



ANNUAL REPORT

2019/20



Create WOLLONDILLY

“Growth, development and change is inevitable and much of the time, out of our control. What we can control is how we respond to it and the direction that it takes. The challenge for Wollondilly's future will be 'balance' between the past, the present and the future. Wollondilly is unique. It is Sydney's water bowl and a large part of its food bowl.

It's a beautiful rural setting and rural lifestyle with towns and villages, a strong sense of community, a rich and diverse environment including green space, rolling hills, rivers, lakes, mountains, heritage and agriculture. The challenge for Wollondilly will be the preservation of these treasured aspects of living in our Shire. I want our future generations to still have these views, to enjoy what we have now and what we possibly take for granted. Once it's gone, it's gone. You can't get it back.”

Karen Burgess, Winner of the Create Wollondilly 2033 Art Competition (16 years and older category)

Annual Report

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SECTION 1

Introduction



Acknowledgement*

Wollondilly Shire Council acknowledges the traditional custodians of the land in Wollondilly, the Dharawal and Gundungurra peoples.

We acknowledge the living culture and spiritual connections to the land for the Dharawal and Gundungurra people and that Wollondilly is remarkably placed as the intersection of these two tribal lands.

We recognise the traditional Custodians have occupied and cared for this Country over countless generations and celebrate their continuing contribution to the Shire.

We also acknowledge and remember the Dharawal and Gundungurra peoples who were killed in the Appin Massacre on 17 April 1816.

**We acknowledge our collaboration with the Tharawal Local Aboriginal Land Council*

WE ARE Wollondilly

Wollondilly, on the south western outskirts of Sydney and at the foothills of the Southern Highlands, is surrounded by spectacular, natural beauty and rural pastures. Its 2,560 square kilometres stretch from Yanderra in the south, Appin and Menangle in the east, Warragamba in the north with the Nattai wilderness, Yerranderie and Burragorang Valley to the west.

The district is rich in Aboriginal and European history. The earliest known inhabitants of the district were the Gundungurra Tribe, who gave the area its name. The word Wollondilly is attributed to having three meanings. "A place where spirits dwell", "Water trickling over rocks" and the third meaning is connected to a legend about the burning black coal that was carried inside the skull of a bunyip, within a basket woven of waratah stems. "Worron" means black coal and "dilly" means carry basket.

A colourful tapestry interweaves the Dreamtime legends of the Gundungurra and Tharawal people on a backdrop of gorges, ranges and plains with a rural patchwork created by the white settlers who followed the first fleet's famous straying cattle to the Cowpastures.

Each of the towns and villages have their own stories to tell and personalities to meet but the rural charm with country hospitality is found everywhere. Balancing what we value as a community against the future growth projected for NSW is, and will remain, the biggest challenge and commitment for Council over the next 15 years.

MESSAGE FROM

The Mayor & Chief Executive Officer

CR ROBERT KHAN



BEN TAYLOR

In these extraordinary times, Council continues to deliver essential services as well as providing a range of support for the Wollondilly community.

The impacts of the COVID-19 pandemic will have an impact on our community and the way that Council and all other organisations do business for years to come. The estimated impact on Council's finances from the bushfires, floods and now Covid-19 is in the order of \$7.8m.

Despite these challenges, Council is investing wisely in priority infrastructure and services for the community, including once again delivering our largest ever Capital Works Program. This investment will continue to directly provide jobs and stimulate economic activity across Wollondilly.

Other highlights include:

- Continuing to improve DA turn-around times and creating a new tracking and lodgement system which allows DA documentation to be viewed online, greatly improving transparency and communication.
- The majority of business with Council, including payments, can now be conducted online. As we move to an Integrated Service Delivery Platform, customers will have a better experience when dealing with Council and processes become even more efficient.
- The Local Strategic Planning Statement, Wollondilly 2040 came into effect in March, outlining the land use planning vision for Wollondilly over the next 20 years. This vision is for a prosperous, sustainable and resilient future for our residents, with an enviable lifestyle of historic villages, modern living, rural lands and bush settings.
- Advocating strongly for the local area; representing the community at the Royal Commission into Natural Disaster Arrangements,

joining neighbouring councils and organisations to call for improvements to Picton Road, and opposing the proposed raising of the Warragamba Dam Wall in partnership with Blue Mountains City Council.

- Though many events were impacted by COVID-19 restrictions, some planned projects were able to go ahead earlier in the year. Council was again able to provide the Summer Beach Bus, popular amongst the Shire's young people as well as families and seniors keen to take advantage of the warm weather to visit the beach in Wollongong.
- Many of our library programs moving online during Covid, including Auslan story times, drawing workshops and author talks.
- Working on a number of projects as part of the Western City Parkland Liveability Program, including the Wollondilly Community, Cultural & Civic Precinct, Tahmoor Sporting Complex and the installation of exercise equipment in eight locations across the Shire. The Appin Skate Facility was opened in June 2020 and is now being enjoyed by the community.
- Engaging with our community on a variety of projects: including strategies on water management, flooding, economic development, the library, transport, and new facilities.
- The 'Love the Dilly' campaign encouraged locals to shop and use services within the Shire and support local businesses hit hard due to the bushfires, flooding and the pandemic.

There are some big opportunities ahead as well as challenges as we move into the future. Our focus is on maximising these opportunities, continuing to deliver outstanding infrastructure and services and improving our financial sustainability for the benefit of all of our community.

Note: The audit of Council's Financial Statements has not been finalised at this time. Council, with the support of the NSW Audit Office, has requested, and had approved, an extension for lodgement of the audited Financial Statements. A revised version of Council's Annual Report will be published when the audited Financial Statements are available.



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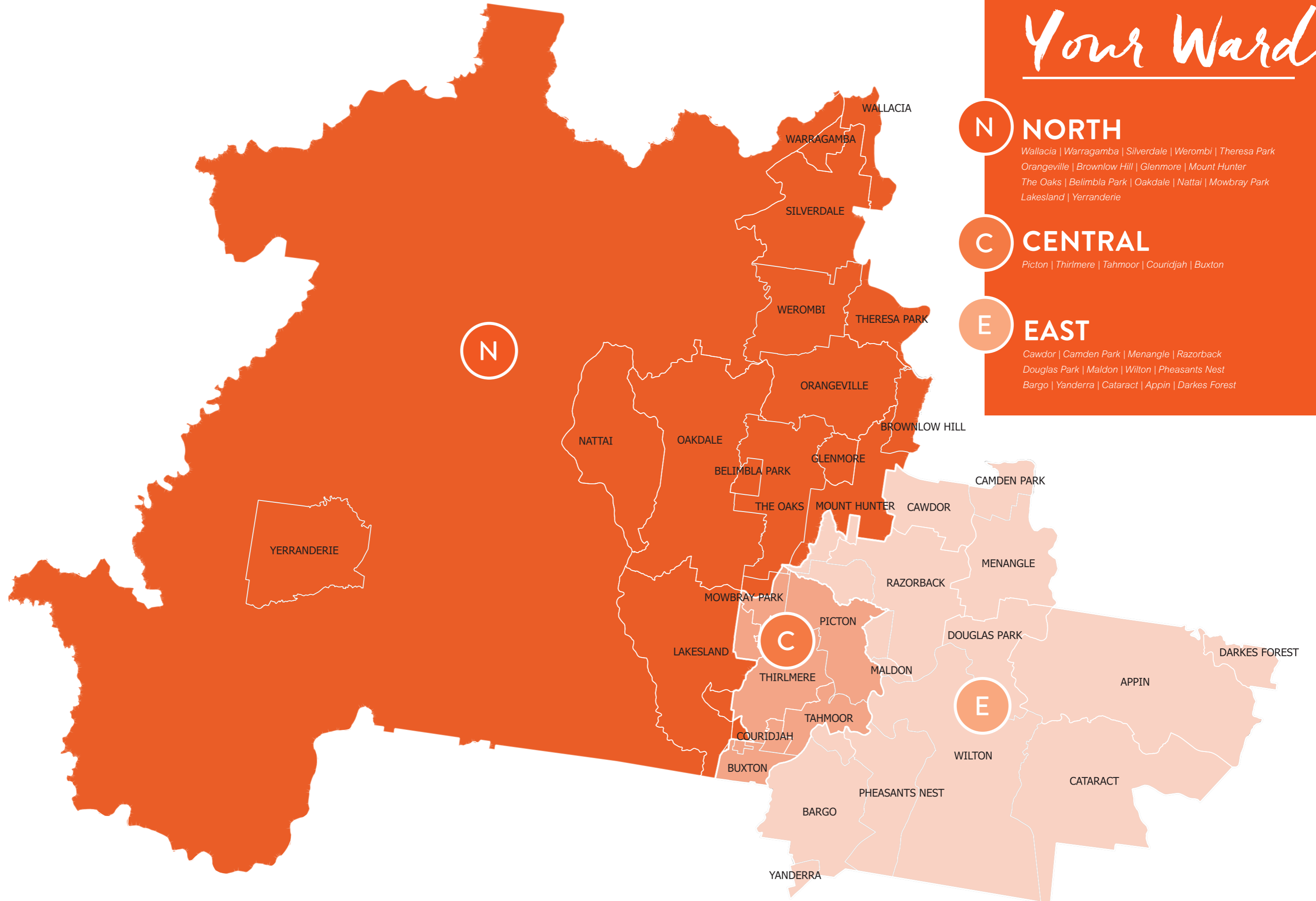


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Your Ward



N NORTH
 Wallacia | Warragamba | Silverdale | Werombi | Theresa Park
 Orangeville | Brownlow Hill | Glenmore | Mount Hunter
 The Oaks | Belimbla Park | Oakdale | Nattai | Mowbray Park
 Lakesland | Yerranderie

C CENTRAL
 Picton | Thirlmere | Tahmoor | Couridjah | Buxton

E EAST
 Cawdor | Camden Park | Menangle | Razorback
 Douglas Park | Maldon | Wilton | Pheasants Nest
 Bargo | Yanderra | Cataract | Appin | Darkes Forest

OUR VISION, *Mission and Values*

The Wollondilly Shire Council Vision:

**TO MAKE
WOLLONDILLY
AN EVEN
BETTER PLACE,**

together



Values

MISSION

TO CREATE OPPORTUNITIES IN PARTNERSHIP WITH THE COMMUNITY AND TO ENHANCE QUALITY OF LIFE AND THE ENVIRONMENT, BY MANAGING GROWTH AND PROVIDING SUSTAINABLE SERVICES AND FACILITIES.

VALUES

INTEGRITY

We act with honesty, always doing the right thing.

COLLABORATION

We openly share and partner with others to deliver results.

ACCOUNTABILITY

We own our work and take responsibility for our actions and results.

RESPECT

We show mutual consideration for others and acknowledge our difference.

EMBRACE INNOVATION

We encourage new ideas, welcome change and continuously improve.



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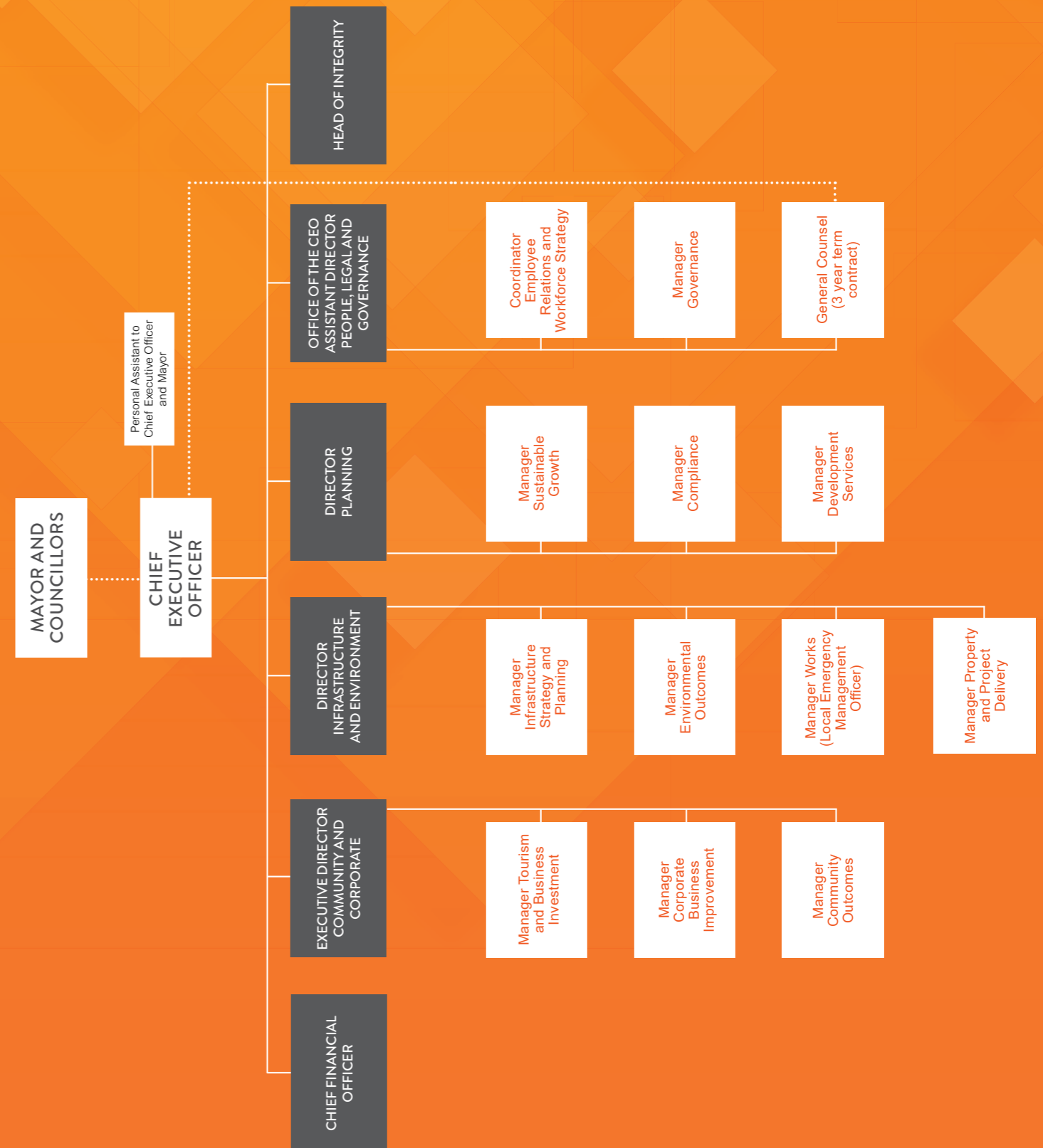
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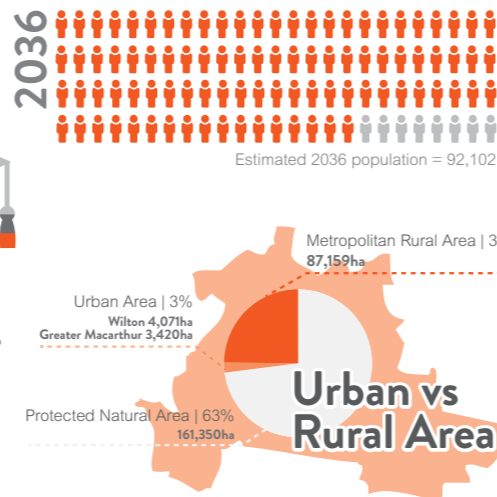
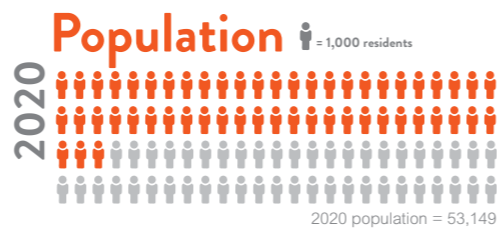
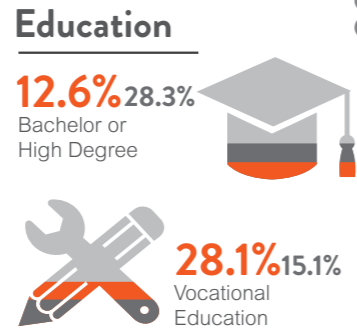
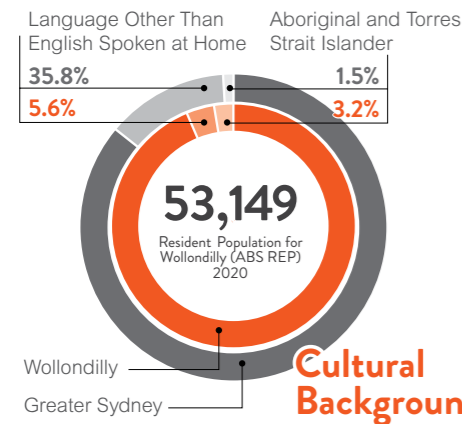
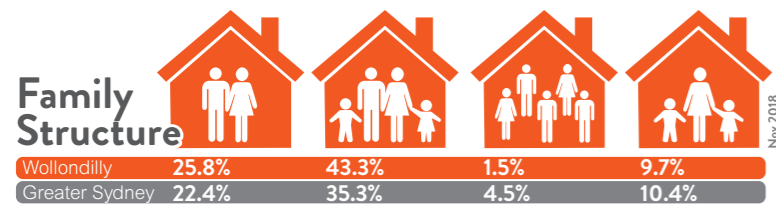
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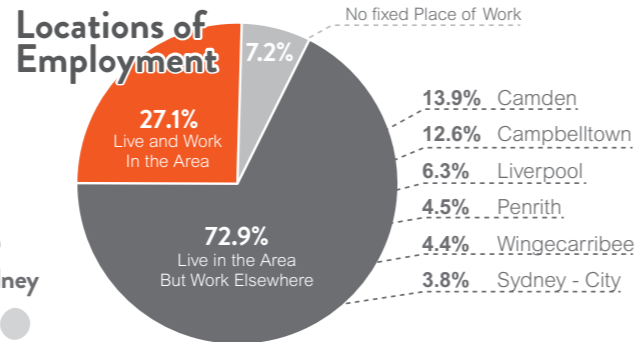
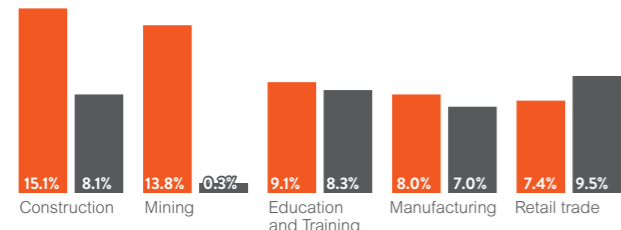
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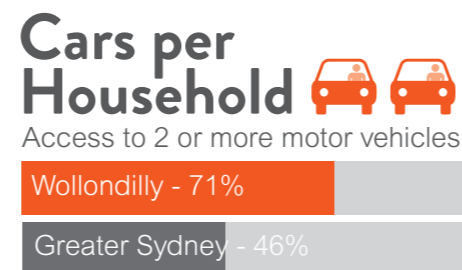
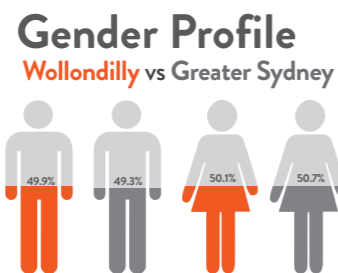
WHO WE ARE - Our Shire



Top 5 Industries in the Shire



Top 5 Industries We Work in

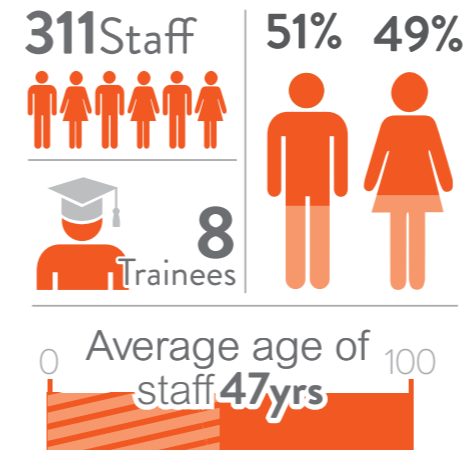


Transport to Work



OUR COMMUNITY Profile

Staff



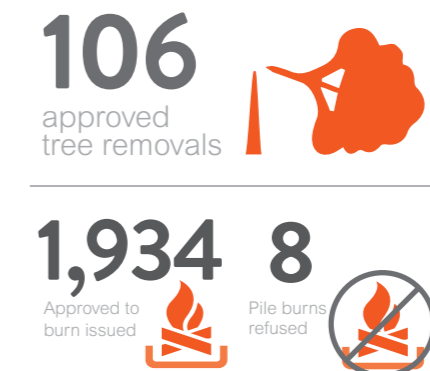
Asset Management



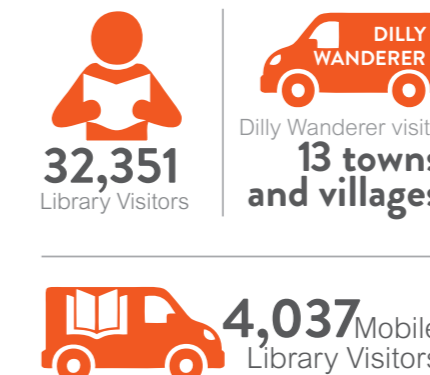
Developments



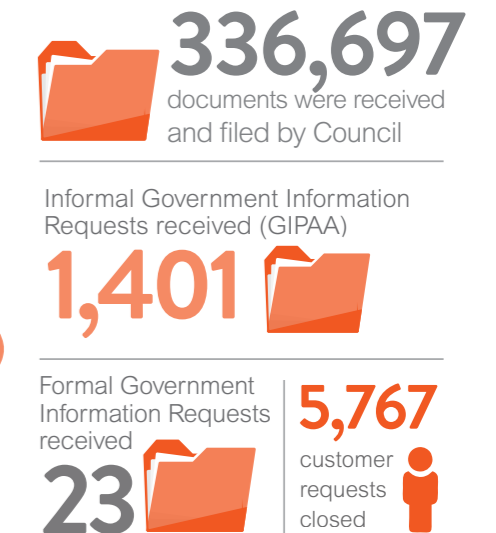
Environment



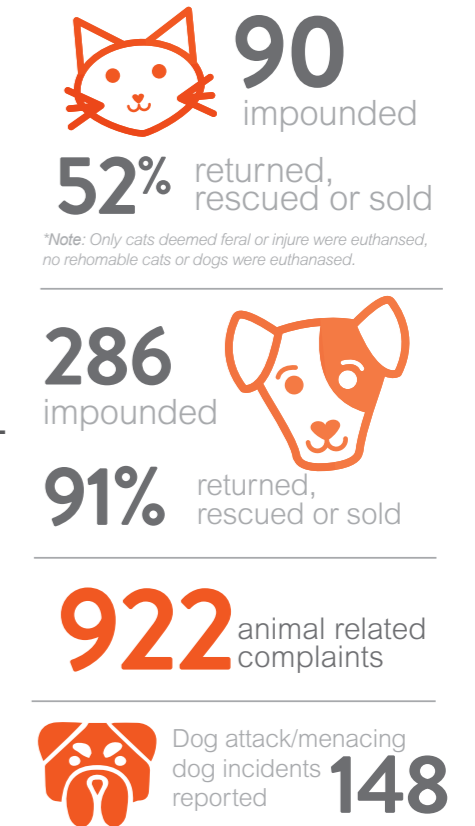
Community



Admin and correspondence



Animals



WHAT SERVICES WE provide



MY VOICE

Council Services

- Community Engagement and Communication
- Customer Service



MY LIFESTYLE

Council Services

- Leisure and Aquatic Centres
- Parks, Gardens and Recreation



MY TRANSPORT

Council Services

- Roads
- Footpaths and Cycleways



MY HOME

Council Services

- Strategic Land Use Planning
- Development Assessment and Certification



MY ENVIRONMENT

Council Services

- Environmental Sustainability
- Stormwater Management
- Waste Management
- Local Law Enforcement
- Animal Management
- Town Centre Amenity



MY BUSINESS

Council Services

- Economic Development and Business Investment
- Tourism



MY COUNCIL EXPERIENCE

Council Support Services

- Information Technology
- Information Management
- Payroll Services
- Workplace Health and Safety
- Enterprise Risk Management
- Internal Audit
- Governance and Council Support
- Legal Services
- Corporate Planning Strategy and Performance
- Fleet Management
- Contract Management and Procurement
- Financial Services
- Property Services
- Employee Relations



MY COUNCIL



MY COMMUNITY

Council Services

- Events and Festivals
- Emergency Services
- Council Building Management
- Library Services



MY FAMILY

Council Services

- Children's Services
- Community Planning and Development

Growth represents both challenges and opportunities for Council to service a changing community. As our community diversifies, the requirements to meet community demand increases.

Ensuring that we deliver efficient and effective services now and into the future requires a greater emphasis on highlighting the full scope of what Council delivers.

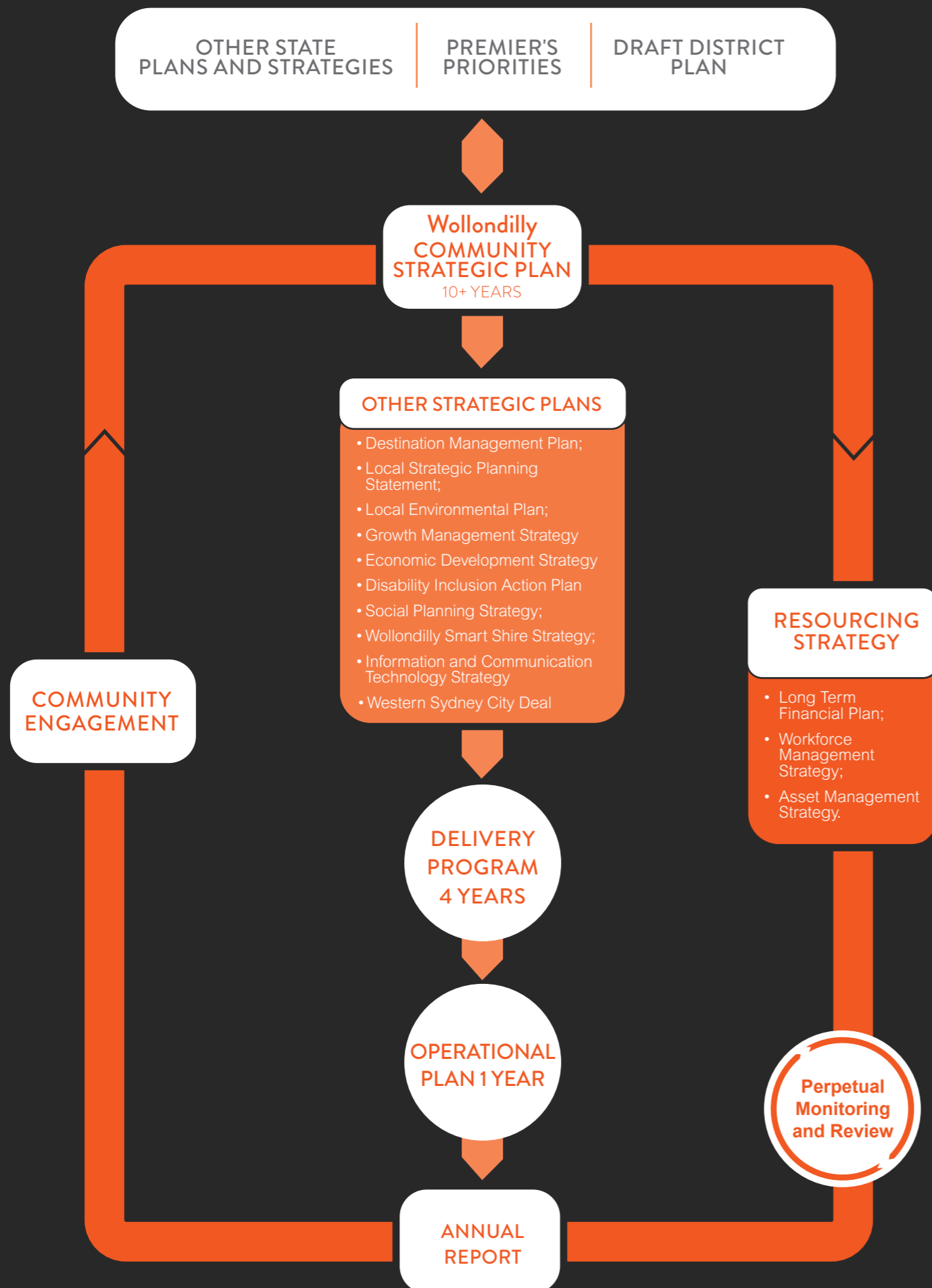
As community members, we all play our part in helping build the service offerings of Council. Into the future, Council will be focusing more on service delivery rather than a traditional functional or business unit view. This change will assist us to detail all Council deliverables and assess this with our community to ensure that we are meeting needs.

Within each of the Community's strategic focus areas, Wollondilly Shire Council delivers 36 services both in the form of external community facing and internal support services.

Council Performance

SECTION 2





2.1 INTEGRATED PLANNING AND REPORTING FRAMEWORK

Wollondilly Shire Council is committed to the delivery of detailed planning and reporting under the Integrated Planning and Reporting framework.

The suite of documents considered under this framework includes the Community Strategic Plan (CSP) - *Wollondilly2033*, the Resourcing Strategy and the 4 Year Delivery Program and Annual Operational Plan.

These plans are integrated to build the foundation for a sustainable future. The CSP is our Community's story. It is a story of our key strengths, challenges and opportunities for the future as a community.

It addresses four key questions:

- Where are we now?
- Where do we want to be in 10 years' time?
- How will we get there?
- How will we know we've arrived?

The Resourcing Strategy is a critical link when it comes to translating strategic objectives into actions.

The CSP articulates your vision as part of our community for the medium to long term; however they will not be achieved without sufficient resources to carry them out.

The 4 Year Delivery Program takes the community vision from the CSP and translates this into a comprehensive set of strategies and activities that Council has prioritised over its four year term to achieve the outcomes in the CSP. It addresses the full range of Council's operations. It is the critical link between the CSP and the Resourcing Strategy when it comes to translating strategic objectives into detailed activities.

The Annual Operational Plan shows detailed actions that align to Council's budget for the financial year.

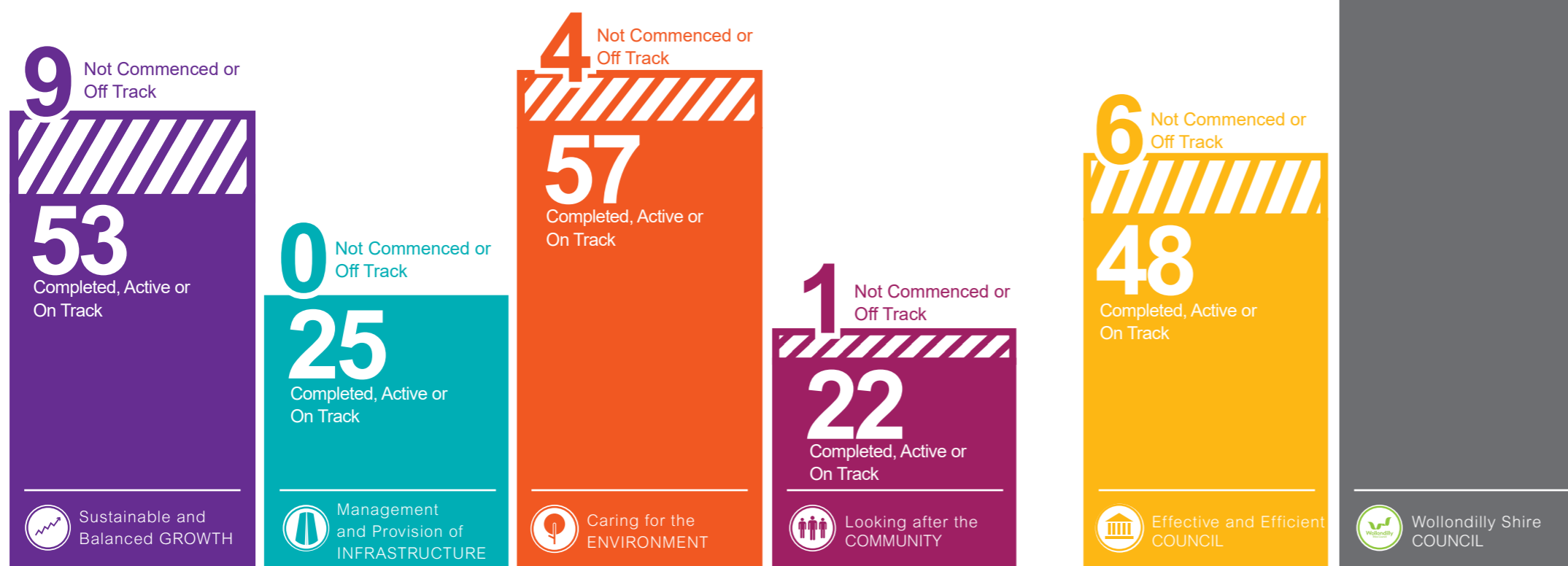
Under the framework, Council has a statutory obligation to report progress back to our community periodically. The Annual Report must outline our achievements over the year in implementing the Delivery Program.

This report is prepared in accordance with Section 428 of the Local Government Act 1993 and the Office of Local Government Planning and Reporting guidelines for Local Government in NSW.

2.2 SUMMARY OF COUNCIL'S OVERALL ANNUAL PERFORMANCE

Under the Local Government Act 1993 and Integrated Planning and Reporting Guidelines, Section 2 focuses on the achievements of Council in delivering the primary activities over the 2019/20 Operational period as detailed in the 2017/18 – 2020/21 Delivery Program.

Overall in 2019/20
225 actions in the Operational Plan were reported on.
 Of these actions were reported as delivered or on track. **91%**



2.3 COMMUNITY SATISFACTION WITH COUNCIL SERVICES

Council is committed to continuous improvement of its services and how they are delivered, in order to most effectively meet the needs of the community by the efficient use of Council's limited resources. Ongoing research and consultation on community priorities is a key part of this commitment. One part of our research and consultation program is regular community satisfaction surveys to measure attitudes and perceptions of the community towards Council.

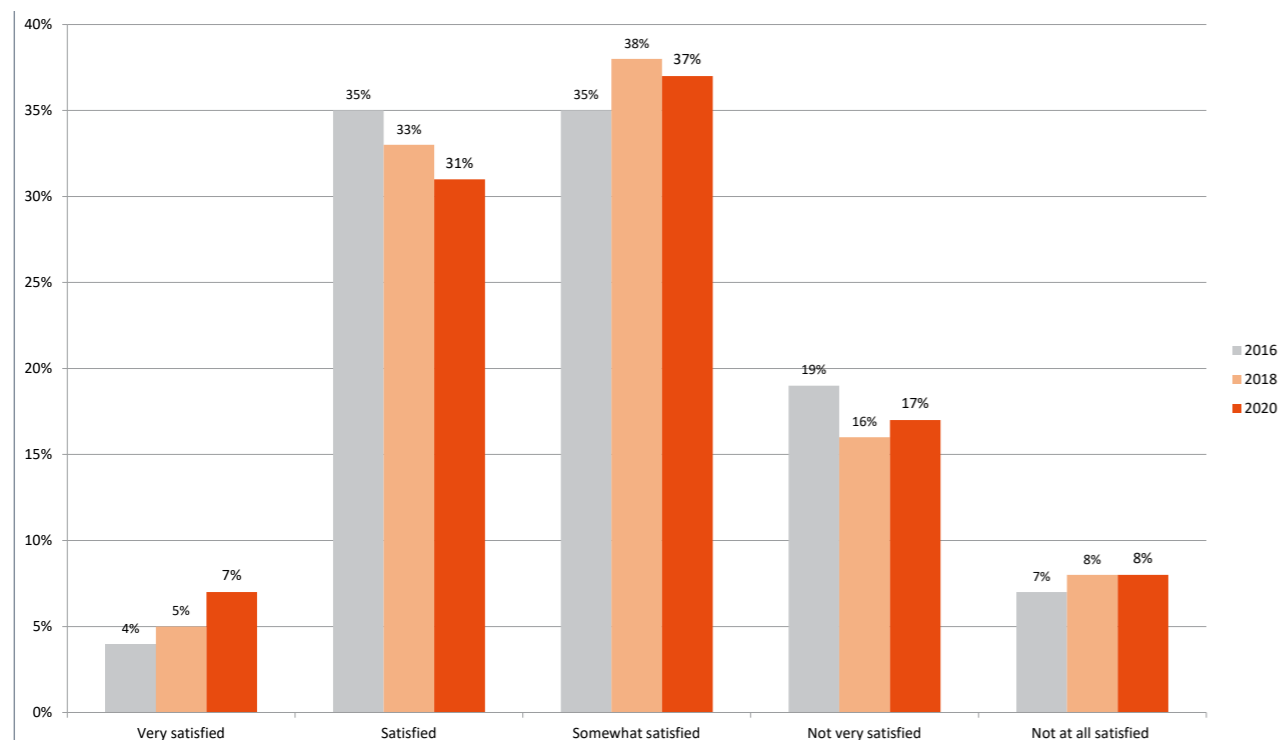
The key objectives of the research include:

- Assessing and establishing the community's priorities and satisfaction in relation to Council activities, services, and facilities
- Measuring the community's overall level of satisfaction with Council's performance
- Identifying the community's aspirations for the future of the LGA
- Understanding the community's level of agreement with prompted statements surrounding wellbeing/connectedness
- Analysing best methods of communication and engagement with Council.

Overall Satisfaction with Council's Performance

When asked if respondents were satisfied with Council's performance, the results showed little change from previous years with 75% of residents at least 'somewhat satisfied' with council's performance.

The below tables show how respondents rated the importance and their satisfaction with Council's wide range of facilities and services. This data is used to identify areas where Council is performing well and where there are opportunities for improvement.



Highest rated services and facilities for satisfaction 2018	Highest rated services and facilities for satisfaction 2020
Library services	Recycling and waste management
Recycling and waste management	Library services
Festival and events' programs	Ovals and sportsgrounds
Ovals and sportsgrounds	Swimming pools
Swimming pools	Festival and events' programs

Monitor Performance

Lowest rated services and facilities score in satisfaction 2018	Lowest rated services and facilities score in satisfaction 2020
Maintaining council roads	Maintaining council roads
Building bike paths	Building bike paths
Maintaining footpaths	Maintaining footpaths
Opportunity to participate in council decision-making	Planning and development
Planning and development	Floodplain and stormwater management

Performance Gaps

Gap Analysis

To understand the areas of focus for Council, a gap analysis is used to assist in prioritising strategies and actions.

The table below shows the percentage gap between the importance and the community's satisfaction. A high positive percentage shows that the community think the service is very important but are relatively dissatisfied with Council's performance.

Ranking 2020	Service/ Facility	Performance Gap 2020
1	Maintaining Council roads	69%
2	Long-term planning for the Shire	30%
3	Planning and development	29%
4	Maintaining footpaths	29%
5	Financial management	24%
6	Emergency planning and management	21%
7	Supporting local jobs and businesses	18%
8	Floodplain and stormwater management	17%
9	Heritage sites and natural flora and fauna are protected and maintained	14%
10	Building bike paths	13%
11	Protecting the natural environment	10%
12	Provision of council information to the community	10%
13	Opportunity to participate in Council decision-making	9%
14	Recycling and waste management	5%
15	Supporting local agriculture	5%
16	Parks and playgrounds	3%
17	Animal management	2%
18	Tree management	0%
19	Landfill facilities	-4%
20	Ovals and sportsgrounds	-6%
21	Children's services	-7%
22	Community buildings/halls/amenities	-7%
23	Supporting community groups	-8%
24	Supporting tourism	-10%
25	Swimming pools	-14%
26	Library services	-23%
27	Festival and events' programs	-28%

Considering the above gap analysis, Council is able to review allocation of resources and funds to improve the alignment of functions with the community's expectations

How we adapted to COVID-19

The organisation has taken a very proactive and efficient response to the COVID-19 pandemic to ensure the safety of the community and staff as well as ongoing service delivery. As an organisation, Wollondilly Council reacted very quickly to Covid-19, which has had the effect of not only keeping our people safe, but also demonstrating to our community that we are taking their health very seriously. The speed with which we responded meant that within the space of a few weeks everything had changed in relation to how we work as individuals and how we continue to provide essential services to our community in this 'new normal'. Half of the organisation began a trial of working from home on Tuesday 17 March and by 19 March the majority of the organisation was working from home.

We used a variety of online platforms to keep us communicating and engaged with one another, including Microsoft Teams and Zoom, which is working exceptionally well. As at June, we have had over 1,121 meetings, 47,653 messages, and 4394 voice calls via Microsoft Teams alone. We now conduct all Council meetings, Councillor Briefings, team meetings, all staff meetings, committee meetings, community forums, Local Planning Panel Meetings, staff learning, employee health and wellbeing channels digitally.

On 2 April we ran our first ever fully online Council meeting, which was held in order to pass a vital Business Support Package as part of a compassionate community support program to help Wollondilly businesses who have been hit by the COVID-19 crisis which came as the community and businesses were still struggling to recover from recent drought, bushfires and flood in Wollondilly. Council's priority is to support affected residents and businesses through this tough time and the package includes an initial \$750,000 investment in support initiatives.

The silver lining during this challenging time is that we have embraced the opportunity to innovate and improve our services to the community. Here are some examples:

- Staff continued to provide critical services during the pandemic while embracing work from home and new Covid safe practices
- We created our first ever Wollondilly Council eNewsletter to keep in touch with our community and showcase all the great work we do. This is particularly important as our local news publications have ceased printing.
- The Dilly Wanderer Facebook page features live-streamed children's activities such as playdoh making and an Easter cookie demonstration. It has shared useful gardening and craft activities each day to keep children of all ages occupied.
- The library staff have continued to build a fan following for their children's online Story Time sessions and are continuing to share some great educational resources for all ages.
- Our Customer Service staff continue to take large quantities of phone calls from their home offices and respond to the many customer requests which continue to come in.
- We are using the NSW Planning Portal for the online lodgement of DAs to ensure assessment ready applications are submitted.
- We have moved to an online mailing house which means that we don't have to manually print, fold and post thousands of letters by hand.
- We have automated our on-site sewage management services.
- Wollondilly has adopted the Local Government (COVID-19) Splinter Award to ensure job security for our staff and increased work practice flexibility
- We have formed a Critical Incident Management Team (CIMC) to consider our response to the COVID-19 pandemic which meets regularly each week and goes over government advice or directions and/or public health orders. Critical planning is undertaken around service provision, enterprise risk management and work health and safety.
- We have launched the Love the Dilly campaign encouraging residents to shop locally wherever possible to help Wollondilly businesses get back on their feet.





THEME 1

SUSTAINABLE AND *Balanced Growth*

What We Do

Wollondilly is made up of 17 towns and villages each with its own distinct and unique features that spans a massive 2,560 square kilometres, with two thirds of the Shire's area is made up of national parks and water catchment areas. The growth of our LGA and the establishment of Wilton New Town will add a new regional town to the mix.

Here at Wollondilly Shire Council, we are working to develop great neighbourhoods, regional centres, parks and accessible open spaces that are used and loved by our residents. We want to build a Local Government Area that connects people to places and to each other now and in to the future.

Outcomes

The actions Council deliver in this theme contribute to the following community outcomes:

1. A built environment that supports liveable communities, respects the character, setting and heritage of our towns and villages and retains the vision of Rural Living.
2. A unique environment and rural landscape balanced with managed growth that is consistent with Council's Position on Growth and vision of Rural Living.
3. A strong local economy providing employment and other opportunities.
4. Expansion of employment and other opportunities based on the Shire's natural assets, strong agricultural base and tourism potential.
5. A strong and viable agricultural sector supported by the protection and preservation of agricultural assets and resources.

Highlights

Wollondilly 2040 – Our new 20 year land use vision

Wollondilly 2040 is Council's Local Strategic Planning Statement (LSPS). It was made and came into effect on 27 March 2020 after a significant amount of valuable input from our community and key stakeholders.

Our vision is for a *prosperous, sustainable and resilient future for Wollondilly residents, with an enviable lifestyle of historic villages, modern living, rural lands and bush settings.*

Wollondilly 2040 identifies key planning priorities and actions that focus on protecting and retaining the many elements that make Wollondilly extraordinary. It is also about embracing the future and creating environments that help to make people feel happier and healthier. The key planning priorities will guide the decisions we need to make to meet our vision for Wollondilly.

The Local Environmental Plan (LEP) Review

In 2019/20, progress continued on the LEP Review Program, which aimed to define local plans within the context of the NSW Government's Western City District Plan. This program has seen Council conduct 10 new studies and strategies, which will help set clear directions for Wollondilly moving forward. These are expected to be finalised during the 20-21 period.

Wollondilly, A Growing Shire

Over the 2019/20 financial year, Council has continued to manage an influx in unprecedented growth in the Shire. This year there have been 42 reports on development matters tabled to Council and 21 reports to the Wollondilly Local Planning Panel on both strategic planning and development application matters.

Land Use Planning plays a vital role in managing the impacts of growth. Council has managed the following:

- Reduced the number of Planning Proposals from 33 to 24
- Executed 5 Voluntary Planning Agreements totalling over \$33 million in net community benefits

- Introduced a new Contributions Plan which will help collect over \$427 million in local infrastructure contributions over the life of the plan to support future growth
- Collaboratively worked with the State on the draft DCP for Wilton New Town and responded to other requests relating to Wilton and the Greater Macarthur land release investigation
- Introduced the Wollondilly Community Participation Plan which provides a clear process on how and when Council will engage with the community on planning and development
- Responded to planning of the Aerotropolis, major transportation corridors various planning policies.

Council's commitment to business improvement to support Community Growth

Council continues to implement business and process improvements to streamline the DA process and reduce processing times. At the end of June 2019, the number of outstanding applications was approximately 175. There has also been a significant improvement in the median processing time for all applications. In 2017/18 the median processing time was 58 days, this improved to 34 days in 2018/19 and has improved even further in 2019/20 to 27 days. Sustaining these improvements has been a remarkable achievement.

Live Development Application Tracking

The Live DA tracking system went live in December 2019, giving the community development application information on demand, 24 hours a day. This has increased transparency in the DA process and allow the planning team to focus on processing applications. The service offers the community the convenience of being able to access information and transact with Council at all times, not just core business hours.

Online lodgment of applications through the NSW Planning Portal

Council enabled the online lodgment of development applications through the NSW Planning Portal on 1 June 2020. This lodgment portal is provided by the NSW Department of Planning, Industry and Environment and will soon

be used by all Councils in NSW. To ensure we continue to provide an efficient service, Council required that all development applications be lodged through the Planning Portal from 1 July 2020. Council no longer accepts applications lodged in person, by email or by post.

The NSW Planning Portal allows for a more convenient and environmentally friendly process for the lodgment of applications, allowing applicants to lodge online — anywhere, anytime.

Love the Dilly Campaign

In support of the local business community, the "Love the Dilly" campaign was created and launched to encourage residents and visitors to shop local. The campaign helped to raise awareness of businesses in the Shire and boost the local economy. Awareness was driven by advertising through radio, digital, print and social.



Financial Overview

Operational Income	Operational Expense	Capital Spend
\$4,895,673.78 7% of Total	\$11,253,459.23 14% of Total	\$22,773.61 0% of Total

Progress Against Strategic Direction

The Community Strategic Plan identifies the outcomes that our residents want to see in our community. Council has responded to these outcomes in setting the following strategies to realise the outcomes. Below is the annual assessment of Council's performance in working towards achieving the strategic directions.

Strategy GR1 – Sustainable and Balanced Growth
Manage growth to ensure that it is consistent with Council's Position on Growth and achieves positive social, economic, and environmental outcomes for Wollondilly's towns and villages.
Strategy GR2 – Built Environment
Manage land use and development to achieve a high quality built environment and innovative planning outcomes, while protecting our agricultural and rural landscapes
Strategy GR3 – Economic Development and Tourism
Enhance economic development and tourism in Wollondilly Shire through the implementation of the Economic Development Strategy and the development of a Tourism Strategy and an Employment Strategy
Strategy GR4 – Liveable Communities
Plan for and enhance Wollondilly's liveability by encouraging great places to live with communities that are resilient, safe, affordable, healthy, well connected and retain their unique characters
Strategy GR5 – Wilton New Town
Create a new walkable and connected community supported by integrated public transport and matched by sustainable long-term local employment growth
Strategy GR6 – Peri-Urban Lands
Manage, promote and adequately protect peri-urban lands and their values
Strategy GR7 – Agriculture
Encourage and support agriculture and associated industries so that they continue to be a productive, sustainable and integral part of our economy, community, landscape and environment
Strategy GR8 – Advocacy
Advocate strongly for the interests of Wollondilly and its community in relation to planning and economic development outcomes and improved public transport services

Corporate Performance Assessment

In setting strategic outcomes, it is important to have indicators that are transparent and provide guidance in understanding if Council is achieving the expected result in each strategic direction. Below are the performance indicators for Theme 1 – Sustainable and Balanced Growth and performance over the 2019/20 period.

CSP Strategy	Delivery Program Action	Code	Action	Status
Manage growth to ensure that it is consistent with Council's Position on Growth and achieves positive social, economic, and environmental outcomes for Wollondilly's towns and villages	Growth pressures are managed effectively	GR1.1.1	Review and refine the Growth Management Strategy	Not Commenced
		GR1.1.2	Exhibit and adopt the Local Strategic Planning Statement	Completed
		GR1.1.3	Undertake Local Environmental Plan review including shire wide planning proposal	On Track
	Ensure sufficient industrial and employment land preserved for long term needs	GR1.2.1	Undertake an assessment of industrial land needs	On Track
		GR1.2.2	Identify opportunities for employment generating land uses to inform the Local Environmental Plan review and Growth Management Strategy	Active
		GR1.2.3	Advocate for more employment land at Maldon and other areas within the Wollondilly Shire as part of the Local Environmental Plan Review	Completed
		GR1.2.4	Engage with the general business community, Economic Development Community Advisory Committee and Tourism Community Advisory Committee as part of the Local Environmental Plan Review	Completed
		Manage land use and development to achieve a high quality built environment and innovative planning outcomes, while protecting our agricultural and rural landscape	Deliver Continuous Improvement Program initiatives to improve Council's planning processes	GR2.1.1
GR2.1.2	Undertake the staged review of Development Control Plan			Completed
GR2.1.3	Commence the 'Engage with You' program for improved opportunities for community engagement on planning activities			Completed
GR2.1.4	Introduce a new application form for planning proposals			Completed
GR2.1.5	Review planning controls responding to legislative and Policy change			Active
Enhance appearance of new residential estate	GR2.2.1		Update Council's design specifications to ensure currency and consistency with the Development Control Plan	Completed
	GR2.2.2		Ensure quality assets are contributed to the community at the completion of the subdivision process; including appropriate roadways, landscaping and open spaces through the development application assessment and subdivision certification processes	Completed
	GR2.2.3		Incorporate smart technology engineering specifications developed through the planning partnership into Council's design specifications	Completed
	GR2.5.1		Negotiate and deliver appropriate Voluntary Planning Agreements that deliver community benefits from development	Active
	Use Voluntary Planning Agreements to provide innovative planning outcomes			

CSP Strategy	Delivery Program Action	Code	Action	Status
Enhance economic development and tourism in Wollondilly Shire through the implementation of the Economic Development Strategy and the development of a Tourism Strategy and an Employment Strategy	Provide ongoing business support	GR3.1.1	Evaluate and enhance current events program to strengthen economic development and tourism outcomes	On Track
		GR3.1.2	Support and provide input to other sections of Council regarding economic development opportunities	Completed
		GR3.1.3	Provide support to businesses through the development applications assessment process to support increased economic opportunities	On Track
		GR3.1.4	Engage with local businesses and support them to engage with resources such as the Office for Small Business Commissioner, Jobs for NSW, AusIndustry, Austrade, Business Connect and Easy to do Business program	Completed
		GR3.1.5	Provide sponsorship for the Wollondilly Business Awards	Completed
		GR3.1.6	Establish the Smart Working Hub	Active
	Position and promote the Shire as a place for inward business investment	GR3.2.1	Develop an investment attraction prospectus to promote the Wollondilly Shire	On Track
		GR3.2.2	Facilitate Economic Development Community Advisory Committee and the Tourism Community Advisory Committee meetings	Completed
		GR3.2.3	Lead, collaborate and engage other sections of Council in marketing and promotion	Completed
		GR3.2.4	Represent Council as a member of the Western Sydney Investment Attraction Office (WSIAO) working group	Completed
		GR3.2.5	Develop a tourism investment prospectus	Not Commenced
		GR3.2.6	Host visits for potential investors to the Wollondilly	Completed
		Improve development application assessment process so that it does not delay applications for employment generating developments	GR3.3.1	Complete review of development control plan identified in Continuous Improvement Program
	Position Wollondilly Shire as a key destination, highlighting the many tourism attractions	GR3.4.1	Implement the Destination Management Plan	Completed
		GR3.4.2	Support the NSW Rail Museum and other stakeholders with the development of a feasibility study on the Loop Line Project	On Track
		GR3.4.3	Engage and work with WaterNSW and other stakeholders to develop the 'Great Walk of Wollondilly'	On Track
		GR3.4.4	Review and develop the Thirlmere Festival of Steam as a premier event for the Wollondilly Shire	On Track
		GR3.4.5	Support Wollondilly Shire's growing Visitor Economy Market	Completed

CSP Strategy	Delivery Program Action	Code	Action	Status
Enhance economic development and tourism in Wollondilly Shire through the implementation of the Economic Development Strategy and the development of a Tourism Strategy and an Employment Strategy	Support future economic sustainability for the residents of Wollondilly Shire	GR3.5.1	Review and implement the Economic Development Strategy (EDS)	Completed
		GR3.5.2	Develop and implement a Business Engagement Strategy and Action Plan to support economic growth	Completed
		GR3.5.3	Investigate opportunities for tourism and business investment in town revitalisation projects	Completed
Plan for and enhance Wollondillys liveability by encouraging great places to live with communities that are resilient, safe, affordable, healthy, well connected and retain their unique characters	Develop strategies to increase housing diversity and affordability	GR4.1.1	Prepare the housing strategy	Active
		GR4.1.2	Commence development of a Growth growth model	Off Track
	Maximise public safety in new developments	GR4.2.1	Complete policy referrals on development applications in accordance with the Memorandum of Understanding between Council and NSW Police	On Track
	Seek improved public transport options	GR4.3.1	Participate in City Deal process and continue to advocate for improved services from the State Government	Completed
	Investigate ways to integrate health outcomes into Land Use Planning	GR4.4.1	Participate in the Wollondilly Health Alliance - Health in Planning Working Group	Completed
		GR4.4.2	Prepare a Wilton health and wellbeing strategy	Completed
		GR4.4.3	Pursue grant funding opportunities to support the review and implementation of the Wollondilly Bike Plan (incorporating pedestrian activity plan)	Completed
		GR4.4.4	Develop and maintain priority program for footpaths cycleways	Completed
		GR4.4.5	Detailed design of improved pedestrian connectivity at Remembrance Dr & Progress St, Tahmoor	Active
	Plan for community infrastructure that meet the needs for our growing community	GR4.5.1	Implement Continual Improvement and Best Practice Program for Development Contributions	Active
		GR4.5.2	Commence review of Dedication of Land Policy	Off Track
		GR4.5.3	Commence Review of Planning Agreements and Material Public Benefit Policy	Off Track
	Protect natural and built heritage in Wollondilly	GR4.6.1	Commencement investigation of need and scope of a heritage conservation area in Appin	Off Track
		GR4.6.2	Commence a review of the heritage schedule and identify new heritage items for protection	Off Track

CSP Strategy	Delivery Program Action	Code	Action	Status
Plan for and enhance Wollondillys liveability by encouraging great places to live with communities that are resilient, safe, affordable, healthy, well connected and retain their unique characters	Enable increased usage of technology in Wollondilly	GR4.7.1	Import and analyse data from the LoRaWAN Sensor trial; activate the publically accessible bandwidth and incorporate additional sensor opportunities from the Walton St car park project	Completed
Create a new walkable and connected community supported by integrated public transport and matched by sustainable long-term local employment growth	Support collaboration with key stakeholders to deliver positive employment outcomes aligned with growth	GR5.1.1	Partner with the Department of Planning and Environment and Destination NSW to assist Council's economic development activities	Completed
Manage, promote and adequately protect peri-urban lands and their values	Chair and coordinate the Sydney Peri-Urban Network	GR6.1.1	Facilitate Quarterly Meetings	Completed
Encourage and support agriculture and associated industries so that they continue to be a productive, sustainable and integral part of our economy, community, landscape and environment	Pursue agri-business development through the Economic Development Strategy	GR7.1.1	Conduct quarterly agri-business networking events	Completed
		GR7.1.2	Develop and implement an industry development strategy and action plan for the agri-business sector	Not Commenced
		GR7.1.3	Facilitate the Food Innovation Australia Limited (FIAL) Program for the Wollondilly agri-business sector	Not Commenced
	Protect vital agricultural lands in the Wollondilly Shire	GR7.2.1	Develop and implement the Peri-Urban Resilience Strategy	Completed
		GR7.2.2	Develop and implement the Rural Lands Strategy Project	Completed
Advocate strongly for the interests of Wollondilly and its community in relation to planning and economic development outcomes and improved public transport services	Continue to advocate for Councils vision for a great new town at Wilton by ensuring a robust planning framework and suitable controls that meet current and future needs	GR8.1.1	Participate in steering committee and other working groups for Wilton Priority Growth Area	Completed
		GR8.1.2	Review and comment on proposals and documents released on Wilton by the State Government	On Track
		GR8.1.3	Participate in meetings with Department of Planning and Environment and developers	Completed





THEME 2

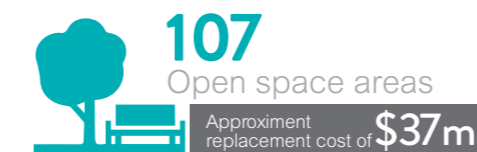
MANAGEMENT AND Provision of Infrastructure

What We Do

We work to provide safe, efficient, and sustainable infrastructure for the community. Council manages an extensive network of critical infrastructure.

Asset Management

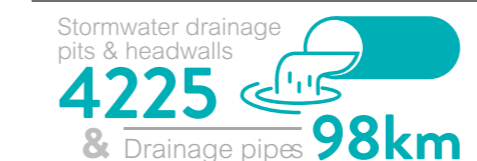
Council has a significant asset portfolio. We are responsible for managing and maintaining:



Approximate replacement cost of **\$557m**



Approximate replacement cost of **\$94m**



Approximate replacement cost of **\$55m**

With our stakeholders, Council work to manage our \$597m infrastructure portfolio.

The actions Council deliver in this theme contribute to the following community outcomes:

Outcomes

1. Infrastructure that is safe, accessible and fit for purpose.
2. Infrastructure that is sustainably maintained
3. Infrastructure that delivers upon the expectations and needs of our growing community.



Highlights

Council successfully secured \$3.01M funding from the Federal and State Government through the Safer Roads Program. This initiative targets roads which have a history of recorded accidents. Works completed include:

- Argyle Street, Picton – Pedestrian Crossing relocation
- Remembrance Driveway/Finns Road intersection – roundabout design completed, construction to commence in 2021
- Burragorang Road, The Oaks – shoulder widening and safety improvements
- Tylers Road, Bargo – pedestrian refuge construction

Works completed have improved safety for pedestrians and vehicles on roads within our Shire.

Commitment to Capital Works

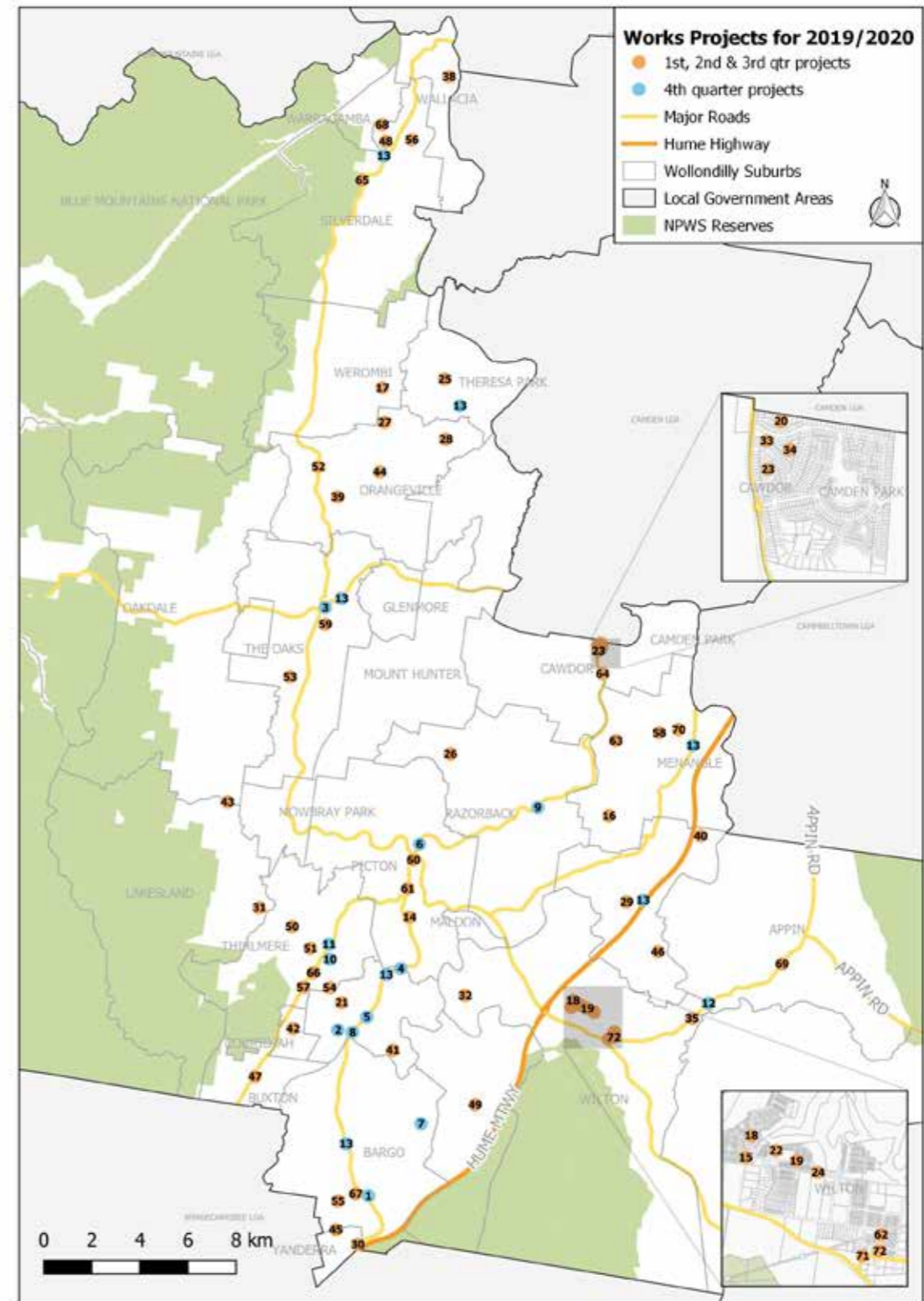
In line with the revised Asset Management Strategy, Council recently published a revised six year Transport Capital Works Program in 2019/20 which considers multiple factors including road condition, traffic safety issues,

the most suitable time to intervene, the best methods to use, future development and current traffic levels on the road. The program can be found on [Council's website](#)

A focus on Recreation

Following on from the opening of the new sports field at Wilton Recreation Reserve in June 2019, Council commenced the construction of the new multi-purpose amenities facility, 4 new multi-purpose courts and the refurbishment of the existing AFL amenities in July 2019. As part of the adopted Master Plan for Wilton Recreation Reserve, the projects were fast tracked due to an injection of funds from the NSW Government's Greater Sydney Sports Facility Fund (\$2.2M) and the Crown Reserves Improvement Fund (\$100k). Council contributed \$2.1m towards the overall project including the construction of the new sports field, with the total project costing \$4.4M.

These works have helped improve the standard of sporting facilities to meet current and future needs and to encourage increased female participation in sport.



COMPLETED PROJECTS 2019/20

This map shows all completed projects in the 2019/20 financial year.

Financial Overview

Operational Income	Operational Expense	Capital Spend
\$10,432,955.71 14% of Total	\$42,661,142.93 55% of Total	\$29,433,897.89 97% of Total

Progress against Strategic Direction

The Community Strategic Plan identifies the outcomes that our residents want to see in our community. Council has responded to these outcomes in setting the following strategies to realise the outcomes. Below is the annual assessment of Council's performance in working towards achieving the strategic directions.

Strategy IN1 – Improve the condition of our Road Network

Manage, maintain and improve our road network to meet the needs of the community, now and into the future

Strategy IN2 – Provision of Infrastructure and Facilities

Provide a range of infrastructure and community facilities to meet the needs of the community, now and into the future

Strategy IN3 – Manage Infrastructure and Facilities

Manage infrastructure and community facilities to provide for and respond to community needs, improve safety and improve choices

Strategy IN4 – Emergency Management

Assist in the planning of the community's response to emergencies such as bushfires and flooding

Strategy IN5 – Advocacy

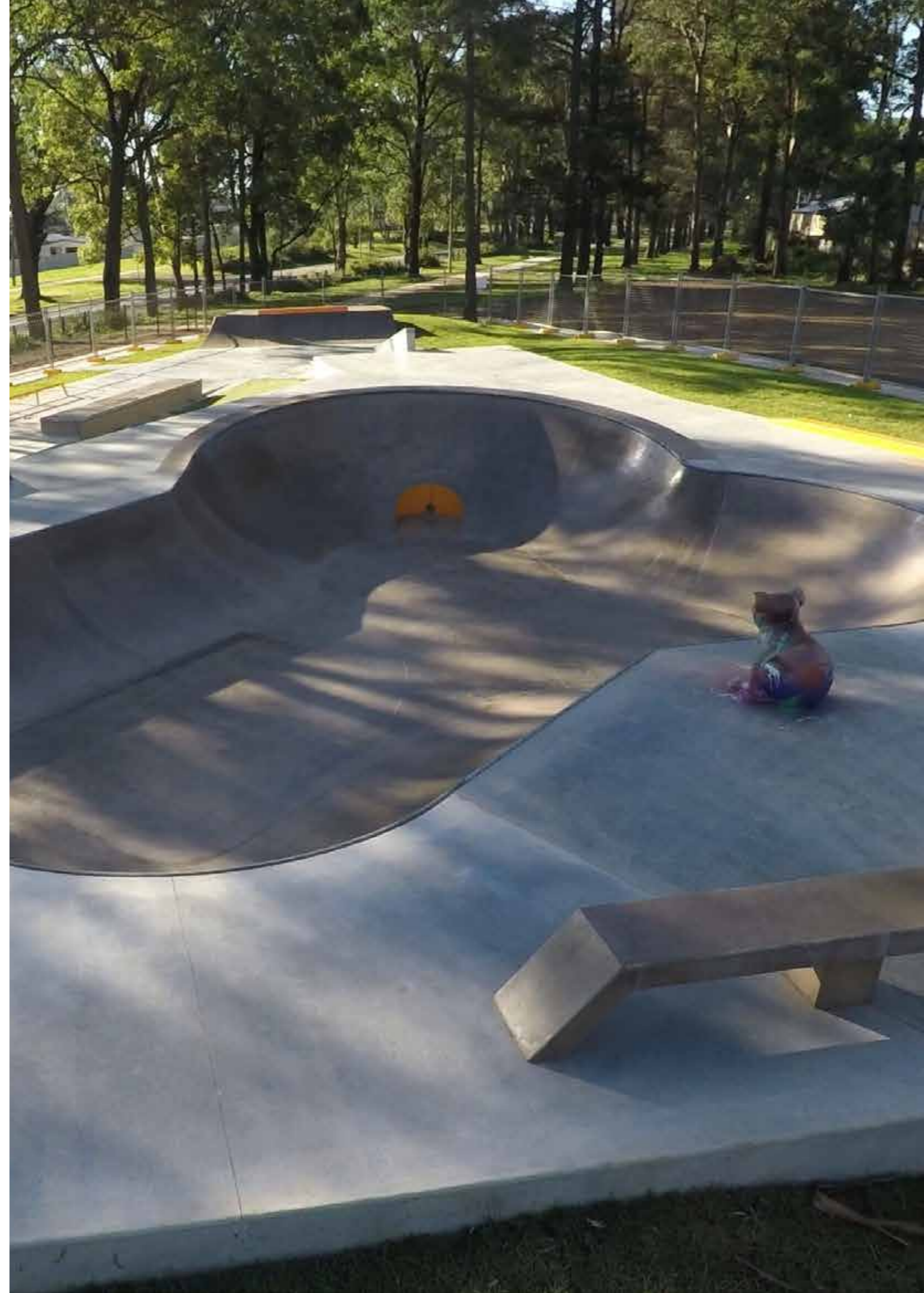
Advocate strongly for the interests of Wollondilly and its community in relation to infrastructure outcomes

Corporate Performance Assessment

In setting strategic outcomes, it is important to have indicators that are transparent and provide guidance in understanding if Council is achieving the expected result in each strategic direction. Below are the performance indicators for Theme 2 – Management and Provision of Infrastructure and performance over the 2019/20 period.

CSP Strategy	Delivery Program Action	Code	Action	Status
Manage, maintain and improve our road network to meet the needs of the community, now and into the future	Develop and implement programs for road network maintenance and renewal from Asset Management Plan	IN1.1.1	Update and maintain priority program for road network renewals and develop the maintenance schedule	Completed
		IN1.1.2	Deliver the renewal and maintenance programmes	Completed
	Maintain and improve road infrastructure, including: pavement repairs, road reconstruction, bridge repairs, signs and line marking	IN1.2.1	Works programs completed and reported quarterly	Completed
	Undertake additional high priority works as required	IN1.3.1	Works completed within resources constraints	Completed
	Identify high crash locations and apply for appropriate funding opportunities	IN1.4.1	Road safety projects identified and suitable grant funding opportunities pursued	Completed
	Management of road side vegetation, cleaning and litter removal from road sides	IN1.5.1	Maintain road side amenity and sight lines	Active
Provide a range of infrastructure and community facilities to meet the needs of the community, now and into the future	Ensure road network future deficiency study findings are captured in Development Contributions Plan review	IN2.1.1	Maintaining shire wide traffic modelling and assessment of capacity issues particularly in the consideration of changing land use	Completed
		IN2.1.2	Advocate for delivery of road improvement projects through appropriate opportunities such as Voluntary Planning Agreements and grant funding streams	Completed
	Review Transport Asset Management Plan	IN2.2.1	Revise the Transport Asset Management Plan	Completed
	Strategically plan, manage and deliver Public Amenities	IN2.3.1	Deliver amenities as per priority list within the budget allocation	Active
		IN2.3.2	Completion of the Warragamba Inclusive Play Space	Completed
	Provide adequate accommodation for council workforce	IN2.4.1	Pursue development of Precinct Masterplan including completion of concept designs and strategic cost estimates plus identification of appropriate funding sources	Completed
	Strategically plan upgrades to community open space	IN2.5.1	Delivery of costed master plans for upgrading community open spaces to enable delivery of first stages of works or incorporation in Development Contribution Plan: <ul style="list-style-type: none"> • Picton Botanic Garden precinct • Mermaids Pool and Potholes Reserve • Tahmoor Regional Sporting Complex 	Active
		IN2.5.2	Undertake a recreation facilities master planning process in Warragamba (subject to receipt of 50% funding grant)	Active

CSP Strategy	Delivery Program Action	Code	Action	Status
Manage infrastructure and community facilities to provide for and respond to community needs, improve safety and improve choices	Maintain and enhance asset management system to support the management of all infrastructure assets in accordance with Councils Asset Strategy document Strategy	IN3.1.1	Facilitate the Asset Management Steering Committee	Active
		IN3.1.2	Implementation of the Asset Management Improvement Strategy	Active
	Maintain and improve other transport infrastructure, including: public transport connections or interfaces (bus stops, taxi ranks, parking facilities etc.) drainage, footpaths, signs and linemarking	IN3.2.1	Works programs completed and reported quarterly	Completed
	Maintain and improve operational and community built facilities in accordance with developed and funded works programmes	IN3.3.1	Works programs completed and reported quarterly	Completed
	Commence a recreation facilities masterplan for Warragamba (subject to receipt of 50% funding grant)	IN3.4.1	Warragamba Masterplan developed	Active
	Management of vegetation control, cleaning and waste removal services of in public spaces and facilities	IN3.5.1	Deliver the amenity of public spaces and facilities program	Completed
Assist in the planning of the community's response to emergencies such as bushfires and flooding	Provide support services to the Local Emergency Management Committee (LEMC) and the Local Emergency Operations Controller (LEOCON)	IN4.1.1	Facilitate and implement Emergency Operation Centre at times of emergency	Completed
		IN4.1.2	Continue review and improve the Wollondilly Local Emergency Management Plan	Completed
		IN4.1.3	Deliver the pre-season bushfire briefing for support staff Quarter 2	Active
Advocate strongly for the interests of Wollondilly and its community in relation to infrastructure outcomes	Lobby the State Government and other service providers for improved services and infrastructure	IN5.1.1	Continue to lobby for gateway infrastructure such as Hume Highway Picton interchange and Picton Bypass	Completed
	Advocate for Regional Connectivity and Infrastructure projects that benefit the Wollondilly Community in the Western Sydney City Deal initiative	IN5.2.1	Regional Projects identified for Wollondilly	Completed





THEME 3

CARING FOR *the Environment*

What We Do

Wollondilly Shire is surrounded by spectacular natural beauty and rural pastures. The LGA covers 2,560 square kilometres from Yanderra in the South, Appin and Menangle in the East, Warragamba in the North, and the Nattai wilderness, Yerranderie and Burragorang Valley to the West. A large portion of the LGA is natural bushland and waterways.

To support the environment to be safe and sustainable, and to enable thriving communities, we partner with the community and key stakeholders. Our objective is to manage and enhance our natural environment. From waste management and recycling, to stormwater management and community education, there are a wide range of service output in the environmental space.

Outcomes

The actions Council deliver in this theme contribute to the following community outcomes:

1. An environment that is valued, preserved and protected, with new planning and development proposals supporting these values.
2. A community that is engaged with, and cares about, their environment.

Council Awards and Recognition

Council received \$87,000 from the EPA through the Better Waste Recycling Fund, \$8000 for emergency weed control of Tiger Cactus.

Highlights

Promoting Responsible Pet Ownership

Council hosted a number of well attended events such as Doggie Day Out, free microchipping & vaccination clinics and information sessions to help educate the community on responsible pet ownership. Initiatives such as these help reduce the number of unidentified animals and support improved health of companion animals.

Council's animal shelter is always focused on promoting quality outcomes for our furry friends. In 2019/2020, 90% of dogs and 47% of cats who entered our facility were rehomed or returned to their owners. Importantly, all suitable dogs and cats impounded in the Shelter find their way to new homes.

Wollondilly, A community committed to Sustainability

Despite the challenges and impacts of the bushfires, floods and COVID19, the team responded to 1,190 customer requests, 3,357 phone calls and continued to maintain sports fields, playgrounds, reserves, public commercial precincts and public toilets and facilities.

2019/20 also saw Council purchase a new Sports Field Tractor, which has improved WHS processes, supported greater efficiencies and increased the team's ability to undertake additional duties.

Council's Community Nursery continued to deliver both environmental and social excellence in 2019/20, however COVID impacted the operations in the final quarter with operations ceasing for volunteers.

Overall, the Nursery Volunteers in-kind hours of contribution equalled approximately \$46,500. Plants provided to residents-13,755, Visitors-7,010, Revegetation-1,460, Plants to Council-766, Plants to events-357, Plants to volunteers-269. Total plants provided = 19,328. Plants propagated- 721.

Council's largest education program was run in the 2019/20, although COVID caused 8 workshops to be postponed. The team delivered a vast array of workshops including: worm farming, composting, cooking with seasonal vegetables, food preservation, growing vegetables, keeping chickens and quails, native garden, plant propagation, bush regeneration and bee keeping as well as open days and plant giveaways at the Community nursery.

The team also undertook other educational events including:

- Environmental waste audits at Wollondilly primary schools
- A community forum on "Living with Flying foxes in a Changing Climate" and "Managing the risk of Hendra virus in horses".
- Threatened Species Art Competition and Macarthur Nature Photography Competition.

"Garage Sale Trail" was undertaken in Oct 2019 and was well received by the community. Clean-up events took place at Mermaid Pools Carpark, Razorback Lookout and various schools, which has helped to significantly reduce rubbish compared to previous years.

Managing the impacts of Mining in the Shire

Council has participated and had representation in the Georges River Combined Council Committee, Sydney Weeds Committee, Bush Fire Management Committee, Tahmoor Coal Consultative Committee, South 32 Coal Consultative Committee, as well as providing submissions to a number of meetings.

Council continues to be a strong advocate for the community, including submissions for the following. The following are the main submissions Council has prepared correspondence on:

- Extraction Plan for longwalls 1 and 2
- Preferred Project Report for Russell Vale Colliery Project
- Dendrobium Colliery Project Environmental Assessment
- Review of Independent Planning Commissions
- Tahmoor South Project Response to Submission Report
- Council also made a number of Resolutions to write to Commonwealth and State Ministers and MPs in relation to potential impacts associated with mining operations.

Community Safety and Fire Hazard Reduction

In 2019/20, the Open Space team managed 929.5km of roadside verge vegetation slashing and slashing treatment.

Council supported the community during the Green Wattle fire of 2019/20 and in the subsequent

recovery efforts. A majority of resourcing has gone into supporting the community including post fire property inspections and roadside vegetation management in the fire affected areas of Oakdale, Nattai, Lakesland, Buxton, and Bargo.

Council, with additional funding from RFS, successfully delivered a \$240,000 fire hazard

reduction program on Council land throughout the Shire. Works included mechanical vegetation clearing on roadsides, creating Asset Protection Zones adjacent to houses and undertaking strategic hazard reduction burns. These works were successfully completed prior to the commencement of the 2019 fire season.



Financial Overview

Operational Income	Operational Expense	Capital Spend
\$11,864,580.31 16% of Total	\$11,408,970.46 15% of Total	\$828,745.21 3% of Total

Progress against Strategic Direction

The Community Strategic Plan identifies the outcomes that our residents want to see in our community. Council has responded to these outcomes in setting the following strategies to realise the outcomes. Below is the annual assessment of Council's performance in working towards achieving the strategic directions.

In relation to the progress of particular actions, it is important to recognise that in accordance with Council's adopted COVID 19 safety plan, all public health and food shop inspections were suspended unless responding to complaints.

Strategy EN1 – Protect and Enhance Biodiversity, Waterways and Ground Waters
Maintain and enhance the condition of biodiversity including the condition of water sources (both surface and groundwater)
Strategy EN2 – Protect the Environment from Development Pressures
Contribute to development to achieve positive environmental, social and economic outcomes
Strategy EN3 – Vegetation Management
Achieve a balance between risk-based management and conserving biodiversity and maintaining public and private assets
Strategy EN4 – Community Involvement
Engage the community during the preparation and implementation of Council's environmental activities and programs
Strategy EN5 – Environmental Awareness
Enhance community awareness of the environmental values of Wollondilly's natural resources and rural lands and the threats to these values
Strategy EN6 – Sustainable Practices
Enhance the adoption of sustainability practices by Council and the local community which reduce consumption of resources, generation of waste, as well the level of greenhouse gas emissions
Strategy EN7 – Agricultural Land and Capacity
Protect agricultural land and the natural resources which support agricultural capability
Strategy EN8 – Auditing, Monitoring and Enforcement
Undertake auditing, monitoring and regulatory enforcement and be responsive to community complaints to protect the environment and the health, safety and well-being of the community
Strategy EN9 – Waste Management
Provide the community with a workable and convenient waste management system, which also minimises waste generation, increases resource recovery and protects the environment
Strategy EN10 – Advocacy
Advocate strongly for the interests of Wollondilly and its community in relation to environmental outcomes

Corporate Performance Assessment

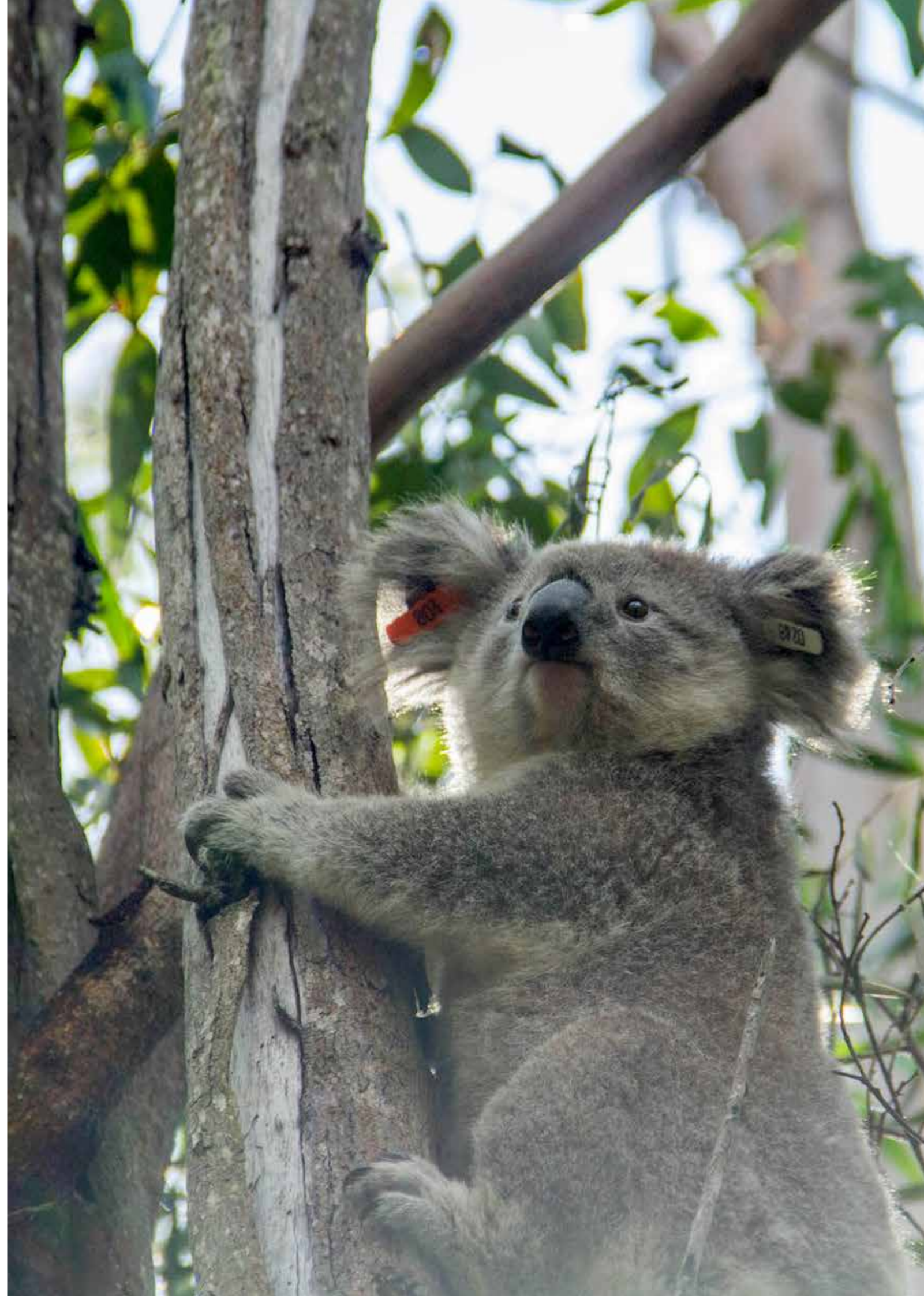
In setting strategic outcomes, it is important to have indicators that are transparent and provide guidance in understanding if Council is achieving the expected result in each strategic direction. Below are the performance indicators for **Theme 3 – Caring for the Environment** and performance over the 2019/20 period.

CSP Strategy	Delivery Program Action	Code	Action	Status
Maintain and enhance the condition of biodiversity including the condition of water sources (both surface and groundwater)	Implement the Biodiversity Strategy	EN1.1.1	Deliver prioritised actions	Active
	Implement the Water Policy and Strategy	EN1.2.1	Deliver prioritised actions as per the Strategy	Active
	Develop a Water Sensitive Urban Design Policy	EN1.3.1	Water quality monitoring through the Western Parkland Sensor Network	On Track
EN1.3.2		Finalise the Water Sensitive Urban Design Policy incorporating outcomes from the Planning Partnership	Active	
Contribute to development to achieve positive environmental, social and economic outcomes	Investigate and implement bio-diversity conservation opportunities	EN2.1.1	Promote an increase in the number of biobanking sites (biodiversity stewardship sites under the Biodiversity Conservation Act following the end of the transition period) registered with the NSW Biodiversity Conservation Trust	Active
		EN2.1.2	Incorporate measures designed to protect areas of conservation into relevant development application referrals	Completed
	Protect the Shires koala population and movement corridors	EN2.2.1	Develop a Shire Wide Koala Plan of Management	Active
	Establish higher value green spaces for benefits including improvements in climate resilience, water and air quality, biodiversity, liveability and community education	EN2.3.1	Develop a Greener Place Plan to inform planning process for open space and recreational areas	Active
	Further protect local biodiversity and ecosystems	EN2.4.1	Provide input to Local Environmental Plan review project to increase the percentage of the Shire covered by Environmental Protection zones	Completed
	Achieve a balance between risk-based management and conserving biodiversity and maintaining public and private assets	Facilitate responsible public and private tree management	EN3.1.1	Develop a Street Tree Management Protocol
EN3.1.2			Develop education tree management fact sheets	Active
Appropriately manage weeds in accordance with local and regional strategies		EN3.2.1	Revise the Weeds Management Plan to incorporate new regional strategies and update	Active
Effectively manage roadside vegetation		EN3.3.1	Map the location of roadside threatened species	On Track
		EN3.3.2	Implement the Roadside Vegetation Management Plan	On Track

CSP Strategy	Delivery Program Action	Code	Action	Status
Engage the community during the preparation and implementation of Councils environmental activities and programs	Advocate resolutions to community environmental concerns	EN4.1.1	Advocate at relevant State and Local Government forums and through submissions on strategies, policies and plans with environmental impacts in the local area	Completed
	Deliver internal and external sustainability education programs	EN4.2.1	Community Education Programs run per schedule	Completed
Enhance community awareness of the environmental values of Wollondillys natural resources and rural lands and the threats to these values	Actively liaise with the community in the control of roaming cats	EN5.1.1	Review the effectiveness of wildlife protection areas and report back to Council as per resolution	Not Commenced
		EN5.1.2	Reduction of cats identified but not yet registered	Completed
		EN5.1.3	Identified cats registered as per legislation	Completed
	Promote responsible pet ownership with the Wollondilly Shire	EN5.2.1	Conduct an annual free microchipping day	Completed
		EN5.2.2	Develop educational program for visitation to local schools to promote responsible pet ownership	Completed
	Implement the Grey Headed Flying Fox Plan of Management	EN5.3.1	Deliver on funded priority actions within the Grey Headed Flying Fox Plan of Management	Active
	Extend the services provided at the Community Nursery	EN5.4.1	Develop a costed Service Development Plan	Active
Enhance the adoption of sustainability practices by Council and the local community which reduce consumption of resources, generation of waste, as well as the level of greenhouse gas emissions	Be a Council that leads by example and embraces sustainable practice	EN6.1.1	Revise the Sustainable Wollondilly Plan and update actions	Active
	Deliver attractive and well maintained open spaces and reserves	EN6.2.1	Develop a public space and waste cleansing program	Completed
		EN6.2.2	Develop and deliver programmed works schedule including mowing contracts and vegetation management	Completed

CSP Strategy	Delivery Program Action	Code	Action	Status	
Undertake auditing, monitoring and regulatory enforcement and be responsive to community complaints to protect the environment and the health, safety and well-being of the community	Provide a high quality service to ensure safe and legislatively compliant management of animals	EN8.1.1	Deliver services to the community in line with the Companion Animals Act	Completed	
		EN8.1.2	Conduct dangerous dog investigations	Completed	
	Monitoring of fire safety statements annually	EN8.2.1	Deliver the annual Fire Safety Audit Program	Completed	
	Inspection of medium and high risk food premises annually	EN8.3.1	Deliver the annual Food Inspection Program in line with requirements of the Food Authority	Off Track	
	Actively respond to complaints and issues identified to ensure appropriate outcomes for illegal development, dumping and other activities such as abandoned vehicles, noise pollution and odour	EN8.4.1	Comply with performance monitoring metrics within the Regional Illegal Dumping program	Completed	
		EN8.4.2	Investigate and facilitate removal of abandoned vehicles, illegal signage and other articles	Completed	
		EN8.5.1	Compliance with the Public Health Unit and Local Government Operational Plan	Off Track	
		EN8.5.2	Deliver Swimming Pool Audit Program	Active	
	Continue to address a range of regulatory public and environmental health functions as well as other services to the community and stakeholders	EN8.5.3	Deliver annual inspection program for:		
			<ul style="list-style-type: none"> • Skin Penetration Premises; • Mortuary; • Public Swimming Pools; • Caravan Parks; • Cooling Towers 		Off Track
			Provide responses to complaints and proactively investigate issues in respect to On Site Sewage Management Services and monitoring of all licenses to operate		Completed
		EN8.5.4	In association with the Rural Fire Service implement Approval to Burn (Backyard) requirements	Completed	
	EN8.5.5			Completed	
	Ensure community safety through effective traffic management and enforcement	EN8.6	Develop a parking patrol strategy and regular inspections of school zones and private parking areas	Completed	
	Ensure compliance with development controls in respect to development within the Shire	EN8.7.1	Investigate complaints, in accordance with Council's Compliance Policy for alleged illegal or non-compliant development	Completed	

CSP Strategy	Delivery Program Action	Code	Action	Status
Provide the community with a workable and convenient waste management system, which also minimises waste generation, increases resource recovery and protects the environment	Manage and report on recycling and resourcing recovery rates from their various production points	EN9.1.1	Prepare and submit statutory reports as per legislation	Completed
		EN9.1.2	Monitor and report recycling and resourcing recovery rates as required	Completed
	Manage Waste Contracts - Garbage and Recycling Collection, Garbage and Recycling Disposal	EN9.2.1	Operational and compliance management of the contracted waste pick up and disposal contracts	Completed
		EN9.2.2	Conduct a bin reconciliation program	Active
		EN9.2.3	Actively participate in Project 24 (joint 5 council procurement project)	Active
	Deliver and implement Waste Minimisation and Resource Recovery Strategy	EN9.3.1	Complete and implement the Illegal Dumping Strategy	Active
		EN9.3.2	Review Waste Minimisation and Resource Recovery Strategy	Active
		EN9.3.3	Revise waste Development Control Plan requirements	Completed
	Manage the operations of Bargo Waste Management Centre (BWMC)	EN9.4.1	Develop a site rehabilitation/closure plan for the BWMC	Active
		EN9.4.2	Complete procurement, installation and commissioning of weighbridge	Active
		EN9.4.3	Operational and compliance management of the Bargo Waste Management Centre	Active
Manage Street Sweeping Service	EN9.5.1	Implement the street sweeping program	Completed	
Advocate strongly for the interests of Wollondilly and its community in relation to environmental outcomes	Lobby other agencies and service providers to deliver better environmental outcomes for the community	EN10.1.1	Deliver regular representation and correspondence on environmental matters for the Wollondilly community	Completed
		EN10.1.2	Conduct regular information forums in partnership with other agencies	Completed
		EN10.1.3	Identify local issues to be incorporated into the State and Federal Issues Paper	Completed
	Advocate for mining, coal seam gas and extractive industries to be conducted in a responsible manner	EN10.2.1	Attend association meetings and provide submissions as required	Active





THEME 4

LOOKING AFTER *the Community*

What We Do

Council plays a key role in facilitating support and connecting our communities. We provide a range of facilities, services and events that help people to be healthy, feel a sense of belonging and have opportunities to have fun. These include sports, arts, culture, recreation and social interaction experiences. We provide a libraries, aquatic and leisure centres, parks and community support services.

Council cannot in reality deliver all of the core services that a community needs to flourish, but we do play an integral role in advocating on the needs and interests of our community members.

Outcomes

The actions Council deliver in this theme contribute to the following community outcomes:

1. Access to a range of activities, services and facilities.
2. Communities that are engaged, cohesive, included, and have a sense of belonging.
3. Communities that are healthy, happy and feel safe.



Highlights

Council recognises the importance of social inclusion and supporting a connected community. Throughout 2019/20 (despite the challenges of an horrendous bushfire season and the Covid-19 pandemic) we still managed to deliver an enormous range of events, projects and programs to support a well-connected, engaged, healthy, happy community. The following are some of the highlights:

Through our Library

- In September as part of History Week our Library partnered with all of our local historical societies to celebrate History Week 2019. The theme was "Memory and Landscape" with projects highlighting collections and stories of local villages, streets and people. Special guest at the launch was Surveyor General Narelle Underwood.
- In September, the Sydney Symphony's Vladimir Ashkenazy performed two Elgar masterpieces and Vaughan Williams' magical Tallis Fantasia – streamed live from the Sydney Opera House and screened in the Library View Room! This was a first time the library had hosted a livestream event and it was a magical evening for everyone who attended.
- During Covid-19 we ran a series of online drawing classes with Olivia Deans, particularly to engage seniors groups to help with isolation. The drawing classes were a great success with a core audience representing a broad cross-section of the community from seniors to families connecting each week.
- Plus free HSC hints and tips lectures, a "Furoshiki" (Japanese fabric wrapping) workshop, 3D printing demonstration workshops, movie afternoons, author talks, "crafternoons", a special National Grandparents Day storytime session, opening the Library as a pet refuge during the summer fires, water-wise gardening info sessions, robotics info session on preparing wills, online storytime and more!

Community Development and Wellbeing Projects

- Through the Wollondilly Health Alliance, local Aboriginal Elders groups the Black Cockatoos and Koolkuna Elders were engaged in a series of ceramic workshops, working with a retired art teacher to create art pieces that they can be proud of.

- In September "Café Connect" was launched at Warradale Men's Shed. Shed members and locals attended on the day to join in for a free gardening workshop, espresso coffee and to have a chat with local services available to them. Café Connect has now developed into an ongoing program primarily targeting the over 55s, enabling them to come together chat and connect.
- In September we also "relaunched" our very popular Dilly Wanderer mobile outreach service with a re-wrapped new look styling for the van and a revitalized program and calendar.
- In November Wollondilly's Youth Advisory Committee hosted the first ever Youth Mental Health Summit for the Wollondilly called "To Sum it Up". The Summit provided an opportunity to engage with local schools and young people and inform them about the local mental health services available to them.
- In November over 300 people attended the much-anticipated opening of Livvi's Place, the new inclusive playground in the heart of Warragamba, a joint project between Council and the Touched by Olivia Foundation.
- As part of International Day of People with Disability in December we partnered with Macarthur Councils to deliver a Nature Sensory Play session for children of all abilities at the Mt Annan Botanic Gardens.
- Our much loved summer Beach Bus ran for its seventh and most successful summer ever. The service is the result of a strong working partnership between SIMEC Mining, Wollondilly Shire Council and Picton Buslines, and offers residents, both young and old, free travel to North Wollongong Beach during the summer holidays in January.
- Council's annual Seniors Week activity "Free swimming for Wollondilly Seniors" was once again a huge success with over 650 seniors accessing the leisure centre in Picton and Warragamba Pools for free in the month of February.

Events and Awards

- In July Wollondilly Council hosted its first "Charity Night at the Trots", raising funds for the Kids of Macarthur Foundation. The foundation donates equipment to the pediatric units of Campbelltown and Camden hospitals.
- In August a memorial picnic rest to remember and

honor the Razorback Truck Blockade 40 years on from 1979 was opened at the location of the blockade on the Razorback Range.

Communications and Engagement

- In early December, we held a Council Information Session ("Roadshow") at Tahmoor. There was a high level of participation from staff and external organisations, and despite having lower than expected attendance the feedback from community attendees was very positive.
- During and after the 2019/20 fires we created whole new sections on our website to give impacted community members all the latest support information. We had very positive feedback from other agencies and members of the community and we continue to add to and update the content as recovery is an ongoing important matter.
- Throughout the Fire Event the team were also regularly updating Facebook to ensure important messages from NSW RFS, Southern Highlands RFS, NSW Police, Live Traffic, Transport NSW and Council Staff were being communicated to the community.
- In 2020 we started up our new Wollondilly Council eNewsletter to keep in touch with our community and showcase all the great work we do. This is particularly important as many of our local news publications have reduced their print circulation.
- During the pandemic we have worked to build a Covid-19 section on our website to ensure residents have the most up to date information, latest health advice, news on changes to Council services, events updates and Business Support. We have had very positive feedback on the content on these pages and we continue to update these important pages.

Financial Overview

Operational Income	Operational Expense	Capital Spend
\$1,130,390.88 2% of Total	\$4,858,845.50 6% of Total	Nil of Total

Progress against Strategic Direction

The Community Strategic Plan identifies the outcomes that our residents want to see in our community. Council has responded to these outcomes in setting the following strategies to realise the outcomes. Below is the annual assessment of Council's performance in working towards achieving the strategic directions.

Strategy CO1 – Strong Community
Deliver a range of community projects, services, and events (including in partnerships with community groups and NGOs) which strengthen our community
Strategy CO2 – Health and Wellbeing
Promote and support community health and wellbeing and plan for long term health services for the Shire
Strategy CO3 – Social Planning
Undertake strategic social planning approaches regarding community needs and issues, particularly in relation to future population growth
Strategy CO4 – Engagement and Communication
Implement excellence in our community engagement by consulting with and responding to the needs and concerns of our residents
Strategy CO5 – Advocacy
Advocate strongly for the interests of Wollondilly and its community in relation to community outcomes

Corporate Performance Assessment

In setting strategic outcomes, it is important to have indicators that are transparent and provide guidance in understanding if Council is achieving the expected result in each strategic direction. Below are the performance indicators for Theme 4 – Looking after the Community and performance over the 2019/20 period.

CSP Strategy	Delivery Program Action	Code	Action	Status
Deliver a range of community projects, services, and events (including in partnership with community groups and NGOs) which strengthen our community	Deliver a high quality library service based on best practice standards and approaches	CO1.1.1	Prepare and finalise an updated Collections Development Policy	Completed
		CO1.1.2	Achieve positive outcomes against key industry standards	Completed
	Deliver high quality childrens services in accordance with legislative requirements and best practice standards and approaches	CO1.2.1	Participate in the Annual accreditation program	Completed
	Deliver projects, programs and events to foster community connectedness, capacity, identity, cultural expression and diversity	CO1.3.1	Work with key target groups to inform future social planning program development	Completed
		CO1.3.2	Implement the Disability Inclusion Action Plan	Completed
	Public Arts Strategy	CO1.4.1	Public Arts Strategy exhibited and then adopted by Council	Cancelled
	Undertake engagement and research to inform the development of a Library Strategy	CO1.5.1	Deliver stakeholder consultation and research on other local government approaches on Library Services	Completed
	Work in partnership with other agencies and service providers to deliver community programmes, services and facilities	CO1.6.1	Regular representation and correspondence	Completed
		CO1.6.2	Conduct regular information forums in partnership with other agencies	Completed
	Promote and support community health and wellbeing and plan for long term health services for the Shire	Continued involvement in the Wollondilly Health Alliance (WHA)	CO2.1.1	Deliver and report on projects undertaken by the Wollondilly Health Alliance
	Develop a Health and Well- being Strategy for Wilton New Town	CO2.2.1	Strategy developed and used to guide outcomes	Completed
Undertake strategic social planning approaches regarding community needs and issues, particularly in relation to future population growth	Ensure social planning input into development applications and growth matters	CO3.1.1	Social planning comments and Health Impact Assessment (HIAs) are provided on development applications and planning proposals	Completed
		CO3.1.2	Implement the Social Planning Strategy	Completed
	Facilitate and convene the Health in Planning Working Group in partnership with South West Sydney Local Health District	CO3.2.1	Deliver working group meetings on a bi-monthly basis	Completed

CSP Strategy	Delivery Program Action	Code	Action	Status
Implement excellence in our community engagement by consulting with and responding to the needs and concerns of our residents	Continue to introduce innovative ways to engage and communicate with the community	CO4.1.1	Implement the actions within the Community and Engagement Strategy	Completed
	Promotion of community engagement opportunities	CO4.2.1	Regular public promotion of engagement opportunities	Completed
	Develop and implement a framework and process to continue to strengthen Council's corporate image	CO4.3.1	Maintain and improve Council's corporate image through branding and marketing	Completed
	Enhance opportunities to be engaged in land use planning decisions to shape their local areas	CO4.4.1	Preparation of the Community Participation Plan	Completed
Advocate strongly for the interests of Wollondilly and its community in relation to community outcomes	Lobby other agencies and service providers to deliver community programmes, services and facilities	CO5.1.1	Regular representation and correspondence	Completed
		CO5.1.2	Conduct regular information forums in partnership with other agencies	Completed
	Advocate for a Regional Western Sydney Health Alliance that will enhance health service provision benefiting the Wollondilly Community through the Western Sydney City Deal initiative	CO5.2.1	Provide Executive Sponsorship for the establishment of the Western Sydney Health Alliance	Completed
	Advocate for regional liveability projects that benefit the Wollondilly community in the Western Sydney City Deal Initiative	CO5.3.1	Participate in the implementation of the priorities under the Western Sydney City Deal	Completed
	Position Wollondilly Shire as a key destination	CO5.4.1	Work with Destination NSW, Destination Sydney Surrounds South and other stakeholders to promote events, attractions and experiences to increase visitation to the Wollondilly Shire.	Completed



DISABILITY INCLUSION ACTION PLAN

Disability Inclusion in NSW

In the 2014 the NSW Disability Inclusion Act 2014 (the Act) required all NSW government agencies and local councils to develop Disability Inclusion Action Plans (DIAP's) in consultation with people with disability. These plans were to outline the measures put in place so that people with disability can access general supports and services available in the community and can fully participate in community life.

The NSW Disability Inclusion Plan identified four areas of focus that people with disability said were priority areas. These were:

1. Developing positive community attitudes towards disability
2. Creating liveable communities
3. Increasing access to meaningful employment
4. Improving access to mainstream services through improved systems and processes.

In June 2017, Wollondilly Shire Council adopted the Disability Inclusion Action Plan 2017-21. The NSW Disability Inclusion Act requires all councils to report on the progress of implementation of their DIAP's in their annual reports to align with their current reporting processes. We see this reporting as an opportunity to share our approach to inclusive practices and update our community on the progress made on the implementation of our Disability Inclusion Action Plan.

Key Challenges

- A recent community survey highlighted that the Wollondilly community has been heavily impacted by Covid-19, bushfires, floods and drought of 2019/20. Consequences have included increased social isolation, mental health concerns such as anxiety and depression and shortages of food/household items.
- Covid-19 has impacted Council's ability to meaningfully engage and support face to face community based projects that aim to support the disability community. Due to ongoing restrictions and increased vulnerabilities, Council has been unable to facilitate face to face community projects since March 2020.
- The ongoing effect of bushfires and other natural disasters living in a semi-rural community include the emergence of post-traumatic stress disorder and other anxiety associated impacts for residents. Residents have highlighted that local service provision including access to health and wellbeing services is at capacity and they have been unable to access immediate supports at their most vulnerable time.

Highlights

Positive Attitudes and Behaviours

- Wollondilly Library Services have been working in collaboration with members of the Inclusion and Access Advisory Committee to provide Auslan Storytime. A video is released each week on the Wollondilly Library Facebook page of the Children and Youth Librarian reading a story or reciting a nursery rhyme whilst a deaf staff member translates in Auslan. The short videos have been a very popular addition to the Library Facebook with aspirations for an inclusive storytime to continue in person once Covid-19 restrictions have eased.

Liveable Communities

- Accessibility upgrades to public transport including railway stations and bus stops is a key desire for Council supported through its Transport Advisory Committee. Council has been carrying out detailed design of intersection upgrades, including increased pedestrian safety, for the Station St and Menangle St intersection in Picton and have recently commenced a transport study of Tahmoor to increase accessibility to the Tahmoor Railway Station. Council renewed a number of bus stops including a facility at Mt Hunter and Camden Park. Council has applied through the Country Passenger Transport Infrastructure Grants Scheme (CPTIGS) for future upgrades in Appin.

Employment

- The Wollondilly Youth Advisory Committee (YAC) were successful in obtaining the Youth Opportunities State Government grant to roll out a project targeted at up-skilling young people in the Wollondilly to prepare them for future career pursuits. 'Adulting 101' will offer free training in Responsible Service of Alcohol, Responsible Conduct of Gambling and barista training courses available to young people in Wollondilly including young people with a disability. To complement these courses, the YAC is also organising resume and interview skills workshops, free printing cards, a clothing pool for interview-appropriate clothes and fortnightly 'Study Cram' tutoring sessions.

Systems and Processes

- Council is committed to ensuring the implementation of the Monsido accessibility program which is being rolled out across the main council website. Council identified the need to monitor the accessibility on the website daily especially during covid-19 restrictions when residents were encouraged to engage with council using council's website.
- Accessibility changes to the website during the 2019/20 period have included:
 - Fixed 66 level A compliance issues with 67 left
 - Fixed 8 level AA compliance issues with 25 left
 - Adding alternate text to all images and documents being uploaded to site
 - Provide training to those who have edit access on the website to ensure they are aware of accessibility requirements
 - Overall accessibility compliance sits at 63.17%

Delivery Program Action	Code	Action	Status
GROWTH	GR3.6.1	Promote Access and inclusion to local businesses through our current partnership with Macarthur Access Group for Inclusive Communities (MAGIC)	Cancelled
	GR4.8.1	DIAP be promoted to development process through the Development Application process	On Track
INFRASTRUCTURE	IN2.6.1	Public Toilets Strategy development	Completed
	IN2.6.2	Public Toilets Strategy implementation	Completed
	IN2.6.3	Playground upgrade in Warragamba to be an Inclusive playground in partnership with Touched by Olivia Foundation	Completed
	IN2.6.4	Advocacy for completion of access upgrades to all Bus Stops	Completed
	IN2.6.5	Advocacy for upgrade of all Train Stations	On Track
	IN2.6.6	Strategic Commitment when we work to a minimum standard to upgrade our Council Buildings and Facilities	Completed
COMMUNITY	CO1.7.1	Utilise International Day of People with Disability to promote inclusion to the greater community	Completed
	CO1.7.2	Quarterly Disability Information Forums to inform the community in an inclusive and accessible setting	Active
	CO1.7.3	Provision of Accessible Community Bus available to hire to transport and socially disadvantaged groups in the Community	Completed
	CO1.7.4	Provide Talking Newspaper	On Track
	CO1.7.5	Advocacy for Services to have a presence in Wollondilly and provide services where gaps are evident	On Track
	CO4.5.1	Include National Relay Service (TTY - Teletypewriter) contact details in all generic Council publicity and advertising materials and information provided	Cancelled
	CO4.5.2	Community Engagement Strategy to include a checklist on inclusive consultation	Completed
	EFFECTIVE COUNCIL	EC1.6.1	Engage external facilitator to develop and deliver comprehensive Inclusion Training
EC1.6.2		Continue to employ Ageing and Disability Officer after salary subsidy ceases 30 June 2018	Completed
EC1.6.3		Council wide annual inclusion & diversity month with all teams working on a mini inclusion project	On Track
EC1.6.4		Flexible working hours for staff to facilitate and support staff work life balance, family and caring commitments and support staff who have disability	On Track
EC1.6.5		As part of Council's Workforce Management Strategy, include and develop new guidelines for inclusion and Equal Employment Opportunities	Completed
EC1.6.6		Review recruitment processes, forms and language for accessibility	On Track
EC1.6.7		Identify and work with a disability employment organisation to assist with opportunities for employment and Job Access to support employees in their role	On Track
EC2.3.1		Develop an Inclusion and Access tool for Council staff to use when organising public events and activities	Completed
EC3.4.1		Customer Service Training delivered to all staff (including new starters) to include Disability Awareness	Completed
EC3.4.2		Use plain English in our communication	Completed
EC3.4.3		Promote that Information is available in a range of formats on request	Completed
EC5.7.1		Council internal Steering Group to implement the DIAP and track progress	On Track
EC6.7.1		Develop and implement plan to ensure web content compliance with Web Content Accessibility Guidelines 2.0 of AA standard as required by the National Transition Strategy	Completed
EC6.7.2		Investigate closed captioning of Council archived videos including	Completed
EC7.2.1		Disability Access Advisory Committee	On Track





THEME 5

EFFECTIVE AND *Efficient Council*

What We Do

Council deliver a vast range of external community services. In order to do this, there is a key support network that operates provides a variety of administrative, management and support functions to keep the Council running.

In addition to this support function, Council take an active role in advocating local issues at a state and federal level to secure positive outcomes for our current and future communities.

Outcomes

The actions Council deliver in this theme contribute to the following community outcomes:

1. Government, community and business talking and working together.
2. A Council that demonstrates good business management and ethical conduct.
3. A Council that is viewed by the community as transparent, accountable and responsive to their concerns.



Highlights

New Wollondilly Shire Council Vision

After a series of collaborative workshops with staff, a new corporate vision for the Council was created: To make Wollondilly an even better place, together.

This new, revitalised vision has helped to guide team visions and align strategies and actions with the overarching aspiration for the organisation.

The Integrated Service Delivery Program

This year we have completed a proof of concept in the implementation of the cloud based software Salesforce. The proof of concept digitized the manual on-site sewage management process. We took a processes that was taking 120 hours/month to manage, used Salesforce to automate the process reducing the processing time to just over 4 hours/month. We also introduced online payments for our customers.

The success of the proof of concept has lead Council to start a project to digitize the remainder of its business and introduce online customer service. The project will revolutionise the way Council operates and be completed over the next three years.

The Compliance Team Review

In 2019/20 we conducted a service review of the Compliance team. As a result a new structure has been created with much needed extra resources and services.

Increasing our Staff Engagement

This year saw the implementation of regular pulse staff surveys. The purpose of these surveys is to understand staff engagement and areas of improvement. During the reporting period, we saw Council's staff engagement score increase to be in the top 10 percentile of benchmarked Council's. Furthermore, all staff engagement measures saw improvements.

Community Consultations & Your Say

As part of our commitment to giving the community a voice in Council decisions, the Communications and Engagement team continued to do a wide variety of consultations. We had 727 new registrations on the Your Say platform, which surpassed the yearly target of 160.



Financial Overview

Operational Income	Operational Expense	Capital Spend
\$45,765,044.61 62% of Total	\$7,925,406.47 10% of Total	Nil of Total

Progress against Strategic Direction

The Community Strategic Plan identifies the outcomes that our residents want to see in our community. Council has responded to these outcomes in setting the following strategies to realise the outcomes. Below is the annual assessment of Council's performance in working towards achieving the strategic directions.

Strategy EC1 – Employee Relations
Build a resilient, safe and supported workplace that provides respectful, efficient and effective services for our customers now and for future generations
Strategy EC2 – Risk Governance
Ensure corporate risks are audited and managed appropriately to reduce the likelihood of any adverse impacts to Council or the community
Strategy EC3 – Customer Service
Deliver appropriate, responsive and effective service to our customers
Strategy EC4 – Financial Sustainability
Maintain Council in a strong financial position now and into the future
Strategy EC5 – Resource Efficiency
Drive a culture of continuous improvement across all aspects of service delivery
Strategy EC6 – Information Management
Implement innovative technological solutions to deliver quality information
Strategy EC7 – Participation
Enable community involvement in Council decision making
Strategy EC8 – Accountability and Transparency
Ensure Council maintains best practice approaches to open reporting and information access
Strategy EC9 – Advocacy
Advocate strongly for the interests of Wollondilly and its community

Corporate Performance Assessment

In setting strategic outcomes, it is important to have indicators that are transparent and provide guidance in understanding if Council is achieving the expected result in each strategic direction. Below are the performance indicators for Theme 5 – Effective and Efficient Council performance over the 2019/20 period.

CSP Strategy	Delivery Program Action	Code	Action	Status
Build a resilient, safe and supported workplace that provides respectful, efficient and effective services for our customers now and for future generations	Create a learning organisation that inspires and supports growth, innovation and personal development	EC1.1.1	Implement the Workforce Management Strategy actions and outcomes	Completed
	Support our leaders to be innovative, accountable and effective with responding to growth	EC1.2.1	Implement the Workforce Management Strategy's actions and outcomes	On Track
	Facilitate a workforce that accepts growth, high performance and continuous improvement	EC1.3.1	Implement the Workforce Management Strategy actions and outcomes	On Track
	Partner within our business to deliver safe, efficient and effective people services	EC1.4.1	Implement the Workforce Management Strategy's actions and outcomes	Completed
	Attract and retain the people with capabilities to deliver now and into the future	EC1.5.1	Implement the Workforce Management Strategy's actions and outcomes	On Track
Ensure corporate risks are audited and managed appropriately to reduce the likelihood of any adverse impacts to Council or the community	Implementation of stage 2 legislative changes to the Local Government Act	EC2.1.1	Within agreed timeframes set by the Office of Local Government	Deferred
	Review guidelines for the Internal Audit Function	EC2.2.1	Guidelines to be reviewed by upon release from the Office of Local Government	Deferred
Deliver appropriate, responsive and effective service to our customers	Deliver quality Customer Service through various means such as face to face interactions and online services	EC3.1.1	Deliver customer service training to new employees	Completed
		EC3.1.2	Improve the knowledge of customer service officers	Completed
	Management of complaints regarding council services	EC3.2.1	All complaints are responded and reported to within appropriate industry standards	Completed
	Review and develop new community and corporate key performance indicators	EC3.3.1	Consultation with all stakeholders Quarter 2	Completed
		EC3.3.2	New Key Performance Indicators developed Quarter 3	Completed

CSP Strategy	Delivery Program Action	Code	Action	Status
Financial Sustainability	Deliver short and long term financial planning processes	EC4.1.1	Development of Annual Operational Plan Budget and revised Long Term Financial Plan (LTFP)	Completed
		EC4.1.2	Annual Operational Plan to be adopted by 30 June	Completed
	Prepare and submit Statutory Financial Reports	EC4.2.1	Audited Financial Statements presented to Office of Local Government (OLG) by 31 October	Completed
		EC4.2.2	Quarterly Budget Review Statement presented to Council within 8 weeks of the end of the quarter	Completed
	Maintain and improve financial management systems and processes	EC4.3.1	Assist the Strategic Resourcing Advisory Committee to understand the financial analysis and trends reported	Completed
	Maintain financial sustainability through financial planning and financial management systems	EC4.4.1	Review and explore opportunities to increase revenue	Off Track
		EC4.4.2	Lead a review of Council's rating structure to ensure it remains relevant to our growing community – including specific consideration of the Wilton Growth area needs	Completed
	Drive a culture of continuous improvement across all aspects of service delivery	Manage and monitor Internal Audit processes and integration of Audit and Risk Management Systems	EC5.1.1	Oversee the implementation of Audit recommendations in agreed timeframes
Improve and enhance organisational planning processes and corporate reporting as per legislative requirements		EC5.2.1	Statutory Reporting delivered within legislative timeframes	Completed
		EC5.2.2	Financial snapshot of money spent from the Special Rate Variation included in all quarterly review reports	Completed
Deliver the Continuous Improvement Program and recommended initiatives to improve organisational efficiency		EC5.3.1	Deliver items identified in the Continuous Improvement Program for improved customer service outcomes	Completed
Continue to review the need and condition of plant and fleet items and maintain, dispose and replace as required		EC5.4.1	Continue to review the need and condition of plant & fleet items and maintain, dispose and replace as required	Cancelled
		EC5.4.2	Implement of phase 1 of the Service Level project plan by Quarter 4	Cancelled
Deliver service reviews through the Continuous Improvement Program		EC5.5.1	Project plan for Service Review prepared Quarter 1	Completed
		EC5.5.2	Two service reviews completed by Quarter 4	Completed
Review the need and condition of plant and fleet items and maintain, dispose and replace as required	EC5.6.1	Monitor and works programs completed and reported quarterly	Active	

CSP Strategy	Delivery Program Action	Code	Action	Status
Implement innovative technological solutions to deliver quality information	Provide quality information management records and archival services	EC6.1.1	Increased storage timeliness and quality of records achieved	Completed
		EC6.1.2	Consistent approach across the organisation to electronic record keeping	Off Track
		EC6.1.3	Maintain or decrease the number of non-compliances in HCM Records Management System each quarter	Completed
	Provide server and desktop environments that are robust and reliable platform for applications and systems	EC6.2.1	99.97% uptime of all Council's major corporate systems (Email, Authority, HCM)	Completed
		EC6.3.1	Implement the Wollondilly Information Communication Technology (ICT) Strategy	Completed
	Management of ongoing development of Councils Geographic Information System (GIS)	EC6.4.1	Further access to information for internal and public access quarterly	Completed
		EC6.5.1	Deliver improved spatial data	Completed
	Manage and maintain Councils interests in property assets	EC6.6.1	Council's Properties are managed in accordance with legislative requirements and standards	Active
		EC6.6.2	Facilitate quarterly property panel meetings	Completed
	Enable community involvement in Council decision making	EC7.1.1	Monitor growth within the current ward boundaries to prepare 2 ward boundary change	Completed
EC7.1.2		Revise ward boundaries as per the 2016 Referendum in preparation for the 2020 Council elections	Completed	
Ensure Council maintains best practice approaches to open reporting and information access	Review of Open Access Information provided on Councils website	EC8.1.1	Conduct annual review of Council's website for accessibility	Completed
		EC8.1.2	Report annually to the Information Commissioner	Completed
	Conduct internal audits with independent audit members of Councils operations and systems	EC8.2.1	Report to Audit Committee – 4 meetings per annum	Completed
		EC8.2.2	Report annually to the Community through Community Forum	Completed
	Publish statutory and legislative reports	EC8.3.1	Report to Ombudsman	Completed
		EC8.3.2	Completion of governance requirements for the Annual Report	Completed
	Provide information to the community using a variety of means	EC8.4.1	Community Newsletter to every resident – 4 per annum	Completed
		EC8.4.2	Regular use of Social Media and Website updates	Completed

CSP Strategy	Delivery Program Action	Code	Action	Status
Advocate strongly for the interests of Wollondilly and its community	Lobby other agencies and service providers to deliver better outcomes for the community	EC9.1.1	Regular representation and correspondence	Completed
		EC9.1.2	Conduct regular information forums in partnership with other agencies	Completed
		EC9.1.3	Prepare the annual State /Federal Issues paper	Completed
	Participate in the development and project initiatives in the Western Sydney City Deal	EC9.2.1	Continued representation on the Western Sydney City Deal Lead Officers Group	Completed
		EC9.2.2	Coordination of Monthly Lead Officer meetings and working group input by relevant Managers	Completed
		EC9.2.3	Development of the Digital Action Plan within the City Deal Digital commitments	Completed
		EC9.2.4	Participation in Digital Commitments Industry Engagement Incubation	Completed





Legislative & Other Information

SECTION 3

LEGISLATIVE AND OTHER INFORMATION

3.1 Mayoral and Councillors' Fees, Expenses and Facilities

Under the Local Government Act, Councils are required to detail the community resources that are allocated to their elected representatives to assist in carrying out their civic role.

During the 2019/20 annual period, the expenses for the provision of Councillor Facilities and the payment of Councillors expenses are as follows:

Provision of dedicated office equipment allocated to Councillors	\$0
Telephone calls made by Councillors	\$4,462
Attendance of Councillors at conference and seminars	\$9,419
Training of Councillors and provision of skill development	\$5,356
Intra and Interstate visits by Councillors, including transport, accommodation and other out of pocket transport expenses	\$3,062
Overseas visits by Councillors, including transport, accommodation and other out of pocket transport expenses	NIL
Expenses of any spouse, partner or other person who accompanied a Councillor	NIL
Expenses involved in the provision of care for a child or an immediate family member of a Councillor	NIL
Other (non-itemised expenses include items such as catering, memberships, printing, Stationery, etc. Salaries and salary on costs are not included in these costings)	\$3,935
Total	\$26,234

Note: Council did not conduct any overseas visits during the 2019/20 period.

3.2 Senior Staff Salaries

Council is committed to transparency for our community. The following table details the Chief Executive Officers (CEO) total remuneration package and the total remuneration for all senior staff throughout the 2019/20 financial year:

Position	Salary	Superannuation	Motor Vehicle	FBT	Total
CEO	\$303,997.40	\$ 21,022.60	\$25,000	\$4,610.45	\$354,610.45
Senior Staff	\$664,174.95	\$ 61,520.57	\$43,151.08	\$17,760.78	\$768,846.60

3.3 Legal Proceedings

Legal expenses for the reporting period are documented below with income and expenditure totals across all matters including the legal outcome. The information provides our community with information on how we are pursuing matters.

Legal proceedings reported in 2019/20 are detailed below:

Offence / Case	Suburb	Court	Result	Legal Cost
Deemed refusal – Modifications and construction of internal driveways, dam alterations, wheel wash bay, tree removal, stormwater drainage and earthworks	Razorback	Land Environment Court	Ongoing	\$10,538
Class 1 appeal against refusal for continued use of shed	Wilton	Land Environment Court	Ongoing	\$13,521
Seeking an injunction on WSC to prevent the continuation of the nuisance caused by an OSD on adjoining properties	Thirlmere	Land Environment Court	Ongoing	\$3,892
Deemed refusal - 696 residential lot torrens title subdivision and associated works	Wilton	Land Environment Court	Discontinued	\$56,321
Deemed refusal - 347 Residential Lots, 6 Residue Lots, Precinct Association Lot Subdivision, Public Roads, Pedestrian & Fire Trails and Associated Utility Provision and Landscaping	Wilton	Land Environment Court	Ongoing	\$49,171
Deemed Refusal - 364 community title residential lots, 18 residue, 3 associated property lots and associated works	Wilton	Land Environment Court	Ongoing	\$47,607

3.4 Contracts Awarded for amounts greater than \$150,000

This provides the community with an overview of where major contracts (over \$150,000) have been awarded in the 2019/20 annual period and what goods and services form the basis of the contract.

Contract No:	2019/02
Tender Method:	Open
Project Details:	Provision of Insurance Brokerage Services
Evaluation Criteria:	Price; Quality Assurance; Methodology; Demonstrated Capacity; References
Contractor	Civic Risk Mutual
Start and Finish Date	1/7/19 - 30/6/22
Total Estimate of Project (\$)	\$600,000

Contract No:	2019/04
Tender Method:	Open
Project Details:	Wilton Recreation Reserve Amenities Facility Construction
Evaluation Criteria:	Price; Quality Assurance; Methodology; Demonstrated Capacity; References
Contractor	Momentum Built
Start and Finish Date	18/6/19 - 31/7/20
Total Estimate of Project (\$)	\$1,700,000

Contract No:	2019/06
Tender Method:	Open
Project Details:	Wilton Recreation Reserve Multi-Purpose Courts & Lighting D&C
Evaluation Criteria:	Price; Quality Assurance; Methodology; Demonstrated Capacity; References
Contractor	Court Craft Australia Pty Ltd
Start and Finish Date	23/9/19 - 2/7/20
Total Estimate of Project (\$)	\$450,000

Contract No:	2019/07
Tender Method:	Selective
Project Details:	Provision of Asphalt Services
Evaluation Criteria:	Price; Quality Assurance; Methodology; Demonstrated Capacity; References
Contractor	Fulton Hogan
Start and Finish Date	3/7/19 - 30/6/20
Total Estimate of Project (\$)	\$4,000,000

Contract No:	2019/08
Tender Method:	Open
Project Details:	Appin District Skate Facility D&C
Evaluation Criteria:	Price; Quality Assurance; Methodology; Demonstrated Capacity; References
Contractor	Convic
Start and Finish Date	5/9/19 - 30/4/20
Total Estimate of Project (\$)	\$836,000

Contract No:	2019/13
Tender Method:	Open
Project Details:	Supply & Install Temporary Weighbridge at Bargo Waste Management Centre
Evaluation Criteria:	Price; Quality Assurance; Methodology; Demonstrated Capacity; References
Contractor	Aussie Weighbridge Systems Pty Ltd
Start and Finish Date	2/7/19 - 15/7/19
Total Estimate of Project (\$)	\$189,000

Contract No:	2019/14
Tender Method:	Selective
Project Details:	Provision of Spray Sealing Services
Evaluation Criteria:	Price; Quality Assurance; Methodology; Demonstrated Capacity; References
Contractor	Fulton Hogan
Start and Finish Date	22/8/19 - 1/7/20
Total Estimate of Project (\$)	\$290,000

Contract No:	2019/15
Tender Method:	Selective
Project Details:	Provision of Sprayed Bituminous Surfacing (for rejuvenation) Services
Evaluation Criteria:	Price; Quality Assurance; Methodology; Demonstrated Capacity; References
Contractor	Downer EDI
Start and Finish Date	1/7/19 - 22/8/19
Total Estimate of Project (\$)	\$200,000

Contract No:	2019/17
Tender Method:	Open
Project Details:	Outdoor Exercise Equipment and Telopea Park Playground D & C
Evaluation Criteria:	Price; Quality Assurance; Methodology; Demonstrated Capacity; References
Contractor	A_Space Australia Pty Ltd
Start and Finish Date	8/11/19 - 31/3/20
Total Estimate of Project (\$)	\$1,800,000

Contract No:	2019/18
Tender Method:	Open
Project Details:	Douglas Park Dr Slope Stabilisation
Evaluation Criteria:	Price; Quality Assurance; Methodology; Demonstrated Capacity; References
Contractor	Retaining Specialists P/L
Start and Finish Date	13/8/19 - 6/9/19
Total Estimate of Project (\$)	\$700,000

Contract No:	2019/19
Tender Method:	Open
Project Details:	Parks Mowing Contract
Evaluation Criteria:	Price; Quality Assurance; Methodology; Demonstrated Capacity; References
Contractor	Summit Open Spaces Services
Start and Finish Date	25/02/20 - 25/02/22
Total Estimate of Project (\$)	\$230,000

Contract No:	2019/21
Tender Method:	Open
Project Details:	Walton Street Lighting and Service Installation
Evaluation Criteria:	Price; Quality Assurance; Methodology; Demonstrated Capacity; References
Contractor	Lindsay Civil
Start and Finish Date	19/9/19 - 1/10/19
Total Estimate of Project (\$)	\$235,000

Contract No:	2019/25
Tender Method:	Open
Project Details:	Silverdale Rd Concept Road & Bridge Design – Bents Basin Rd to Mulgoa Rd Wallacia
Evaluation Criteria:	Price; Quality Assurance; Methodology; Demonstrated Capacity; References
Contractor	GHD Civil Pty Ltd
Start and Finish Date	01/01/20 - 01/01/21
Total Estimate of Project (\$)	\$362,099

Contract No:	2019/26
Tender Method:	Selective
Project Details:	RFT Architectural Design Services Wollondilly Cultural, Community & Civic Precinct
Evaluation Criteria:	Price; Quality Assurance; Methodology; Demonstrated Capacity; References
Contractor	Williams Ross Architects
Start and Finish Date	6/3/20 - 31/3/20
Total Estimate of Project (\$)	\$2,000,000

Contract No:	2019/29
Tender Method:	Open
Project Details:	Local Housing Strategy – Consultancy Services
Evaluation Criteria:	Price; Quality Assurance; Methodology; Demonstrated Capacity; References
Contractor	Arup Australia Pty Ltd
Start and Finish Date	10/3/20 - 30/6/20
Total Estimate of Project (\$)	\$170,000

Contract No:	2019/30
Tender Method:	Open
Project Details:	Rural Lands Strategy – Consultancy Services
Evaluation Criteria:	Price; Quality Assurance; Methodology; Demonstrated Capacity; References
Contractor	Locale Consulting Pty Ltd
Start and Finish Date	10/3/20 - 30/6/20
Total Estimate of Project (\$)	\$170,000

Contract No:	2019/31
Tender Method:	Open
Project Details:	Centres Study – Consultancy Services
Evaluation Criteria:	Price; Quality Assurance; Methodology; Demonstrated Capacity; References
Contractor	Cardno (NSW/ACT) Pty Ltd
Start and Finish Date	10/03/20 - 30/6/20
Total Estimate of Project (\$)	\$240,00

Contract No:	2019/32
Tender Method:	Open
Project Details:	Employment Lands Study – Consultancy Services
Evaluation Criteria:	Price; Quality Assurance; Methodology; Demonstrated Capacity; References
Contractor	Hill PDA Pty Ltd
Start and Finish Date	10/3/20 - 30/6/20
Total Estimate of Project (\$)	\$200,000

Contract No:	2020/01
Tender Method:	Open
Project Details:	Tahmoor Sports Complex Athletics Field Design & Construction
Evaluation Criteria:	Price; Quality Assurance; Methodology; Demonstrated Capacity; References
Contractor	Landscape Solutions Pty Ltd
Start and Finish Date	28/6/20 - 25/12/20
Total Estimate of Project (\$)	\$1,700,000

Contract No:	2020/02
Tender Method:	Open
Project Details:	Tahmoor Sports Complex Multi-Purpose Facility Design
Evaluation Criteria:	Price; Quality Assurance; Methodology; Demonstrated Capacity; References
Contractor	Webbers Architects
Start and Finish Date	12/3/20 - 31/7/20
Total Estimate of Project (\$)	\$170,00

Contract No:	2020/07
Tender Method:	Open
Project Details:	Silverdale Rd Concept Road Design Farnsworth Ave, Warragamba to Taylors Rd, Silverdale
Evaluation Criteria:	Price; Quality Assurance; Methodology; Demonstrated Capacity; References
Contractor	J Wyndham Prince Pty Ltd
Start and Finish Date	15/5/20 - 31/12/20
Total Estimate of Project (\$)	\$374,452.50

Contract No:	2020/13
Tender Method:	Selective
Project Details:	Burraborang Road, Back Creek Crossing Reconstruction
Evaluation Criteria:	Price; Quality Assurance; Methodology; Demonstrated Capacity; References
Contractor	Western Earthmoving Pty Ltd
Start and Finish Date	17/4/20 - 31/7/20
Total Estimate of Project (\$)	\$454,659.75

Contract No:	2020/14
Tender Method:	Open
Project Details:	Silverdale Road Concept Road Design Stage 2. Baines Hill to Farnsworth Ave.
Evaluation Criteria:	Price; Quality Assurance; Methodology; Demonstrated Capacity; References
Contractor	J Wyndham Prince Pty Ltd
Start and Finish Date	22/6/20 - 12/1/21
Total Estimate of Project (\$)	\$249,059.00

3.5 External Bodies, Companies and Partnerships

Community Advisory Groups and Committees of Council

- Wollondilly Local Recovery and Resilience Committee
- Australia Day Awards Committee
- Bulli Seam Community Consultative Committee
- Wollondilly Local Emergency Management Committee
- Risk Management Committee
- Wollondilly /Wingecarribee Bush Fire Management Committee
- The Wollondilly Road Safety Group
- Wollondilly Health Alliance partnership with South West Sydney Local Health District and South West Sydney Primary Health Network
- Western Sydney Health Alliance
- Western Sydney City Deal Digital City Implementation Steering Group
- WSCD Planning Partnership
- Planning Partnership Office – Planning Assumptions working Group
- Planning Partnership Office – Contributions Reform working Group
- Planning Partnership Office – Aerotropolis Working Group
- Western Parkland Councils
- Western Sydney City Deal Implementation Board
- Western Sydney City Deal Leadership Group
- Western Sydney City Deal CEO/GM Forum
- Western Sydney City Deal Lead Officers group
- National Growth Areas Alliance (NGAA)
- National Growth Areas Alliance – Strategic Advisory Committee
- UDIA – Urban Development Institute of Australia
- Rural Industry Community Advisory Committee
- Companion Animals Reference Committee
- Heritage Community Advisory Committee
- Regional Development Australia – Sydney
- Western Sydney Parkland City Sensor Network
- Institute For Sustainable Futures (UTS)
- Greater Sydney Commission Environmental Peak Panel Roundtable
- Youth Advisory Committee

- Inclusion and Access Community Advisory Committee
- Wollondilly Floodplain Risk Management Committee
- Local Traffic Committee
- Illawarra Coal Community Consultative Committee
- Association of Mining Related Councils/Combine Councils Sthn Mining Liaison Committee
- Georges River Combined Councils Committee Inc
- Lachlan Regional Transport Committee
- Southern Tablelands Regional Arts Advisory Group
- South West Sydney Academy of Sport Advisory Group
- South West Regional Weeds Committee
- Sydney Western City Planning Panel
- Tahmoor Colliery Community Consultative Committee
- Yerranderie Management Committee
- Transport Advisory Committee

S355 Management Committees

- Victoria Park Management Committee
- Tahmoor Sportsground Management Committee
- Douglas Park Reserve and Facility Management 355 Committee
- Thirlmere Sportsground Management Committee
- Wilton Recreation Reserve

Partnerships with Council

- Association of Mining related Councils
- Burnside: Uniting Care
- Camden Council Road Safety
- Campbelltown Council Road Safety
- Campbelltown Arts Centre
- Community Links Wollondilly
- Country Public Libraries Association (South Eastern Zone)
- Department of Ageing Disability and Home Care
- Economic Development Australia (EDA)
- Western Sydney - Illawarra-Shoalhaven Roadmap to Collaboration Steering Committee
- Macarthur Aged and Disability Forum (HACC)
- Macarthur Disability Network
- Macarthur Disability Services

- Macarthur Diversity Services
- Macarthur Interagency
- Macarthur Youth Services Forum
- NAIDOC
- NSW Fire and Rescue
- NSW Rural Fire Services
- NSW State Emergency Service
- Picton Chamber of Commerce
- Picton High School
- Queen Victoria Memorial Hospital Support Group
- Sector Connect Inc
- Southern Tablelands Regional Arts Advisory Council
- South West Community Transport
- SSWAHS Injury Prevention
- St Mary's Local Area Command
- Sydney Peri-urban Network of Councils (SPUN)
- Tahmoor Colliery C.C.C.
- Tharawal Local Aboriginal Lands Council
- Warragamba/Silverdale Neighbourhood Centre
- Western Sydney Business Enterprise Centre
- Wollondilly Community Men's Shed (WOLCOMS)
- Wollondilly Interagency
- Wollondilly Seniors Week Working Party
- Wollondilly Support and Community Care
- Wollondilly Health Alliance partnership with South West Sydney Local Health District and South West Sydney Primary Health Network
- Planning Partnership with South West Sydney Local Health District
- Camden Wollondilly Domestic Violence Committee
- Macarthur Youth Services Network coordinated by Sector Connect
- Warragamba Silverdale Neighbourhood Centre
- NSW Public Library South East Zone Committee
- Southern Tablelands Arts
- South West Academy of Sport
- Resilient Sydney Network

3.6 Private Works

In this reporting period (2019/20) there were no Private Works carried out by Council.

3.7 Council's Assets and Asset Renewal

In 2019/20 Council achieve the following spends across the asset classes including:

Capital Programs	Proposed program of expenditure	Actual program of expenditure	Percentage Completion
Pavement Reconstruction	11,647,000	12,985,368	111%
Road Upgrade	1,924,950	4,345,050	226%
Kerb and Gutter New	300,000	356,638	119%
Kerb and Gutter Renew	115,000	105,541	92%
Footpath and Cycleway New	250,000	665,159	266%
Footpath and Cycleway Renew	140,000	291,185	208%
Public Transport Facilities	15,000	9,817	65%
Traffic Facilities New	-	-	-
Traffic Facilities Renew	85,000	66,963	79%
Bridge Renew	-	78,747	-
Open Space New	2,355,496	4,437,516	188%
Open Space Renew	200,000	391,896	196%
Building New	1,517,500	3,007,583	198%
Building Renew	700,000	1,292,264	185%
Plant and Fleet	300,000	439,102	146%
Stormwater Projects	211,000	124,451	59%
Other Projects	-	2,389,766	-
Total	19,760,946	30,987,045	157%

	BUDGET		EXPENDITURE		% COMPLETED		SRV (REVENUE)	Grant	Developer Contributions	Restricted Cash	General Revenue
	Original Budget	Revised Budget	Actual Expenditure	Original v Actual	Revised v Actual						
CAPITAL PROJECTS											
TRANSPORT Major Roads & Bridge Works											
Pavement Reconstruction Program	\$12,519,871	\$12,557,000	\$12,985,368	104%	103%	\$7,920,324	\$1,738,000	\$2,653	\$180,000	\$3,144,391	
Road Upgrade Program	\$1,974,950	\$4,586,618	\$4,345,050	220%	95%	\$0	\$3,028,802	\$153,380	\$22,483	\$1,140,385	
Kerb and Gutter Program											
New	\$300,000	\$300,000	\$356,638	119%	119%	\$300,000	\$0	\$0	\$0	\$56,638	
Renew	\$115,000	\$115,000	\$105,541	92%	92%	\$0	\$0	\$0	\$40,000	\$65,541	
Footpaths & Cycleways Program*											
New	\$470,000	\$621,852	\$665,159	142%	107%	\$229,676	\$195,862	\$0	\$0	\$239,621	
Renew	\$140,000	\$311,272	\$291,185	208%	94%	\$0	\$0	\$171,292	\$0	\$119,893	
Public Transport Facilities											
New	\$0	\$0	\$0	0%	0%	\$0	\$0	\$0	\$0	\$0	
Renew	\$15,000	\$15,000	\$9,817	65%	65%	\$0	\$0	\$0	\$0	\$9,817	
Traffic Facilities											
New	\$0	\$0	\$0	0%	0%	\$0	\$0	\$0	\$0	\$0	
Renew	\$85,000	\$104,656	\$66,963	79%	64%	\$0	\$19,656	\$0	\$0	\$47,307	
Bridge Program	\$0	\$72,000	\$78,747	0%	109%	\$0	\$0	\$0	\$0	\$78,747	
OPEN SPACE Open Space Projects*											
New	\$3,160,181	\$4,062,213	\$4,437,516	140%	109%	\$0	\$1,145,253	\$1,331,809	\$392,163	\$1,568,290	
Renew	\$200,000	\$375,577	\$391,896	196%	104%	\$200,000	\$0	\$0	\$50,460	\$141,436	
BUILDINGS Buildings Programs*											
New	\$2,463,700	\$2,894,379	\$3,007,583	122%	104%	\$0	\$1,896,000	\$469,379	\$10,000	\$632,204	
Renew	\$700,000	\$1,374,972	\$1,292,264	185%	94%	\$650,000	\$0	\$14,000	\$0	\$628,264	
PLANT & FLEET											
Plant Fleet Purchases*	\$200,000	\$656,363	\$292,191	146%	45%	\$0	\$0	\$0	\$288,341	\$3,850	
Car Fleet Purchases	\$100,000	\$124,383	\$146,911	147%	118%	\$0	\$0	\$0	\$124,383	\$22,528	
STORMWATER DRAINAGE											
Stormwater Improvement Program	\$211,000	\$130,749	\$124,451	59%	95%	\$0	\$0	\$0	\$124,451	\$0	
OTHER CAPITAL PROJECTS											
Various	\$0	\$2,034,724	\$2,391,016	0%	118%	\$0	\$0	\$0	\$2,031,287	\$359,729	
TOTAL	\$22,654,702	\$30,336,758	\$30,988,295	137%	102%	\$9,300,000	\$8,023,573	\$2,142,513	\$3,263,568	\$8,258,641	

3.8 Local Planning Panel

The Wollondilly Shire Local Planning Panel (LPP), is a Panel comprises of three experts and local community members who determine certain Development Applications (DAs) and provide advice on Local Environmental Planning Proposals (LEPs) submitted to Council.

From 1 March 2018, introduced legislation made it mandatory for all local Councils in the greater Sydney area, including Wollondilly Shire Council, to have a LPP in place to determine DAs with a high level of public interest, sensitivity, strategic importance, or risk of corruption. The criteria for which types of applications must be determined by the LPP was set by the NSW Minister for Planning.

The Wollondilly Shire LPP determine development applications that meet one or more of the following criteria:

- Conflict of interest
- Contentious development
- Departure from development standards
- Sensitive development

Planning Proposals are also required to be referred to the Wollondilly Shire LPP for advice only, which form part of the subsequent report to Council on the matter.

The costs incurred by Council as a result of the LPP:

Resource	Total (2019-20)
Labour	\$38,475.16
Food and Beverage	\$903.35
Contractor(s)	\$2,155.65
Committee Attendance Fees	\$49,155.16
TOTAL	\$90,689.32

The average amount of time taken for a matter before the LPP to be determined

A total of 11 development applications and five planning proposals were referred to the LPP from July 2019 – June 2020. The average determination time across the 11 development applications was 576.44 days.

A list of all matters considered by the Panel and whether they were approved, rejected or deferred

Meeting Date	Matter	Determination / Advice
29 August 2019	DD010.2019.00000017.001 - Multi Dwelling Housing Development (8 Dwellings) and Associated Works	Deferred
29 August 2019	DD010.2019.00000166.001 - Demolition of Existing Residential Dwelling and Outbuilding and Construct a 120 place centre-based child care facility with associated car parking, landscaping and signage	Deferred commencement approval
29 August 2019	DD010.2018.00000698.001 - Five (5) Lot Torrens Title Subdivision, bulk earthworks, demolition of three (3) sheds and two (2) hard stand spaces, and tree removal	Deferred
31 October 2019	DA010.2014.00000331.001 - 30 Bronzewing Street	Deferred commencement approval
31 October 2019	DA010.2018.00000188.001 - Development Application - shop top housing including basement car parking, partial demolition, alterations and additions, construction of a public car park and a footpath	Approved subject to conditions

Meeting Date	Matter	Determination / Advice
31 October 2019	DA010.2018.00000033.001 - Section 8.2 (82a) Review Of Determination - Shopping Centre With Basement Parking	Refused
31 October 2019	DA010.2018.00000698.001 - 15 Menangle Road, Menangle - Development Application No. 010.2018.00000698.001	Approved subject to conditions
28 November 2019	Draft Planning Proposal - Brooks Point Road, Appin (Amendment 2)	Does not support the progression of the Draft Planning Proposal to the Gateway Determination
28 November 2019	Draft LEP Review Program Stage 1 Planning Proposal	Supports the progression of the Draft Planning Proposal to the Gateway Determination subject to further considerations to Amendment 9 and Amendment 15
12 December 2019	DA010.2018.00000790.001 - 150 Camden Road and 25-33 Railway Parade Douglas Park - 35 Multidwelling Houses and Strata Subdivision	Approved subject to conditions
12 December 2019	Return of Delegation for the Determination of Development Applications for Markets and/or Community Events on Council Land	Endorsed
13 February 2020	DA010.2018.00000780.001 - 430-490 Douglas Park Drive, Douglas Park – Concept development approval for a Cemetery including earthworks, landscaping, water storage, roads and car parking and approval for building envelopes	Deferred
13 February 2020	Planning Proposal – Hornby Street, Wilton	Approved
26 March 2020	Has strategic merit but the rezoning was premature to refer to Gateway.	Approved subject to conditions
26 March 2020	DA010.2020.00000012.001 - Construction of a principal dwelling	Approved subject to conditions
26 March 2020	Stonequarry Commercial Planning Proposal	Does not have strategic merit
26 March 2020	Stilton Lane Planning Proposal	Does not have strategic merit
28 May 2020	DD010.2018.00000780.001 - Supplementary report - Concept development approval for a Cemetery including earthworks, landscaping, water storage, roads and car parking and approval for building envelopes	Deferred
28 May 2020	Da010.2020.00000038.001 - Continued Use of a Partially Constructed Ancillary Structure (shed)	Approved subject to conditions
25 June 2020	Post Gateway Planning Proposal - Picton East	Not proceed to Gateway until resolution of outstanding issues
25 June 2020	Planning Proposal - 350 Barkers Lodge Road, Picton	Not proceed to Gateway until resolution of outstanding issues

3.9 Planning Agreements

Planning Agreements are agreements made between Council and a developer through which a developer provides a public benefit to Council in the form of monetary contribution, works in kind or dedication of land.

Planning Agreements are often recognised in lieu of developer contributions required under Section 7.11 of the Environmental Planning and Assessment Act 1979. Under Section 7.5 (5) of the Act Council is required to report on compliance with, and the effect of any Planning Agreements in force.

This reporting period includes five (5) Planning Agreements executed by Council.

Details are as follows:

Parties	Land Affected	Value	Purpose
Patcha Developments Pty Limited (3 February 2020)	65 Tahmoor Road, TAHMOOR Lot 221 DP 10669	\$90,715	Construction of a bio-retention basin dedicated to Council; Dedication of Lot 48 (424m ²) as land to Council for use as a drainage reserve; Monetary contribution of \$70,715 for purpose of maintenance
Petton Pty Ltd (31 January 2020)	1550 Burragorang Road, OAKDALE Lot 1 DP 835228	\$1,533,652	Construction of a bio-retention and on site detention (OSD) facility dedicated to Council, including the carrying out of post-construction developer maintenance for the first 5 Years; Monetary contribution towards stormwater management land, bio-retention and OSD facility, maintenance towards bushland and riparian areas, and carrying out of minor embellishment works, and embellishment works which include signage, informal track, and seating; Dedication of Lot 227 (1.43ha) as land to Council to contain the OSD and floating wetland facility
Hill View Property Development Pty Ltd (31 January 2020)	65 Marsh Road, SILVERDALE Lot 2 DP 588912	\$2,630,000	Dedication of 0.7ha land; for purpose of stormwater/drainage, including the developer maintenance for the first five (5) years; All roads and road reserves constructed in the development (including land for APZ and splay corner adjoining Lot 14) as public roads; Construction and completion of Pathway and Road Works; Establishment of vegetation landscaping within Setback Area for Lots 1 to 21, including developer maintenance for the first five (5) years; Monetary contributions for stormwater facility maintenance, vegetation strip maintenance, open space, recreation, community facilities, and plan administration
Walker Corporation Pty Ltd and Walker Group Holdings Pty Limited (5 August 2019)	Stage 1, Wilton South East Precinct Lot 102 DP1232553	\$28,792,602	Construction of: Cumulative 1,951m of collector roads and roundabout, bus shelters on collector roads, Two cycleways, one 656 lineal metre cycleway running east-west and another 500 lineal metres running north-south, Three local parks (areas: 5808m ² , 3905m ² , 3237m ²), Two separate drainage basins (Basin A – 16,250m ² ; Basin B – 18,668m ²) and open space areas surrounding two drainage basins; Dedication of: Land associated with local parks (12,950m ²), Land for the Collector Roads, the drainage basins and the open space land surrounding the drainage basins; Monetary contribution for offsite open space, plan administration, community facilities and each drainage basin maintenance after completion of Developer 5 year maintenance.

Verdoso Tahmoor Pty Limited (30 July 2019)	2710 Remembrance Drive, TAHMOOR Lot 2 DP 874556		Deed of Variation: exclude a minor portion of the land from the land to which the planning agreement applies in order to facilitate the transfer of a minor portion to Sydney Water Corporation
TOTAL		\$33,046,969	

3.10 Community Grants Program

This provides the community with information on the contributions made by Council under Section 356 of the Local Government Act 1993.

Community Grant Projects Community Grants help local communities to build skills, identify opportunities and/or undertake actions for the social benefit of community members. Note: all amounts listed are exclusive of GST.

Organisation	Project	Amount
The Oaks Historical Society	Furnish New Room	\$1,000.00
His House Incorporated	World Children's Day	\$2,000.00
Mt Hunter P&C Association	School Hall Equipment	\$500.00
Check Your Tackle	Below the Belt Matters	\$2,500.00
Bargo Men's Shed	BBQ Trailer	\$2,500.00
Stonequarry Quilters	Community Quilts	\$1,500.00
Warragamba Silverdale Neighbourhood Centre	Bold Jack Country Festival	\$2,000.00
Menangle Men's Shed	Tools & Shelving	\$2,300.00
Wollondilly Fellowship of Australian Writers	Express Yourself Writing & Poetry	\$550.00
Wollondilly Cancer Support Group	Promotional Material	\$3,000.00
Wollondilly Arts Group	Plein Air Painting & Ceramics	\$1,006.00
Wollondilly Catholic Care	Live Life Well Program	\$2,000.00
Southern Tablelands Arts	Waste to Art Workshop	\$2,000.00
Appin Scout Group	Bush Care & Community Garden	\$2,500.00
Wollondilly Anglican Church	Overcomers Outreach Program	\$860.00
WAC Cares	Information and Referral Project	\$942.00
Community Links Wollondilly	Art Lessons for Mental Health	\$2,500.00
St Marks Church	Cemetery Restoration Project	\$2,480.00
Douglas Park Little Athletics	Multipurpose Storage	\$2,500.00

Community Grants Program continued...

Organisation	Project	Amount
Buxton Community Association	Garden Mural	\$1,000.00
Rotary Club of Picton	Art & Garden Trail	\$420.00
Wollondilly Arts Group	Annual Members Exhibition	\$835.00
Buxton Community Association	Garden Tools	\$500.00
Warragamba Silverdale Neighbourhood Centre	Sports Clinic Day	\$500.00
Warragamba Wombats	Sporting Equipment	\$500.00
Tahmoor Men's Shed	Shade Sails	\$500.00
WAC Cares	Vests for Volunteers	\$196.00
Buxton Community Association	Bench Seating	\$500.00
Wollondilly Support Brigade	Cargo Nets for Vehicles	\$500.00
Buxton RFS	Vacuum Cleaner	\$500.00
Warradale Men's Shed	Hand Tools	\$500.00
Wollondilly Fellowship of Australian Writers	Printer toner and Paper	\$500.00
The Rotary Club of Picton	Digital Projector	\$499.00
Warragamba Wombats	Enclose Dug Outs	\$500.00
WAC Cares	Dry Ice Packs	\$215.00
Wollondilly Anglican Church	Multifunction Printer	\$499.00
Paws Pet Therapy	iPad	\$500.00
	TOTAL	\$43,802.00

Donation Program

Organisation	Project	Amount
Cawdor P&C Association	Honour Board	\$500.00
Mali Dillon	Youth Parliament	\$250.00
Picton Harmony	Christmas Performance	\$200.00
Tara Boyd	Australian Karate Federation	\$250.00
Appin P&C Association	Appin Wheels	\$500.00
Zoe Daniels	Little Athletics	\$250.00
Margaretha J Hallowell	Great Cycle Challenge	\$250.00
Dante Machiavello	National Men's Softball Championships	\$250.00
Warragamba Anzac Committee	Cenotaph Soldier Repairs	\$500.00
Bargo P&C Association	150th School Anniversary Celebrations	\$500.00
Wilton P&C Association	Fundraising Comedy Night	\$500.00
Riley Sutcliffe	Men's Softball Championships	\$250.00
PJ French	National Karate Titles	\$250.00
Parish of Picton and Wilton Anglican Church	Noise Cancelling Earphones	\$500.00
Taylah Robson	Trans Tazman Oz Tag	\$250.00
Sophie Robson	Trans Tazman Oz Tag	\$250.00
Menangle Australia Day Committee	Australia Day Breakfast	\$222.94
Isaac David Taylor	Karate Federation	\$250.00
The Oaks Pony Club	Storage Container	\$500.00
	TOTAL	\$6,422.94

Sponsorship Program

Organisation	Project	Amount
Dilly Drought Drive	Farmers Xmas Lunch	\$1,000.00
Thirlmere P&C Association	Performing Arts Showcase	\$1,000.00
Douglas Park Sportsground	Open Day	\$1,000.00
Picton Rotary	Bushfire frontline supplies	\$1,000.00
Wollondilly Women in Business	Excellence Awards	\$1,000.00
	TOTAL	\$5,000.00

Mayoral School Citizenship Awards

Organisation	Project	Amount
Appin Public School	School Citizenship Award	200.00
Bargo Public School	School Citizenship Award	200.00
Buxton Public School	School Citizenship Award	200.00
Cawdor Public School	School Citizenship Award	200.00
Douglas Park Public School	School Citizenship Award	200.00
Mount Hunter Public School	School Citizenship Award	200.00
Oakdale Public School	School Citizenship Award	200.00
Picton Public School	School Citizenship Award	200.00
Picton High School	School Citizenship Award	200.00
St Anthony's Primary School	School Citizenship Award	200.00
Tahmoor Public School	School Citizenship Award	200.00
The Oaks Public School	School Citizenship Award	200.00
Thirlmere Public School	School Citizenship Award	200.00
Warragamba Public School	School Citizenship Award	200.00
Wilton Public School	School Citizenship Award	200.00
Wollondilly Anglican College Primary	School Citizenship Award	200.00
Wollondilly Anglican College	School Citizenship Award	200.00
Yanderra Public School	School Citizenship Award	200.00
	TOTAL	\$3,600.00

Annual Assistance

Organisation	Project	Amount
Warragamba Silverdale Neighbourhood Centre	DamFest	\$1,500.00
Rotary Club Wollondilly Nth	Carols by Candlelight	\$500.00
Picton UC Congregation	Carols by Candlelight	\$500.00
Buxton Community Association	Carols by Candlelight	\$500.00
Wollondilly Anglican Church	Carols by Candlelight	\$500.00
St James Menangle	Carols by Candlelight	\$500.00
Parish of Picton & Wilton	Carols by Candlelight	\$500.00
Douglas Park Evangelical Church	Carols by Candlelight	\$500.00
Community Links	International Women's Day	\$1,000.00
Western Sydney University	Medicine in Context Award	
The Oaks Chamber of Commerce	Light Up The Oaks	\$3,000.00
NSW Police Force	Policeman Awards	\$1,200.00
University of Western Sydney	Scholarships	\$2,000.00
South West Sydney Academy of Sport	Sports Academy	\$11,000.00
Picton Rotary	Festival of Steam	\$5,000.00
	TOTAL	\$28,200.00

Community Hall Rates Subsidy

Organisation	Project	Amount
1 Mason Street Thirlmere	Thirlmere Returned Serviceman's League	\$2,922.10
1984 Silverdale Road Silverdale	Warragamba Silverdale Neighbourhood Centre	\$2,734.66
4 Station Street Menangle	Menangle Community Association Inc	\$1,469.20
22 West Parade Buxton	Buxton School of Arts, Buxton Community Association	\$4,098.95
	TOTAL	\$11,224.91

3.11 Bushfire Hazard Reduction and Mitigation Activities

In 2019/20 Council's hazard reduction program involved hazard reduction and vegetation management on approximately 80 km of roadsides.

Council completed maintenance works in 8 reserves across the Shire to assist in mitigating the impacts of fire. The total value of this work was over \$208,000 funded by Council's Shire Emergency Response & Planning and Vegetation Management budgets with additional funding from the RFS Rural Fire Fighting Fund.

Council works with the Rural Fire Service in hazard reduction burning within reserves under Council's control and regularly participates in identification and management of Threatened Species in proposed hazard reduction sites on private and public lands.

Council is also involved in the assessment of development applications which involve hazard reduction activities.

The Environmental Services branch of Council participated proactively in the planning and resourcing of the Hazard Reduction Program as a means to ensuring ecologically sustainable hazard reduction. A number of Council officers also participated in training and bushfire control exercises during the year.

The Green Wattle Fire which impacted Wollondilly from December 2019 until January 2020, saw an additional \$433,000 spent on tree and vegetation management works undertaken in Oakdale, Lakesland, Buxton and Bargo.



3.12 Food Inspection Program

Under normal circumstances to improve food safety for our community, Council conducts food inspections throughout the year. Under the NSW Food Regulation partnership (an agreement with the NSW Food Authority), Council as a Category B Enforcement Agency has committed to inspect 100 percent of high and medium risk food businesses within the Shire and provide an annual report on the results.

In line with notification from the Food Authority and in accordance with Council's adopted COVID 19 safety plan, the annual Food Inspection Program ceased in late March with only those premises, the subject of a complaint inspected during this period. Notably other disaster impacts such as the bushfires and floods prior to COVID 19 also affected the delivery of the program. Notwithstanding approximately 50% of primary inspections still occurred. 105 Primary (4 required re-inspection); 21 Temporary food premises; 3 mobile food premises were inspected between July 2019 and late March 2020. Four premises were inspected as a result of complaints received during this period.

Council issued no Prohibition Notices and 3 Improvement Notices under the Food Act.

The number of 5, 4 and 3 star ratings under the Scores on Doors Program were maintained with most eligible food shop premises keen to participate in the program.

There are 28 'high risk', 164 'medium risk' and 24 'low risk' categorised food businesses located in the Shire.

The following table records inspection results for the past four years:

	2019/2020	2018/19	2017/18	2016/17
Primary inspections conducted	105	143	181	175
Business found satisfactory	101	112	159	148
Businesses found to be unsatisfactory	4	31	22	27
Prohibition or Improvement Notices issued	0	16	6	3

Council issued 1 Improvement Notice under the Public Health Act for 2019/20 in respect to a Skin Penetration business.

3.13 Swimming Pool Audit Program

Under the Swimming Pools Act 1992 No. 49, all councils in New South Wales must inspect swimming pool barriers to reduce childhood drownings.

Under the legislation local government has a regulatory responsibility for swimming pool safety.

Council conducted 102 pool inspections through the Swimming Pool Audit Program. A further 12 public pools were inspected through the public health program.

3.14 Companion Animals

Companion Animal Register

There were a total of 109 incidents reported for dog attacks/menacing behaviour; 11 dogs were declared dangerous and 15 declared menacing.

Animal Education Programs

Companion animal community education programs carried out by Council provided information sheets on topics including:

- Barking Dogs
- Responsible Cat Care Brochure

Volunteer Program

Council also conducts a volunteer program at the Animal Shelter for interested persons. Unfortunately this program was interrupted due to COVID.

In conjunction with the RSPCA, volunteer local veterinarians and Council's Animal Management staff, a program enabling the micro chipping and vaccination (C3/F3 vaccs) of dogs and cats for \$10 per animal was conducted on 6 August 2019. This event was well attended and resulted in community residents availing themselves of the opportunity to have their cats and dogs microchipped and vaccinated for minimal cost.

Animal Registration

Failure to register an animal after the issue of two reminders results in the issue of Penalty Infringement Notice (PIN).

A total of 476 PINs were issued during the year for non-registration of dogs and cats.

Animal Return & Rehoming

244 dogs were re-housed, sold or released in 2019/2020. 52% of these dogs were re-homed to their owners indicating that Council's audit program of registration is having effective results. In total, 85% of all dogs were either returned to owners, sold or rehomed.

3.15 Wollondilly Workforce Diversity

Council's Vision is: To make Wollondilly an even better place, together.

Council recognises that its people are the most important asset to the organisation and is committed to the promotion of workforce diversity.

Council has continued to grow in 2019/2020 as an employer, engaging 6 new positions. In total council employs 253 permanent staff across a number of disciplines. We also engage a number of temporary and casual employees. Council offers a variety of employment opportunities for people at all stages of their career.

We provided 8 traineeships across Council which is our largest number of traineeships we have had to date as an organisation. We have also seen a welcome increase of female representation in leadership roles.

The overall ratio of male to female is 51% male to 49% female spread across the organisation.

Council also continues to provide opportunities for staff transitioning to retirement through flexible opportunities. The average age of our workforce has decreased slightly to 46.

In recognition of the new and growing professions, Council has increased training opportunities for staff both through internal professional development opportunities, external training programs and educational assistance requests.

In December 2019, Council undertook a Pulse Staff Engagement Survey with an 83% participation rate. Council's overall engagement score was 64%. In June 2020, Council undertook a further Pulse Staff Engagement Survey with an 85% participation rate and overall engagement score of 69%.

3.16 Workplace Health and Safety

Wollondilly Shire Council will so far as is reasonably practicable, exert every effort to proactively seek out and eliminate hazards in the workplace. Where this is not possible, implement safe systems of work to reduce the exposure of staff, contractors, volunteers and visitors to risk of harm at all Council worksites.

Corporate WHS Objectives

Corporate targets were achieved in four of the five measurable areas.

Lost time incidents target <6 result 8 - target not met

Workers comp claims target <9 result 7 - target achieved

Workers C claim costs target <\$25,000 result \$10,369 - target achieved

Total hours lost target <470 result 344 - target achieved

Total days lost target <62 result 43 - target achieved

Reportable Incidents

There was one reportable incident to the Regulator during the reporting period.

Safety Program

Some of the key WHS programs undertaken during the reporting period include:

Initiatives

- Mandatory, two yearly hearing testing was provided to Open Space, Parks, Workshop & Facilities Maintenance staff, with no significant decline in hearing identified.
- 51 people attended the annual onsite Skin Cancer screening program.
- 129 people attended the annual onsite flu vaccination program.
- An external AS4801 WHS Systems audit was undertaken over 3 days in Dec - the report identified compliance in 16 areas and 9 minor non-conformance's and 1 opportunity for improvement.
- 55 worksite inspections were conducted by the health and safety committee, with 65 corrective actions raised.
- 10 pro-active observations were raised by staff in the Vault system.
- 28 corrective actions were raised from incident investigations.

Improvements

- Personalised moulded hearing protection was provided to Open Space, Parks, Workshop & Facilities Maintenance staff.

The fluvax program was expanded this year to enable people that could not attend on the day to book in at a chemist of their choice.

3.17 Risk Management

We have undertaken a number of key risk management activities during the reporting period;

- Continued focus has been on establishing a solid foundation of integrated risk management systems and processes to ensure our risk management framework is aligned to all aspects of our business
- Introduction of SpeakUp program.
- Strengthened awareness of Business Continuity due to implementation of Pandemic Plans during COVID 19.

Claims by type during the reporting period:

Professional Indemnity	Public Liability	Property	Motor Vehicle
4 Notified to Insurer	Nil	Nil	10

3.18 Audit, Risk and Improvement Committee

Effective corporate governance arrangements are essential to the performance, integrity and transparency of our Council. During the reporting period the ARIC monitored the progress of the implementation of the Strategic Internal Audit Plan and examined a number of Council's operations.

These included:

- Fraud and Corruption Prevention
- Plant and Fleet
- Procurement
- Infrastructure Works and Maintenance
- Monitoring Performance
- Enterprise Risk Management
- Compliance Management
- Financial Management
- Financial performance including long term sustainability

The ARIC provides a high level of independent assurance of identified high risk activities of Council's operations.

3.19 Government Information – Public Access Act (GIPA)

Statistical Information

Wollondilly Shire Council received a total of 23 Formal GIPAA applications for the year ending 30 June 2020. This included withdrawn applications but not invalid applications.

Clause 8C: The total number of access applications received by the agency during the reporting year that the agency refused either wholly or partly, because the application was for the disclosure of information referred to in Schedule 1 to the Act (information for which there is conclusive presumption of overriding public interest against disclosure)

Number of Applications Refused

Wholly	0
Partly	0
Total	0

Documents held by Council

In keeping with the intent of the GIPA Act, Council is committed to the proactive release of government information it holds, to the public. A wide range of government information in both hard copy and electronic format in respect of functions undertaken by Council is listed in the Wollondilly Information Guide 2020 which is available on Council's website.

Proactive Release Program

Section 7(3) of the GIPA Act requires Council to undertake a review of its proactive release program at intervals of not more than 12 months.

The proactive release program identifies the kinds of government information Council holds that in the public interest can be made publicly available without imposing unreasonable additional costs on council resources.

Our Councils program for the proactive release of information involves:

- Identifying information which is requested frequently by the community both formally and informally.
- Reviewing what information has been produced since the last review.
- Looking at what initiatives, developments or projects relevant to council we want the public to know about.

During the reporting period, we reviewed this program by:

- Holding informal discussions with staff members
- Producing a monthly web updates document to monitor uploads
- Reviewing information on our website to ensure it is up to date and correct
- Visiting other council and agency websites
- Project to redesign council's website for easier user experience
- Reporting to the public at community forums
- Monitoring analytics across the website to assist promotion of topical information

Popular Links

Topical information the public has identified as commonly used such as –

- M9 Orbital;
- Corona Virus Covid-19 updates
- DA Tracker;
- Council Meetings LIVE;
- Transport Capital Works Programme;
- Pay My Rates;
- Road Renewal Tracker
- Mayoral Relief Fund
- Fire Season Support Landing Page – Response and Recovery
- Having Your Say page
- Wollondilly Library Featured programs – Waste online for kids; Wollondilly Children's Voices Project

What's on – Local Events:

- Virtual Morning Tea
- Wollondilly Community Cultural and Civic Precinct – community drop-in session
- How to start your own business workshop
- Local Strategic Planning Statement – community drop-in session
- Bushfire Response
- Appin Skatepark opening

GIPA Act Schedule 2

Table A: Number of applications by type of applicant and outcome*

	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm / deny whether information is held	Application Withdrawn	Total
Media	0	0	0	0	0	0	0	0	0
Members of Parliament	0	0	0	0	0	0	0	0	0
Private Sector Businesses	3	2	1	0	0	1	0	0	7
Not for Profit organisations or community groups	0	1	0	0	0	0	0	0	1
Members of the public (application by legal representative)	0	3	0	2	0	4	0	1	10
Members of the public (other)	2	0	1	0	0	0	0	2	5
Total	5	6	2	2	0	5	0	3	23

*More than one decision can be made in respect of a particular access application. If so, a recording must be made in relation to each such decision. This also applies to Table B.

Table B: Number of applications by type of applicant and outcome**

	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm / deny whether information is held	Application Withdrawn	Total
Personal Information	0	2	1	0	0	0	0	0	3
Access applications (other the personal information applications)	5	4	1	2	0	5	0	3	20
Access applications that are partly personal information applications and partly other	0	0	0	0	0	0	0	0	0
Total	5	6	2	2	0	5	0	3	23

**A personal information application is an access application for personal information (as defined in clause 4 of Schedule 4 to the Act) about the applicant (the applicant being an individual). The total number of decisions in Table B should be the same as Table A.

Table C: Invalid Applications

Reason for Invalidity	Number of Applications
Application does not comply with formal requirements (section 41 of the Act)	2
Application is for excluded information of the agency (section 43 of the Act)	0
Application contravenes restraint order (section 110 of the Act)	0
Total number of invalid applications received	2
Total number of invalid applications received	2

Table D: Conclusive presumption of overriding public interest against disclosure: matters listed in Schedule 1 of the Act

	Number of times consideration used*
Overriding secrecy laws	0
Cabinet information	0
Executive Council information	0
Contempt	0
Legal professional privilege	0
Excluded information	0
Documents affecting law enforcement and public safety	0
Transport safety	0
Adoption	0
Care and protection of children	0
Ministerial code of conduct	0
Aboriginal and environmental heritage	0

* More than one public interest consideration may apply in relation to a particular access application and, if so, each such consideration is to be recorded (but only once per application). This also applies in relation to Table E.

Table E: Other public interest considerations against disclosure: matters listed in table to section 14 of the Act

	Number of occasions when application not successful
Responsible and effective government	1
Law enforcement and security	3
Individual rights, judicial processes and natural justice	6
Business interests of agencies and other persons	4
Environment, culture, economy and general matters	0
Secrecy provisions	0
Exempt documents under interstate Freedom of Information legislation	0
Total	14

Table F: Timeliness

	Number of Applications
Decided within the statutory timeframe (20 days plus any extensions)	18
Decided after 35 days (by agreement with applicant)	0
Not decided within time (deemed refusal)	0
Total	18

Table G: Number of applications reviewed under Part 5 of the Act (by type of review and outcome)

	Decision Varied	Decision Upheld	Total
Internal review	1	0	1
Review by Information Commissioner*	0	0	0
Internal review following recommendation under section 93 of Act	0	0	0
Review by NCAT	0	0	0
Total	1	0	1

*The Information Commissioner does not have the authority to vary decisions, but can make recommendation to the original decision-maker. The data in this case indicates that a recommendation to vary or uphold the original decision has been made.

Table H: Applications for review under Part 5 of the Act (by type of applicant)

	Number of applicants for review
Applications by access applicants	2
Applications by persons to whom information the subject of access application relates (see section 54 of the Act)	0
Total	2

Table I: Applications transferred to out agencies

	Number of applicants for review
Agency – Initiated Transfers	0
Applicant – Initiated Transfers)	0
Total	0

3.20 Privacy and Personal Information Protection

The Privacy and Personal Information Protection (PPIP) Act requires New South Wales public sector agencies and their staff to protect personal information. The Act describes how this protection should happen, and includes having a Privacy Management Plan.

Council's Privacy Management Plan outlines how private information is handled and how to deal with public requests.

There were 2 internal notifications of alleged breaches of privacy during the reporting period. The notifications were investigated and found 1 minor breach of privacy occurred.

3.21 Public Interest Disclosures Act

The Public Interest Disclosures Act 1994 (PID Act) sets up a scheme for people who work in the NSW public sector (e.g. in a council or Councillors) to come forward with important information.

All Australian government agencies, Commonwealth companies and public authorities have responsibilities under the Act.

These include establishing effective and clearly articulated internal procedures for facilitating and responding to public interest disclosures. Council meets this obligation through its Internal Reporting Policy and Internal Reporting Procedure.

Council has a Corporate Governance Toolkit on its intranet which holds information and resources for Staff and Nominated Disclosure Officers on how to make an Internal Report; how to investigate reports and tools to manage Public Interest Disclosures.

Councils Internal reporting process is included in our staff induction program. An awareness PowerPoint is distributed periodically to all staff across the organisation for their information.

The following table details categories and numbers of Public Interest Disclosures for this reporting period:

Category of PID's	Made by public officials performing their day to day functions	Under a statutory or other legal obligation	All other PID's
Number of Public Officials who made PIDs to Council	2	0	0
Number of PIDs received by Council in total	2	0	0

The number of public interest disclosures received by the council in total and the number of public interest disclosures received by the council relating to each of the following:

Corrupt Conduct	2	0	0
Maladministration	0	0	0
Serious and substantial waste of public money or local government money (as appropriate)	2	0	0
Government information contraventions	0	0	0
The number of public interest disclosures (received since 1 January 2012) that have been finalised by the council	0	0	0



SECTION 4

Financial Statements



FINANCIAL STATEMENTS

4.1 Financial Statements

Council's audited financial statements are not available at the time of printing. An updated report will be published incorporating them once available.