



2022/23 6 Monthly Progress Report

July - December

The six-monthly progress report provides a summary of Council's progress for the period 1 July 2022 to 31 December 2022 against the priority projects and actions we have committed to in the 2022/23 – 2025/26 Delivery Program programmed for 2022/23. *Report Reference 14005#9*

This report aims to help monitor, and stay informed about, the progress towards our shared long-term vision for 'making Wollondilly even better together' as documented in Wollondilly 2033, Community Strategic Plan (CSP).

The CSP is Council's highest-level strategy and guides our service delivery and operations for the next 10 years. The CSP sets the following five themes, each of which have specific outcomes and objectives:

1. People
2. Environment
3. Place and Landscape
4. Economy
5. Performance

This report also provides Council with an opportunity to share its highlights directly in line with the eight priority areas that were defined in developing the CSP and Council's Delivery Program:

Priority 1: Roads, Road, Roads

- Council welcomed \$3M for road reconstruction as part of Round 9 of the NSW Government's Resources for Regions program for road repairs in Bargo, Appin, Menangle, Douglas Park and Oakdale; as well as drainage and irrigation at Gordon Lewis Oval in Appin, and an active transport connectivity and drainage project in Bargo and Yanderra.
- Mayor Matt Gould alongside Blue Mountains City Mayor and Hawkesbury City Mayor called on the State Government to urgently rethink its decision to exclude the three local government areas from the \$50 million Fixing Local Roads Pothole Repair Program. Through this strong advocacy for Wollondilly, Council will be eligible to apply for a share of State Government funding.
- Council renewed its urgent calls for the NSW Government to review and reclassify key regional roads to take ownership of major roads like Remembrance Driveway, Silverdale Road, Menangle Road and Montpelier Drive, allowing Council to focus its limited funds on local roads for local residents.

Priority 2: Preserving and enhancing the character of the Shire while sustainably managing growth and development

- Council entered into a new partnership with the Foundation for National Parks and Wildlife (FNPW), to actively protect the Shire's unique flora and fauna so it can be enjoyed by generations to come. Through the partnership, Council hosted a Corporate Bush Care volunteer day with the Macquarie Group.
- Council adopted The Picton Parklands Plan of Management and Master Plan (including the Botanic Gardens); a 10+ year visionary document that will transform the area and provide significant benefits to the local community, sporting groups and facility users.
- Council voted to endorse the North Wilton Neighbourhood Plan No.1, after changes were made to the plan by the proponent in response to community and Council feedback. The Neighbourhood Plan has established a set of design and sustainability principles for the area aimed at achieving a 6-Star Green Star Communities rating; including adopting Water Sensitive Urban Design principles and mitigation against the urban heat island effect through enhanced tree canopy.

Priority 3: Vital infrastructure to meet the needs of the growing community

- Council is part of the National Growth Areas Alliance (NGAA) and has called for a comprehensive national approach with all levels of government working together to address the unequal distribution of people, jobs, houses and infrastructure, in response to building most of Australia's new houses in the places with the least supporting infrastructure.
- While roads are the immediate top priority for Wollondilly, the community has also expressed a desire for Council to invest in major infrastructure, including new community and sporting facilities. Council is investing a total of \$45.8M in capital works across the Shire this financial year, with a range of exciting projects to support the health and wellbeing of the communities right across the Shire.
- Council welcomed \$2.5M as part of Round 9 of the NSW Government's Resources for Regions program for three community projects in the Shire including the revitalisation of the Menangle School site.

Priority 4: Local jobs, tourism and agribusiness

- We made changes to the Wollondilly Local Environmental Plan to make it easier to hold events such as destination weddings, overnight stays, functions and business conferences in rural land use zones thanks to changes to the local planning framework. This is a huge win for our community, particularly our rural land owners, and means our Shire is open even longer for business.
- We celebrated our local tradies' contribution to the region's economy for R U OK? Day. The construction industry is the largest employer in Wollondilly, so this was a great opportunity to acknowledge their input with a free breakfast, a place to catch up with each other and find out more about health and well-being services.
- Council launched its largest tourism campaign ever, extending the successful 'Love the Dilly' campaign to promote the Shire as a visitor destination to support economic recovery, thanks to \$600,000 funding from the State and Federal Governments' Bushfire Local Recovery Fund to support local job creation and community recovery.

Priority 5: Community resilience

- In celebration of International Men's Day, Wollondilly Community Men's Sheds (WOLCOMS) officially launched and screened a short film: BLOKES. SHEDS. MATESHIP. The film showcased the diversity and inclusion of the local Men's Sheds of Wollondilly where blokes come together, share information and have a chat.
- Council was the proud host of the first ever BLOOM: Wollondilly Garden Expo and Plant Fair, held on Sunday 30 October under sunny skies at the Picton Botanic Gardens with over 2000 attendees.
- Council worked collaboratively with a range of government and community organisations to provide support to the local community and youth, following a tragic accident at Buxton. A series of free school holiday programs were delivered with specialist support services at each activity to provide information, referrals and resources to our young people.
- A diverse range of community led initiatives in the Shire received a boost through Council's 2022 Community Grants program. The funding was approved through the largest commitment for the last five years, with nearly \$50,000 shared between 42 successful applicants. The grants program provides funding towards projects, events and small capital purchases to support community organisations and groups operating within the Wollondilly LGA, for the benefit of local residents.

Priority 6: Major infrastructure and new community / sporting facilities

- Council welcomed progress on the planned interchange at Picton Road and the Hume Motorway, following the release of the preferred design option by the NSW Government. Picton Road is an important transport corridor linking the Greater Macarthur Growth area with the Illawarra Region and Sydney and is one of two major east-west links between the M1 Princes Motorway and M31 Hume Motorway.
- Wollondilly's Water Play Strategy will soon become a reality, thanks to \$840,000 of funding from Round 8 of the NSW Government Resources for Regions program. The construction of the small-scale water play facility at Barrallier Park, The Oaks is expected to be completed in late 2023.
- The Wollondilly Cultural Precinct has reached another major milestone with community members invited to take a look at the concept designs for Stage 2 of the project, including the new Village Green, Library and Government Services Building. We have made great progress with Stage 1, with the newly refurbished Shire Hall already in use, the construction of the Children's Services Building nearing completion, and the tender awarded for the Performing Arts Centre.
- Exciting news for the Buxton and wider community, the Telopea Park Youth Zone is now open for use. Council carried out community engagement for the project in 2021, encouraging students from Buxton Public School to provide feedback on what they would like to see in the Youth Zone. Council has included as many of these elements and ideas as possible to revitalise this open space.

Priority 7: Customer experience and care for the community

- Council endorsed its Disability Inclusion Action Plan (DIAP) 2022-2026 to ensure a more inclusive and accessible place to live and work for people with disability and their carers to be involved fully in community life.
- After two years of cancellations due to Covid-19, Council hosted its popular Dilly Doggy Day Out. The community event was held in August at Picton Sportsground off-leash dog area on Fairleys Road, for local families and animal lovers, featuring stalls with a variety of pet products and services, demonstrations and competitions.
- Council moved forward on a new contract for the management and operation of its swimming pools, going through a detailed tender process to ensure the best outcome could be achieved for the community. Council awarding the contract to Belgravia Health and Leisure Group Pty Ltd, following an open and competitive tender process including independent financial assessment.
- Council has received national recognition for its Integrated Services Delivery Program at the 2022 Local Government Professionals National Federation Awards. Wollondilly was named the winner of the Innovative Management Initiative Award for the program which has revolutionised and will continue to improve Council's customer service, service delivery and business efficiency. The project has implemented the world leading customer service and business automation tool, Salesforce, that will allow the organisation to quickly, easily and cheaply digitise and automate the vast majority of its business.

Priority 8: Sound financial management

- The Integrated Services Delivery Program has built the infrastructure that will allow us to continue to improve customer service and save many millions in efficiencies through digitisation and automation. The program so far accumulated annual savings of \$576,000 for an annual fixed cost of \$140,000. We have only just begun to realise the enormous potential that has been created.

Delivery Program Progress Report

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- Council has reaffirmed its commitment to give the community opportunities to be actively involved in the decision-making process, by striving to improve the way we communicate and engage through the adoption of its Community Engagement Strategy.
- Council now has all of its executive team in place as part of a freshly implemented framework for the organisation, following the establishment of a newly elected Council in December 2021. The new team is focussed on creating a high-performance organisation that will provide excellence in service delivery and build a great future for the growing Shire as it moves into a new era.

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PEOPLE

HIGHLIGHTS

- Council is host to a series of eight free community 'summer fest' events across the Shire each with events featuring amusement rides, an outdoor movie screening, food stalls and performances by local musicians.
- The Mayor's Charity Event "Welcome to the Carnival" raised \$20,000 for the Kids of Macarthur Health Foundation and the Mayoral Relief Fund.
- Customers can now book, view and manage facilities online through improving our Facility booking process.
- Teloepa Park Buxton Youth Zone is now open, including multipurpose court, skate park, bike racks, bench seats, water fountain and landscaping.
- Youth Programs including Youth Week, skate clinics, paint and sip and colour run have been successfully delivered.
- Council continues to strive to make Wollondilly an inclusive place to live, work and visit by providing equal opportunity for people with disability to participate in all aspects of community life by actively delivering on the Disability Inclusion Action Plan 2022 – 2026.
- Women's Safety Charter continues to be a key consideration and integrated into council led events where practicable.
- The 2022 Dilly Dog Day Out was held at Picton Sportsground Off Leash Dog Area, the event included competitions, free microchipping, market stalls and agility demonstrations.

ACTION PROGRESS

Objective 1.1: Encourage participation in sport and recreation activities

CODE	ACTION	STATUS	PROGRESS	TEAM
1.1.1	Prepare a Community Sport and Recreation Needs Strategy.	This project extends over multiple years and is on track	Strategy preparation will be further defined in the next six months, which will also be aided by current grant funded projects being further progressed.	Parks and Recreation
1.1.2	Complete implementation of the Tahmoor District Sport Complex masterplan.	On track	On track for completion by March 2023.	Project Delivery
1.1.3	Invest in sporting and recreational facility upgrades across the Shire as detailed in Council's Capital Works program, funded primarily by grants and developer contributions.	On track	Projects in design phase and stakeholder engagement ready for construction completion next financial year.	Parks and Recreation

CODE	ACTION	STATUS	PROGRESS	TEAM
1.1.4	In collaboration with the Western Parkland Councils, investigate initial options and feasibility for an iconic walk that connects the eight Western Park and Councils and connects the key walking routes in Wollondilly.	This project extends over multiple years and is on track	The Western Parkland Council's considered submitting a joint application for the competitive round of WestInvest to implement the iconic walk, however this was not progressed. Whilst some initial scoping was undertaken as part of this work, agreement and a commitment to funding is required from the Western Parkland Councils to progress this project.	Shire Futures
1.1.5	Investigate feasibility for the development of the Great River Walk along the Nepean River from Menangle to Wallacia.	This project extends over multiple years and is on track	The Western Parkland Council's considered submitting a joint application for the competitive round of WestInvest to implement the iconic walk, however this was not progressed. Whilst some initial scoping was undertaken as part of this work, agreement and a commitment to funding is required from the Western Parkland Councils to progress this project.	Shire Futures
1.1.6	Commence implementation of aspects of the Great River Walk.	Not programmed for 2022/23		Shire Futures
1.1.7	Develop a master plan for Thirlmere Sportsground.	On track	Consultant to be engaged in early 2023.	Parks and Recreation

Objective 1.2: Encourage participation in sport and recreation activities

CODE	ACTION	STATUS	PROGRESS	TEAM
1.2.1	Create a comprehensive events schedule by introducing new local events to foster a strong sense of community and encourage visitation to the Shire.	On track	Events scheduling continues to evolve when new events are identified and introduced as funding is obtained. New events contribute to the local economy and provide increased visitation and tourism opportunities.	Community Services
1.2.2	Plan for and deliver Stage 3 of the Wollondilly Cultural Precinct - Village Green.	On track	Design work is on track with implementation in future years.	Project Delivery
1.2.3	Plan for and deliver Stage 4 of the Wollondilly Cultural Precinct - New Library and Community Arts Space.	On track	Design work is on track with detail design and implementation in future years.	Project Delivery

CODE	ACTION	STATUS	PROGRESS	TEAM
1.2.4	Investigate opportunities to enhance Council's library services in accordance with Council's Library Strategy (including a review of the mobile library service, increased opening hours, expanded facilities and expansion of the Library's offering of programs and activities for our community).	On track	Currently reviewing Mobile Library schedule and locations. Increased hours have commenced on Thursdays, expansion of activities and collection planned for implementation over next six months.	Community Services
1.2.5	Implement enhancements to library services, in accordance with the Library Strategy.	On track	Enhancements have been implemented or planned over the next six months.	Community Services
1.2.6	Design and launch a new Library website to improve customer usability and experience, encourage participation in programs and activities, and encourage and facilitate increased library patronage and membership.	Complete	New library website launched in December 2022. library.wollondilly.nsw.gov.au	Community Services
1.2.7	Complete construction of the Wollondilly Performing Arts Centre by mid-2024.	Not programmed for 2022/23		Project Delivery
1.2.8	Develop and finalise the operational model for the Wollondilly Performing Arts Centre.	On track	Business model concepts to be presented to senior leadership team in 2023, with report to Council mid-year.	Community Services
1.2.9	Prepare for and commence operation of the Wollondilly Performing Arts Centre so as to deliver new arts and cultural opportunities for our community and encourage greater visitation to the Shire. Including a comprehensive calendar of attractive events.	Not programmed for 2022/23		Community Services
1.2.10	Prepare Shire wide Wollondilly Public Art Strategy to guide the procurement process for engaging with artists and for the funding and commissioning of public art.	Not programmed for 2022/23		Community Services

CODE	ACTION	STATUS	PROGRESS	TEAM
1.2.11	Develop a local approvals policy that will provide a simplified approval process and clear information on how the local community, organisations and businesses can hold temporary events on Council owned land.	On track	Policy drafted. Currently undergoing consultation with Tourism Advisory Group prior to final drafting. Once draft is finalised report will be prepared for Councillor consideration in early 2023.	Business and Investment
1.2.12	Expand the activities within the Thirlmere Festival of Steam.	On track	Expansion activities building on the success of 2022 festival planned for delivery in March 2023.	Community Services
1.2.13	Expand the activities within Illuminate Wollondilly Festival of Art and Light.	On track	Expansion activities building on the success of 2022 festival planned for delivery in September 2023.	Community Services
1.2.14	Develop processes to obtain long term sponsorship for flagship Wollondilly events, such as Illuminate and Thirlmere Festival of Steam, to create sustainable funding sources and reduce impact on Council budget.	This project extends over multiple years and is on track	Sponsorship Prospectus evolving to include higher levels and longevity as expansion activities build profile of festival and benefits can be realised by sponsors.	Community Services

Objective 2.1: Encourage participation in sport and recreation activities

CODE	ACTION	STATUS	PROGRESS	TEAM
2.1.1	Prepare and implement a Reconciliation Action Plan, including increased formal collaboration with local land Councils and a broad range of local indigenous groups.	This project extends over multiple years and is on track	Draft Reconciliation Action Plan developed but yet to be supported by Reconciliation Australia.	Community Services
2.1.2	Grow and promote the Library's collection of Aboriginal and European history. Promote opportunities with Community Groups to share local stories.	On track	Seeking external opportunities for funding to enhance the collection. A Memorandum of Understanding (MOU) with Picton and District Historical and Family History Society has been finalised. MOU with The Oaks Historical Society is in draft. A new locally written title is being added to the collection, "Bargo – Two Hundred Years in the Making" by Marjo Hallowell.	Community Services

Objective 2.2: Listen and respond to community needs at all stages of life

CODE	ACTION	STATUS	PROGRESS	TEAM
2.2.1	Recognising the evidence base required for Greater Macarthur (refer to 10.2.3), scope the need for a social health and wellbeing strategy for Greater Macarthur in the wider Shire context.	Not programmed for 2022/23		Sustainable Growth
2.2.2	The 'People' Councillor led Strategic reference Group/Committee to identify opportunities for Councillors to support advocacy efforts for more support services for the Wollondilly community.	Complete	People Strategic Reference Group (SRG) has commenced with two meetings held in this half year. The SRG continues to be active considering actions and recommendations from Advisory Groups.	Community Services

Objective 2.3: Provide and promote services and programs that positively engage with and develop young people (12-25 years)

CODE	ACTION	STATUS	PROGRESS	TEAM
2.3.1	Deliver hospitality training and education programs for young people in the Wollondilly region including Responsible Service of Alcohol training, Responsible Conduct of Gambling training, Barista, Customer Service.	Complete	Youth training in Responsible Service of Alcohol, Responsible Conduct of Gambling, Customer Service, Barista Training and First Aid have been successfully completed. Future training is dependent on funding opportunities.	Community Services
2.3.2	Work with young people in the Shire to deliver youth-based events and programs that address key issues for youth in the Shire, including Youth Week events, mental health programs.	Complete	Youth Programs including Youth Week have been successfully delivered. Openings of new facilities have incorporated youth events including skate clinics, paint and sip and colour run. Additionally, two weeks of intensive support was provided to young people following the Buxton tragedy.	Community Services

Objective 2.4: Provide and promote services to support seniors, people living with a disability and vulnerable groups

CODE	ACTION	STATUS	PROGRESS	TEAM
2.4.1	<p>Implement key actions in Council's Disability Inclusion Action Plan Implement key actions in Council's Disability Inclusion Action Plan so as to:</p> <ul style="list-style-type: none"> Promote positive attitudes and behaviours toward people with disability. Ensure our community is easier to live in and get around. Support access to meaningful employment opportunities for people with disability. Make sure the information we provide is accessible. 	On track	<p>In June 2021 Council adopted a new Disability Inclusion Action Plan 2022-26 (DIAP). The new DIAP sets out what Council will do to continue to support inclusion of people with disability in our Shire over the next 4 years. It was developed after extensive community engagement including hearing from people living with disability, carers, service providers and local business to make sure our actions reflect what is important to our residents. The new DIAP will assist us to meet requirements for local government in the NSW Disability Inclusion Act 2014. Council has undertaken a variety of projects and upgrades since our first Disability Inclusion Action Plan that was established in 2017. Council will continue to strive to make Wollondilly an inclusive place to live, work and visit by providing equal opportunity for people with disability to participate in all aspects of community life.</p>	Community Services
2.4.2	<p>Review, update, print and distribute a Seniors Health and Services directory every year.</p>	On track	<p>Senior's Directory continues to be printed on an as needed basis and is due to be updated in 2024.</p>	Community Services

Objective 3.1: Improve community safety and Crime prevention infrastructure, programs and services

CODE	ACTION	STATUS	PROGRESS	TEAM
3.1.1	<p>Identify a list of priority bus shelters and update specifications to improve the overall safety, including lighting at bus shelters.</p>	Not programmed for 2022/23		Assets, Transport and Engineering

CODE	ACTION	STATUS	PROGRESS	TEAM
3.1.2	Ensure resources are available to implement and prioritise a parking roster to enable monitoring and enforcement of parking and traffic at high risk locations including school safety zones and pedestrian facilities.	On track	School parking patrols are given a priority which are carried out three to four times a week, as a minimum.	Health and Regulatory Services
3.1.3	Liaise with NSW Police and key stakeholders to collaborate and identify opportunities to reduce domestic violence across Wollondilly.	On track	Council continues to attend the Camden Wollondilly Domestic Violence Committee and has contributed to the many campaigns aimed at raising awareness and reduction of domestic violence in our region.	Community Services
3.1.4	Prepare and develop a public surveillance policy and apply for funding for projects to assist in managing community safety on council-controlled lands as well as protection of our assets.	This project extends over multiple years and is on track	With the support of Councillors, a trial is to be scheduled in 2023 to run for six months to understand the need and potential public safety, asset protection and crime prevention benefits for a CCTV scheme. The trial will run for six months and will inform the development of a fit-for-purpose policy and framework. Work has been done with an existing vendor to establish requirements for a centrally managed pilot system (hardware and software) which is centrally managed and installed at identified locations of concern.	Governance, Integrity and Ethics
3.1.5	Identify opportunities to raise awareness of the Women's Safety charter at Council led events for example Women's International Day.	On track	Women's Safety Charter continues to be a key consideration and integrated into council led events where practicable.	Community Services
3.1.6	Investigate funding opportunities and implement ongoing measures to improve safety for pedestrians in high traffic or unsafe areas.	On track	Three successful grant applications for Active Transport Funding have been received to improve pedestrian safety by providing vital footpath links on Brundah Road, Taylors Road and Menangle Street. Works due to commence on Brundah Road footpath in early 2023. Currently working on an Active Transport application for a new footpath on Prince Street, Picton to improve pedestrian connectivity and safety on the approach to Victoria Bridge.	Infrastructure Operations

Objective 3.2: Encourage responsible animal management

CODE	ACTION	STATUS	PROGRESS	TEAM
3.2.1	Ensure resources are available to prioritise complaint and investigation responses to dog attacks.	On track	Dog attacks and associated investigations are carried out as top priority as they occur.	Health and Regulatory Services
3.2.2	Prepare a companion animal management plan; 1) to identify and recommend additional off-leash dog exercise areas particularly in areas that do not have them 2) to promote responsible pet ownership across the Shire.	On track	Initial planning is underway to inform the development of Companion Animal Management Plan. In tandem with this, Council officers continue to promote responsible pet ownership thorough a variety of avenues, including: <ul style="list-style-type: none"> Regular reminders to owners of dogs and cats who have identified but not registered their dogs and cats Targeted updates on Council's social media and website on key issues Events such as Dilly Dog Day Out, with Council officers providing free microchipping for cat owners, educating the community on pet care, and the need for identification and registration. 	Health and Regulatory Services
3.2.3	Prepare place-based approach for Wildlife Protection Area plans across the Shire to support the management of roaming companion animals, particularly cats.	Not programmed for 2022/23		Health and Regulatory Services

Objective 4.1 Improve access to quality health and community services

CODE	ACTION	STATUS	PROGRESS	TEAM
4.1.1	Advocate for adequate health services across the Shire (current and future growth needs) including more GP's, mental health services and a new hospital in Wilton.	On track	Advocacy is ongoing as part of Wilton and Greater Macarthur. The Mayor has recently written to Ministers and Shadow Ministry.	Sustainable Growth

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CODE	ACTION	STATUS	PROGRESS	TEAM
4.1.2	Participate and contribute to the Western Sydney Health Alliance, to: <ul style="list-style-type: none"> • Advocate for regional projects that benefit health services and outcomes for the Wollondilly community and Western Parkland Council's. • Improve health outcomes, and; • Support actions to address the health effects of climate change. 	On track	Ongoing action, implemented as part of Council's participation in the Western Sydney Health Alliance.	Shire Futures

ENVIRONMENT

HIGHLIGHTS

- Our Mobile Recovery and Resilience van will be on the road soon to provide immediate outreach and support to Shire residents and businesses.
- Wollondilly's first Garden Expo and Plant Fair, BLOOM was held at the Picton Botanic Gardens with live entertainment, workshops and demonstration, market stalls and children's activities.
- Council is continuing to work with its collections contractor to deliver a value for money domestic waste service.
- Council is continuing to meet regularly with developers to discuss the need for better urban design outcomes.
- Councils Environmental Assessors continue to provide comment on large development applications to ensure better environmental outcomes.
- Council received Highly Commended Award in Waste Minimisation Category at the Sustainable Cities Awards by Keep Australia Beautiful for diversion from landfill at Council's two largest events for 2022, Illuminate Festival and Thirlmere Steam Festival.
- Council's Natural Disaster Claim has been approved for \$8.3M in repair works, our Projects Team are currently scoping the works for possible construction 2023/24.

ACTION PROGRESS

Objective 5.1: Minimise risks and impacts from bushfires, storms, flooding and other natural disasters

CODE	ACTION	STATUS	PROGRESS	TEAM
5.1.1	Embed resilience planning by finalising a guideline to inform planning proposals to implement the outcomes from the Hazard Analysis and Emergency Management Study.	On track	A draft has been prepared and is currently under review.	Sustainable Growth
5.1.2	Establish a Mobile Recovery Hub Service which will provide mobile and agile recovery support services after disasters and which will also promote and support preparedness and resilience.	On track	Mobile Recovery and Resilience van has been acquired and is being fitted out for launch in 2023.	Community Services
5.1.3	Distribute a Recovery Hub Toolkit and Training Manual.	On track	Toolkit has been developed and is in the testing phase before final distribution.	Community Services
5.1.4	Develop Community Asset Mapping and Community Profiles to support preparedness and resilience.	This project extends over multiple years and is on track	Initial scoping has commenced with progress underway. Consultants have been identified and engaged to complete projects by end of 2024.	Community Services

CODE	ACTION	STATUS	PROGRESS	TEAM
5.1.5	Initiate Communities of Interest Programs to assist in rebuilding social connectivity within impacted communities.	On track	Initial scoping has commenced with progress underway. Consultants have been identified and engaged to commence community engagement, identify community needs and priorities and impacts on social connectivity.	Community Services
5.1.6	Source and share historic mapping of floods and fires available to the community.	Not programmed for 2022/23		Community Services
5.1.7	Partner with DPE and RFS to promote a shared understanding of bushfire risk for Wilton and the mitigation measures needed.	On track	Ongoing project led by DPE in collaboration with Council and staff input. Council staff participating in working groups on bushfire and resilience.	Sustainable Growth
5.1.8	Complete the Shire wide Flood Study and develop implementation strategy including identification of priority study areas outcomes.	This project extends over multiple years and is on track	Programming delays with 2022 floods impacting availability of external resources.	Assets, Transport and Engineering
5.1.9	Implement Stonequarry Creek (Picton) Floodplain Risk Management Plan through grant funded projects when funding available, with key priorities the review of the Stonequarry Creek Flood Warning System and undertaking a feasibility study to investigate appropriate site(s) and concept designs for a retarding basin on Stonequarry Creek, at a location upstream of Barkers Lodge Road.	This project extends over multiple years and is on track	Two systems have been identified as being potential usable and working through assessment and site practicalities. Grant funding is being pursued for detention basin feasibility study with preliminary work undertaken to inform the scope of a feasibility study to identify sites and prepare basin concept designs.	Assets, Transport and Engineering
5.1.10	Identify and publish stormwater priority works list and address through the capital works program.	On track	Priority program was developed for 2022/23 -2025/26 Delivery Program and adopted. The priority list needs to be reviewed and refined in successive Operational Plans.	Assets, Transport and Engineering
5.1.11	Develop concept drainage management plan for Yanderra.	This project extends over multiple years and is on track	Programming delays with 2022 floods impacting availability of external resources.	Assets, Transport and Engineering
5.1.12	Implement the Wollondilly Dangerous Tree Removal Community Grants Program.	On track	Round 1 completed and Round 2 of the program was in released December 2022.	Community Services

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CODE	ACTION	STATUS	PROGRESS	TEAM
5.1.13	Work with relevant agencies to ensure access to catchment areas from existing public road network (Sheehy's Creek Road and Bluegum Fire Trail).	This project extends over multiple years and is on track	Natural Disaster Claim has been approved for \$8.3M in repair works, Projects Team are currently scoping the works for possible construction 2023/24.	Assets, Transport and Engineering
5.1.14	Advocate to the State and Federal Government to fund the repair of access to the Burragorang Valley and Lake Burragorang.	On track	Natural Disaster Claim has been approved for \$8.3M in repair works.	Assets, Transport and Engineering

Objective 6.1: We are an engaged and active community

CODE	ACTION	STATUS	PROGRESS	TEAM
6.1.1	Prepare an advocacy action plan for the protection and conservation of important cultural and heritage attributes in the Warragamba Dam locality in partnership with applicable stakeholders as part of Council's opposition to the raising of the Warragamba Dam Wall.	On track	Council has continued to lobby and advocate against the raising of the Dam wall. This includes ongoing media releases advocating against the proposal, writing to the Minister for Planning and Homes reasserting the Council's strong opposition and providing a detailed submission to the re-advertising of the Environmental Impact Statement with responses from the applicant.	Waste and Environmental Services
6.1.2	Maintain and expand Council's Weed inspection service.	On track	Council is continuing to expand its weeds inspection program through the newly recruited Biosecurity Officer. Focus areas have been the eradication of boneseed around Couridjah and Bargo areas, the containment of African Olive to prevent establishment in Pheasants Nest and ongoing monitoring of a small number of Aquatic Weed outbreaks. Council also participated in a regional rapid response to a frogbit outbreak in Oakville. Council is also supporting detection and eradication of high priority weeds in adjoining council areas to reduce the chance of weeds entering the Shire.	Waste and Environmental Services

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CODE	ACTION	STATUS	PROGRESS	TEAM
6.1.3	Undertake eradication and control of high priority weeds.	On track	Follow up control has continued to be undertaken at high priority aquatic weed outbreaks that are subject to regular monitoring. External funding has been secured to undertake weed control at several sites in The Oaks and works are progressing. Roadside weed control programs have commenced however progress has been slow due to favourable growing conditions, large areas and limited contractor availability.	Waste and Environmental Services
6.1.4	Integrate weed management outcomes into major roadworks projects, roadside vegetation mulching and hazard reduction programs.	On track	Weed control is now being integrated into road work programs with follow up weed spraying scheduled for Silverdale Road to control regrowth of Blackberry and Lantana following mechanical clearing undertaken as part of road safety upgrades. Spraying of Africa Olive regrowth has also been arranged for the Razorback and Cawdor area following clearing works undertaken during the 2021/22 Bushfire Hazard Reduction program. Additional funding has also been sourced to extend clearing distances at several locations along Remembrance Drive to improve the outcome from roadside vegetation. Follow up treatment after initial weed control has provided better long-term outcomes and cost savings in the medium to long term.	Waste and Environmental Services
6.1.5	Finalise the Shire wide Koala Plan of Management and implement subject to funding availability.	This project extends over multiple years and is on track	Council has prepared a draft Koala Plan of Management and is now eagerly awaiting the release of the NSW State Government Guidelines to support the implementation of the Koala SEPP 2021. Once released Council will be able to review and finalise its Koala Plan of Management.	Waste and Environmental Services

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CODE	ACTION	STATUS	PROGRESS	TEAM
6.1.6	Implement the priority actions of the adopted Shire wide Koala Plan of Management; including: <ul style="list-style-type: none"> • Develop and implement a koala monitoring program • Implement appropriate regulatory tools and compliance measures for koala protection • Lobby NSW Transport for NSW (TfNSW) to install koala exclusion fencing on roads with roadkill hotspots • Collaborate with the community to seek opportunities to regenerate and restore existing koala corridors. 	Not programmed for 2022/23		Waste and Environmental Services
6.1.7	Finalise the Biodiversity Strategy and implement priority actions, subject to funding availability.	On track	Council is in the early stages of drafting the Biodiversity strategy and will look to undertake consultation with key stakeholders over the next period.	Waste and Environmental Services
6.1.8	Incorporate objectives and controls into Wollondilly's local planning framework to support key strategies, including, Integrated Water Management Strategy and the emerging Comprehensive Koala Plan of Management, Biodiversity Strategy and Sustainability Strategy.	This project extends over multiple years and is on track	This project can commence once the key strategies have been finalised.	Sustainable Growth
6.1.9	Develop a proposal or business case for the provision of a koala hospital that would identify the benefits and seek to identify delivery options.	On track	Council has meet with a number of key stakeholders and is working towards developing the scope for a locally based facility. A working group has been established and includes the National Trust of Australia, The Australian Wildlife Sanctuary and Feathered Friends, the NSW Government Department of Planning and Environment Koala Strategy team and Council officers.	Waste and Environmental Services

CODE	ACTION	STATUS	PROGRESS	TEAM
6.1.10	The 'Environment' Councillor led Strategic reference Group/Committee to identify opportunities for Councillors to support advocacy efforts that seek to protect and conserve and enhance Wollondilly's key native biodiversity and tree canopy.	On track	The reference group has now been established and will meet three times per year to discuss opportunities for Council to advocate on opportunities to protect and conserve Wollondilly's natural habitats. The group will continue to meet and identify on going opportunities for Councillors to advocate for protections of our natural habitats.	Waste and Environmental Services

Objective 7.1: We adapt to climate change and reduce our impact

CODE	ACTION	STATUS	PROGRESS	TEAM
7.1.1	Scope and develop a sustainability framework that guides Wollondilly towards increasing its climate change resilience, including: <ul style="list-style-type: none"> Developing a net zero emissions strategy Investing in solar power for Council facilities. 	On track	A draft Sustainability Policy has been developed and placed on public exhibition and it is intended the policy will be returned to Council in the first half of 2023 for adoption. The Policy is the first step in setting a framework for Council and guiding the development of a Sustainability Strategy. Additionally, Council joined the Cities Power Partnership in December 2022, demonstrating its commitment to reducing emissions and accelerating climate action.	Waste and Environmental Services
7.1.2	Investigate opportunities for charging stations for electric vehicles to go into new Council facilities, including the new Government Services Building to support the change to lower emission vehicles in Wollondilly.	Not programmed for 2022/23		Waste and Environmental Services

Objective 7.2: Develop a sustainable, low waste, circular economy

CODE	ACTION	STATUS	PROGRESS	TEAM
7.2.1	Review and enhance Councils domestic waste collection service to ensure value for money including the scope of on-call bulky goods collection.	On track	Council is continuing to work with its collections contractor to deliver a value for money domestic waste service. Council is currently negotiating with its collection contractor for an extension of the current contract which will include a request for the conversion to an on call bulky collection system during the contract extension period.	Waste and Environmental Services

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CODE	ACTION	STATUS	PROGRESS	TEAM
7.2.2	Undertake a new regional domestic waste processing and disposal service by completing the Project 24 joint procurement process which will result in new contracts, including food organics collection and processing to reduce waste to landfill.	On track	The Project 24 tender process in continuing and is in the negotiation process with tenderers. The project is on track to secure a contract in the first quarter of 2023.	Waste and Environmental Services
7.2.3	Deliver Site Rehabilitation Plan for Bargo Waste Management Centre and investigate viability of a waste transfer station to ensure residents have long term access to disposal of bulky waste.	On track	Council is reviewing a number of reports to assist in the preparation and development of a long-term strategy for the Bargo Waste Management Centre and rehabilitation of the site.	Waste and Environmental Services
7.2.4	Construct and operate a Community Recycling Centre to provide year-round safe disposal options for household chemicals.	Not programmed for 2022/23		Waste and Environmental Services
7.2.5	Review Council's procurement process and services to ensure sustainable decision making and promote circular economy opportunities.	Not programmed for 2022/23		Chief Financial Officer

Objective 7.3: Conserve and manage water resources

CODE	ACTION	STATUS	PROGRESS	TEAM
7.3.1	Finalise the Water Sensitive Urban Design guidelines recommended in the Integrated Water Management Strategy and update the Development Control Plan (DCP) and standard engineering plans accordingly.	On track	Council's Water Sensitive Urban Design (WSUD) Guidelines have been finalised and independently peer reviewed by certified professionals. Council's Engineering Design Specifications have been updated to incorporate the Council's WSUD Guidelines and are referenced within Council's Development Control Pan. Council's updated Engineering Design Specifications are available on Council's website.	Waste and Environmental Services

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CODE	ACTION	STATUS	PROGRESS	TEAM
7.3.2	Partner with Sydney Water on how to best utilise excess treated effluent water to improve environmental and amenity outcomes, agricultural productivity and increase capacity for additional sewer connections.	On track	A partnership has now been established with Sydney Water to investigation opportunities for reuse and a project team has been developed with officers from both Sydney Water and Council investigating options and locations for reuse.	Waste and Environmental Services
7.3.3	Work within Council and with local developers to develop and implement urban design that delivers multiple benefits (including flood mitigation storm water detention, biodiversity retention (including tree canopy) and addressing of urban heat implications) and also result in no adverse effect to downstream waterways.	On track	Council is continuing to meet regularly with developers to discuss the need for better urban design outcomes. Councils Environmental Assessors continue to provide comment on large development applications to ensure better environmental outcomes.	Waste and Environmental Services
7.3.4	Undertake community awareness and education on stormwater management.	On track	Council has partnered with Water NSW and established a working group to undertake facilitated workshops for Council staff, developers and the community targeting stormwater education and better practices.	Waste and Environmental Services

PLACE AND LANDSCAPE

HIGHLIGHTS

- A first for NSW Councils with Council launching Interactive Contributions Plan Maps.
- A number of shade sail structures installed across the Shire including Warragamba, Tahmoor, Bargo, Oakdale, Buxton The Oaks and Douglas Park.
- Three successful grant applications for Active Transport Funding have been received to improve pedestrian safety by providing vital footpath links on Brundah Road, Taylors Road and Menangle Street with works due to commence on Brundah Road footpath in early 2023.
- The RFS building at Victoria Park, Picton was officially handed over to the RFS.
- Announcement of WestInvest allocation received for nine transformational projects.
- We celebrated the 200th Anniversary of Picton, Tahmoor and Bargo.
- The Picton Parklands Masterplan was adopted.

ACTION PROGRESS

Objective 8.1: Deliver an efficient, safe and comfortable road network to meet community expectations on road conditions

CODE	ACTION	STATUS	PROGRESS	TEAM
8.1.1	Implement an updated road renewal program based on community feedback, including capital works and enhanced maintenance works	On track	The updated 2022/23 road renewal program was developed by Assets and Engineering and adopted by Council. In the last six months we have worked extremely hard with some challenging weather and are on track to implement this improved program. As at early December 2022 we had delivered/implemented 48% of the total allocated road renewal programs. It should also be noted that the 48% delivered since July 2022 includes an additional \$1M of repairs, added to the program to be implemented as part of the storm damage. Given that the value of the road renewal program to be implemented has increased over the last six months and we are still on track, we are most certainly well placed to achieve the intent of the action.	Infrastructure Operations

CODE	ACTION	STATUS	PROGRESS	TEAM
8.1.2	Develop and implement the rolling 10-year Capital Works Program and publish online.	This project extends over multiple years and is on track	A rolling program will be developed once new asset data is available to accommodate the last three years of storm events.	Assets, Transport and Engineering
8.1.3	Maintain and update Capital Works Program to ensure its delivering infrastructure that is safe, current and fit for purpose.	On track	Quarterly review process has seen changes being made to allow for unfunded repairs due to natural disasters.	Assets, Transport and Engineering
8.1.4	Rolling review of asset management plans including transport, buildings and open space.	This project extends over multiple years and is on track	Works ongoing but have been delayed due to other work priorities and natural disasters.	Assets, Transport and Engineering
8.1.5	Continue advocacy to gain support from the State Government to reclassify the following to State Roads and ensure ongoing maintenance of: Menangle Road, Remembrance Driveway and Silverdale Road.	On track	Ongoing advocacy and still awaiting the outcome from the Regional Road Transfer and Road Classification Review application.	Assets, Transport and Engineering
8.1.6	Advocate for upgrades to major intersections including the Picton Road and Hume Highway intersection.	On track	TfNSW has just published its preferred intersection treatment for Wilton interchange after Council participated in extensive workshops to formalise the design option.	Assets, Transport and Engineering
8.1.7	Review roadside vegetation management program, increase available resources and expand capacity/capability to deliver positive outcomes and improved frequency of services. Improvements will be integrated into core service delivery in years 2, 3 and 4.	On track	Recruitment is underway for new positions along with vehicles to support team. Updated program will be adjusted to reflect new service standards.	Parks and Recreation
8.1.8	Implement recommended priority actions from the Picton Town Centre Transport Plan 2026, including upgrades to Menangle Street and Prince Street intersection, Argyle Street and Prince Street intersection and Argyle Street and Lumsdaine Street.	This project extends over multiple years and is on track	Works are ongoing on the detailed designs for Argyle/Prince and further community consultation is underway on the Menangle/Prince Street intersection.	Assets, Transport and Engineering

Objective 8.2: Encourage more people to walk, ride or use other active transport

CODE	ACTION	STATUS	PROGRESS	TEAM
8.2.1	Complete the Picton to Tahmoor shared cycleway linking Tahmoor to Picton High School.	This project extends over multiple years and is on track	Programming delays with adjustments to Sydney Water assets.	Assets, Transport and Engineering
8.2.2	Design and implement new footpath network connections to public transport and recreational areas, facilities and sports grounds for our villages. To be included in Active Transport Strategy.	On track	Active Transport Grant approved for \$1.3M of new footpath connections to 3 locations at Menangle Street, Taylors Road and Brundah Road.	Assets, Transport and Engineering

Objective 8.3: Improve shared and public transport services

CODE	ACTION	STATUS	PROGRESS	TEAM
8.3.1	Advocate for public transport services for Wilton including rapid bus and electrified rail.	On track	Ongoing discussions with TfNSW.	Assets, Transport and Engineering
8.3.2	Advocate for improved public transport services for towns and villages, for example bus and rail.	This project extends over multiple years and is on track	Ongoing within broader discussions with TfNSW.	Assets, Transport and Engineering
8.3.3	Promote the transport needs of the community to private ride share companies and encourage them to investigate operations in Wollondilly.	Complete	Local taxi and Uber (Ride Share Services) were contacted to encourage provision of services in the Wollondilly LGA. There has been a slight increase of transport availability however there remains a level of transport disadvantage due to the lack of public transport and private options in pockets of the region particularly after hours and weekends.	Community Services
8.3.4	Advocate to Transport for NSW for better and safer parking facilities for commuters as well as support park and ride, carpooling, kiss and ride etc i.e. better parking at the Wilton Interchange.	On track	Ongoing within broader discussions with TfNSW.	Assets, Transport and Engineering

Objective 9.1: Create vibrant and welcoming towns and villages with a strong sense of place and local identity

CODE	ACTION	STATUS	PROGRESS	TEAM
9.1.1	Undertake a comprehensive review of the Development Control Plan.	On track	Work is underway to inform the upcoming review based on best practice.	Sustainable Growth
9.1.2	Prepare a staged delivery program for 'Place plans' to be prepared for towns and villages, prioritising villages in high growth areas.	On track	Preparation of a delivery program is underway.	Sustainable Growth
9.1.3	Develop place plans according to prioritisation in the staged delivery program.	Not programmed for 2022/23		Sustainable Growth

Objective 9.2: Picton is Wollondilly's Community, Culture and Civic Centre

CODE	ACTION	STATUS	PROGRESS	TEAM
9.2.1	Implement Picton Place Plan, subject to funding.	On track	A feasibility study has been prepared to consider the impacts of the recommended changes to planning controls and to better understand potential projects. However, ongoing implementation is dependent on funding.	Sustainable Growth
9.2.2	Plan for and deliver Stage 2 of the Wollondilly Cultural Precinct - Government Services building - to maintain Picton as Wollondilly's Cultural and Civic Centre.	On track	Design work on Track. Detail design and Implementation in future years.	Project Delivery
9.2.3	Finalise business case and implement Council depot relocation plan to improve operational performance and enhance Picton's streetscape.	On track	Scheduled report to Council May 2023.	Property and Commercial

Objective 9.3: Manage places with special landscape, rural and scenic value

CODE	ACTION	STATUS	PROGRESS	TEAM
9.3.1	Identify heritage items across the Shire to include on Wollondilly's heritage register.	On track	The Shire Wide Heritage Study is under preparation and the draft study is currently under review.	Sustainable Growth
9.3.2	Prepare a heritage strategy to provide direction for achieving heritage outcomes.	On track	This project has been put on hold to prioritise heritage related planning projects related to the protection of assets in and around Menangle.	Sustainable Growth
9.3.3.	Amend Wollondilly's Local Planning Framework in accordance with heritage studies.	On track	This project can commence once the shire wide heritage study has been completed.	Sustainable Growth

Objective 9.4: Provide and maintain community buildings and facilities

CODE	ACTION	STATUS	PROGRESS	TEAM
9.4.1	Implement an online system for booking public facilities allowing customer to book and pay for council's facilities at a time and place that suits.	Complete	This project is complete. It has been well received by our customers and staff. There are a number of enhancements in train. There are some major improvements that can be made but these require a major rationalisation of the halls and sporting field fees and changes.	Customer, Information and Technology Services
9.4.2	Review fee structure for public facilities to improve customer experience, efficiency and maximise patronage.	On track	Review conducted for 2023/24 fees and charges schedule.	Parks and Recreation
9.4.3	Develop a plan for the future use of Condell Park Homestead.	Not programmed for 2022/23		Parks and Recreation
9.4.4	Plan for the renewal of the community halls at Thirlmere, The Oaks and Oakdale.	On track	WestInvest funding announced in the reporting period. Designs for each hall to be developed for capital project delivery in 2023/24.	Parks and Recreation

Objective 9.5: Provide quality maintained parks and public open spaces

CODE	ACTION	STATUS	PROGRESS	TEAM
9.5.1	Develop a preferred plant species list to be used for the delivery of planting and landscape improvement programs in Council's parks and open space.	Complete	Street tree and park tree preferred planting list has been created. Shrub, ground cover and grasses list has not been started due to size of project. Moving forward proposed to have plans reviewed by Open Space to give approval to selections.	Parks and Recreation
9.5.2	Installation of new water play facility at Barralier Park, The Oaks.	This project extends over multiple years and is on track	Community consultation and concept designs complete. Detailed designs are underway with construction to commence in 2022/23 and be complete in 2023/24.	Parks and Recreation

9.5.3	Plan and design new water play facility at Thirlmere.	On track	Masterplan at Thirlmere to be completed first, then this will follow.	Parks and Recreation
9.5.4	Review and improve the provision of maintenance services within Council cemeteries.	On track	Review underway looking at fees and charges to capture more income to be able to invest into the facilities in the future.	Parks and Recreation

Objective 9.6: Manage streetscapes

CODE	ACTION	STATUS	PROGRESS	TEAM
9.6.1	Plan, increase and review annual Wollondilly Shire Council Street and Park Tree Planting Program.	On track	Partially funded project, with review undertaken and budgetary restraints have been identified. Grant has been applied for through Greening our Cities for the planting of over 400 trees in parks around the shire.	Parks and Recreation
9.6.2	Develop the framework and approach for a Tree Asset Register, incorporating a Significant Tree Register.	On track	Council has engaged a consultant to identify and develop a significant tree register for trees in public spaces.	Waste and Environmental Services

Objective 10.1: Manage urban growth effectively in and around Wilton

CODE	ACTION	STATUS	PROGRESS	TEAM
10.1.1	Advocate for the delivery of infrastructure to support planned growth across the Shire including growth areas such as Wilton.	On track	Advocacy is ongoing as part of Wilton and Greater Macarthur and includes the development of an Infrastructure Priority list for Wollondilly.	Sustainable Growth
10.1.2	Introduce a Neighbourhood Planning Policy to guide the preparation of future neighbourhood Plans in Wilton.	On track	Exhibition of the Neighbourhood Plan Policy has been completed.	Sustainable Growth
10.1.3	Collaborate with landowners and the State Government in the preparation of neighbourhood plans for Wilton to promote growth, good design and good planning outcomes for the centre.	On track	North Wilton Neighbourhood Plan 1 has been finalised by Council and South East Wilton is in for assessment.	Sustainable Growth

CODE	ACTION	STATUS	PROGRESS	TEAM
10.1.4	Ensure the local contributions framework continues to support timely delivery of infrastructure in Wilton.	On track	At the time of reporting 55% of Bingara Gorge and associated infrastructure has been provided and 6% of Wilton South East has delivered. Construction is underway on Pembroke Road intersection upgrades.	Developer Contributions
10.1.5	Undertake the structure planning to facilitate to the rezoning of the remaining areas of South Wilton ensuring the provision of appropriate infrastructure.	This project extends over multiple years and is on track	Internal reviews of available studies and mapping has been completed. Funding support will be required to progress beyond internal stages of investigation to support technical studies required for a planning proposal.	Sustainable Growth
10.1.6	Implement and maintain the public tracking and reporting of Wollondilly's developer contributions and Voluntary Planning Agreements (VPAs).	On track	The project delivery scope to comply with State Government reporting requirement has been completed and development of a reporting tool utilising existing Council Resources is underway. Scheduled to report on annual development contributions and VPAs at the completion FY22/23.	Developer Contributions

Objective 10.2: Evidence based planning and fully funded infrastructure informs any future growth in Greater Macarthur

CODE	ACTION	STATUS	PROGRESS	TEAM
10.2.1	Continue to advocate strongly that development in Greater Macarthur (Appin) is premature without a fully funded infrastructure plan supported by a detailed funding strategy and staging and sequencing plan, and should not be considered until at least 2036 noting the priority for Wollondilly is the Wilton Growth Area.	On track	The submission on the Greater Macarthur Technical Assurance Panel and the Appin Part Precinct Planning Proposal highlights this point clearly and put forward the key infrastructure needed in Greater Macarthur should State Government proceed with development.	Sustainable Growth

CODE	ACTION	STATUS	PROGRESS	TEAM
10.2.2	Recognising 10.2.1, continue to collaborate closely with the Department of Planning and relevant State agencies including Transport for NSW and Sydney Water to ensure that staging and sequencing plans for essential infrastructure are in place to meet future demand particularly in the Wilton Growth Area, and that all impacts on the natural environment and indigenous and European cultural heritage are properly and respectfully managed.	On track	Ongoing. This has been raised as part of the Greater Macarthur Technical Assurance Panel and the submission on the Appin Part Precinct Planning Proposal.	Sustainable Growth
10.2.3	Confirm the evidence base needed to effectively plan for and deliver Greater Macarthur, drawing on key lessons learnt from Wilton. Seek support from the State and Federal Government for funding.	On track	A peer review of the documentation submitted to Council was undertaken in response to the lodgement of the planning proposal with the State Government. A submission was prepared to the State that responded to the proposal and looks to facilitate Council's vision and support good planning outcomes. Further funding will be needed to support strategies for community facilities and open space.	Sustainable Growth

Objective 10.3: Plan for adequate utilities and infrastructure to support economic and population growth

CODE	ACTION	STATUS	PROGRESS	TEAM
10.3.1	Prepare and implement an advocacy strategy to set out how Council will use a variety of methods and techniques to pursue Wollondilly's advocacy priorities. This may include programmed activities, such as making submissions, direct lobbying, face to face meetings, media activities and public campaigns. Key priorities include public transport, roads and health.	On track	We have progressed with work on an advocacy strategy template to be used for future campaigns, based on an advocacy strategy for the Appin Growth Area. The strategy, "Appin, What's the Rush" has had input from teams across the organisation including Strategic Planning, Public Relations and Engagement, Corporate Strategy and Performance and Environment. The action plan is already being implemented and includes: writing a submission, direct lobbying of Ministers and Shadow Ministers with visits from the Mayor and CEO, face to face meetings with stakeholders (in this case developers) media statements and responses to media enquiries, and a public campaign with social media commentary. This range of methods and techniques will be carried into future advocacy campaigns for the organisation.	Engagement and Performance
10.3.2	Implement initiatives and actions from the Western Sydney City Deal and Western Parkland Councils Delivery Program to address priority issues in the Western Parkland Region.	On track	Ongoing action, implemented as part of Council's participation in the Western Sydney City Deal.	Shire Futures
10.3.3	The 'Place and Landscape' Councillor led Strategic reference Group/Committee to identify opportunities for Councillors to support advocacy efforts that seek to gain commitment from the State Government regarding the development of infrastructure to support economic and population growth.	On track	Ongoing item with meetings occurring on schedule.	Sustainable Growth

Objective 11.1: Facilitate access to diverse housing options

CODE	ACTION	STATUS	PROGRESS	TEAM
11.1.1	Advocate to state agencies and delivery partners to help meet demand for diverse housing needs consistent with Wollondilly 2040.	Not programmed for 2022/23		Sustainable Growth
11.1.2	<p>Ensure the local planning framework continues to support diversity in housing choice, by:</p> <ul style="list-style-type: none"> • Reviewing Development Control standards for accessible housing standards • Advocating for an increase in emergency housing for domestic violence victims in the Shire • Look for more opportunities to attract respite accommodation to the Shire. 	Not programmed for 2022/23		Sustainable Growth

ECONOMY

HIGHLIGHTS

- Our Love the Dilly campaign was launched.
- A new event 'Owloween' held in partnership with the Australian Wildlife Sanctuary.
- Building works are substantially complete for the Smart Hub to enable co-working space located in the Old Post Office, Picton.
- A number of new events for the region were successfully delivered including Tradies Breakfast for R U Ok? Day.
- Council continues its advocacy for infrastructure in growth areas of Wilton and Appin.
- Council's Concierge service continues to support many local businesses through the development application process or with planning advice to enable decision making.
- We were awarded a \$5000 grant for Small Business Month 2022 in collaboration with Wollondilly Women in Business to deliver the Very Dilly Business Christmas event.

ACTION PROGRESS

Objective 12.1: We are an engaged and active community

CODE	ACTION	STATUS	PROGRESS	TEAM
12.1.1	Implement recommendations in the Employment Lands Strategy to unlock short-term employment land supply in priority localities by: <ul style="list-style-type: none"> • Carrying out technical studies on key precincts in Picton, Bargo and Silverdale • Prepare a service and delivery plan to identify existing and required infrastructure to support rezoning land • Carry out a rezoning process and planning proposal to rezone appropriate land. 	On track	Technical studies have been commissioned for the three sites as per sub point 1. The remainder of the subpoints will be subject to further funding availability.	Sustainable Growth

CODE	ACTION	STATUS	PROGRESS	TEAM
12.1.2	<p>Explore the future rezoning of Wilton and Maldon East Employment area by:</p> <ul style="list-style-type: none"> • Advocate for co-funding of project with State Government • Preparing a project plan • Carrying out technical studies • Prepare a structure plan • Prepare a service and delivery plan to identify existing and required infrastructure to support rezoning land. 	Not programmed for 2022/23, but commenced.	Grant funding has been obtained (to be awarded early 2023) from Regional NSW to prepare the project plan and business case only. This will include requirements for technical studies to support future structure planning work. Further funding will be required at later stages. This business case work is expected to support future grant bids.	Sustainable Growth
12.1.3	Finalise and implement the operating model of the Picton Co-working space in the Old Post Office building.	On track	Building works are substantially complete and we are hopeful that an Occupation Certificate can be issued in February 2023. (The issuing of the OC has been delayed due to technical non-compliance issues that are being resolved between the Certifier and the building contractor). Negotiations are in progress with a prospective preferred operator for the co-working space, and we expect the use to commence April or May 2023.	Engagement and Performance
12.1.4	Prepare a Shire wide retail strategy to identify commercial needs. This will require retail modelling to be undertaken across the Shire.	This project extends over multiple years and is on track	Council officers are currently scoping the requirements for a Shire wide retail Strategy. As preparation of the Strategy is dependent upon funding, this initial planning and scoping work will inform what funding is required to complete this body of work.	Sustainable Growth

CODE	ACTION	STATUS	PROGRESS	TEAM
12.1.5	<p>Support economic development opportunities that will simplify the planning process and provide a customised service to businesses through:</p> <ul style="list-style-type: none"> Continued operation of Council's concierge service Improved information on Council's website to assist customers in understanding the planning process Seek funding opportunities for and deliver a new web-based service to assist business identify land within the Shire to support their operations Continued collaboration with Western Parkland City Authority's Investment Attraction Office to improve customer experience and facilitate the retention and attraction of jobs to the Shire. 	On track	<p>Ongoing customer centric approach to planning advice and support for our business customers. Concierge service has supported many local businesses through the development application process or with planning advice to enable decision making.</p> <p>Online presence is continually being developed and likely see a launch of new information in first half of 2023.</p>	Business and Investment
12.1.6	<p>The 'Economy' Councillor led Strategic reference Group/Committee to identify opportunities to advocate to attract and retain diverse industries and businesses to grow the economy and local jobs.</p>	On track	<p>Ongoing with meetings occurring per schedule. Opportunities explored as appropriate.</p>	Sustainable Growth

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CODE	ACTION	STATUS	PROGRESS	TEAM
12.1.7	Connect local businesses to State and Commonwealth support programs by engaging with local businesses and identify any appropriate business support programs they may qualify for and make the necessary introductions to State or Commonwealth Governments.	On track	<p>In the six-month reporting period we have engaged with and supported local business by connecting them with programs and projects such as:</p> <ul style="list-style-type: none"> • Business Connect: dedicated and personalised program that provides trusted independent business advice and events to help start, run, adapt or grow a small business • Service NSW Concierge: free, personalised support to small business owners • Entrepreneur program: provides eligible businesses with a dedicated facilitator to develop a roadmap to achieve a new business vision. 	Engagement and Performance

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CODE	ACTION	STATUS	PROGRESS	TEAM
12.1.8	Support local business associations and chambers of commerce by connecting them with or delivering appropriate business support programs (such as building a digital presence, better use of technology, etc.).	On track	<p>In the six-month reporting period we have supported local business associations and Chambers of Commerce to deliver support programs by:</p> <ul style="list-style-type: none"> • Attending and promoting opportunities for local businesses at Picton Chamber, Wollondilly Tourism Association Inc. and Wollondilly Women in Business meetings and events • Working in partnership with Picton Chamber of Commerce to deliver the R U OK? Day Tradies Breakfast • Achieving a \$5000 grant for Small Business Month 2022 in collaboration with Wollondilly Women in Business to deliver the Very Dilly Business Christmas event • Promoting Small Business Month 2022 opportunities and activities via our EDM and Facebook pages to chambers and associations • Sharing relevant grant opportunities directly with chambers and associations to share with members and local businesses • Regularly promoting webinar and workshop opportunities with a digital/technology focus through our EDM and Facebook. 	Engagement and Performance

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CODE	ACTION	STATUS	PROGRESS	TEAM
12.1.9	Undertake stakeholder engagement, marketing and promotions to maintain a strong program regarding the promotion and support for tourism.	On track	<p>During the reporting period significant stakeholder engagement, marketing and promotions have been undertaken:</p> <ul style="list-style-type: none"> Stakeholder engagement for Love the Dilly Campaign undertaken via local business surveys and consultation with Councils Tourism Advisory Group Visit Wollondilly Guide feedback surveys undertaken with advertisers, businesses and community members to inform 2023 publication Event feedback gathered from key stakeholders (attendees, local businesses, suppliers, stallholders) via online and in person surveys at major Council led events; Thirlmere Festival of Steam, Illuminate and Owlween Attended and sponsored WTAI's Tourism after five events Relationships developed with Destination NSW key contacts Supported local publication Destination Wollondilly Developed of new events for the region; Owlween, Love in the Dilly, Tradies Breakfast. 	Engagement and Performance
12.1.10	Advocate for Government services to locate in key centres, including Wilton and Picton.	On track	Advocacy is ongoing for these centres as opportunities to set up business.	Sustainable Growth

Objective 12.2: Improved digital access and improved services

CODE	ACTION	STATUS	PROGRESS	TEAM
12.2.1	<p>Advocate for better telecommunication and internet services more specifically:</p> <ul style="list-style-type: none"> • Two new phone towers at most needed blackspots • Partnership with NBN Co on identified commercial projects to improve connectivity and seek grant funding to support implementation • Seek opportunities to roll out free WiFi across the Shire. 	On track	We have had a number of senior level meetings with NBN over the last six months looking for opportunities to improve connectivity across the Shire. There seems to be a genuine understanding of the challenges we face and a willingness to work in partnership, especially in relation to the new residential areas.	Customer, Information and Technology Services
12.2.2	Advocate to improve mobile network coverage blackspots across the Shire specifically through a joint application with Telstra to the Peri Urban Mobile Program.	On track	This continues with continuing engagement with the major Telcos. There have been no new opportunities to engage with Telstra on the Peri Urban Mobile Program.	Customer, Information and Technology Services
12.2.3	Participate in the Western Parkland Digital City Implementation Steering Committee and promote local issues and needs that improve outcomes for Wollondilly residents.	On track	We continue to participate in these initiatives.	Customer, Information and Technology Services

Objective 12.3: Support agricultural growth and development

CODE	ACTION	STATUS	PROGRESS	TEAM
12.3.1	<p>As an interim measure, implement short term actions from Wollondilly Rural Lands Strategy including:</p> <ul style="list-style-type: none"> Review Wollondilly LEP 2011 to encourage greater horticultural production. Review Wollondilly LEP 2011 to provide a clearer framework for dwelling entitlements Review the Development Control Plan for rural dwellings, rural industries and other rural enterprises. 	On track	Project partially funded using existing resources. A review of dwelling entitlements across the Shire is currently underway. In addition, Council officers are working with the Agricultural and Rural Advisory Group to review the permissibility of horticulture across the Shire. Alongside this work, the proposed rural amendments to the Wollondilly DCP are being considered.	Sustainable Growth
12.3.2	Investigate affordable farming recommendations within the Rural Lands Strategy.	Not programmed for 2022/23		Sustainable Growth
12.3.3	Investigate the Yerranderie recommendations within the Rural Lands Strategy.	Not programmed for 2022/23		Sustainable Growth
12.3.4	Promote awareness of the Rural Lands Strategy and Council's commitment to supporting the continuing development of the agriculture industry through an ongoing communication approach.	On track	Council's Public Relations and Engagement Team has noted this as a goal, which has been incorporated into the team plan for the next 12 months. So far, we have set up a tag in our social media management platform which tracks all relevant posts. One of the team members will be attending the Agriculture and Rural Industries Advisory Group in the first half of 2023 to clarify the specific topics the group would like us to focus on in our public facing Council communications.	Engagement and Performance
12.3.5	Undertake a viability study to inform the implementation of Rural Land Strategy.	Not programmed for 2022/23		Sustainable Growth

CODE	ACTION	STATUS	PROGRESS	TEAM
12.3.6	Continue to advocate for economic development opportunities to encourage and promote existing and emerging primary production uses including leveraging opportunities associated with the aerotropolis.	On track	Advocacy is ongoing as opportunities arise.	Sustainable Growth
12.3.7	Work with the Western Sydney Planning Partnership (WSPP) to advocate for Wollondilly's agricultural needs through collaboration on the development of a regional Rural Lands Strategy.	On track	The Western Sydney Planning Partnership have initiated a project to develop a strategy for the Metropolitan Rural Area as part of their review of the Region Plan and District (City) Plans in collaboration with Council and staff input. Council staff participating in a working group.	Sustainable Growth
12.3.8	Support agriculture by developing a right to farm framework, including: <ul style="list-style-type: none"> Guidelines that mediate complaints or a complaints register Develop a media strategy Advocate for Department of Primary Industries to review types and sizes of buffer zones. 	Not programmed for 2022/23		Sustainable Growth
12.3.9	Advocate for a tradeable credit scheme or other incentives to be incorporated into the NSW Planning system as a means of incentivising agricultural production on rural lands and minimising the land lost to urban encroachment.	Not programmed for 2022/23		Sustainable Growth
12.3.10	Advocate to the Federal Government for funding to support agricultural initiatives for example seasonal workers and a visa scheme.	On track	Advocacy is ongoing as opportunities arise.	Sustainable Growth

Objective 12.4: Create a vibrant and welcoming tourism destination

CODE	ACTION	STATUS	PROGRESS	TEAM
12.4.1	Collaborate with NSW Government and relevant LGA's on the development and implementation of the Western Parklands Destination Management Plan, including identifying and prioritising opportunities for Wollondilly.	On track	Council staff and Councillors have participated in collaborative opportunities that have been conducted by Destination NSW to inform the drafting of the Western Parkland City Destination Management Plan (DMP). We have used these opportunities to communicate the key destination management issues for Wollondilly relating to tourism and the visitor economy. The Draft DMP is expected to be released for comments early 2023.	Engagement and Performance
12.4.2	Investigate and implement opportunities to make areas across the Shire Recreational Vehicle friendly to encourage increased visitation, subject to funding.	On track	Continuing to explore one priority location and an alternate location. Expect clarity on permissibility in first half of 2023.	Business and Investment
12.4.3	Prepare Tourism Asset Plans to enhance a selection of the Shire's recognised existing assets to support the visitor economy e.g. The Viaduct, Razorback Lookout and the Mushroom Tunnel.	On track	A "pilot" Tourism Asset Plan is being prepared to enhance one of the Shire's recognised existing key tourism location assets to support the visitor economy. The Plan will cover matters such as site analysis, land ownership, access issues, clean up and enhancements needed, seating, promotion and marketing, interpretive signage opportunities etc.	Engagement and Performance

CODE	ACTION	STATUS	PROGRESS	TEAM
12.4.4	<p>Increase visitation to Wollondilly through:</p> <ul style="list-style-type: none"> • A strategically focused Love the Dilly and Visit Wollondilly campaign utilising a mix of digital and traditional marketing activity • Updating the local planning framework to open up and enable the visitor economy to become a foundation for social, cultural and economic life. 	On track	<p>The Love the Dilly campaign to attract tourism visitation and encourage local spending was launched in July 2022. The campaign has utilised a mix of digital and traditional marketing activity and has had great success to date in terms of reach and views across all media.</p> <p>First stage amendments to the planning framework have also occurred enabling a greater range of tourism related land uses to occur in rural zones.</p>	Engagement and Performance
12.4.5	<p>Enhance our tourism signage by seeking opportunities to utilise current technology e.g. Mounted QR codes to share information about our Shire to residents and visitors and drive visitors to visitwollondilly.com.au</p>	On track	<p>A report investigation options for small scale interpretive tourism signage is scheduled to be prepared during 2022/23. This work is needing to be coordinated with, and aligned to, Council's broader Signage Strategy, which is currently still being finalised. The report aims to consider costs, concept, locations and preferred model for implementation.</p>	Engagement and Performance
12.4.6	<p>Partner with the NSW Rail Museum to identify opportunities to support tourism and visitation opportunities associated with the Loop Line Project. For example, this could include support infrastructure such as car parking, lighting, pathways, events and markets.</p>	On track	<p>We continue to hold collaborative meetings with the NSW Rail Heritage Museum regarding the Loop Line upgrade project and opportunities for Council to assist/add value through aligned/complimentary infrastructure works. The proposed new platform at Picton (adjacent to the top of Argyle Street) is the current focus for new pedestrian access and carparking arrangements.</p>	Engagement and Performance

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CODE	ACTION	STATUS	PROGRESS	TEAM
12.4.7	Advocate and seek funding for a feasibility study for Stage 1 of the Great Burragorang Valley Walk from Warragamba to Thirlmere Lakes via Werombi, Oakdale and Couridjah.	On track	Two opportunities for advocacy action have occurred within the last six months. A meeting was held with James Griffin, Minister for Environment and Heritage to generate awareness and support. This was followed up with a formal letter to the Minister requesting assistance for a feasibility study (funding and coordination). The second opportunity has been the release of a draft Plan of Management for Blue Mountains and Kanangra National Parks. Wollondilly has written to National Parks and Wildlife Service advising that the Draft Plan of Management doesn't adequately consider the potential for new walks and associated infrastructure, and that this is a wasted opportunity given the tourism/visitation potential of the new Western Sydney Airport.	Engagement and Performance
12.4.8	Review the Development Control Plan to support opportunities for tourism in rural areas.	On track	Currently researching best practice approaches to planning for tourism development to inform draft planning controls. Progress of the project will also be informed by the finalisation of the Developing the Visitor Economy and Employment Land Uses Planning Proposal (LEP Review Program Stage 2) which is currently in its final stages.	Sustainable Growth

Objective 13.1: Facilitate access to quality education, training and development opportunities

CODE	ACTION	STATUS	PROGRESS	TEAM
13.1.1	Complete construction of the Children's Services Building.	On track	On track for completion by March 2023.	Project Delivery
13.1.2	Commence operation of a pre-school service.	On track	The preschool is scheduled for commencement in February/March 2023.	Community Services
13.1.3	Relocate year-round care service to the Children's Services Building.	On track	On track for completion by March 2023.	Project Delivery
13.1.4	Advocate for fast-tracked delivery of K-12 public school in Wilton.	On track	Actively engaging with development industry and Department of Education to plan for schools, letters have been sent to relevant Ministers to seek progress updates on the K-12 school in Wilton.	Sustainable Growth
13.1.5	The 'Economy' Councillor led Strategic reference Group/Committee to identify opportunities for Councillors to support advocacy efforts for more education facilities across Wollondilly.	On track	Ongoing item with meetings occurring on schedule, opportunities explored as appropriate.	Sustainable Growth
13.1.6	Promote education opportunities and training facilities at Wilton, including: - Seek an agreement or MOU with developers/builders to encourage employment of local apprentices. - Advocate for location of satellite tertiary educational services at Wilton - Implement controls to ensure that education facilities are co-located with Council controlled sporting facilities in growth areas.	This project extends over multiple years and is on track	Advocacy for education facilities is ongoing in Wilton and across Wollondilly. North Wilton implemented changes to co-locate sporting facilities and education. These types of changes will continue to occur as the opportunities present.	Sustainable Growth
13.1.7	Develop an organisational strategy to expand our trainee, apprentice and cadet program including ways to enable staff to be broad banded across different disciplines.	Not programmed for 2022/23		People and Wellbeing

PERFORMANCE

HIGHLIGHTS

- Council received an Innovative Management Initiative Award at the 2022 Local Government Professionals National Federation Award for Council's Integrated Service Delivery Program.
- Council was shortlisted for 2022 Work Health and Safety Champion for Category 1: Outstanding solution to work health and safety risk, large business (government) for Council's waste compactor and new bin roll.
- The Community News is delivered to every home address in the Shire each quarter, reaching well over 75% of households.
- Council staff recognised:
 - Brooklyn Ingle awarded Indigenous Apprentice/Trainee of the Year at the My Gateway Apprentice and Trainee Awards 2022 and 2022 Indigenous Apprentice/Trainee of the Year at the 2022 NSW and ACT Group Training Awards.
 - Kiarna Cunningham awarded the Certificate IV Trainee of the Year and Overall Trainee of the Year at the My Gateway Apprentice and Trainee Awards 2022.

ACTION PROGRESS

Objective 14.1: We are an engaged and active community

CODE	ACTION	STATUS	PROGRESS	TEAM
14.1.1	Provide training to build capacity of Councillors to excel in their roles.	On track	Following the initial induction after the 2021 elections, this is an ongoing process and as such, will continue beyond the stated deadline.	Governance, Integrity and Ethics

CODE	ACTION	STATUS	PROGRESS	TEAM
14.1.2	Develop and undertake a promotion program which focusses on increasing community awareness of our vision and identity for Wollondilly in order to foster a better collaborative understanding between Council and the community.	On track	Council's vision and identity are key components of our brand and Council has recently been on a journey to refine and develop a Brand Guide for the organisation that reflects Council and the community's vision and identity for Wollondilly. The brand guide is now in place and is being used to consolidate all our sub brands to align with our corporate brand. This work positively contributes to increasing Council's brand reputation and is the first stage of an awareness raising program to highlight Council's vision and identity within the community. In addition to this, Council is currently finalising our signage strategy approach for the Shire's entry signage which is a key component of promoting a collaborative understanding of Wollondilly's vision and identity between Council and the community.	Engagement and Performance
14.1.3	Create and publish a growth forecasting dashboard showing how and where the Shire is growing.	On track	Work continues on this project. Will be completed by June 2023.	Customer, Information and Technology Services

Objective 14.2: Raise community awareness and involvement in local decision and activities through improved communications and consultation

CODE	ACTION	STATUS	PROGRESS	TEAM
14.2.1	Review and update Council's community engagement strategy to ensure it outlines Council's commitment to consultation and overarching approach to deliver best practice engagement opportunities for the community. The strategy will include the different methods that Council will use for different purposes to reach and engage with stakeholders and how and when to target each stakeholder group.	Complete	Council adopted a new Community Engagement strategy in accordance with Office of Local Government guidelines in November 2022.	Engagement and Performance
14.2.2	Review, prepare and implement a communications plan to increase community awareness of key issues including growth and development, roads and compliance with regular reporting on progress and effectiveness. Reach up to 75% of households through Council owned communication channels.	On track	Council's communication teams meet regularly with Strategic Planning, Development Services, Health and Regulatory Services and Operational Infrastructure/Roads teams in Working Groups to strategise on key issues and develop clear messaging to share with the community. As a result, up to date content is being shared on all these areas through media releases, Council's monthly e-news, the quarterly Community Newsletter, the Council website and Your Say page as well as our social media channels. Council's Facebook page currently has 19,750 followers, which represents over 36% of our current total population, with much of our content being shared on community pages. The Community News is delivered to every home address in the Shire each quarter, reaching well over 75% of households.	Engagement and Performance

CODE	ACTION	STATUS	PROGRESS	TEAM
14.2.3	Instigate community feedback survey on key projects and consultation processes at completion to identify areas of improvement.	On track	Council has commenced a "Voice of the Customer" project which aims to develop a holistic ecosystem for how Council effectively gathers customer feedback and data to improve the way we deliver our services. The development and implementation of the community feedback surveys will be a component of this project that will be rolled out across the organisation as the project progresses.	Engagement and Performance
14.2.4	Continue to promote Council's communications channels and databases to increase capacity, effectiveness and engagement, including developing a strategy to increase Council's email database to over 50% of residents in the Shire.	This project extends over multiple years and is on track	Council is committed to further expanding the capabilities available within our Customer Portal utilising the Salesforce platform to create a robust email database of residents. Currently, work has not progressed on this action, however, in the interim, Council continues to encourage residents to subscribe to our range of email databases to ensure we continue to effectively communicate with the community.	Engagement and Performance
14.2.5	Participate in the implementation and ongoing provision of the Open data sharing platform with the eight Western Parkland Councils	On track	We continue to participate in this initiative.	Customer, Information and Technology Services

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CODE	ACTION	STATUS	PROGRESS	TEAM
14.2.6	Undertake an independent annual community survey to identify community priorities and improve alignment with community needs and expectations and service delivery.	On track	A broader approach to measuring and capturing community sentiment regarding priorities and customer satisfaction regarding services has been under development. The "Voice of the Customer" project is expected to incorporate an annual survey as a component of a broader approach to measurement and data collection.	Engagement and Performance
14.2.7	Scope options to consider and hold community forums in locations across the Shire, in addition to Picton.	Complete	Remote community forums are now being conducted at various locations across the shire.	Governance, Integrity and Ethics
14.2.8	Implement a program of Community Forums held in locations around the Shire.	Complete	Remote community forums are now being conducted at various locations across the shire.	Governance, Integrity and Ethics

Objective 15.1: Provide a sustainably high performing organization to achieve the vision of ‘an even better Wollondilly together’

CODE	ACTION	STATUS	PROGRESS	TEAM
15.1.1	Implement the Wollondilly Council Business Enhancement Plan including priority projects.	On track	<p>A range of priority projects in the Business Enhancement Plan (BEP) have been completed or commenced and a BEP Working Group has been established to oversee progress. Notable achievements to date include:</p> <ul style="list-style-type: none"> • Implementation of the new Organisational Framework • Completion of the Internal Communications Action Plan • An improved Resource/Budget preparation process now in action • Grants Officer position has commenced. <p>Note that the implementation of the BEP will be an ongoing strategic priority over the next few years.</p>	Engagement and Performance
15.1.2	<p>Implementation of the key elements and actions of the Workforce Management Strategy (refer to the Workforce Management Strategy for more detail):</p> <p>Strategy 1: We lead at all levels to enable a culture of collaboration and high performance</p> <p>Strategy 2: We are flexible, agile and adaptable, embracing change and growth</p> <p>Strategy 3: We are strategic in how we attract and retain the best people.</p>	On track	<p>Workforce strategies and improvement continue to be implemented including review and monitoring of Council's Performance Management System (MyPlan), increased exposure of Council opportunities through social media (e.g. LinkedIn) and Leadership Development. A second cohort of participants in the Diploma of Leadership and Management will commence in February 2023. Council's Human Resources Business Partnering Framework continues to add value to the organisation.</p>	People and Wellbeing

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CODE	ACTION	STATUS	PROGRESS	TEAM
15.1.3	Scope, develop and implement a risk management framework which manages Council's risk while ensuring business continuity, agility and resilience.	On track	A vendor has been engaged to establish council's enterprise risk management framework. The engagement commences in Q3 2023 and is expected to conclude in before the stated deadline for this objective.	Governance, Integrity and Ethics
15.1.4	Prepare a staged and costed delivery program within year 1 to review all key service areas. Program will roll out in year 2 with the first service area review implementation commencing prior to June 2024.	On track	A dedicated Business Improvement Officer role has been created and this position was filled in November 2022. A draft Service Delivery Framework has now been prepared. The Framework provides a strategic approach to the how? what? and why? of service delivery and is an important first step in establishing our approach to, and roll-out of, service area reviews.	Engagement and Performance
15.1.5	Review Council's operational facilities and their capacity to service the community. Prepare Project Plans for facilities requiring upgrades for example, the animal shelter, community nursery, waste transfer station.	On track	Full review of all operational facilities to commence Q4 FY23 and Project Plan developed to clarify reasonable timetable to complete full review.	Property and Commercial

Objective 15.2: Strong and sustainable financial management and value for money for all residents

CODE	ACTION	STATUS	PROGRESS	TEAM
15.2.1	Provide an evaluation framework and communication tools to demonstrate value for money from rates.	Complete	Information was prepared and included as a pamphlet with the issue of the 2022/23 Rates Notices.	Chief Financial Officer
15.2.2	Review the Long-Term Financial Plan (LTFP) on an annual basis.	On track	Work has commenced on the next iteration of the LTFP, to be completed during Q4.	Chief Financial Officer
15.2.3	Review the procurement process and identify opportunities for improvements to ensure value for money outcomes.	On track	The structure of the procurement function has been reviewed and is planned for implementation in Q4.	Chief Financial Officer

Delivery Program Progress Report

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CODE	ACTION	STATUS	PROGRESS	TEAM
15.2.4	Review Council's grant management and application processes and recommend improved ways to ensure efficiency and effectiveness in obtaining and administering grants that align with our strategic priorities.	On track	Council has employed a new Grants Officer who now oversees and coordinates actions relating to grants management. A new Grants Management Framework has been developed and adopted. These are the first steps in ensuring efficiency and effectiveness in obtaining and administering grants that align with our strategic priorities.	Engagement and Performance
15.2.5	Report quarterly on grants applied for and the progress of grants awarded.	On track	A Grants Management Framework, which will support the regular reporting of grants, has been developed and implementation will commence in the next reporting period.	Engagement and Performance
15.2.6	Commence review of Wollondilly 2040 Local Strategic Planning Statement following updates to the regional and district plan.	Not programmed for 2022/23		Sustainable Growth

Objective 15.3: Embrace innovation to improve business efficiencies and drive performance

CODE	ACTION	STATUS	PROGRESS	TEAM
15.3.1	<p>Deliver resource and implement a Data, Information and Information Technology Strategy to enhance customer service and internal processes. Including ongoing recurring funding for critical projects that improve service delivery.</p> <p>Funded Projects:</p> <ul style="list-style-type: none"> Implementation of digitisation and automation of Council services including: <ul style="list-style-type: none"> Online bookings for facilities All Council services accept payments online allowing customer more convenient way to pay for services. All forms available online allowing customer to apply for council service at a time and place the suits Digitisation of the planning approval process (encompassing development assessments and other planning approval processes) to significantly improve assessment time frames, productivity and customer service. Continued improvement of cyber security and system resilience protecting the community's private data and council's ability to provide services. Improvements to quality and accessibility of Council's corporate data including the scope for reporting tools for strategic measures. 	On track	<p>Online facilities booking in complete to the current scope with further work possible once the fees and charges have been rationalized. All payments are available online. Driveway, Food and Health forms are now online. Planning certificates will be completed by March. Development Application automation has begun but is not scheduled to complete before the end of this reporting period.</p> <p>Significant improvements to cyber security continue as planned as does the implementation of the IT Strategy.</p>	Customer, Information and Technology Services
15.3.2	<p>Investigate and implement an Omnichannel contact centre improving customer service across phone, web-chat, email, and SMS etc., subject to funding.</p>	On track	<p>This investigation will be complete by June 2023. Budget submissions have been made for next year.</p>	Customer, Information and Technology Services

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CODE	ACTION	STATUS	PROGRESS	TEAM
15.3.3	Systemisation and digitisation of marketing and communication leading to a more informed and engaged community.	This project extends over multiple years and is on track	A grant was applied for this initiative in 2022 but was not successful. We continue to pursue grant opportunities and funding sources. As this is considered to be a critical project budget submission will continue to be made.	Customer, Information and Technology Services

Objective 15.4: Deliver great customer service and outstanding customer experiences

CODE	ACTION	STATUS	PROGRESS	TEAM
15.4.1	Implement the Customer Experience Framework to enhance service delivery for our customers, which includes mapping of customer touch points, measure effectiveness of communications and a focus on building an omni-channel experience for customer interactions with Council.	This project extends over multiple years and is on track	Progress has been made on this project with investigations into an omnichannel contact centre underway and improvements made to the customer service through team goals in cycle two of My-Plan. Progress will continue as resources and time allow. For faster progress we are looking for further funding sources through grants and future budgets.	Customer, Information and Technology Services
15.4.2	Provide a minor review of the Community Strategic Plan.	Not programmed for 2022/23		Engagement and Performance
15.4.3	Provide an annual review of the Delivery Program and prepare an Operational Plan.	On track	The first stage of preparing a revised Delivery Program and Operation Plan for the 2023/24 year onwards has commenced, with initial budget considerations a swell as a review of all Delivery Plan commitments. Council will adopt its new Delivery Program and Operational Plan in accordance with legislative requirements at its June 2023 meeting.	Engagement and Performance

Objective 15.5: Effectively manage the Shire's assets

CODE	ACTION	STATUS	PROGRESS	TEAM
15.5.1	Implement the improvement actions in the Asset Management Strategy.	This project extends over multiple years and is on track	Some works have been completed, however with the natural disasters and need to revise the capital works program in response the road network condition - further improvement works have been delayed.	Assets, Transport and Engineering
15.5.2	Prepare a Property Strategy to strategically manage Council's property and deliver improved performance and outcomes for the community.	On track	Draft Property Strategy being finalised for completion Q4 FY23. Directions from the strategy will inform actions in FY24 and beyond.	Property and Commercial

Objective 15.6: Attract, develop and retain a competent engaged and diverse workforce

CODE	ACTION	STATUS	PROGRESS	TEAM
15.6.1	Continue to enhance flexible working and activity based working opportunities while ensuring continuity of service provision and high levels of customer service.	On track	Council's Hybrid Working Practices have been reviewed and opportunities continue to be provided to allow staff to work flexibly while providing high levels of customer service.	People and Wellbeing
15.6.2	Partner with schools, TAFEs, universities and other companies and Councils to expand Council's Apprenticeship/Traineeship and Student Program.	On track	Council continues to provide a trainee and apprentice program within existing budget. Expansion opportunities will be investigated, however will be budget dependent.	People and Wellbeing
15.6.3	Advocate and partner with the Office of Local Government to lift the profile of and raise awareness of local government as an employer of choice.	On track	Council continues to implement strategies to lift the profile of Wollondilly Shire as an attractive employer of choice. Initial contact has been made with the Office of Local Government to determine if there are any planned programs or initiatives that Council could partner with.	People and Wellbeing