieved and with community consultation, we will explore financial opportunities to support the implementation of our action plans including, planting and funding partnerships with Bushcare and other volunteer agencies.
10.6 PA4	Attract funding via grants and volunteers groups to ensure prioritised Council owned buildings are meeting code and compliance the relevant legislative standards		Through close collaboration with internal teams, the Council is effectively managing compliance and maintenance expenditures by ensuring that costs are allocated to the appropriate lessor, 355 committee or licensed parties based on current agreements. As we move into the 2024/2025 financial year, we will continue to explore additional funding opportunities to support compliance measures for our buildings

## Infrastructure Maintenance


### Quarterly Highlight

Wingecarribee Shire Council Roads Maintenance, in an on-going capacity, manage the Shire's roads and drainage network focused primarily on the safety of road users.

Council coordinates the reactive maintenance of the Shires approximately 1200km of road and drainage network, primarily in response to ongoing customer requests.

Council continue to implement corporate strategic direction in the delivery of works in the Shire's roads and drainage network. Pursuing operational efficiencies, that will deliver improved condition of the roads and drainage network across the shire.

### Operational Plan Priority Actions

Code	Action	Status	Progress
10.7 PA1	Establish a Governance Framework to improve policies, procedures and service delivery across the Shire		Roads Maintenance Policy is awaiting reformatting into current WSC template, having completed internal consultation.







# Environment



Earth Flix: Cinema 4 Change

Screening: *The Koalas*

*For the first time in the Highlands*

*followed by the short documentaries:*

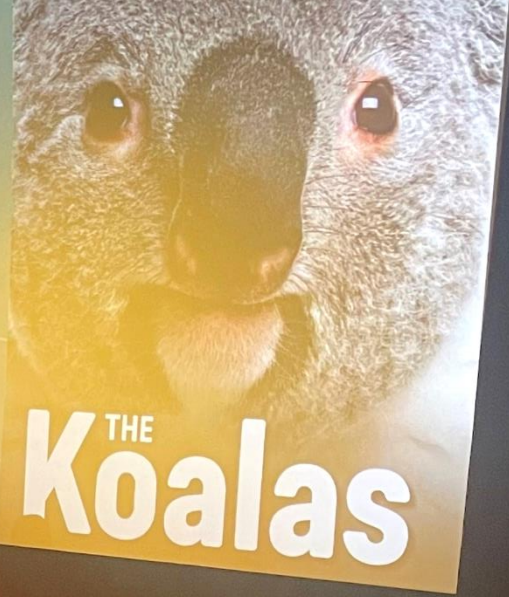
South-East Koalas Film (LLS) and  
SH Koala Conservation Project (DCCEEW)

Scan here to book  
the next film:  
*River Blue*



"Action comes out of brilliant  
movies like *The Koalas*"  
- Bob Brown AO

"You'll be charmed.  
You'll be dismayed.  
And then I bet you'll be  
as angry as hell!"  
- Tim Winton AO



THE  
**Koalas**

## Earth Flix – The Koalas

## Environment and Sustainability

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

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

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

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

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

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 Highlight




The Community Emissions Action Plan (CEAP) was adopted by Council in July 2024. and the Electric Vehicle Charging Stations on Public Land Policy was endorsed for public exhibition.







The Sustainable Us program continued to empower the community with highlights including the Southern Highlands Future Forum being held for the first time in September focusing on energy efficiency, and sustainability and the Earth Flix Cinema 4 Change project, that in the September quarter delivered three environment/sustainability themed film screenings at the Empire Cinema. The film screenings of "War on Waste S2, Episode 3", "The Koalas" and "River Blue", 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 feeds into greenhouse gas emissions reporting. Greenhouse gas reporting for the 2023/2024 year was completed showing total emissions of 9,912 TCO<sub>2</sub>-e which is a 57% reduction from the 2015/2016 baseline year of 23,095 TCO<sub>2</sub>-e. 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 visited the Coal Loader Centre for Sustainability in North Sydney to investigate circular economy projects and sites implemented by other councils.

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.

### Operational Plan Priority Actions

Code	Action	Status	Progress
11.1 PA1	Deliver the Sustainable Us community education campaign to increase knowledge about sustainable living in the face of climate change		During the September Quarter, Council delivered three Environmentally themed films as part of the Earth Flix Cinema 4 Change series including "Your Planet Short Docs", "The Koalas and "River Blue". Council also held the first Southern Highlands Future Forum, a community information event about the future of the energy industry, including transitioning to renewables, efficiency, and the available incentives and rebates.
11.1 PA2	Conduct drinking water sampling to ensure quality compliance with NSW Health guidelines		Council collects water samples for chemical and microbiological analysis. 121 Samples were analysed during the quarter, meeting the requirements of NSW Health.
11.1 PA3	Provide solar and battery promotion programs to improve uptake in the Shire		The Southern Highlands Future Forum partnered with Win Zero, Uni of Wollongong, Endeavour Energy, local businesses, and community experts, held Sep 24. The event aimed to engage the community in the future of renewable energy and deliver information about grants and subsidies available to install solar and battery equipment at home as well as providing access to speak to EV owners and view EV's, people can also book an energy assessment for their home. Council continued the SUNSpot program.

Code	Action	Status	Progress
11.1 PA4	Support the increase in electric vehicle charging facilities across the Shire through grant applications and community support		The draft Electric Vehicle Charging Stations on Public Land Policy was publicly exhibited from 12 August to 9 September 2024. Upon adoption by Council the policy will guide planning and installation of charging infrastructure on public land.
11.1 PA5	Deliver the Project Green schools sustainability education program including the delivery of Schools Environment Day		Council's engagement program with local Schools continued to be implemented during the quarter. This included a regular newsletter to promote programs, grants, and other support that Council provides to schools. The next Schools Environment Day has been postponed until February 2025.
11.1 PA6	Monitor and report on Council's greenhouse gas emissions		Annual greenhouse gas emissions reporting for the 2023/24 financial year was completed in this quarter. Calculated emissions for the 2023/24 were a reduction of 47% based on the baseline year of 2015/2016. Fugitive emissions (methane, NOx etc) from wastewater treatment account for 67% of the emissions total and remain similar to 2015/2016 levels. All other emissions amount to 3,982 which is a 74% reduction from the 2015/216 baseline.
11.1 PA7	Scope and deliver energy efficiency and solar improvements to Council infrastructure		Council continued to work with the Canberra Region Joint Organisation (CRJO) to review and assess priority sites for Council. A grant application to the Community Energy Upgrades Fund is pending to co-fund upgrades to gas boilers at Moss Vale Aquatic Centre.
11.1 PA8	Support community sustainability activities with grants delivered through the Community Assistance Scheme		Community Assistance grants in the environment and sustainability category for the 24/25 year were provided to Win Zero to assist with funding a Virtual Energy Network (VEN) Pilot, and to Southern Highlands Australian Plant Society to assist with a Phytophthora awareness campaign.
11.1 PA9	Implementation of the Community Emissions Action Plan		Drafting of the Community Emissions Action Plan implementation plan has begun internally with initial consultation across the Environment and Sustainability Branch. Further engagement with Council staff and the community will be required to develop the actions in the plan for the near future and ongoing to get Council operations and the Wingecarribee Shire community to Net Zero.

## Natural Resources Management

### Quarterly Highlight




The Plan of Management for Natural Areas (Bushland and Watercourse) was adopted by Council on 7 August 2024 following the public exhibition period which closed 2 July 2024.

Species-specific projects aiming to protect and conserve local wildlife, including koalas, platypus, and eastern long-necked turtles, and plants such as the Mittagong Geebung have been actively engaged in. Council have been successful in obtaining a grant of \$130,000 over three years to educate the community about the Southern Highlands Shale Forest and Woodland and to undertake conservation actions within bushland reserves which contain this critically endangered ecological community.






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


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

### Operational Plan Priority Actions

Code	Action	Status	Progress
11.2 PA1	Plan and implement conservation actions for the Southern Highlands Shale Woodland (SHSW) including rehabilitation and new plantings		A project plan has been prepared for the next three years in partnership with DCCEEW. Exeter Public School supported a planting day at Indigo Creek Reserve at Exeter and plans are well underway for a community planting day to be held in late Spring at Bundanoon.
11.2 PA2	Support existing Land for Wildlife members and encourage new registrations by holding field days and promotion of community events		One new Land for Wildlife property was registered this quarter. A series of events and presentations were held including drone surveys on private property, a presentation for the Robertson Environment Protection Society, a check-in with Council podcast, the What's Killing Our Trees forum, the U3A talks and the screening of The Koalas and panel discussion.
11.2 PA3	Support existing Habitat for Wildlife members and encourage new registrations by holding field days and promotion of community events		There have been considerable community engagement activities this quarter, including radio interviews, podcasts, and guest presentations at various community events, including a stall at the Southern Highlands Future Forum. Four new members have signed up for Habitat for Wildlife. The Backyard Habitat Planting Guide has been updated.



Code	Action	Status	Progress
11.2 PA4	Implement key actions from the NSW Koala Strategy Regional Partnership including: <ul style="list-style-type: none"> <li>•Maintain the Roadkill Mitigation Program</li> <li>•Koala Habitat Mapping Project</li> </ul>		One Variable Message Sign was deployed to Tugalong Road and the roadkill mitigation communication strategy commenced. Customers calling Council will hear about how they can reduce koala and other wildlife roadkill during the breeding season. Wildlife static signs (7) were installed on priority roads across the shire. Large banners were deployed and hung on fences at two public schools, advising drivers of being in a Koala Zone. Flora survey data (100 sites) have been uploaded into BioNet.
11.2 PA5	Deliver education and training to Bushcare volunteers such as: <ul style="list-style-type: none"> <li>plant ID Workshops, Apps training and Bushcare techniques</li> </ul>		Activities have been planned, promoted, and delivered during Biodiversity month (September 2024) including two bushwalk and wildlife spotlighting evenings along the Box Vale Track in Greater Mount Alexandra Reserve, Woodlands and a guided Bioblitz in River Bend Reserve, Berrima.
11.2 PA6	Deliver biodiversity education and support to the community including: <ul style="list-style-type: none"> <li>•What's Killing Our Trees information Session</li> <li>•Schools Environment Day</li> <li>•Turtle and Frog Tours at Lake Alexandra</li> <li>•Bird Count</li> <li>•Pollinator week</li> <li>•Bioblitzes</li> </ul>		The Southern Highlands Australian Plant Society (SHAPS) What's Killing Our Southern Highlands Trees? event was supported by Council, as Master of Ceremonies, reviewing and printing the brochure and producing a short film. Council screened The Koalas at the Empire Cinema on 21 August 2024 to over 100 people and spoke on radio about biodiversity (Kitty with Klawns) on 5 September 2024. Two spotlighting events and a bioblitz were held in September to celebrate Biodiversity Month.
11.2 PA7	Implement biodiversity actions from Plans of Management to protect natural habitats		Threatened species and habitat has been protected during fire management work. Vegetation surveys have been completed in several reserves. Acoustic monitoring of koalas was undertaken in 2023 in several bushland reserves including Mansfield Reserve and presence/absence documented. Warren fumigation in Indigo Creek Reserve will reduce rabbit numbers in preparation for the Spring tree planting event. Camera trapping has recommenced in Gibbergunyah Reserve.
11.2 PA8	Implement priority actions from the Bush Fire Risk Management Plan to keep the Shire safe		Environmental assessments and site inspections for hazard reduction burns have been a focus this quarter. Rural Fire Fighting Fund (RFFF) application was successful for (~\$100,000) for annual Asset Protection Zone program. A hazard reduction burn was completed (Mt Alex 39/40) within Greater Mount Alexandra Reserve (90 hectares). Wonson's Fire Trail network (Greater Mount Alexandra Reserve) quote is being sought to bring this to Fire Access Fire Trail (FAFT) standard.

Code	Action	Status	Progress
11.2 PA9	Implement cultural burns in Council bushland reserves to minimise bushfire risk		<p>The Terms of Reference for the program steering committee were updated and shared with and reviewed by committee members. Plans are underway to deliver a minimum of two cultural burns in Autumn 2025 in Council owned or managed bushland reserves.</p>



## Bushland and Biosecurity






### Quarterly Highlight

The WSC Biosecurity Weed Control Program 2024-2029 has been adopted by council.

During the September quarter, Council's environmental efforts remained strong, with 764.5 hours devoted to bush regeneration in natural reserves to maintain their ecological function and beauty. This is despite impacts from having less staff due to vacancies. The dedicated Bushcare Volunteers contributed 127 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 128 high risk site inspections and 154 private property inspections in various Shire areas to mitigate the risk of biosecurity threats and invasive weeds, safeguarding the Shire's natural beauty and biodiversity. During this quarter, 32km of roadsides were inspected as important risk pathways for biosecurity weeds the reduction is due to the wrong season for roadside inspections, and Council's roadside spraying program continued.

### Operational Plan Priority Actions

Code	Action	Status	Progress
11.3 PA1	Supply local plants for use in Council reserve revegetation works and community projects		The Bushland Field staff have produced and provided 230 plants to the community. The Bushland Field staff did not plant any plants in bushland reserves due to the winter months being unsuitable for planting.
11.3 PA2	Investigate a model for expanding the bushcare program and increase the number of volunteers		In the past quarter we had 45 volunteers attend our bushcare working bee's totalling 127 hours over 12 working bee's.
11.3 PA3	Increase the capacity and skills of volunteers assisting the Bushcare Program		In the past quarter 45 volunteers attend bushcare working bee's totalling 127 hours over 12 working bee's. Volunteering opportunities remain high and recruitment campaigns for additional volunteers continues.
11.3 PA4	Undertake biosecurity weed inspections along high risk pathways and sites		Biosecurity surveillance is tracking well for the year to date having completed a total of 154 private land inspections and 128 High Risk Sites. Only 32kms of high-risk pathways were inspected this quarter, but this is due to the winter months not being ideal for weed growth. Inspection program will increase in the next quarter. The program is on track to achieve annual targets.
11.3 PA5	Complete weed control in high environmental value bushland reserves		Council has implemented weed control activities across 33 sites, conducting 778.5 hours of bush regeneration activities in these high value reserves.

## Waste and Resource Management

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

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

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

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

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

1. Resource Recovery
2. Waste Services

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.








## Resource Recovery

### Quarterly Highlight

Waste collection services continue through existing contract arrangements. Tender process has commenced for the new contract due to start in 2026. Participation and collected volumes continue to increase through the continued Mobile Community Recycling Centre (CRC) operation collecting recyclable material from the villages and localities across the shire. For the July - Sept period Mobile CRC has collected 2 tonne of household problem waste across the villages. The Soft Plastic recycling trial continues with 1.6 tonnes of material collected in the last 3 months. The Upcycle Centre successfully diverts valuable resources from the waste stream and back into the local economy. On average the centre diverts 1 tonne of material a day from the waste stream.

### Operational Plan Priority Actions

Code	Action	Status	Progress
12.1 PA1	Deliver Resource Recovery Centre (RRC) Masterplan projects including: <ul style="list-style-type: none"> <li>•Wayfinding</li> <li>•Centre design and Development Application</li> <li>•Waste / litter reduction infrastructure</li> <li>•Site security- CCTV</li> </ul>		Implementation of the Masterplan continues. Items actioned included the completion of site security CCTV cameras and installation of portable solar lights July 2024.
12.1 PA2	Investigate equipment to improve material recovery and efficiency		Small 3 tonne excavator with grabs to sort and recover recyclable items from mixed loads. This will also remove the manual handling and risk of injury. Bobcat- operational functions such as loading bagging machine, to load customer/ resident's trailers with saleable products I.e. Soil conditioner and cow manure. Push up waste and maintain housekeeping of site.
12.1 PA3	Implement operational changes to support the new disposal/ processing contract to ensure no adverse impacts to service levels		Waste collection direct delivery model is being implemented with organics utilisation. Bulky waste (kerbside clean up) mattress and metals recovered and being sent to Veolia Spring farm for additional processing and recovery.
12.1 PA4	Identify opportunities to increase the percentage of waste diverted from landfill		Project 24 waste disposal contract commenced in September 2024. This will increase Resource Recovery Centre diversion from landfill by 50%.
12.1 PA5	Identify resale opportunities and processing partners for recovered material to increase profitability		The Soft Plastic recycling trial continues with 1.6 tonnes of material collected in the last 3 months. The Upcycle Centre successfully diverts valuable resources from the waste stream and back into the local economy. On average the centre diverts 1 tonne of material a day from the waste stream.










## Waste Services

### Quarterly Highlight

Positive progress continues in the reduction of waste to landfill. During the September Quarter period 1,441 tonnes has been diverted from landfill, equates to 15.66 tonne per day. Expansion of services under the Local Government Act is in progress and due for commencement on the 1st of October 2024. Further expansion has been included in the Collections tender. Waste collection services continue through existing contract arrangements. Tender process has commenced for the new Domestic Waste Collection Contractor for the next decade which is due to start in 2026. A number of community programs have been delivered including Worm Farming, Waste Wise, Recycle Right, Sustainable Gardening, Reuse and Repurpose Workshops.

### Operational Plan Priority Actions

Code	Action	Status	Progress
12.2 PA1	Deliver the Waste Educational Plan including at key community events		A number of community programs have been delivered including Worm Farming, Waste Wise, Recycle Right, Sustainable Gardening, Reuse and Repurpose Workshops
12.2 PA2	Transition the Waste disposal/ processing services to new provider		Transition to the new waste provider has occurred with all waste streams and systems in place. Council is currently exploring options with contracted partner for an increased diversion rate of the cleanup/ inert waste stream.
12.2 PA3	Develop a contract transition plan for the new kerbside collection contract to ensure services are not adversely impacted		Can not start until the Tender for the Waste Collection has completed- Expected to commence Q1 2025
12.2 PA4	Investigate and develop a plan for procurement of waste collection/ disposal services for beyond 2029		Not due to commence until 2025
12.2 PA5	Operate the community's reuse and upcycling centre, diverting waste from landfill and providing resalable items to the community		Mobile CRC is continuing to be supported by local communities. This Quarter it has been expanded to include Canyonleigh, as this is an area that currently do not receive recycling services.
12.2 PA6	Upgrade the reuse and upcycling centre to improve the customer experience and create a community space		A concept plan and strategy for increasing community visitation to the Upcycle Centre is being developed to create a community workshop space and improve the retail offering and visual merchandising.
12.2 PA7	Identify and review potential additional waste facility locations within the Shire for both collections and community drop offs		Identified site within Mittagong has been evaluated and ruled out as the land zoning will not allow the activity on site.  A proposal is underway for a Container collection Facility to be located in Bundanoon for easy access for residents in the southern end of the shire

## Water Services

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

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

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

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

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

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

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 and Maintenance Operations





### Quarterly Highlight

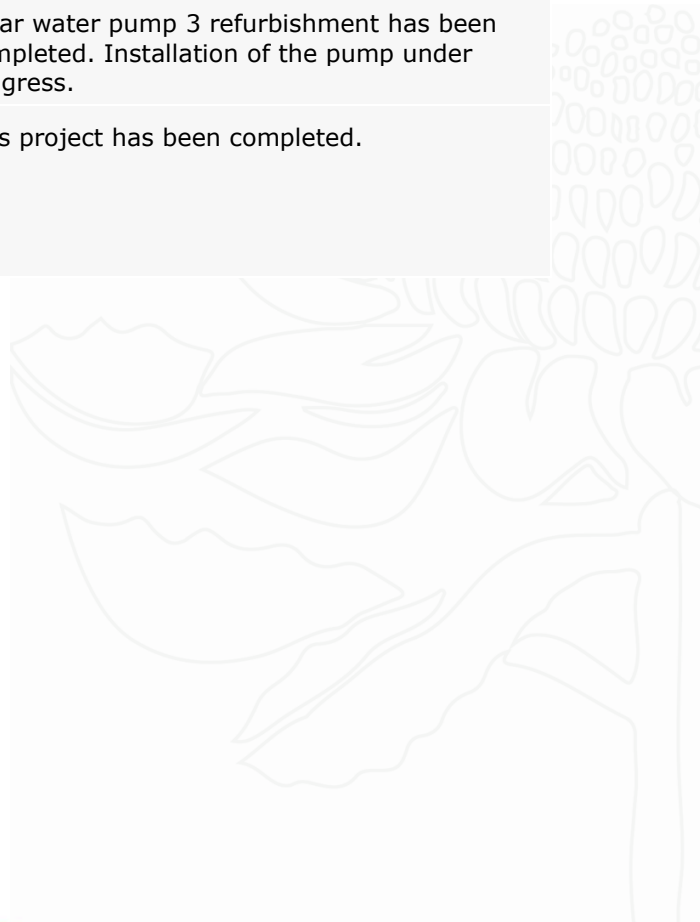
During the reporting period, Water department's electrical and mechanical maintenance teams have carried out preventive maintenance on headworks assets, adhering to the schedule. This activity is very important to ensure the continuity of water and wastewater services for the community.

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

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

### Operational Plan Priority Actions

Code	Action	Status	Progress
13.1 PA1	Inspect and replace worn out pumps in wastewater pumping stations to ensure reliable service delivery		The Replacement pump list has been identified. Procurement activity is under progress. We have replaced pump at the Robertson reuse dam pumping station.
13.1 PA2	Inspect and replace worn out pumps in water pumping stations to ensure reliable service delivery		The list for the replacement pumps has been finalised and procurement activity is under progress.
13.1 PA3	Refurbish clear water pump No 1 at Wingecarribee Water Treatment Plant		Clear water pump 3 refurbishment has been completed. Installation of the pump under progress.
13.1 PA4	Upgrade Supervisory Control and Data Acquisition (SCADA) hardware at water reservoirs to monitor our water and wastewater systems		This project has been completed.



## Treatment

### Quarterly Highlight








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



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

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

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

### Operational Plan Priority Actions

Code	Action	Status	Progress
13.2 PA1	Upgrade the water quality monitoring system and ensure compliance with Council's Drinking Water Management System, through the introduction of an online turbidity meter at the Wingecarribee Water Treatment Plant		Turbidity meters are being trialled currently. There are some issues with bubbling and magnesium build up that are being problem solved.
13.2 PA2	Inspect and replace water plant filter media as required to ensure high quality standards of treatment are maintained		Plant filter media has been inspected and assessed as not needing replacement. Internal reassessment on an ongoing basis.
13.2 PA3	Undertake regular reservoir cleaning to ensure compliance with legislation		Cleaning Schedule on track as indicated by inspection program.
13.2 PA4	Upgrade the fluoridation system of Wingecarribee Water Treatment Plant		Waiting on quotes for works to be completed.
13.2 PA5	Complete chlorination system upgrades in reservoirs to enhance water quality		Unit pre-fabrication is ongoing, concrete slab design is in progress
13.2 PA6	Support sustainable resource management by processing biosolids for beneficial reuse		Mittagong - 695 tonnes Moss Vale - 314 tonnes Bowral - 850 tonnes All biosolids sent for beneficial reuse in Gunning, NSW.
13.2 PA7	Inspect and adjust daily operations based on laboratory results, and in-house testing to ensure ongoing compliance.		This is a process that is completed on an ongoing basis at both water and wastewater treatment plants. Accredited results have indicated all results comply with EPA licences.

Code	Action	Status	Progress
13.2 PA8	Upgrade Robertson Sewer Treatment Plant inlet screen		In procurement phase
13.2 PA9	Complete the Robertson re-use dam walkway to minimise work, health and safety risks		An alternative sampling point has been identified as a safer, cheaper, and quicker alternative.






## Water Network Operations

### Quarterly Highlight

The Water Services Department's Asset and Water Network sections are collaborating to enhance the GIS water mapping systems, aiming to automate the display of shutdown areas during emergency water main breaks.

### Operational Plan Priority Actions

Code	Action	Status	Progress
13.3 PA1	Prioritise emerging defects to ensure the reliability of the water network		The DPIE leak detection program (23/2024) identified 156 leaks within the water network. This quarter, 36% of the leaks have been repaired, resulting in a daily savings of over 900,000 litres of potable water.



## Waste Water Network Operations




### Quarterly Highlight

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

The commitment extends to both preventative and reactive maintenance, ensuring the continuous delivery of operational wastewater services. By maintaining and repairing key infrastructure to reduce environmental risk from overflows, and 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.

### Operational Plan Priority Actions

Code	Action	Status	Progress
13.4 PA1	Complete annual sewer vent shaft renewal program to ensure air is continually introduced into the network, supporting drainage to flow effectively		Vent shafts to be inspected for condition, access requirements and evaluate if stack is required to remain operational if network is vented via private drainage systems.
13.4 PA2	Identify and prioritise sewer main defects needing repair		Identified network defects are being repaired to continue efficient operation.
13.4 PA3	Perform ongoing maintenance on the wastewater network drainage systems and respond to customer requests for drainage issues i.e. blockages and overflows		Customer request attendance is ongoing. Overflows are being reported as required. Preventative maintenance on known blockage locations in the network have not been attended due to MH inspection requirements. However, MH inspections are identifying and preventing future blockages/overflows and being added to preventative maintenance list.







# Economy



**Tulip Time Festival 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.

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

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.

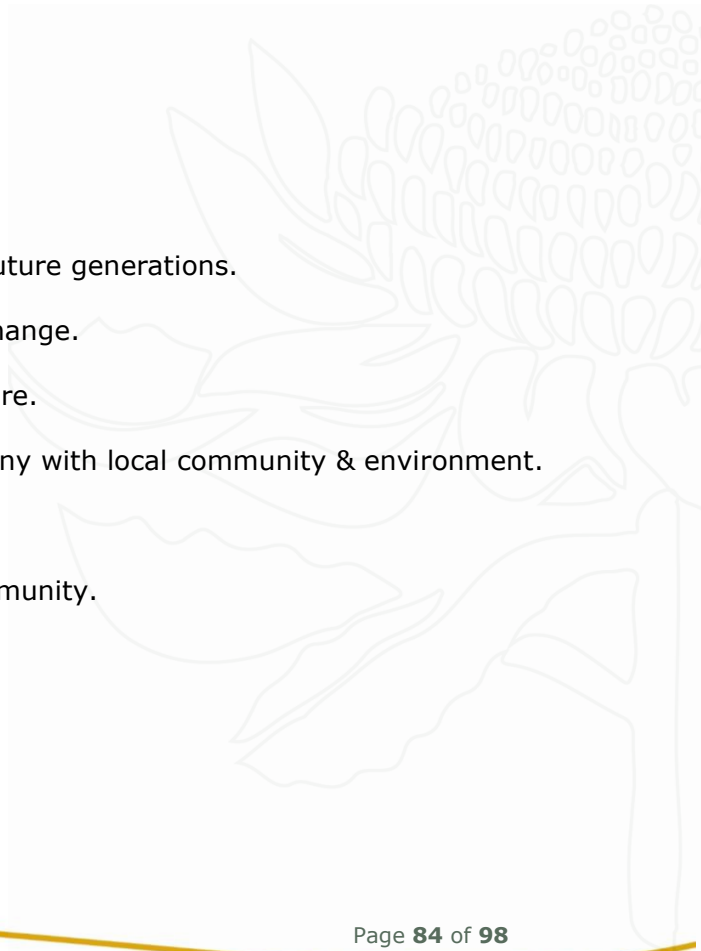
Goal 4.4 A resilient Shire that takes action on climate change.

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 Highlight

Council's commitment to economic development remains strong, as we continue to drive key initiatives forward. The Southern Highlands Innovation Park Master Plan and Governance Strategy have successfully completed the public exhibition phase, and planning for the Servicing Strategy is actively progressing, marking critical steps in shaping our region's future.

The newly established Visitor Economy Advisory Panel is actively working on an action plan to bolster our visitor economy, and the development of the Economic Development Strategy Integrated Action Plan is making steady progress. These efforts reflect our strategic focus on delivering tangible outcomes that will foster a vibrant and thriving local business environment.

The foundation of our economic development strategy is built on strong partnerships with key stakeholders, including joint organisations, local businesses, surrounding councils, other levels of government, and Regional Development Australia. These collaborations are essential to driving sustainable growth, leveraging shared resources, and aligning our efforts to support the economic vitality of the Southern Highlands.

### Operational Plan Priority Actions

Code	Action	Status	Progress
14.1 PA1	Prepare the Economic Development Strategy Integrated Action Plan		Council officers are developing the Economic Development Strategy Integrated Action Plan, which will set the strategic economic development objectives for the next 10 years. Officers will collaborate with incoming Councillors to align these objectives with the 2025-2029 Delivery Plan, ahead of community engagement on the strategy and development of the detailed action plan.
14.1 PA2	Prepare the Southern Highlands Innovation Park Servicing Delivery Strategy		The Southern Highlands Innovation Park Servicing Delivery Strategy is expected to begin next quarter, subject to further funding and following the adoption of the Master Plan and Governance Strategy.
14.1 PA3	Implement the Southern Highlands Innovation Park Master Plan and Governance Strategy		Council is actively monitoring grant opportunities and engaging in strategic advocacy to raise awareness of funding requirements for key infrastructure at the Southern Highlands Innovation Park (SHIP), with the Moss Vale Bypass and Berrima Road Deviation among the top five priorities. This project will commence following adoption of the SHIP masterplan and governance strategy

## Strategy and Place

### Quarterly Highlight

Council is continuing to work towards implementing a better place-based and community-centric planning framework, which aligns with priority actions identified in the Local Strategic Planning Statement (LSPS) and Local Housing Strategy (LHS). This transition is to ensure that both the current and future needs and aspirations of the community are addressed in a collaborative and innovative way. A number of key projects that directly align with the approved Strategic Outcomes works program have therefore progressed, with many reaching significant milestones.

Council's Place-Making Continuum was presented at the Ordinary Meeting of Council 15 May 2024 and has been developed to further guide the delivery of a holistic place-based framework for our towns and villages across the Shire. The Bowral Town Centre Master Plan aligns with the Continuum and was developed through an iterative process in partnership with the community and stakeholders. Following an eight (8) week public exhibition period the revised Master Plan was adopted by Council at its Ordinary Meeting held 17 July 2024. Master Plans for Moss Vale and Mittagong Town Centres are planned to commence subject to securing funding.

Community-led village Place Plans are being developed concurrent to the development of Master Plans for our three (3) main town centres. The Robertson Village Place Plan was adopted by Council on 17 April 2024 and is currently in the implementation phase. The Village Place Plan Program identifies Bundanoon as the next village to undergo this place-based planning process. Initial internal engagement has commenced, with external consultation anticipated to be undertaken in the short term.


Long-term housing and employment planning in the Shire has reached an important milestone, with the Draft Master Plan and supporting documents for two projects, being the Bowral South New Living Area and Southern Highlands Innovation Park, proceeding to public exhibition from 29 July to 23 September 2024. Further community, stakeholders and agency engagement has been undertaken during the public exhibition period and submissions received during this time will directly inform the subsequent review of both projects.

In addition, the Low-Density Residential Controls Review were adopted by Council at its Ordinary Meeting 17 July 2024. This body of work, in addition to the previously adopted Medium Density Study, Bowral Town Centre Master Plan and Robertson Village Place Plan, will collectively inform the comprehensive review of Council's next generation Development Control Plan.

The Draft Wingecarribee Integrated Transport Strategy was previously endorsed by Council and placed on public exhibition from 20 May to 17 June 2024. The post-exhibition review of the Draft Strategy is currently underway and is anticipated to be presented to Council to seek adoption during the next quarter.

Operational Plan Priority Actions

Code	Action	Status	Progress
14.2 PA1	Prepare the Bundanoon Place Plan		The preparation of a Place Plan for Bundanoon aligns with the Village Place Plan Program, which was presented to Council 15 May 2024. Initial engagement with Council departments, including Strategic Outcomes, Assets, Environment and Sustainability, Community Development and Tourism and Events, has been conducted and an internal project working group has been established. Broader external consultation is anticipated to commence in the short term to capture local knowledge.
14.2 PA2	Prepare the Mittagong Town Centre Master Plan		At the Ordinary Meeting of Council 16 August 2023, Council approved a works program of key strategic planning projects to implement priority actions as outlined in the Wingecarribee Local Strategic Planning Statement and Local Housing Strategy. This schedule commits Council to the development of Master Plans for the three (3) main town centres of the Shire. The preparation of a Master Plan for the Mittagong Town Centre is proposed to commence in 2024/2025, subject to securing funding.
14.2 PA3	Prepare the Moss Vale Town Centre Master Plan		At the Ordinary Meeting of Council 16 August 2023, Council approved a works program of key strategic planning projects to implement priority actions as outlined in the Wingecarribee Local Strategic Planning Statement and Local Housing Strategy. This schedule commits Council to the development of Master Plans for the three (3) main town centres of the Shire. The preparation of a Master Plan for the Moss Vale Town Centre is proposed to commence in 2025/26, subject to securing funding.
14.2 PA4	Commence a Planning Proposal for the Bowral South New Living Area and implement its Master Plan		The initiation of a Planning Proposal to seek the rezoning of the identified Bowral South New Living Area, will commence post the adoption of the Master Plan and Servicing Strategy and the preparation of a site-specific Development Control Plan and Contributions Plan. Further engagement is being undertaken during the public exhibition period of the Draft Master Plan and Servicing Strategy. Submissions made during this time will inform the post-exhibition review of this strategic body of work.

Code	Action	Status	Progress
14.2 PA5	Implement the Bowral Town Centre Masterplan		<p>The revised Bowral TC MP was presented to the Local Planning Panel for advice on 05 July 2024 and adopted by Council at its Ordinary Meeting 17 July 2024. Short-term implementation initiatives include installation of branded smart bins and installation of traffic slow zones on Bong Bong St to enhance the pedestrian experience and safety. The implementation of place-based initiatives in the town centre will be realised via detailed engineering designs, to commence subject to securing funding.</p>



## Strategic Policy

### Quarterly Highlight



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 are completed, including adoption of the Robertson Place Plan, the Bowral Town Centre Master Plan, the Low and Medium Density Residential Development Controls Studies and the Wingecarribee Community Heritage Study. In addition, the Draft Master Plan and Governance Strategy for the Southern Highlands Innovation Park and the Draft Integrated Transport Strategy are both progressing.

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. The draft Masterplan and Servicing Strategy for the Bowral South New Living Area, as identified in the Housing Strategy, are completed and on exhibition.

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 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.

### Operational Plan Priority Actions

Code	Action	Status	Progress
14.3 PA1	Undertake a Planning Proposal to include Heritage Items and Conservation Areas from the adopted Community Heritage Study into Schedule 5 of WLEP 2010 with associated mapping updates		The Planning proposal has been prepared and submitted to the Department of Planning, Housing & Infrastructure for a Gateway Determination.
14.3 PA2	Prepare a comprehensive Development Control Plan to guide development across the Shire		Project Plan work is underway to develop a comprehensive DCP which will consolidate and review existing provisions and explore options for making the planning provisions more accessible and user-friendly. DCP Review is expected to form a core planning reform over FY24/25 and FY25/26. Technical workshops have been initiated in the September Quarter and will continue to build the framework toward a draft DCP framework in 2025.



## Business and Property

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

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

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

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

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

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

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

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 Regional Livestock Exchange

### Quarterly Highlight

The Southern Regional Livestock Exchange (SRLX) operates in strict compliance with necessary legislation and regulatory standards, ensuring the integrity of livestock sales. Work has continued throughout the first quarter with the Environmental Protection Agency (EPA) to ensure all processes at the SRLX are in line with EPA requirements. The SRLX continues to provide a refuge option for those impacted by environmental, climatic, and bio-security incidents.

### Operational Plan Priority Actions

Code	Action	Status	Progress
15.1 PA1	Upgrade Saleyard Software Systems and IT infrastructure to improve and streamline processes		Saleyard software systems and technology infrastructure were upgraded in the reporting period.
15.1 PA2	Refurbish the Berrima Road exit gate to improve safety and accessibility		Quotes have been obtained for the Berrima Road exit gate refurbishment with works planned to commence in Quarter 2. The works will form part of the broader traffic management plan for the saleyards.
15.1 PA3	Undertake works at the sale yard including: Complete the canteen refurbishment to enable lease of the commercial area Replace half gates in the selling pen area to improve the safety of animals and workers Complete internal painting of walls and floors in the Saleyard auditorium		The sale yard canteen project has commenced with scope completed, RFQ planned to go to market October/November, project to commence early next year. Scoping of opportunities for the lease of the space has commenced. The half gates in the selling pen have been scoped for repair and works are planned to commence in Q3 2024. Painting of internals Q3.
15.1 PA4	Progress recommendations from the agribusiness report to increase usage and leverage off tourism opportunities		Planned to commence in Q4, 2025.

## Property Services

### Quarterly Highlight

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.

### Operational Plan Priority Actions

Code	Action	Status	Progress
15.2 PA1	Complete a review and analysis of the Mount Gibraltar telecommunications tower to improve operations and community outcomes		Council officers are undertaking a review of costs associated with operation of the tower together with income generated. Council is also arranging a site audit to identify redundant equipment which can be removed, freeing up space on the tower and reducing loading on the foundations of the tower.
15.2 PA2	Complete a review of surplus roads to reduce the need to maintain unformed roads and generate additional income (LTFP, AMS)*		Property Services have begun a review of surplus roads to reduce the need to maintain unformed roads and to generate additional revenue. Each town within the shire will be reviewed to identify surplus roads that may be available for future sale.
15.2 PA3	Develop a Property Investment Portfolio to support Council's financial and asset management goals (LTFP, AMS)		Property investment portfolio will be developed in alignment with the Property Strategy - draft to be presented to Council in quarter 3.
15.2 PA4	Develop a Property Strategy to ensure assets are being appropriately managed for the long_x0002_term benefit of the community (LTFP,AMS)		Updated Property Strategy in development - draft to be presented in quarter 3.



## Outside School Hours Care Service

### Quarterly Highlight

The service provides affordable outside of school hours and vacation care to families and ensuring market demand is met by providing additional access options. The service utilisation is currently slightly down on the same reporting period of the previous year, this can be attributed to the current economic distress being felt by families. Promotion of the service is being increased to attempt to attract more numbers to the before school service in particular.

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

### Operational Plan Priority Actions

Code	Action	Status	Progress
15.3 PA1	Investigate options to increase the number of Out of School Hours care services		Engagement has commenced with St Michaels Catholic School, Mittagong, to determine the need for outside of school hours (OOSH) services with exploring options based on the proximity to the existing OOSH service at Mittagong Public School. Work is progressing.
15.3 PA2	Deliver activities for Out of School Hours Educators Day		Students were involved in a range of activities to acknowledge and pay gratitude to our amazing educators including; creating thank you and gratitude cards, preparing and arranging flowers for educators and presenting small gifts wrapped by the students.

## Tourism and Events

### Quarterly Highlight







The Southern Highlands Escape Tourism Brochure for 2024/25 was successfully published in July. In conjunction with this, the Visitor Economy Advisory Panel was established, consisting of nine members representing key sectors within the tourism economy.

Planning for the 2024 Tulip Time Festival, scheduled from September 12 to 30, is well underway. This year's program features several new events, including the Wingecarribee Shire Residents' Day on September 12 and Dogs Day Out on September 30. Additionally, 'Tulips After Dark' will take place on the evenings of September 20, 21, 27, and 28. Corbett Gardens will also host the Tulip Time Garden Party during the October Long Weekend.


In preparation for these and other events, we collaborated with several organisations, including the Southern Highlands Writers' Festival, A Day on the Green, AgriTourism Summit, Bowral Classic, and Ngununggula Art Gallery.

To further support these initiatives, a marketing agency was engaged to drive the promotion of the region, including the Tulip Time Festival, local tourism businesses, and activations. Performances at Bowral Memorial Hall, featuring both local and touring artists, continued to attract strong audience numbers.

### Operational Plan Priority Actions

Code	Action	Status	Progress
15.4 PA1	Establish a Visitor Economy Advisory Panel (VEAP) to provide expert advice on tourism and events		The Visitor Economy Advisory Panel has been established, comprising nine members who represent various sectors within the tourism economy.
15.4 PA2	Review signature events for the Southern Highlands in consultation with the Visitor Economy Advisory Panel (VEAP)		Event review scheduled for 2025
15.4 PA3	Undertake upgrades to the Visitor Information Centre to improve the customer experience and sense of place		A scope of works for procurement of a consultant to implement the outcomes of the Visitor Servicing review for the Centre is in development.
15.4 PA4	Investigate development of a local produce brand to promote Southern highlands producers		Plans are being scoped for an online shop to be integrated into refreshed <a href="https://visitsouthernhighlands.com.au">visitsouthernhighlands.com.au</a> website in 2025 that we feature a variety of locally produced goods.
15.4 PA5	Introduce volunteering opportunities at the Visitor Information Centre		Council's Volunteer Management Framework is in develop and will be used to support this initiative and options are being explored.
15.4 PA6	Prepare a program for Bowral Memorial Hall that promotes community, commercial and cultural events and maximises utilisation		Utilisation of the venue by local and professional performing arts groups continues. Performances by touring artists continue to be very popular with comedian Anh Do sold-out and scheduled return for a second performance in November.



Code	Action	Status	Progress
15.4 PA7	Continue implementation of findings from the Destination Southern Highlands Servicing Review		Scoping of opportunities for volunteer support at Visitor Centre are in infancy and will be in alignment with updated Volunteer Management Framework. Procurement scoping has commenced for consultant for options for design/layout of Visitor Centre. Visitor Economy Advisory Panel established.



## Animal Shelter



### Quarterly Highlight

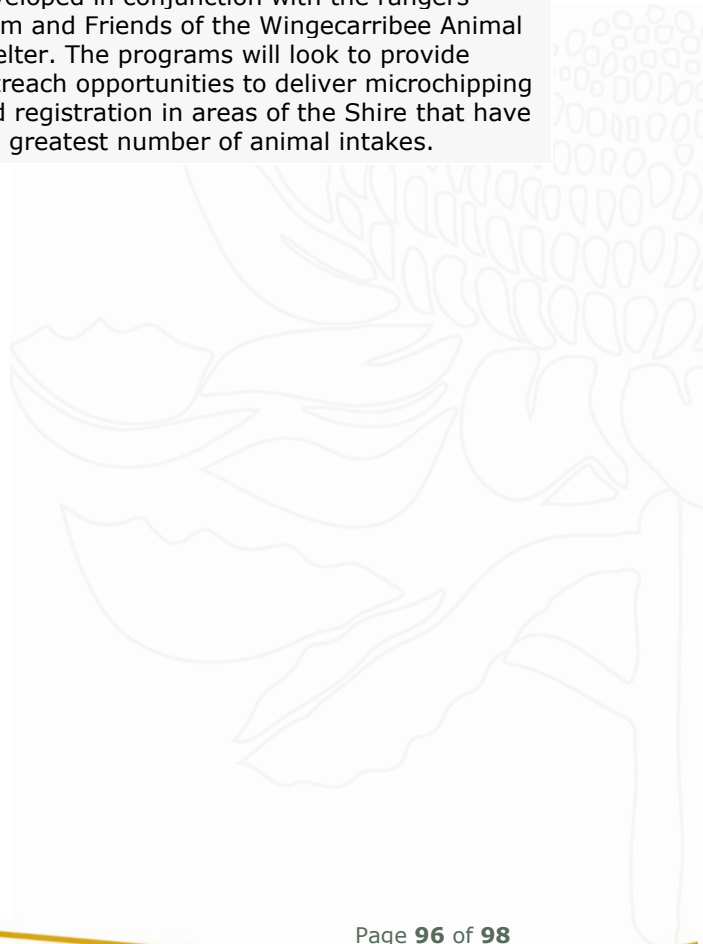
The Wingecarribee Animal Shelter (WAS) conducts activities under the Companion Animals Act. In the reporting period the commitment to re-homing animals continued to show strong results with 37 dogs and 19 cats re-homed or adopted over the reporting period.

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.

An updated memorandum of understanding has been developed with the Friends of the Wingecarribee Animal Shelter to further strengthen the relationship and identify opportunities to work closely together with clearly defined responsibilities.

### Operational Plan Priority Actions

Code	Action	Status	Progress
15.5 PA1	Establish operations at the new Animal Shelter in Moss Vale		The new animal shelter build is progressing to timelines and expected completion date of early November. Policies, procedures and operating plan are being compiled. A bump out - bump in schedule is being compiled for seamless transition into the new facility.
15.5 PA2	Deliver community education programs on responsible pet ownership including desexing, microchipping and registration		Community education programs are being developed in conjunction with the rangers team and Friends of the Wingecarribee Animal Shelter. The programs will look to provide outreach opportunities to deliver microchipping and registration in areas of the Shire that have the greatest number of animal intakes.







## **Quarterly Progress Report | September 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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