

Annual Report

2017/2018

Commitment

Statement of commitment to Aboriginal Australians

The City of Wagga Wagga acknowledges and respects that Aboriginal people were the first people of this land and the Wiradjuri people were the first regional custodians of the Wagga Wagga Local Government Area. This recognition includes acceptance of the rights and responsibilities of Aboriginal people to participate in decision making.

Council acknowledges the shared responsibility of all Australians to respect and encourage the development of an awareness and appreciation of each other's origin. In so doing, Council recognises and respects the heritage, culture, sacred sites and special places of Aboriginal people.

Council is committed to developing programs to improve the wellbeing of all City of Wagga Wagga residents as well as facilitating reconciliation between Aboriginal and non-Aboriginal people.

Council recognises that social justice and reconciliation are fundamental to achieving positive changes. Council will continue to actively encourage Aboriginal and non-Aboriginal people to work together for a just, harmonious and progressive society.

Council recognises that the richness of Aboriginal cultures and values in promoting social diversity within the community.



Table of contents

Introduction	4
Mayor and General Manager Message	4
Vision and Values	7
Integrated Planning and Reporting Framework	8
Our Community	10
Our Councillors	12
Our Organisation	14
Our Awards	18
Snapshot of 2017/2018	20
Community Leadership and Collaboration	22
Safe and Healthy Community	32
Growing Economy	40
Community Place and Identity	48
The Environment	58
Disability Inclusion Action Plan	68
Financial Summary	74
Business Activity Reports	79
Stormwater Levies and Charges	83
Statutory Report	84
Government Information (Public Access) Act	84
Public Interest Disclosures	84
Equal Employment Opportunity	85
Executive Team Remuneration	85
Councillor Expenses	85
Overseas Visits	85
External Bodies, Companies and Partnerships	86
Council Contracts	88
Voluntary Planning Agreements	90
Environment Upgrade Agreements	90
Private Works	90
Contributions, Grants and Donations	90
Legal Cost Summary	90
Rates and Charges (written off)	91
Special Rate Variation	91
Companion Animal Management	92
Inspections of Private Swimming Pools	95
Appendix	96

Introduction

Mayor and General Manager Message

Wagga Wagga is in the midst of an exciting period that will define both the growth and vision of our city and villages for many years to come. The State Government has this year identified Wagga Wagga as an area of “significant growth” that will swell to 100,000 residents under their new 20-year plan for regional NSW. Under the plan, the region will have to create 14,000 additional jobs by 2038 in order to support a regional city of 100,000 people. Council is developing and implementing the strategies and infrastructure required to meet these ambitious, but achievable targets, and will continue to advocate for further investment in the city from both the State and Federal Governments.

“The city continues to prove itself to be a fantastic destination for short or long stays, with visitors able to use it as a base to explore all that the Riverina region has to offer.”

Council is working through the milestones set out in the Community Strategic Plan 2040 – Wagga View (CSP) and this financial year adopted key documents such as the Wagga Wagga Integrated Transport Strategy 2040 (WWITS), the Recreation, Open Space and Community Strategy 2040 (ROSC), a Revised Floodplain Risk Management Study and Plan, a Revised Crime Prevention Plan and a new Graffiti Management Plan. These documents are setting the scene for the city and will play a crucial role in ensuring sustainable growth in the region over the coming decades.

During the financial year a number of important projects were either finalised or commenced that will provide vital facilities and create economic opportunities. These include:

- Main City Levee (Stage 1) – work has continued on the upgrade to the Main City Levee Bank to fortify the local economy and provide peace of mind for residents
- Bomen Enterprise Area – the Bomen Enabling Roads project was completed which will further support the potential development of the Riverina Freight and Logistics (RiFL) Hub
- Northern Sporting Precinct – a school has been announced for the northern growth area and negotiations have taken place to integrate the school with the planned northern sporting and recreation precinct.
- Equex Multi-Purpose Stadium – construction is well underway on the city’s new \$9M mixed use facility
- Active Travel Plan – \$11.8M in funding has been provided and planning has commenced for the construction of a network of cycle routes and end-of-trip facilities to reduce reliance on private motor vehicles, and instead promote cycling as a legitimate mode of transport
- Riverside Precinct (Stage 2) – planning has commenced to further develop the Wagga Beach precinct as a focal point and destination for residents and visitors, as well as creating linkages to the city’s CBD and existing civic precinct
- Livestock Marketing Centre (LMC) Upgrades – major upgrades have been completed to increase livestock capacity numbers, improve safety and support growth of the facility
- Civic Theatre Upgrade – the refurbishment of this significant cultural facility was completed



The city continues to prove itself to be a fantastic destination for short or long stays, with visitors able to use it as a base to explore all that the Riverina region has to offer. Tourism is a vital part of the city's economy, with visitors spending approximately \$353 million in local businesses each year. Council and local businesses are working together to capitalise on the more than 1.3 million visitors to our city annually. This is reflected in the delivery of the second Wagga Wagga + Surrounds Visitor Guide and Tourism Partner Program.

The entire community is encouraged to continue to become involved in the City of Wagga Wagga's decision-making processes to ensure we continue to progress and grow in line with community expectations.

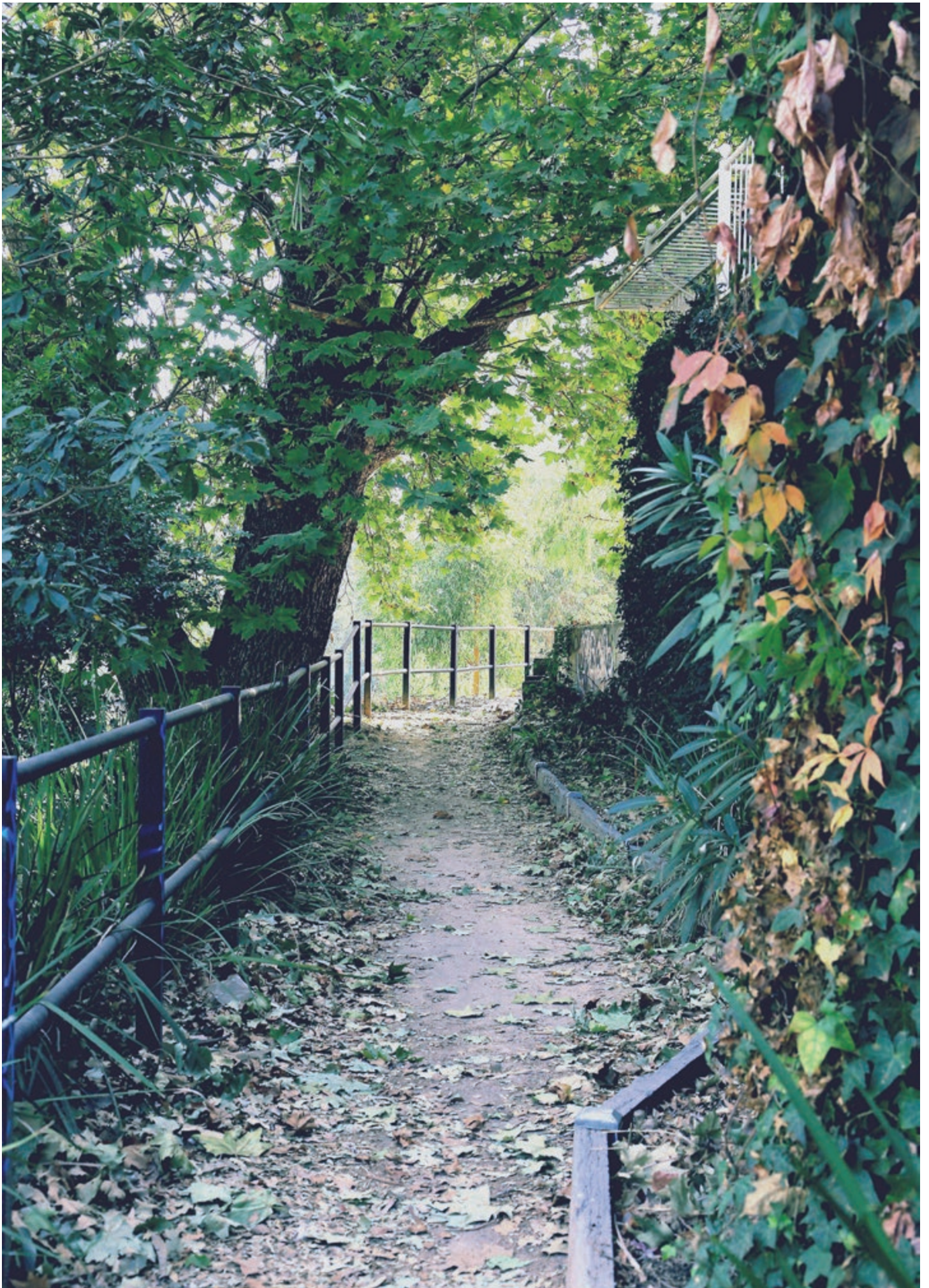
Thank you to Councillors and staff for their leadership, hard work and service during 2017/18 and to you, the community, for your support.

A handwritten signature in black ink that reads "G. J. Conkey".

*Mayor of the City of Wagga Wagga
Councillor Greg Conkey OAM*

A handwritten signature in black ink that reads "P. Thompson".

*General Manager
Peter Thompson*



Vision and Values

Community vision, principles and priorities

As part of the Wagga Wagga Community Strategic Plan 2040 the community adopted a vision for the city;

"In 2040 Wagga Wagga will be a thriving, innovative, connected and inclusive community on the Murrumbidgee. Rich in opportunity, choice, learning and environment, Wagga is a place where paths cross and people meet."

To ensure that we achieve the community vision in the future, it is necessary that we start embedding elements of that vision into today's planning. Four key words have been chosen by the community to be used as guiding principles in planning for our future.

- Thriving
- Innovative
- Connected
- Inclusive

The document contains five strategic directions for the city based on the consultation undertaken. The five strategic directions are:

- Community leadership and collaboration
- Safe and healthy
- Growing economy
- Community place and identity
- The environment

Council's mission, vision and values

Our Mission

Contribute to a vibrant growing community by providing excellence in leadership, and delivery of 'best value' infrastructure and services, supporting quality living in an improving sustainable environment.

Our Vision

To be acclaimed by our community for our passion, professionalism and performance.

Our Values

- Trust
- Respect
- Innovation
- Teamwork

IPR framework

The Integrated Planning and Reporting framework opens the way for Council and our community to have important discussions about funding priorities and service levels, how these shape our local identity and how we can work together to create a more sustainable future.

Under NSW Government legislation, councils must prepare a number of plans that provide details on how they intend to deliver works and services in the short and long term.

City of Wagga Wagga IPR Framework

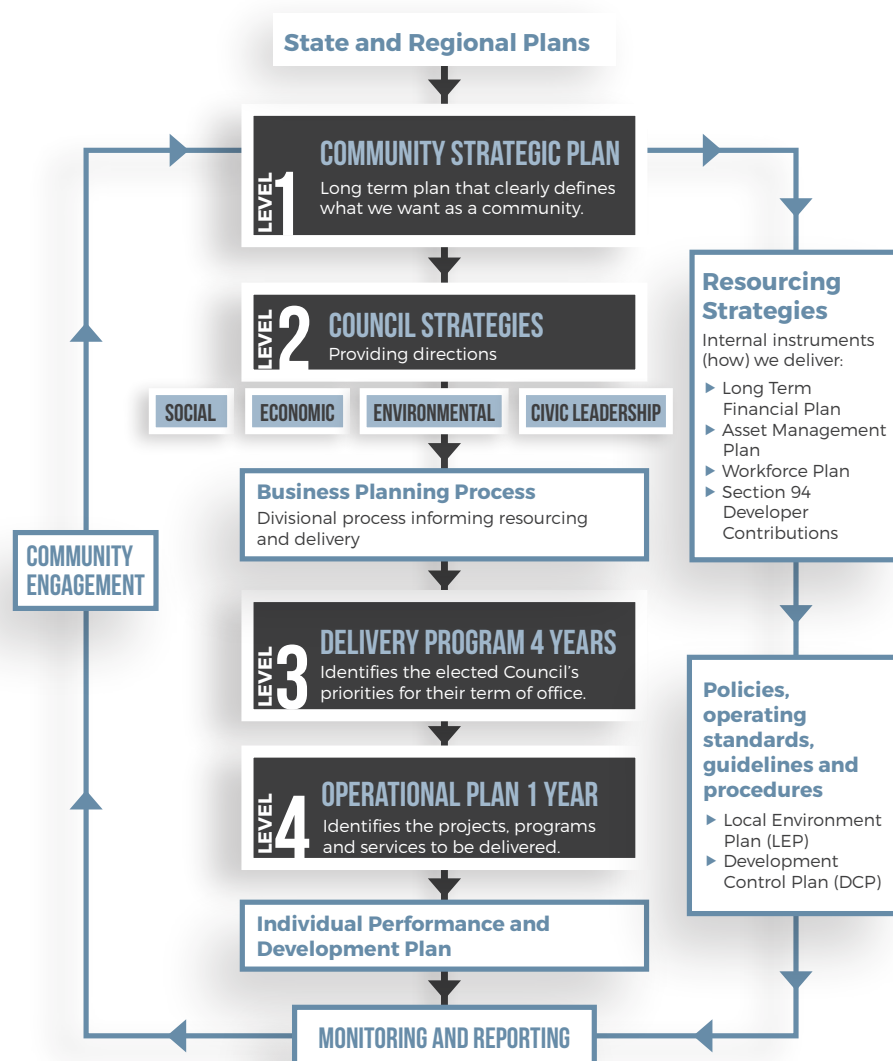


Figure 1: IPR framework flowchart

These plans are based on the community's priorities, which have been identified in the Community Strategic Plan, and present a balanced approach to long and short term planning that considers how the resources available to Council can be used to deliver our community's outcomes. These documents are:

Community Strategic Plan

The Wagga View Community Strategic Plan 2040 looks at where we want to be as a community in 2040. It defines our community's priorities and goals, and focuses on how we can achieve these goals together. Wagga View is Council's highest level plan and is used by Council, stakeholders and other agencies to guide policy, establish service delivery and inform plans. The Community Strategic Plan addresses community outcomes across five strategic directions:

- Community Leadership and Collaboration
- Safe and Healthy
- Growing Economy
- Community Place and Identity
- The Environment

Delivery Program and Operational Plan

The Delivery Program is Council's four-year statement of commitment to the community from the elected Council. It details the specific strategies that Council will implement to help achieve the community's priorities and goals as set out in the Community Strategic Plan.

The Operational Plan is reviewed and developed yearly. It details the specific actions, projects and program Council will undertake under each of the strategies outlined in the Delivery Program. The Operational Plan will also allocate responsibility and provide a detailed budget for each year.

Resourcing Strategies

The Resourcing Strategies consist of three components; the Long Term Financial Plan, the Workforce Plan and the Asset Management Plan.

Long Term Financial Plan

The Long Term Financial Plan outlines the future finances of Council's operations taking into consideration key elements such as rate movements, service levels to our community, major infrastructure, asset replacement and renewals as well as loans, cash reserves and the Revenue and Pricing Policy.

Workforce Plan

The Workforce Plan aims to ensure Council's workforce has the right skills, at the right time and in the right quantities to ensure sustainable service delivery.

Asset Management Plan

The Asset Management Plan provides tools to assist Council's decision making on infrastructure funding needs, the impacts of budget decisions into the future and the resourcing requirements needed to meet agreed levels of service delivery.

Annual Report

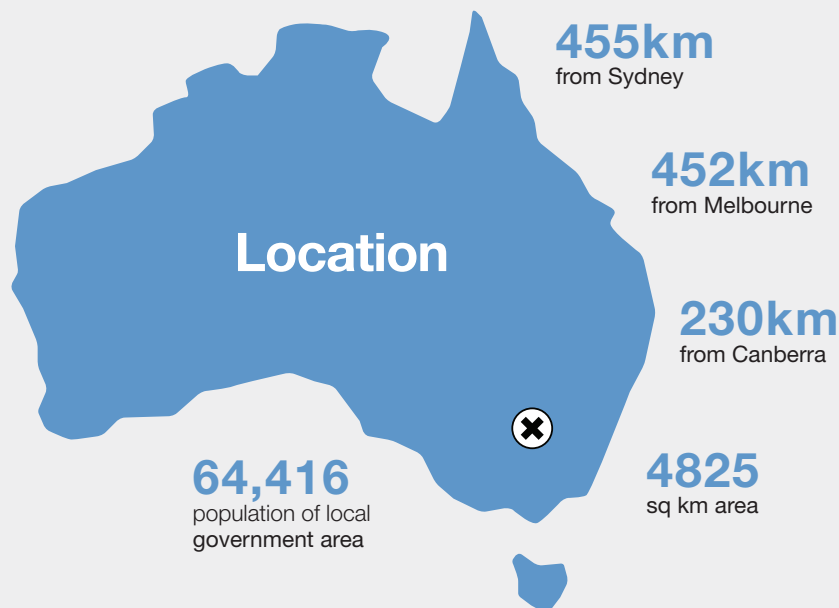
The Annual Report (this document) provides an overview of Council's performance and activities during 2017/18 and includes the audited financial statements for the year.

The activities and actions reported are based on objectives and performance targets identified in the Combined Delivery Program and Operational Plan 2017/18.

The Annual Report is prepared in accordance with Section 428 of the Local Government Act 1993.

Our community

Located on the banks of the Murrumbidgee River in the heart of Wiradjuri Country, Wagga Wagga is the centre of the Riverina area and is the largest inland city in NSW.



Education & employment

22.6%

of our population has a degree or higher

21%

of the population earned over \$1500 a week.

26%

of households in Wagga Wagga are classified as low income (earn less than \$650 per week)

14.5%

Largest industry of employment was health care and social assistance

5.7%

Unemployment rate



Population

36.6%

of population under 25

9.4%

of our population was born overseas with top 5 countries being United Kingdom, India, New Zealand, Philippines and China

6%

of the population coming from countries where English was not their first language

5.6%

of the population identify themselves as Indigenous or Torres Strait Islander.

4.9%

of the population in 2011 reported needing help in their day-to-day lives due to disability



Housing

76%

of homes had internet connection

34%

of the rental population pays between \$200 and \$300 per week. language

0.7%

of dwellings considered to be high density

About Wagga

Wagga Wagga is a vibrant city nestled in the heart of the Riverina on the banks of the Murrumbidgee River. The largest city in inland New South Wales, Wagga Wagga encompasses a total land area of 4,826 sq km and is perfectly situated about 455 kilometres south-west of Sydney and 452 kilometres north-east of Melbourne, making it highly accessible.

Wagga Wagga offers a unique quality of life that is unparalleled in its natural beauty, housing affordability, diverse employment opportunities and a wide offering of community infrastructure, services and lifestyle activities. With a population of approximately 65,000 residents, Wagga Wagga is a thriving and cosmopolitan city that supports a highly diverse and dynamic economy. Without the reliance on a single sector, the city can maintain growth and prosperity. Wagga Wagga has a total labour force of more than 32,000 people, with an unemployment rate of 5.7%, well under the State and National averages.

Most of Wagga Wagga's population live within the urban and suburban areas of the city; but many residents also enjoy the village lifestyle of Collingullie, Currawarna, Galore, Humula, Ladysmith, Mangoplah, Oura, Tarcutta and Uranquinty.

Wagga Wagga offers a diverse range of traditional and contemporary cultural experiences with art galleries, museums, theatres and performance spaces. Alongside a thriving arts community there are festivals and 650 events being held in the city each year, these range from community to large scale visitor attraction events. Our streets blend heritage buildings, public artworks, sculptures and gardens, providing a perfect environment for people to explore our vast range of shops, award winning restaurants, microbreweries, authentic pubs and cafes.

Wagga Wagga is a city of tourism and enjoys over one million visitors annually who come to explore everything we have to offer. Wagga Wagga boasts an active community with sport and recreation being a central part of the lifestyle. Whether its water sports at Lake Albert, walking and biking through our natural areas like the Riverside, the Wiradjuri Walking track, or enjoying the more formal sporting codes and disciplines on offer, the high quality facilities across the city cater for it all.

Having four distinct seasons, a warm community and wealth of character make Wagga Wagga an ideal destination for residents and visitors all year round.



Our councillors



Councillor Greg Conkey OAM (Mayor)

Councillor Greg Conkey OAM was elected to Council in 2012 and was elected Mayor in September 2017.

M: 0417 467 760

E: councillor.conkey@wagga.nsw.gov.au



Councillor Dallas Tout (Deputy Mayor)

Councillor Dallas Tout was elected to Council in 2012 and was elected Deputy Mayor 2014 – 2016.

M: 0427 448 525

E: councillor.tout@wagga.nsw.gov.au



Councillor Vanessa Keenan

Councillor Vanessa Keenan was elected to Council in 2016.

M: 0418 445 131

E: councillor.keenan@wagga.nsw.gov.au



Councillor Paul Funnell

Councillor Paul Funnell was elected to Council in 2012.

M: 0459 988 402

E: councillor.funnell@wagga.nsw.gov.au



Councillor Yvonne Braid OAM

Councillor Braid OAM was elected to Council in 2008, with a tenure as Deputy Mayor in 2012.

M: 0402 214 556

E: councillor.braid@wagga.nsw.gov.au



Councillor Rod Kendall

Councillor Rod Kendall was elected to Council in 2004 and was elected Mayor in 2012 – 2015.

M: 0467 552 263

E: councillor.kendall@wagga.nsw.gov.au



Councillor Tim Koschel

Councillor Tim Koschel was elected to Council in 2016.

M: 0400 721 880

E: councillor.koschel@wagga.nsw.gov.au



Councillor Dan Hayes

Councillor Dan Hayes was elected to Council in 2016.

M: 0447 231 080

E: councillor.hayes@wagga.nsw.gov.au



Councillor Kerry Pascoe

Councillor Kerry Pascoe was elected to Council in 2004 and was elected Mayor 2004 – 2009 and 2011.

M: 0408 692 306

E: councillor.pascoe@wagga.nsw.gov.au



Our organisation

Council's current organisational structure is made up for four directorates – Community, Financial, Commercial and Governance. These directorates are led by the executive management team, consisting of the General Manager and three Directors. The executive management team are responsible for managing the implementation of Council's decisions.

Our organisational structure



Governance

- Audit, Risk and Governance
- Marketing and Communications
- Executive Support
- People and Culture
- Riverina Regional Library

Community

- Community Services
- Environment
- City Compliance

Financial

- Finance
- Procurement
- City Strategy
- Information and Customer Service

Commercial

- Project Management Office (PMO)
- Operations
- Technical and Strategy
- Council Businesses
- City Development

Our People

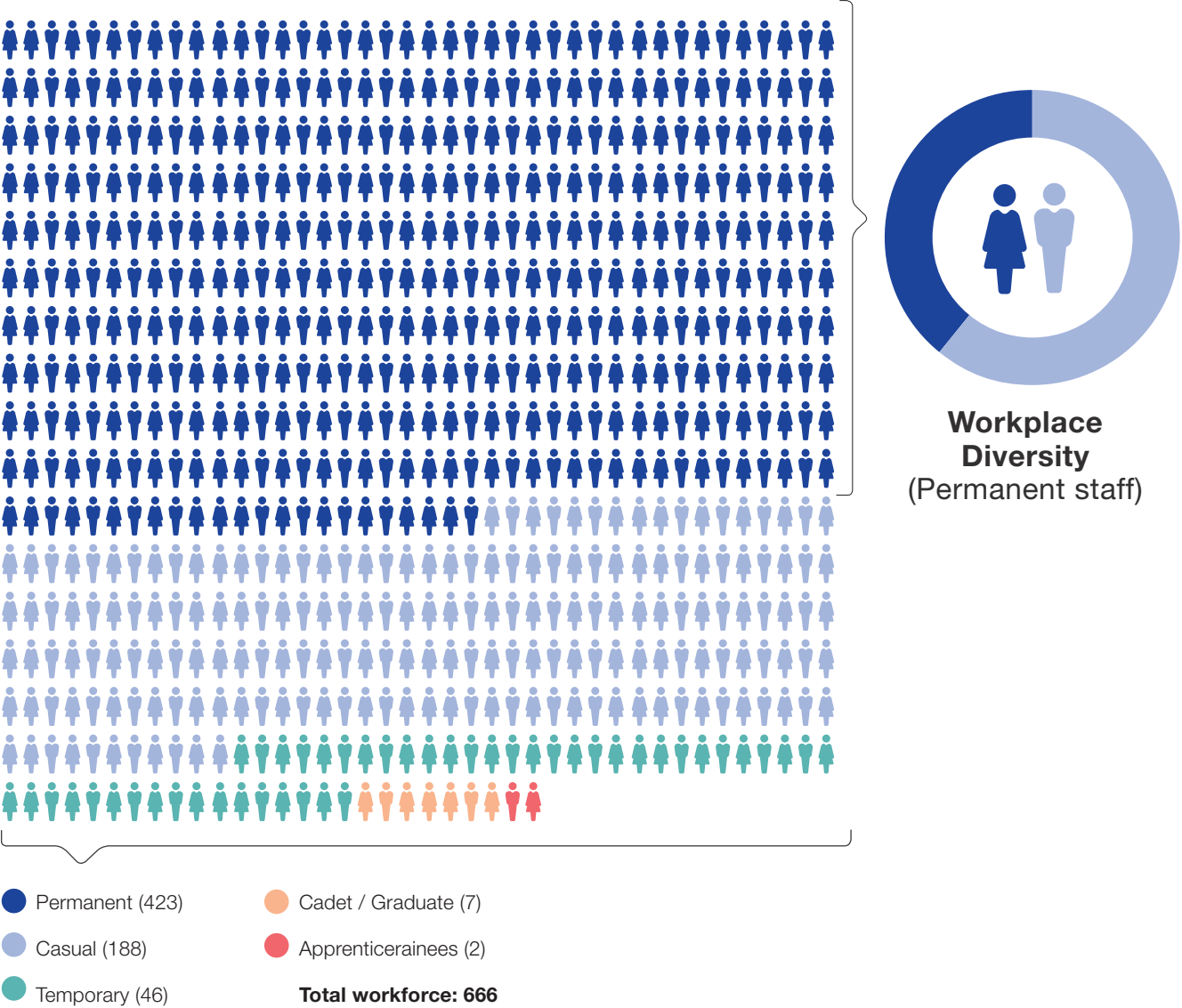


Figure 2: Total workforce summary

Workplace Diversity



Figure 3: Workplace diversity (all staff)

It is important to note Equal Employment Opportunities (EEO) data is limited as it is not a mandatory requirement and staff may elect not to disclose this information.

For more information on Council's actions in relation to promoting, EEO see page 85.

Workforce age distribution

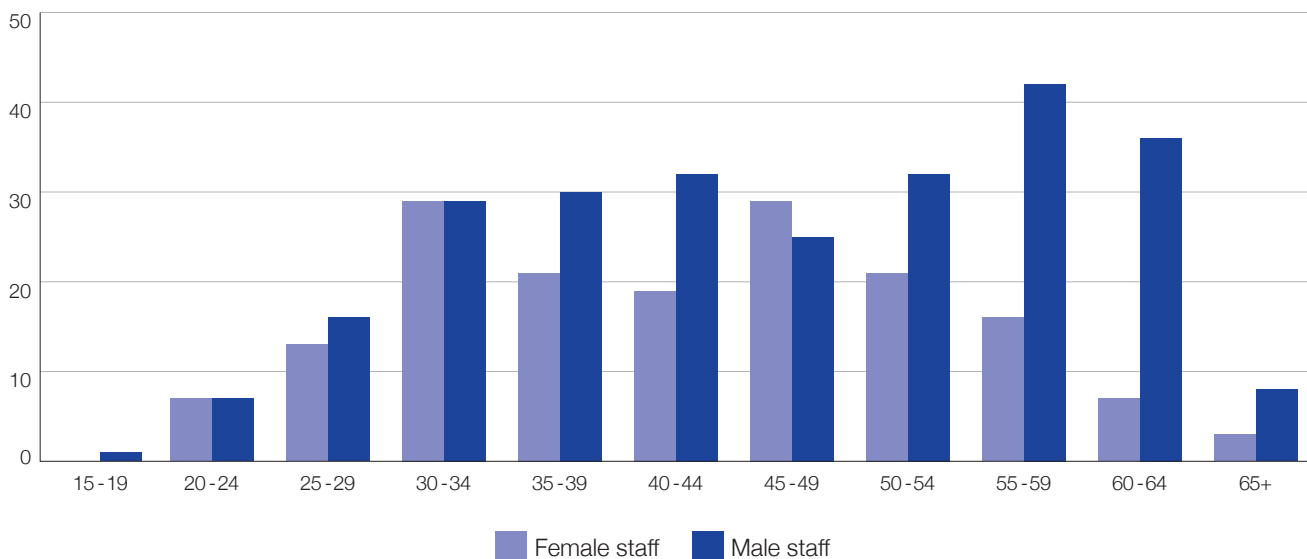


Figure 4: Workforce Age Distribution (permanent staff only)



Our awards

RH Dougherty Award for Excellence in Communication, Local Government NSW

Wagga View 2040 – Community Strategic Plan
Corporate Strategy

NSW 2017 Environmental Health Team of the Year Award, Environmental Health Australia Industry Excellence Awards

Education and awareness programs including Council's Scores on Doors program,
development of an illustrated book on needles and sharps and the 'Be Sharp' campaign
Environmental Health

Leo Kelly OAM Arts and Culture Award, Local Government NSW

We Are Here: LGBTIQ stories exhibition
Museum

Best Exhibition Project From Small and Medium Museums Award, Museum and Galleries NSW's IMAGinE awards

Talking Machines exhibition
Museum

Sewerage Services Most Improved Large Local Water Utilities Award, Sam Samra Awards

Making efficiencies in the sewerage network
Sewer Treatment

Commendation Award at Statewide Mutual's Risk Management Excellence Awards

A collaborative effort to better prioritise the renewal of assets
Asset Management

Excellence in the Environment Award for Behaviour Change in Waste Management, Local Government NSW

"Don't Dump, It's Dumb" illegal dumping prevention campaign
Environmental

Highly Commended Multicultural Services - Award at the NSW Public Libraries Association

Language Café program
Library

Natural Environment Protection and Enhancement Award, Local Government NSW Environment Awards

The Marrambidya Wetland project
Environmental



Snapshot of 2017/18

Featured in this Annual Report are just a sample of achievements and highlights of activities Council delivered in 2017/18. These snapshots showcase a variety of events, programs, services and projects that promote an inclusive, connected, innovative and thriving Wagga Wagga and deliver on the needs and expectations of the local community, as outlined in the Community Strategic Plan.



What were we working towards?



Community Leadership and Collaboration

What does Council aim to deliver?

- Ensure transparency and accountability
- Plan long term for the future of the City
- Communicate with our community
- Ensure our community feels heard and understood
- Ensure efficient and effective processes
- Be easily accessible to all members of our community



Safe and Healthy Community

What does Council aim to deliver?

- Create safe spaces and places
- Promote safety and safe behaviours
- Be responsive to emergencies
- Monitor and enforce public health and safety
- Provide services and facilities that make recreation a part of everyday life
- Promote participation across a variety of sports and recreation
- Promote services that support the community
- Provide services that support the community



Growing Economy

What does Council aim to deliver?

- Ensure complete and accessible transport networks
- Encourage business investment to ensure the city is a leading centre for freight and logistics
- Attract and support local businesses and industry
- Promote our city and villages
- Accommodate and provide support to visitors
- Provide a variety of events, festivals and activities
- Provide education and learning opportunities
- Provide career opportunities
- Encourage vibrant precincts



Community Place and Identity

What does Council aim to deliver?

- Promote a strong sense of place
- Value our heritage
- Provide services that contribute to a family friendly city
- Provide services and facilities that make us a centre for arts and culture
- Activate community spaces to promote connectedness
- Provide programs and activities to bring us together



The Environment

What does Council aim to deliver?

- Ensure sustainable urban development
- Provide healthy natural areas
- Look after and maintain community assets
- Create an attractive city
- Improve the facilities of our spaces and places
- Educate the community in sustainability
- Be proactive with waste management
- Minimise our impact on the environment

Community leadership and collaboration

In the Combined Delivery Program and Operational Plan, the Community Leadership and Collaboration strategic direction centres on Council's actions in relation to strategic and long-term planning, reporting, governance and customer service. It focuses on making Council's processes more efficient and effective, and outlines how Council communicates and consults with the community

Community Strategic Plan Objectives

- We have strong leadership
- We are informed and involved in decision making
- Council services reflect the needs of the community

Delivery Program Items

- 1.1 Ensure transparency and accountability
- 1.2 Plan long term for the future of the city
- 1.3 Communicate with our community
- 1.4 Ensure our community feels heard and understood
- 1.5 Ensure efficient and effective processes
- 1.6 Be easily accessible to all members of our community



3885
online transactions



1471
contributions on
Wagga View online
engagement platform



1455
social media posts
with people engaging
50,498 times



<5%
of rates were
outstanding by 30
June 2018



50
editions of Council
News published to
822 subscribers



\$1,292,786
given in grants,
contributions and
donations

Wagga Wagga Integrated Transport Strategy adopted

The adoption of the Wagga Wagga Integrated Transport Strategy and Implementation Plan 2040 (WWITS 2040) at a Council Meeting in August 2017 means all levels of government, agencies and industry can work strategically towards integrating our transport network.

Led by Council, WWITS 2040 not only plans for future economic and residential growth, but will help drive that growth. It looks at ways to attract and forward plan for potential large-scale infrastructure projects and identifies a number of short-term actions that can be taken to create a connected, vibrant, healthy, safe and active city. From better connecting footpaths to improving public transport corridors and removing trucks from the CBD, WWITS 2040 will help create choices for people when it comes to getting around and reflects the needs and expectations of a community that is growing at a rapid rate.

The strategy was created following an extensive community engagement process. Hundreds of people, organisations and agencies made valuable contributions during the community engagement campaign and most of the ideas in WWITS 2040 originated from these contributions.

WWITS 2040 is wide reaching and addresses six key areas; integrated land use, parking, freight and logistics, road network, active travel and public transport. Within these six areas is an integrated approach to address a range of topics raised by the community, stakeholders and industry experts. Strategies include, but are not limited to:

- Improving cycling infrastructure, corridors and networks
- Prioritising people over motor vehicles in the core of the city
- Investigating innovative public transport initiatives for locals and visitors
- Implementing measures to increase the likelihood of the NSW Government duplicating the Gobbagombalin Bridge
- Supporting development in the northern growth area through appropriate structure planning
- Improve parking in the CBD and health precinct by implementing a pathway to build multistorey car parks, providing better pedestrian access and working with local businesses to investigate future paid parking options in key areas
- Preserving a corridor within local planning instruments for a heavy vehicle bypass
- Prioritising Bomen as an intermodal hub connected to the Inland Rail Network
- Pathway for potential duplication of Glenfield Road and Pearson Street
- Working with RMS to improve the Olympic Highway and Old Narrandera Road intersection

Council will now work with industry, local businesses, Federal Government and NSW Government to implement the strategy.

...WWITS 2040 will help create choices for people when it comes to getting around and reflects the needs and expectations of a community that is growing at a rapid rate.

*ROSC 2040
features 195
funded and
unfunded
projects worth
almost \$98M.*

Recreation, Open Space and Community Strategy adopted

The Recreation, Open Space and Community Strategy and Implementation Plan 2040 (ROSC 2040) was adopted at a Council Meeting in April 2018. The strategy was developed in conjunction with the Wagga View Community Strategic Plan 2040, Wagga Wagga Integrated Transport Strategy and Implementation Plan and shows a blueprint for the future development of Wagga Wagga's community spaces.

ROSC 2040 features 195 funded and unfunded projects worth almost \$98M. It considers playgrounds, parks, sports facilities, pathways, community and cultural infrastructure, club facilities, amenities and more. The strategy reflects the needs and expectations of the community, while setting the framework for the creation of an active, safe, healthy and vibrant city that enhances Wagga Wagga's position as a leading regional city and lays out a plan for the city until 2040.

ROSC 2040 has been a significant undertaking for the community and Council as a whole. There has been a substantial amount of community engagement throughout the process, which has been invaluable in developing the final document.

Acknowledging the different needs within our community, a detailed analysis was undertaken to develop separate plans within the strategy for the nine urban precincts and nine rural villages in the Wagga Wagga local government area. The analysis focused on a range of factors, including current and projected population, socio-economic indicators, car accessibility, internet access, open space ratios, and presence of schools, childcare and medical centre facilities.

ROSC 2040 identified 51 major projects, across short, medium and long term timeframes. The total value of these major projects is over \$53M and ranges from the implementation of the Harris Park Master Plan, to the expansion of multicultural services at Wagga Wagga City Library and the development of a master plan for the Botanic Gardens Zoo to cater for existing users and future growth. These recommended major projects will still need detailed business cases to confirm project feasibility, cost estimates and consideration against other Council priorities to ensure the community is getting the best outcome.



Annual Grants Program 2017/18

A number of community projects were made possible through Council's 2017/18 Annual Grants Program. The grants program aligns with the Wagga View Community Strategic Plan 2040, and is part of Council's commitment to helping create a strong, creative community.

The grants were provided across six categories; Community Health and Wellbeing, Connected Rural and Urban Communities, Arts and Culture, Local Heritage, Events and Natural Environment. Some of the successful projects included building refurbishments and upgrades, events, workshops and community programs.

The Annual Grants Program allows Council to support a diverse range of projects that directly benefit our community.

You can view the full list of recipients and projects in Appendix 2, page 98.

The Annual Grants Program formed part of about \$1.2M in contributions and donations provided by Council to the community in 2017/18.

Grant category	No. of projects	Total amount received
Sporting and Cultural Facilities	7	\$24,742.00
Community Programs and Projects	10	\$22,220.00
Neighbourhood and Rural Villages	7	\$16,267.09
Rural Halls	3	\$23,300.00
Arts and Culture	10	\$25,680.00
Local Heritage	4	\$8,500.00
Events	15	\$20,327.28
Natural Environment	3	\$5,993.00
Total		\$147,029.37

Table 1: Annual Grants funding allocation by category.

Community Survey

The community's level of satisfaction with Council services and facilities has remained steady over the past two years.

In 2017 residents from across the Local Government Area took part in the 2017 Community Survey. The community survey is undertaken every two years by an independent research provider and measures Council's performance against the priorities identified in the Community Strategic Plan (CSP).

The survey showed that 77 per cent of residents were at least somewhat satisfied with Council's overall performance, on par with the 2015 survey result of 80 per cent. Overall, there was at least a moderate level of satisfaction with most of Council's services and facilities.

77 per cent of residents were at least somewhat satisfied with Council's overall performance...

20 of the 27 services and facilities tested received a mean score of three or more out of five. The Wagga Wagga Art Gallery, Museum of the Riverina, Civic Theatre and Wagga Wagga City Library were rated highly by the community, with a 97 per cent level of satisfaction. The survey results help us plan for the future by allowing us to understand how we can better allocate resources, and improve both service levels and strategic planning.

The key areas for improvement are: maintenance of local roads, financial management, long-term planning for Wagga Wagga, car parking and maintenance of footpaths. Council has focused on its long term planning of these with the adoption of the Wagga Wagga Integrated Transport Strategy 2040 and Recreation and Open Space and Community Strategy 2040.

Visit www.wagga.nsw.gov.au/communitysurvey to view the full survey results.



Performance

Council's performance in implementing the Combined Delivery Program and Operational Plan.



38

ON TRACK



3

NEEDS ATTENTION



5

CRITICAL

	Target	Performance	Status
We have strong leadership			
1.1 Ensure transparency and accountability			
1.1.1 Report to the community			
Increase the reach of the reporting to your community web page	10%	-15%	
Comments: There has been approximately 15% decline in the visitation of the Reporting to our community webpage. Due to resourcing in the corporate strategy, minimal promotion of the reporting documents has been undertaken. Next financial year Council will be reviewing the design of the annual report and how we promote it on social media.			
1.1.2 Provide internal audit services			
Completion of audit program	100%	90%	
1.1.3 Perform records management			
Number of physical record day boxes destroyed	48 boxes destroyed	69 boxes destroyed	
Completion of E-Learning Module	100%	100%	
1.1.4 Process requests for information			
Respond to all Government Information Public Access requests within 20 working days	100%	100%	
1.1.5 Report on the City of Wagga Wagga's financial position and performance			
Process and distribute cost statements within three business days	100%	100%	
Achieve an unqualified audit report	100%	100%	
1.1.6 Achieve budget control			
All unfunded expenses to have a budget variation approved within three months of the expenditure	100%	100%	
1.2 Plan long term for the future of the city			
1.2.1 Perform ongoing promotion of the Community Strategic Plan			
Increase the number of community partners who endorse the Community Strategic Plan	4 community partners	-	
Comments: Council has been working on the re-branding of the online consultation platform, Your Say changing it to Wagga View, to more effectively communicate progress against the Community Strategic Plan. A focus on communication, rather than increasing a number of community partners, has been the focus for this year. Council has also celebrated the one year anniversary of the adopted Community Strategic Plan with a media event promoting the progress against the plan to date.			

	Target	Performance	Status
1.2.2 Implement the Sustainable Future Framework			✓
Complete the Strategic Planning framework and terminology	100%	80%	
1.2.3 Implement the business planning process			✓
Increase online readership of the Combined Delivery Program and Operational Plan	10%	500%	
1.2.4 Run and promote the Regional Integrated Planning and Reporting group			⚠
85% satisfaction with Regional Integrated Planning and Reporting Group events	85%	-	
Comments: Due to resourcing constraints over the last 12 months Council has not hosted any Regional IPR events.			
1.2.5 Continuously improve the asset management suite of documents			🔍
Complete revised asset management plans	100%	50%	
Comments: Due to the position being vacant, the reporting outputs of this position are currently on hold.			
1.2.6 Develop and implement the Asset Management Framework			✓
Asset Management Framework is endorsed	100%	100%	
1.2.7 Coordinate the improvement of asset management data			🔍
Complete building asset category revaluation	100%	90%	
Complete review and implementation of a condition assessment schedule	100%	20%	
Complete annual review of current asset data	100%	100%	

Comments: The asset management strategy, which will complement the asset management plans and policy is currently being developed. Due to a restructure and development of a new section in Commercial Operations, the process of condition assessment of civil infrastructure is to be reviewed.

We are informed and involved in decision making

1.3 Communicate with our community

1.3.1 Provide communication services and support

Maintain online page views for Council News publications	6000 page views	17,481 page views	✓
--	-----------------	-------------------	---

1.3.2 Administer and coordinate social media

Increase Facebook page likes by 500	500 page likes	2118 page likes	✓
Increase Twitter followers by 5%	5%	9%	
Increase Instagram followers by 5%	5%	23%	

1.4 Ensure our community feels heard and understood

1.4.1 Manage and facilitate community engagement activity

Number of community visits by Charlie - the community engagement truck	39 visits	73 visits	✓
--	-----------	-----------	---

1.4.2 Collaborate with stakeholders on cultural projects and programmes

Increase the number of unique visitors online to the Public Art Plan	470 online visitors	596 online visitors	✓
--	---------------------	---------------------	---

1.4.3 Promote inclusion through graphic design

Increase diversity and inclusiveness of imagery in future plans and publications	100%	100%	✓
--	------	------	---

1.4.4 Provide ongoing consultation and monitoring of progress in Disability Inclusion Action Planning

Annual consultation is undertaken	100%	100%	✓
-----------------------------------	------	------	---

	Target	Performance	Status
1.4.5 Develop and inform policy and planning documentation			✓
Percentage of Social Planning Disability Inclusion Action Plan actions completed	80%	80%	
Percentage of Social Planning Reconciliation Action Plan actions completed	80%	80%	
Council services reflect the needs of the community			
1.5 Ensure efficient and effective processes			
1.5.1 Administration and management of the depot facilities and accounts			✓
Reduce the number of outstanding work orders	556 outstanding work orders	450 outstanding work orders	
1.5.2 Conduct routine maintenance and preventative modifications			✓
Reduce the number of overdue services and maintenance	140 pieces of equipment	130 pieces of equipment	
1.5.3 Respond to breakdowns and repairs			✓
Reduce the number of breakdown work orders	160 breakdown work orders	-	
1.5.4 Provide support for corporate systems			✓
Maintain system uptime of 99%	99%	100%	
1.5.5 Administer Geographical Information System related data			✓
Maintain a Geographical Information System data quality level of less than 1% inconsistency	1%	1%	
1.5.6 Provide system administration and development of Geographical Information Systems			✓
Maintain Geographical Information System uptime of 99%	99%	100%	
1.5.7 Scan register and distribute incoming correspondence			✓
All incoming correspondence distributed within 24 hours	100%	100%	
85% customer satisfaction with records management	85%	96%	
1.5.8 Voice of the Customer satisfaction surveys			⚠
Complete 31 Voice of the Customer surveys	31 customer surveys	-	
Comments: Staff shortages and the new waste service have impacted these surveys for the past 12 months. The surveys will recommence in October 2018.			
1.5.9 Manage treasury functions			✓
Manage portfolio to achieve a monthly rate above the Ausbond interest rate	100%	100%	
1.5.10 Management of accounts payable			✓
Payments to be made within supplier's payment period	100%	100%	
1.5.11 Management of the City of Wagga Wagga's revenue function			✓
Outstanding rates are less than 5%	5%	5%	
Outstanding annual sewer charges are less than 7%	7%	6%	
1.5.12 Manage and support staff with information technology service requests			✓
Complete help desk requests within seven days	100%	85%	
85% customer satisfaction with information technology support	85%	93%	

	Target	Performance	Status
1.5.13 Maintain and administer VM Ware platform			✓
Maintain uptime of 99.5%	100%	97%	
1.5.14 Maintain and manage business continuity with information technology			✓
Business continuity testing success	100%	100%	
1.5.15 Maintain and administer server, storage, networking and hardware infrastructure			✓
Maintain uptime of 99.5%	100%	100%	
1.5.16 Maintain and administer desktop, laptop, landline phones and mobile fleet			✓
Patch updates are installed across the entire fleet	100%	100%	
Staff accounts are created or disabled within deadlines	100%	100%	
1.5.17 Provide industrial and workplace relations to staff			✓
Zero substantiated industrial claims	0	0	
1.5.18 Provide business solutions for payroll and employee services			✓
100% of staff have access to online employee self- service system	100%	100%	
1.5.19 Organisational development			🔍
65% of employees to complete the employee opinion survey	65%	59%	
Framework endorsed	100%	40%	
<p>Comments: The Employee Opinion Survey was completed in March 2018, with a participation rate of 59% of Councils FTE. Workshops have been held with staff to assist in the development of the two (2) year action plan, to be endorsed in August, with the first reporting period in February 2019.</p> <p>Innovation and continuous improvement data captured within 2018 Employee Opinion Survey (EOS).</p> <p>Action items developed in EOS Directorate Workshops focused on continuous improvement.</p>			
1.5.20 Ensure compliance to procurement processes			✓
Complete four compliance reviews	4 compliance reviews	4 compliance reviews	
1.5.21 Management of City of Wagga Wagga's fleet			✓
Reduce expenditure on hired equipment	\$2,600,000	\$2,600,000	
Maximise the utilisation of major plant	70%	71%	
1.5.22 Implement procurement continuous improvement program			✓
100% staff attendance procurement training	100%	76%	

	Target	Performance	Status
1.6 Be easily accessible to all members of our community			
1.6.1 Develop and support online services			✓
Increase number of online transactions	1740 Online transactions	3885 Online transactions	
1.6.2 Provide customer service, administration and support through the front counter			✓
85% customer satisfaction with customer service	85%	95%	
1.6.3 Provide customer service, administration and support through the call centre			✓
80% first call resolution on call centre contacts	80%	76%	
1.6.4 Management of online communications			✓
Increase page views across suite of City of Wagga Wagga websites	1,100,000 page views	2,113,069 page views	
1.6.5 Upgrade of the City of Wagga Wagga's website			⚠
Complete update of information architecture	80%	20%	

Comments: The full upgrade of the website was put on hold at the start of the year whilst Council recruited a web developer. A discussion paper has now been developed to provide strategic directions for our online platforms.

A new events website has been developed to automate some manual processes and to provide a better user interface.

Capital Works

Council's progress against the capital work projects identified in the Combined Delivery Program and Operational Plan.

	Project Description	Approved Budget	Actual YTD Spend	Project Status
10184001513	Replace plant and equipment	\$7,222,036	\$5,090,735	Completed
16583	Corporate hardware purchases	\$505,000	\$223,406	Deferred
18123	Disability Inclusion Action Plan implementation - Art Gallery and Museum access upgrades	\$37,800	\$37,800	Completed
17991	Accessible Adult Changeroom Stage 1	\$171,993	\$156,443	Completed

Safe and healthy community

In the Combined Delivery Program and Operational Plan, the Safe and Healthy strategic direction focuses on the services and actions Council takes to ensure the community's safety, from managing the physical environment to ensuring the health standards of the community. It also includes the activities related to providing recreational spaces and programs for a healthy community.

Community Strategic Plan Objectives

- We are safe
- We promote a healthy lifestyle
- We have access to health and support services that cater for all our needs

Delivery Program Items

- 2.1 Create safe spaces and places
- 2.2 Promote safety and safe behaviours
- 2.3 Be responsive to emergencies
- 2.4 Monitor and enforce public safety
- 2.5 Provide services and facilities that make recreation a part of everyday life
- 2.6 Promote participation across a variety of sports and recreation
- 2.7 Promote services that support the community
- 2.8 Provide services that support our community



10,446

bookings at sporting facilities



274,996

visitors at the Oasis Regional Aquatic Centre



1413

animals passed through the shelter with 86% rehomed/returned to their owner

Multi-purpose stadium construction underway

Construction started on the next premier sporting facility in Wagga Wagga, the city's new \$9M multi-purpose stadium (MPS). Located at the Wagga Wagga Exhibition Centre, the multi-purpose stadium will provide a high-quality sporting, community and entertainment/event space in the heart of the city. The venue will be an excellent space for local sporting clubs and groups and will open up opportunities for competitions and events that attract visitors from across the state and country.

The multi-purpose stadium will feature three indoor courts, change rooms, seating for more than 600 spectators and a function space with catering facilities. It has been a whole team effort to bring the stadium to fruition, including funding support of \$4.4M through the Federal Government's National Stronger Regions Fund and \$250,000 from Wagga Wagga Netball Association.

The construction of the sports complex is being completed by Albury-based company, Zauner Constructions and is expected to be completed by December 2018.

Revised Crime Prevention Plan and new Graffiti Management Plan

Council has taken a proactive community approach to crime and graffiti prevention in order to improve safety in our community. The revised Crime Prevention Plan and the new Graffiti Management Plan were adopted by Council late 2017.

The Crime Prevention Plan outlines Council's role in addressing the issue of crime and crime prevention in Wagga Wagga and Council will work closely with State Government and community organisations to deliver the plans. Council's role will be largely one of facilitation, alongside the delivery of public programs and recreational infrastructure, such as the new pump bike track and skate parks, which will complement the services currently being delivered in the community. Council's role also involves lobbying for additional State and Federal funding to assist in the delivery of State Government, nongovernment and other community service programs.

Closely linked to the Crime Prevention Plan is the new Graffiti Management Plan. This plan outlines preventative measures residents and businesses can take to reduce the amount of graffiti in their area. Graffiti is time consuming and difficult to remove. Simple measures can be taken to prevent graffiti such as introducing textured surfaces and installing appropriate lighting.

Both plans were developed in close consultation with key stakeholders including the Wagga Wagga Local Area Command (LAC), NSW Department of Education and Communities, NSW Department of Justice, NSW Department of Family and Community Services, Wagga Wagga Family Referral Service, Anglicare and Police Citizens Youth Club (PCYC). The plans demonstrate a united approach to tackling crime and graffiti and highlight the importance of multi-agency collaboration, as well as presenting preventative actions that can be implemented with the community to reduce crime across the city.

The plans demonstrate a united approach to tackling crime and graffiti and highlight the importance of multi-agency collaboration...

Stage 1 main city levee upgrade

Construction to raise the Murrumbidgee River levee system started in October 2017, giving residents for the first time a 1 in 100-year level of protection against flooding. Strengthening the levee system will help safeguard the central business district, many of the city's critical assets and thousands of homes. The levee upgrade will help boost confidence in the local economy to drive further investment.

The construction of Stage 1 of the Main City Levee was divided into two stages, from Flowerdale to Wiradjuri Bridge and from Copland Street working south to the Koorringal Road Monumental Cemetery. Both sections consist of embankment levee earthen works and the construction of two concrete spillways, one at Flowerdale and the other upstream from Copland Street.

In February 2018 Council staff identified that the contractor's earthworks had issues meeting the necessary compaction standards for the levee, causing delays in construction whilst the issue was resolved. Following a successful round of discussion between Council and the engaged contractor, Central West Civil, a deed was signed to vary the scope of works that Central West Civil was initially contracted to complete. Under the deed, Central West Civil agreed to resolve issues with the existing work and complete the Flowerdale downstream spillway, at no additional cost to the community.

Remaining works in Stage 1 include approximately 2 kilometres of levee from Gobbagombalin to Wiradjuri and Copland Street to Koorringal Road Monumental Cemetery and construction of a second spillway on Koorringal Road. The remaining Stage 1 works to be released on a Request for Price (RFP) basis to suitable local contractors for the separable portions of work.

The levee upgrade is expected to be delivered at a cost of \$23.3M, which is being funded by all levels of government with Council contributing \$7.75M from the Special Rate Variation.

*The levee
upgrade will
help boost
confidence in the
local economy
to drive further
investment*



Revised Floodplain Risk Management Study and Plan

In October 2017 Council placed the draft revised Wagga Wagga Floodplain Risk Management Study and Plan on public exhibition.

The last Floodplain Risk Management Study and Plan for Wagga Wagga was completed in 2009. Since this time there have been two moderate flood events in Wagga, in 2010 and 2012, and a minor event in 2016. As well as gaining vital information from these events, there has also been major advancements in flood modelling technology, allowing a much larger area to be modelled to a greater degree of accuracy. A detailed flood model revision was conducted in 2014, and this draft revised document followed on from this information.

Recommendations in the revised study and plan were put forward by the Floodplain Risk Management Advisory Committee. The committee is made up of voting members, including community members and Councillors, and non-voting members, including third-party organisations and Council staff. The recommendations were developed through advice, studies and analysis put forward by flood and water management specialists from WMA Water.

A series of community pop-in sessions were held during the public exhibition period. These sessions included displays and information about the draft revised Wagga Wagga Floodplain Risk Management Study and Plan for community members to further understand the study, plan and recommendations being put forward for inclusion. The draft revised Wagga Wagga Revised Floodplain Risk Management Study and Plan was amended following the 439 submissions received during the public exhibition period and presented to Council in March 2018, who resolved to adopt the revised document.

The Wagga Wagga Revised Floodplain Risk Management Study includes a full assessment of the existing flood risk in the catchment, including flood hazard across the study area, overfloor flooding of residential, commercial and industrial properties, identification of known flooding issues and hotspots, and emergency response during a flood event. The study also assesses various measures aimed at managing this flood risk against a range of criteria, and from this assessment the Revised Floodplain Risk Management Plan recommends risk management measures. Council will now make an application under the NSW Government's Floodplain Management Program to undertake a North Wagga Flood Mitigation Options Feasibility Study. The feasibility study will investigate and compare the Voluntary House Raising and Voluntary Purchase Scheme, with the North Wagga Levee Upgrade to a 5% AEP level of protection. It will also assess the feasibility of a combined approach of both the levee upgrade and the voluntary house raising and purchasing.

For more information on Flood Management in Wagga Wagga, visit wagga.nsw.gov.au/floodplainstudy.

The Wagga Wagga Revised Floodplain Risk Management Study includes a full assessment of the existing flood risk in the catchment, including flood hazard across the study area, overfloor flooding of residential, commercial and industrial properties...

New cycling networks

Wagga Wagga's transport infrastructure is set to be transformed through the construction of high quality cycling networks and bike facilities across the city. In early 2018 the NSW Government announced Council's \$11.7M funding application for its Active Travel Plan (ATP) – Cycling had been approved. The ATP was a key part of Council's Wagga Wagga Integrated Transport Strategy (WWITS 2040).

With the project now fully funded, cycling is set to become a more viable transport option through the development of five new cycling networks that link the outer suburbs with the CBD. The plan makes provision for arterial cycleways across the city and will connect key locations. Not only will it make Wagga Wagga a more liveable city, a commuter cycling network has financial, environmental and health benefits and also has the ability to reduce traffic congestion.

Council is creating a complete cycling network with more than 40km of shared paths and end-of-trip facilities, such as secure bike storage. The planned infrastructure will have significant benefits for the community and aligns with the strategic direction of achieving a healthy and connected city.

The community and stakeholders were invited to provide feedback on these routes during an extensive round of community consultation in June 2018, with over 250 formal submissions received in addition to feedback noted at meetings and drop-in sessions. This feedback is being used to finalise the business case required by the NSW Government as part of the project assurance review process to unlock the full funding for the project. Once the NSW Government funding documentation is finalised, the project will move ahead quickly and construction of the cycle network is expected to be complete by 2020.

For more information on the project visit wagga.nsw.gov.au/cycling.

Council is creating a complete cycling network with more than 40km of shared paths and end-of-trip facilities, such as secure bike storage.



Digital concept artwork.

Performance

Council's performance in implementing the Combined Delivery Program and Operational Plan.



18
ON TRACK



1
NEEDS ATTENTION



1
CRITICAL

	Target	Performance	Status
We are safe			
2.1 Create safe spaces and places			
2.1.1 Provide inclusive evacuation plans and procedures			✓
Review and update evacuation plans and procedures	100%	80%	
2.1.2 Implement, monitor and enforce street activity			✓
90% of Street Activity Applications processed within 10 business days	90%	93%	
2.1.3 Manage impound operations			✓
Inspect abandoned vehicles within three days	100%	100%	
2.1.4 Manage Glenfield Road Animal Shelter			✓
Number of animals released from the animal shelter	80%	86%	
2.1.5 Manage technical and operational aspects of main street CCTV			✓
Maintain a timeframe of three days for police requests to extract footage	100%	100%	
2.2 Promote safety and safe behaviours			
2.2.1 Implement Work Health Safety			✓
10 internal audits completed	10 internal audits complete	80 internal audits complete	
2.2.2 Provide education and undertake promotion of public health initiatives			✓
Increase reach of online resources	10 reach	10 reach	
2.2.3 Ensure all projects are delivered safely			✓
Maintain zero lost time and injury frequency	0	0	
2.2.4 Create community awareness on social issues			✓
All campaigns are delivered and funded	100%	100%	
2.4 Monitor and enforce public health and safety			
2.4.1 Undertake policy, plan and program development and implementation of public health initiatives			✓

	Target	Performance	Status
Increase the number of participants of the Scores on Doors program	30%	30%	
2.4.2 Perform compliance and regulatory public health inspections			✓
Complete annual report for NSW Food Authority on inspections of local food businesses	100%	100%	
Complete annual report to NSW Department of Health on public health compliance orders and notices	100%	100%	
2.4.3 Manage companion animal compliance			✓
Respond to regulatory requests for dog attacks within 24 hours	100%	100%	
Respond to customer requests for barking within three business days	100%	93%	
We promote a healthy lifestyle			
2.5 Provide services and facilities that make recreation a part of everyday life			
2.5.1 Develop and oversee the implementation recreational strategies			✓
Adoption of Bolton Park Master Plan	100%	80%	
2.5.2 Manage the Oasis Regional Aquatic Centre			⊕
Reduce first aid incidence reports from patrons	3%	2%	
Comments: During this year Council have had a 1.5% decrease in 1st Aid incidents, which is lower than the 3% target. However staff safety supervision of patrons has improved due to increased training and safety awareness.			
2.5.3 Manage Bolton Park Stadium operations			✓
Increase facility usage	5%	5%	
2.5.4 Manage bookings for City of Wagga Wagga sports grounds and facilities			✓
85% community satisfaction with bookings	85%	85%	
2.6 Promote participation across a variety of sports and recreation			
2.6.1 Develop, inspect and maintain recreational assets			✓
Playground inspections completed	100%	100%	
2.6.2 Coordinate and assist in the use of recreational assets			✓
85 % customer satisfaction with workshops	85%	100%	
2.6.3 Provide events and programs through the Oasis Regional Aquatic Centre			⚠
Maintain visitor attendance	290,000 visitors	274,996 visitors	
Increase swim and survive bookings	5%	-1%	
Comments: -1.3% decrease in Swim and Survive program This year we have changed to a three session system instead of four terms for our Swim and Survive program. Changing this means our attendance numbers drop during mid-year and pick up again at the end going from 1st Session 15 weeks / 2nd Session 10 weeks and 3rd Session 15 weeks. The change from a 4 term school program to a three session program was due to one of the recommendations from the Oasis Aquatic Centre Service review conducted by Warren Green consulting and endorsed by council. Due to the new change a number of our current customers withdrew from the program due to changes in their schedule we are expecting an overall increase in the future once customers adapt to the new format.			

	Target	Performance	Status
2.7 Promote services that support the community			
2.7.1 Promote opportunities for National Disability Insurance Scheme training			✓
Number of National Disability Insurance Scheme sessions promoted	10 number	10 number	
2.8 Provide services that support our community			
2.8.1 Deliver ageing and disability sector support			✓
85% customer satisfaction with access and service delivery	85%	85%	

Capital Works

Council's progress against the capital work projects identified in the Combined Delivery Program and Operational Plan.

	Project Description	Approved Budget	Actual YTD Spend	Project Status
12786	Implement Street Lighting improvement program - Roads and Traffic facilities (as per schedule)	\$61,760	\$1,899	Deferred
15279	Upgrade Jubilee Park Clubhouse ground level changeroom - S94 Plan - Lloyd Community Centre C2	\$152,731	\$13,558	Not on Track
15094	Construction of Ashmont Neighbourhood Park OS7 - (Kokoda Park + Graham Park)	\$150,000	\$12,446	Not on Track
15271	Renew recreational assets	\$21,632	\$23,330	Completed
16089	Renew parks facilities	\$116,055	\$103,680	Completed
12231	Renew playground equipment	\$140,000	\$140,077	Completed
16090	Renew recreational facilities	\$135,947	\$143,822	Completed
17750	Riverside - continuation of shared path network	\$78,381	\$51,231	Completed
16394	Oasis pool joint replacement	\$111,100	\$117,285	Completed
28124	Oasis - 25m pool dive starting blocks	\$17,853	\$12,149	Completed

Growing economy

In the Combined Delivery Program and Operational Plan, the Growing Economy strategic direction focuses on providing assets and services to help develop our transport networks and encourage economic growth. It also includes services, projects and events that make our city a great place to live and visit.

Community Strategic Plan Objectives

- We are a regional capital
- We are a tourist destination
- We are a centre for education and training
- We have employment opportunities
- We are a hub for activity

Delivery Program Items

- 3.1 Ensure complete and accessible transport networks
- 3.2 Encourage business investment to ensure the city is a leading centre for freight and logistics
- 3.3 Attract and support local businesses and industry
- 3.4 Promote our City and villages
- 3.5 Accommodate and provide support to visitors
- 3.6 Provide a variety of events, festivals and activities
- 3.7 Provide education and learning opportunities
- 3.8 Provide career opportunities



225,071

passengers over
6160 regular flights



118

tourism partners



650+

events facilitated



\$427M

approx. worth of livestock
sold through the Livestock
Marketing Centre

Bomen Enabling Roads project

The Bomen Enabling Roads project, which has been taking shape since November 2016 was completed and opened to the community in November 2017. This major project saw 365 staff dedicate a total of 110,000 staff hours to the project, more than half-a-million tonnes of dirt moved and 65,000 tonnes of gravel laid for the road surfaces. The project has included the construction of 7.1km of new roadways, including the Byrnes Road deviation road, Merino Road, Dorset Drive, a new intersection on the Olympic Highway, two concrete roundabouts, a purpose-built entry to the Livestock Marketing Centre and rail underpass, which closed the Dampier Street level crossing.

The Bomen Enabling Roads project had a number of significant advantages, including improved safety for all motorists and better access for Higher Mass Limit (HML) vehicles, both into the Bomen Business Park and connections to the Olympic and Sturt Highways.

Completion of the Bomen Enabling Roads Project also supports the potential development of the Riverina Intermodal Freight and Logistics (RIFL) Hub. The RIFL Hub, combined with the Bomen Enabling Roads project, will help facilitate effective and efficient movement of freight to and from Sydney, Melbourne and other major destinations. The new infrastructure supports existing Bomen-based industries, while paving the way for new industry investment in the city, helping to further strengthen the local economy.

Through significant investment in enabling roads and rail infrastructure via the proposed RIFL Hub, Council will unlock new industrial land for development, making Bomen and Wagga Wagga the ideal location for a range of industries to invest in, in particular, large scale industries.

The Bomen Enabling Roads project was worth over \$35 Million and was made possible through funding contributions from all three levels of government with \$14.5 million from the Federal Government and \$8.3 million from the State Government and the remaining \$12.2 million funded by Council.

The new infrastructure supports existing Bomen-based industries, while paving the way for new industry investment in the city, helping to further strengthen the local economy.



Officially opening the Bomen Enabling Roads project are (from left) Member for Wagga Wagga Daryl Maguire, Wagga Wagga City Council General Manager James Bolton, Council's Project Manager Silas Darby, Mayor Greg Conkey OAM and Member for Riverina Michael McCormack.

Fitz Live

Local music streamed down Fitzmaurice Street in March and May 2018 as part of a pilot micro festival called Fitz Live.

Fitz Live showcased the diversity of the city's incredible local acts across the music scene, from jazz to rap, blues to pop and even a splash of indie rock, at various venues along Fitzmaurice Street.

As part of the two music events, local musicians popped up in various venues across the afternoon and early evening to showcase their original music and the diversity of the music scene in Wagga Wagga. The acts were staged to occur throughout the afternoon, so there was plenty of opportunities for people to wander down Fitzmaurice Street and follow the trail of great music.

All business venues for Fitz Live were members of the Wagga Tourism Partner Program, an initiative coordinated by Council's Visitor Economy and Events team to build tourism and boost visitation to the city. The events provided a fantastic opportunity for the tourism partners to work with local musicians and explore options to include live music in their business models to attract locals and visitors to the precinct.

Council received a \$20,000 grant from the Live Music Office to deliver the pilot project of two Fitz Live events and is one of only eight NSW regional councils to pilot the Live and Local program.



Tourism Partner Program

The second year of the Wagga Tourism Partner Program has been a huge success, with partner numbers growing from 70 to 118 and this number is set to increase in the coming year as more businesses see the benefits of the partnership program.

Annually, 1.3 million visitors choose Wagga as a destination for short or long stays for work or leisure and spend about \$350M at local businesses. The innovative program is an opportunity for local tourism-related businesses to partner with Visit Wagga marketing campaigns, visitor publications, event collaborations and tap into industry development and support.

In 2017/18 Council and the partners held seven industry member workshops and produced three new publications: Conference and Function Guide, Wagga Wagga and Surrounds Visitor Guide, Wagga Wagga and Surrounds Discovery Map. A selection of partners also collaborated on new micro festivals like Fitz Live.

Applications for the 2018/19 Partner Program opened in May this year, with local businesses encouraged to participate in this rewarding Council initiative. The program for 2018/19 has been adjusted in response to feedback from partners. Changes include tiered membership options, which will be open to all businesses within the Wagga Wagga local government area and businesses within 120km of Wagga. There will be additional print publications introduced, in response to the popularity of the current collateral and Council will offer more industry networking and workshop opportunities.

Owner of Cave BBQ, Jason Crowley, is a current tourism partner. "Becoming a Wagga Tourism Partner has opened up a whole new range of opportunities to not only grow and develop what we offer to visitors, but to interact and network with other partners to collaborate and drive increased visitation to our region," he said.

"Becoming a Wagga Tourism Partner has opened up a whole new range of opportunities to not only grow and develop what we offer to visitors, but to interact and network.."



Launching the new visitor guide and October tourism campaign Devour are (front) Team Leader Visitor Economy Fiona Hamilton, Director Community Janice Summerhayes and Councillor Tim Koschel along with members of the Wagga Tourism Partner Program.

Northern Precinct school announcement

The thriving northern growth area is set to be home to a new primary school in 2021. Negotiations have taken place to locate the new school so it is integrated with the Charles Sturt University campus in Estella and Council's planned northern sporting and recreation precinct. Planning for the new school is underway, with construction to start in 2019 and scheduled to finish in time for Term 1, 2021.

The new school will incorporate state of-the-art flexible teaching and learning spaces and other core facilities, which will cater for the anticipated growth of increased residential development in the area in the next two decades.

A new primary school will cater for many families who are calling these neighbourhoods home. The school's location also builds on Council's strategic planning to develop the north and work with CSU to create a northern sporting and recreation precinct adjacent to the university's Peter Hastie Oval.

While the proposal is in the early stages of planning, the design strategy for the new school will aim to think creatively and deliver multipurpose buildings that will be suitable for events, sports and joint use by the community after hours. It provides a unique opportunity for students, parents and the community to integrate the broader open space and recreation areas and supports the goal of 'lifelong learning'.

The free program assists both local business and Council by streamlining the application process for both parties and by helping boost the economy.

Easy to do Business initiative

Council is taking part in Service NSW's Easy to do Business initiative to help grow small business in the region. In NSW, someone wanting to establish a cafe, small bar and/or restaurant may have to deal with up to 13 agencies, 75 regulations, up to 30 phone numbers and complete 48 forms - taking as long as 18 months to navigate. The Easy to do Business initiative reduces this to one digital application and one phone number, meaning a new business could be opened in as little as 90 days.

The initiative provides business owners with a single point of contact within Service NSW who will help them navigate all the required approvals to operate the business, for example registering the business, obtaining an ABN, and required Council approvals. The free program assists both local business and Council by streamlining the application process for both parties and by helping boost the economy.

Performance

Council's performance in implementing the Combined Delivery Program and Operational Plan.



20

ON TRACK



1

NEEDS ATTENTION



0

CRITICAL

	Target	Performance	Status
We are a regional capital			
3.1 Ensure complete and accessible transport networks			
3.1.1 Advocate for and promote accessible transport options			✓
Distribute schemes and transport options through databases	4 number	4 number	
3.1.2 Ensure the aerodrome safety meets all operational compliance standards and regulations			✓
Maintain a zero non-compliance notice rate	0	0	
3.1.3 Develop implement and maintain airport security to meet Office of Transport security regulations			✓
Maintain an avoidable breach of security incidence rate of zero	0	0	
3.1.4 Provide passenger and baggage screening services			✓
Less than three systems errors identified during monthly performance audits	3 system errors	1 system errors	
3.1.5 Maintain air and land side infrastructure			✓
85% customer satisfaction with the airport	85%	85%	
3.1.6 Develop business plans to support the execution of the Airport Master Plan			⊕
Endorsement of the development plan	100%	55%	
Comments: The change in primary factors driving a review of the Master Plan includes the strategic relocation of Defence presence airside, and the automation and changing footprint of the Bureau of Meteorology. The formalising of those project scopes and timelines will dictate the progress of the review. It is anticipated that Defence and BoM will be able to provide a firm scope and timeline for their respective projects by September 2018. Other parties have expressed interest in establishing significant aviation operation at this airport, and it is further anticipated formal proposals will have been received at that time. This will form the basis of the Master Plan review.			
3.1.7 Marketing the airport as a centre of aviation and business opportunities			✓
Increase air side tenants	5%	5%	
3.1.8 Create a safe, efficient traffic and transport network			✓
Acknowledge correspondence or provide an interim reply to customer requests within five days	100%	83%	

	Target	Performance	Status
3.2 Encourage business investment to ensure the city is a leading centre for freight and logistics			
3.2.1 Undertake an economic benefits analysis for the establishment of a freight and logistics terminal at Bomen			✓
Complete Analysis	100%	100%	
3.3 Attract and support local businesses and industry			
3.3.1 Manage on and off street parking and enforcement			✓
Respond to regulatory requests for parking enforcement within three days	100%	100%	
3.3.2 Manage the Livestock Marketing Centre			✓
Maintain zero non-compliance	0	0	
3.3.3 Provide weekly cattle and sheep sales			✓
Maintain market share in line with similar major centres within eastern Australia	100%	100%	
3.3.4 Provide support for local tourism businesses and industry operators			✓
Increase number of Tourism Partners	63 partners	118 partners	
3.3.5 Provide ticketing services			✓
Increase provision of ticketing services	4000 tickets sold	7013 tickets sold	
We are a tourist destination			
3.4 Promote our city and villages			
3.4.1 Attract Visitors			✓
Maintain website visits	100,000 website visits	304,983 website visits	
Maintain engagements on social media	60,000 engagements	78,251 engagements	
3.5 Accommodate and provide support to visitors			
3.5.1 Provide information and support for visitors			✓
Maintain a bounce rate of less than 50%	50%	63%	
Increase average spend at the Visitors Information Centre	5%	15%	
3.6 Provide a variety of events, festivals and activities			
3.6.1 Manage the hiring of Museum facilities			✓
Increase bookings	5%	10%	
3.6.2 Manage the Botanic Gardens Zoo			✓
Maintain zero non-compliance	0	0	
3.6.3 Attract and support events to increase visitation and benefit the community			✓
Attract new events	4 events	7 events	
3.6.4 Review and update the Events and Visitor Economy Strategy			✓
Strategy review complete	100%	100%	

	Target	Performance	Status
We are a centre for education and training			
3.7 Provide education and learning opportunities			
3.7.1 Provide learning opportunities that promote an inclusive, accessible and supportive workplace			✓
Complete induction program review and amendment	100%	100%	
Training packages are provided	100%	100%	
3.7.2 Provide an information service and facilitate lifelong-learning opportunities through the Wagga Wagga City Library			✓
Number of learning opportunities provided	1000 learning opportunities	900 learning opportunities	
Number of bulk deliveries to hostels, aged care facilities and individual access to specialist collections and services	80 deliveries	58 deliveries	
Number of home library deliveries	120 home deliveries	110 home deliveries	
3.7.3 Provide learning and development to all staff			✓
Complete skills and capabilities audit	100%	100%	
We have employment opportunities			
3.8 Provide career opportunities			
3.8.1 Provide recruitment services			✓
Complete update of induction program	100%	100%	
3.8.2 Provide inclusive and accessible recruitment support services			✓
Primary agency contact established	100%	100%	
Complete employee opinion survey	100%	100%	
Ongoing promotion of available employee support services is completed	100%	100%	

Capital Works

Council's progress against the capital work projects identified in the Combined Delivery Program and Operational Plan.

	Project Description	Approved Budget	Actual YTD Spend	Project Status
17053	Eunony Bridge replacement	\$714,572	\$698,065	On Track
47192	Airport - Redevelop terminal - internal baggage claim and retail section	\$2,980,358	\$35,090	Deferred
47286	Airport - Reseal roads/line marking	\$100,000	\$97,145	Completed
47287	Airport - Taxiway C shoulders	\$19,000	\$18,780	Completed
12498	Upgrade existing bus shelters	\$27,142	\$23,756	On Track
45107	Livestock Marketing Centre - Layback kerb to cattle load in	\$958,079	\$929,824	Not on Track
45106	Livestock Marketing Centre - Landscaping	\$70,000	\$700	Not on Track
45088	Livestock Marketing Centre install new fan draft for receivals	\$45,320	\$0	Not on Track
45089	Livestock Marketing Centre CCTV and security (partial)	\$33,990	\$0	Deferred
16574	Riverina Intermodal Freight and Logistics Hub	\$8,231,705	\$8,041,729	On Track

Community place and identity

In the Combined Delivery Program and Operational Plan, the Community Place and Identity strategic direction includes all the programs and activities Council delivers that bring people together. It also includes projects and programs that will help our spaces reflect our community.

Community Strategic Plan Objectives

- We are proud of where we live and our identity
- We have opportunities to connect with others

Delivery Program Items

- 4.1 Promote a strong sense of place
- 4.2 Value our heritage
- 4.3 Provide services that contribute to a family friendly city
- 4.4 Provide services and facilities that make us a centre for arts and culture
- 4.5 Activate community spaces to promote connectedness
- 4.6 Provide programs and activities to bring us together



12,000

people at Fusion17, with 29 food vendors from 25 nations and 64 entertainers



22,626

visitors at the Museum of the Riverina



180,768

people visited Wagga Wagga City Library



16,926

people participating in 900 learning opportunities and programs at the library

Women's Big Bash League

Despite the hot weather, close to a thousand cricket fans attended each day of the Women's Big Bash at Robertson Oval in January 2018.

While the Sydney Thunder took home a convincing win on Saturday, winning by 37 runs, the Sunday match was much closer with the Adelaide Strikers outplaying the Sydney Thunder in a super over to win by one run.

These were family-friendly events and admission to both games was free. Each match involved player signings, the Thunder's mascot Storm, music, giveaways and the Mazda Thunder Bus where you could test your skills. Food vendors, as well as a licenced bar, were available at both games.

In the lead up to the Big Bash matches, the Office of Sport, in collaboration with Sydney Thunder and Council, hosted a free evening to explore strategies and ideas to help unleash the value of women's sport in the community.

The Women's Big Bash League games were the latest in a string of high level matches played in the City of Good Sports. In recent years, Wagga Wagga has hosted a Sheffield Shield game, Super Rugby and AFL preseason matches and City-Country Origin, along with a Rugby League World Cup trial game.

... close to a thousand cricket fans attended each day of the Women's Big Bash at Robertson Oval in January 2018.



Fusion17

More than 12,000 people from near and far celebrated the many cultures that combine to make up our vibrant Wagga Wagga community.

The 2017 Fusion Multicultural Street Festival (Fusion17) proved to be one of the biggest and best yet, with stellar entertainment and food from 25 different countries. Headline musical acts included Ngaiire, Holly Throsby, Elki and Thelma Plum. The Bearded Bakers attracted huge crowds to their container-turned-kitchen where they whipped up traditional Middle Eastern dessert knafeh while busting a move.

Along with thousands of community members from all backgrounds, a lot of the festivalgoers were from out of town or interstate. The atmosphere was positive and summed up how inclusive and welcoming Wagga Wagga is. Along with the food and headline musical performers, Fusion17 also proved the perfect event to showcase Wagga Wagga to its visiting Sister Cities from Nordlingen (Germany) and Leavenworth (USA). The Sister Cities' delegations toured various parts of Wagga Wagga before experiencing the multicultural festival, which kicked off with a performance by the Tintenfish all-abilities band from Nördlingen.

The festival is held as part of the Global Angel Wings Project. Each year Fusion celebrates the 112 countries of origin, 107 language groups and 62 faiths that make up our community, making it a perfect fit with the interactive street art concept that can be found in cities around the world. The Global Angel Wings Project serves as a reminder of mankind's 'humanity' and 'equality' – which in essence is what Fusion is all about – a celebration of culture, traditions and unity. The Global Angel Wings Project was created by artist Colette Miller in 2012 on the streets of Los Angeles and connects people of all backgrounds with wings found in Taiwan, France, Cuba and more.

Fusion17 was proudly funded and presented by Council in partnership with the Multicultural Council of Wagga Wagga, Riverina Community College and media sponsor *The Daily Advertiser*.



Museum funding announcement

In early 2018, the Museum of the Riverina welcomed the announcement of \$3.18M in grant funding as part of the NSW Government's Regional Cultural Fund. The funding will be used to re-develop and expand the exhibition and collection storage spaces, and upgrade and landscape the outdoor exhibition spaces at the Museum's Botanic Gardens site.

The Museum of the Riverina's Botanic Gardens site is a regional facility with an important role to play in the support of community museums in the region and visitor numbers are expected to grow with the redevelopment and improvement in facilities.

The visitor experience will be greatly improved through larger and more innovative exhibition spaces along with an increase to the collection storage spaces and improvements to staff and volunteer workspaces. This will allow the museum to host large school groups and provide training and community space for meetings and events. The outdoor area will transform the rocky hillside into a landscaped gallery of exhibits with interpretive panels and accessible pathways.

A museum redevelopment plan was completed in 2017 outlining a long-term strategy for the museum's Botanic Gardens site. Recommendations from the plan were incorporated into this successful grant application. Detailed design and project planning will start in coming months, with construction works scheduled to begin in mid-2019.

Museum of the Riverina welcomed the announcement of \$3.18M in grant funding as part of the NSW Government's Regional Cultural Fund

The Riverina Science Festival

The Riverina Science Festival looked to the heavens for inspiration in 2017 celebrating everything astronomical.

A pop-up Planetarium was a favourite with audiences as they traversed the solar system. Participant Sarah Adcock commented, "I think that this is incredibly important because it makes science exciting and accessible, we just flew to Saturn, how cool is that. We're part of a galaxy it's amazing".

Indigenous Astronomy was also a highlight with traditional Sky Stories, as shared by Wiradjuri Elders, were transformed into a digital animation projection that was displayed on the side of the Civic Centre each night during National Science Week.

In a regional first, the Riverina Science Festival also introduced a National Indigenous Science Education Program Community Day. Coordinated by the Wagga Wagga City Library in partnership with Charles Sturt University, Wagga Art Gallery and Koorringal and Mount Austin High Schools, the day was an opportunity to celebrate both western and traditional science and technologies.

The festival attracted close to 1800 participants and was made possible through the collaboration of the various organisations that comprise the Riverina Science Hub, including Wagga Wagga City Library, and was funded by the Federal Government's Inspiring Australia grant.

Wagga Comedy Fest

Over 2440 people laughed their way through Wagga's Comedy Fest held in June 2018, with 9 out of the 11 shows selling out. This year's Comedy Fest, headlined by Judith Lucy, Denise Scott, Nazeem Hussian, Dave Hughes, Matt Okine and the Melbourne Comedy Festival Road Show attracted the biggest audience yet. Comedy Fest is in its fourth year and the growth this year proves it has cemented itself as a landmark event on Wagga's calendar.

A temporary outdoor venue, La Petite Grande, was a new initiative this year and proved to be a unique experience for audiences who commented how cosy it was, even when it was raining outside.

Despite the cool temperatures, the Winter Market was enthusiastically embraced and the marquee, erected because of the weather, was one of the most popular aspects of the event. The Wagga Comedy Festival 2018 along with FitzLive in May and Lost Lanes in June were all part of a suite of winter experiences on offer to the community this year.

Civic Theatre upgrade

The curtain was raised on the new-look Civic Theatre, with the community facility's \$700,000 refurbishment complete. In early 2018, the theatre was transformed with new auditorium seating and carpet; new paint, carpet and furniture for the foyers; a permanent wheelchair lift so performers of all abilities can more easily take to the stage; an accessible backstage toilet; new balcony furniture and the installation of a new retractable roof on the balcony.

The Civic Theatre is one of our city's most significant cultural facilities, whether it's the diverse range of shows and performances offered each year or its fostering of local talent. The last major works at the theatre were done in 2000 and since then, the theatre has hosted more than 500,000 patrons across 1,700-plus shows.

A lot of planning went into this project and the end result is a new look, new seating with a better alignment and accessibility improvements that make the theatre one of the most inclusive in regional NSW.

The Civic Theatre's \$700,000 upgrade was funded through a Create NSW capital infrastructure grant of \$60,000 and the remainder coming from Council's Section 94 Developer Contributions Fund.



Wicked: The Untold Story of the Witches of Oz

Wicked: The Untold Story of the Witches of Oz left audiences entranced after a run of ten sold out shows featuring a glorious mixture of green, magical talent.

Many months of rehearsals and work behind the scenes paid off with nearly 5000 people seeing the spectacle of *Wicked* across the ten shows.

The Civic Theatre's first community production was in 2004, at a time when no other local groups were producing musicals. Thirteen years later, many groups are regularly producing high quality shows and providing opportunities in music theatre, such as Bidgee Theatre Productions, Affinity Entertainment and Specialist Medical Resources Foundation (SMRF).

With Wagga Wagga's performing arts scene thriving, the Civic Theatre can now change its focus on creating different opportunities for local performers, writers and artists. The focus in the past has been to provide opportunities for people to perform in musical theatre and with so many quality productions across the city, Council is now able to pass the baton to those local groups and watch them continue to flourish.

Riverside Project Stage 2 Funding Announcement

The transformation of the Murrumbidgee River waterfront at Wagga Beach is set to get underway in the later part of 2018, following a \$5M funding announcement by the NSW Government in April 2018.

The funding will be used for Stage 2 of the Riverside project, which will see the entire precinct from the beach carpark through to St Michael's Oval rejuvenated, building on the success of the Stage 1 works completed in 2014-15. The new works will include large spaces that can cater for festivals, markets and other events, infrastructure for pop-up shops, a refurbished parking area, a playground with some water play components and additional amenities. Along with the \$5M from the State's Regional Growth Environmental and Tourism Fund, Wagga Wagga City Council will contribute \$1.7M towards this project.

The aim of the Riverside project is to reactivate the Wagga Beach precinct and develop the area as a focal point and destination for residents and visitors, as well as create linkages to the city's CBD and existing civic precinct. The project is also estimated to boost yearly visitor numbers to Wagga Wagga by 10 per cent to 1.42M and increase the time they spend in the region, which will inject an additional \$79M into the local economy each year.

The project forms part of the Riverside Strategic Master plan, which was developed in 2009 after extensive consultation with the community. Stage 2 is due to be completed by mid-2020, with the project design starting towards the end of 2018.

Performance

Council's performance in implementing the Combined Delivery Program and Operational Plan.



29
ON TRACK



0
NEEDS ATTENTION



2
CRITICAL

	Target	Performance	Status
We are proud of where we live and our identity			
4.1 Promote a strong sense of place			
4.1.1 Provide and support funding opportunities' for community groups and services to improve accessibility			✓
Grants category requirements amended	100%	100%	
4.1.2 Develop, administer and implement the Public Art Plan			⚠
Increase the average number of applications for expressions of interests	7 EOIs	-	
Number of artists and organisation partners	20 partners	17 partners	
Comments: The cultural officer resigned in mid-2018 which has impacted on delivery of this project in 17/18. Recruitment is currently underway to fill this vacancy			
4.2 Value our heritage			
4.2.1 Present exhibitions on local and regional history through museum services			✓
Increase visitation levels	25,000 visits	22,626 visits	
85% visitor satisfaction with annual exhibition schedule	85%	95%	
4.3 Provide services that contribute to a family friendly city			
4.3.1 Register and support quality Wagga Wagga Regional Family Day Care educators			✓
85% customer satisfaction with Wagga Wagga Regional Family Day Care (Educators)	85%	85%	
4.3.2 Register and support families through the Wagga Wagga Regional Family Day Care service			✓
85% customer satisfaction with Wagga Wagga Regional Family Day Care (Service)	85%	90%	
4.3.3 Ensure delivery of quality Wagga Wagga Regional Family Day Care childcare services			✓
Maintain utilisation rate	85%	89%	
4.4 Provide services and facilities that make us a centre for arts and culture			
4.4.1 Provide and promote inclusive programs			✓
Number of inclusive programs available	10 number	10 number	
Programs advertised through database	10 number	10 number	
4.4.2 Maintain Wagga Wagga Art Gallery and National Art Glass Gallery operations			✓
Maintain utilisation rate	1,768 hours	1,874 hours	

	Target	Performance	Status
4.4.3 Plan and deliver Wagga Wagga Art Gallery public engagement activities			✓
Number of public engagement activities	38 engagements	51 engagements	
85% customer satisfaction with engagement activities	85%	95%	
4.4.4 Plan and deliver Wagga Wagga Art Gallery educational engagement activities			✓
Number of public engagement activities	16 engagements	15 engagements	
85% customer satisfaction with Wagga Wagga Art Gallery educational engagement activities	85%	95%	
4.4.5 Present art exhibitions and displays			✓
Number of exhibitions and displays	36 exhibitions or displays	37 exhibitions or displays	
85% community satisfaction with exhibitions and displays	85%	95%	
4.4.6 Manage Wagga Wagga Art Gallery collections			✓
Complete annual collection and audit report	100%	100%	
4.4.7 Manage Wagga Wagga City Library operations			✓
Maintain visitation rate	180,000 visitors	180,768 visitors	
Number of new members	3,200 new members	3,230 new members	
4.4.8 Provide Wagga Wagga City Library collection management services			✓
Number of library collection item loans including hardcopy and electronic	256,000 loans	262,697 loans	
Number of multicultural community languages provided to reflect the city's demographic profile	5 number	27 number	
Percentage of customer purchase requests approved	90%	91%	
4.4.9 Develop and deliver annual touring museum exhibition schedule at the Museum of the Riverina			✓
85% visitor satisfaction	85%	94%	
4.4.10 Store, catalogue and care for the Museum of the Riverina collection			✓
Objects from collection uploaded to the museum website	10 objects uploaded	110 objects uploaded	
Documents and images from collection scanned to backup database	100 backed up	300 backed up	
Conduct inspections on museum collection objects	50 inspections	151 inspections	
4.4.11 Provide regional outreach services and partnerships			✓
Provide outreach services to 10 volunteer Museums of the Riverina	100 volunteer museums	100 volunteer museums	
4.4.12 Provide retail services at the Museum of the Riverina			✓
Achieve sales revenue target	\$2,000	\$2,796	
4.4.13 Provide and facilitate the hire of the Civic Theatre and Amphitheatre			✓
Maintain 25 hires per year	25 hires	55 hires	
4.4.14 Provide educational and skill building workshops			✓
85% customer satisfaction with workshops	85%	95%	
4.4.15 Provide additional targeted programming through the Civic Theatre			✓
85% customer satisfaction with Hall-a-Day- Adventures programming	85%	100%	
Maintain 50% participation at Music at Midday programming	50%	89%	

	Target	Performance	Status
4.4.16 Deliver annual subscription season, children season and senior season through the Civic Theatre			✓
Maintain 50% capacity across season productions	50%	77%	
4.4.17 Produce and deliver a community production			✓
85% internal satisfaction with the community production	85%	100%	
We have opportunities to connect with others			
4.5 Activate community spaces to promote connectedness			
4.5.1 Manage community hub facilities			✓
Develop maximisation and efficiency strategy	100%	100%	
4.5.2 Perform accessibility audit and consultation			✓
Complete audit	100%	100%	
Complete report and present to Council	100%	100%	
4.5.3 Review accessible parking places to increase accessibility for permit holders			✓
Complete audit	100%	100%	
Submit report to Council for approval	100%	100%	
Complete installation of spaces	100%	100%	
4.6 Provide programs and activities to bring us together			
4.6.1 Promote inclusion through ongoing promotional activities			✓
Publicise inclusive events through social media databases	5 events	8 events	
Number of service providers receiving information	100%	100%	
4.6.2 Provide community engagement and public programs through the Wagga Wagga City Library			✓
Number of diverse children, youth and adults programs delivered in-house and through outreach	40 programs	49 programs	
Number of participants attending public programs	14,000 participants	16,926 participants	
Number of partnership activities delivered	20 activities	20 activities	
85% customer satisfaction with library programs and services	85%	85%	
Number of displays and exhibitions	6 displays and exhibitions	6 displays and exhibitions	
4.6.3 Plan and present annual Museum of the Riverina education and public programs schedule			✓
85% customer satisfaction with public programs	85%	88%	
4.6.4 Support and implement cultural programming and events			⚠
Maintain the amount of workshop programs	8 programs	-	
Comments: The cultural officer resigned in mid-2018 which has impacted on the delivery of this item in 17/18. Recruitment is currently underway to fill this vacancy.			
4.6.5 Deliver community capacity building programs and projects			✓
85% satisfaction with Seniors Festival	85%	85%	
85% satisfaction with Youth Week	85%	85%	
85% satisfaction with Fusion Multicultural Festival	85%	85%	

Capital Works

Council's progress against the capital work projects identified in the Combined Delivery Program and Operational Plan.

	Project Description	Approved Budget	Actual YTD Spend	Project Status
17729	Civic Theatre auditorium and foyer refurbishment	\$701,035	\$701,547	Completed
19503	Upgrade of backstage equipment - Civic Theatre	\$10,816	\$13,528	Completed
19504	Acquire pieces for the Australian Print Collection	\$7,571	\$7,183	Completed
19505	Acquire pieces for the National Art Glass Collection	\$1,428	\$1,414	Completed
17996	Lake Albert Hall access ramp	\$27,220	\$25,205	Completed

The environment

In the Combined Delivery Program and Operational Plan, the Environment strategic direction contains programs, projects and services that contribute to the sustainability of our community. This includes managing our growth and impact on the environment, as well as protecting and maintaining our assets, both natural and built.

Community Strategic Plan Objectives

- Plan for the growth of the city
- We protect and enhance our natural areas
- Create and maintain a functional and attractive built environment

Delivery Program Items

- 5.1 Ensure sustainable urban development
- 5.2 Provide healthy natural areas
- 5.3 Look after and maintain community assets
- 5.4 Create an attractive city
- 5.5 Improve the facilities of our spaces and places
- 5.6 Educate the community in sustainability
- 5.7 Be proactive with waste management
- 5.8 Minimise our impact on the environment



3700

new trees planted



75,000

new kerbside bins delivered (including FOGO)



2017 tonnes

of organic waste and 1219 tonnes of recycled waste diverted from landfill with new kerbside service



11,000

single-use plastic bottles saved from 'Tap' campaign



315,627sqm

road resealed, 76,216sqm gravel pavement rehabilitated and resheeted 219,027sqm of unsealed roads

Marrambidya Wetland: new life, facilities and experiences

From a disused sewerage facility to a thriving and award-winning habitat, the Marrambidya Wetland has come a long way in two years. The Marrambidya Wetland project saw the disused ponds from the Narrung Street Sewage Treatment Plant transformed through earthworks, the planting of 22,000 seedlings and the release of 20,000 fish fingerlings.

Now more than two years since the wetland was officially opened in June 2016, there are signs of new life at the site. Juvenile fish and long neck turtles have been discovered in the ponds, which shows the Marrambidya Wetland is thriving and the fish and other species are starting to breed. It's also common to see water birds such as egrets, spoonbills and the occasional pelican at the wetland, while frogs have also been spotted making their homes in the marshy areas.

The Marrambidya Wetland project has been so successful that Council is now able to help redevelop other wetland areas in the region. In November 2017, Council staff were joined by Wagga Urban Landcare and Murrumbidgee Landcare to collect seeds from a variety of native plants at the wetland. They walked the banks and waded out in the mud to gather about 2000 seeds, which have been given to the Coolamon Landcare group to help rehabilitate a degraded wetland on a travelling stock reserve.

The wetlands have also become a thriving community space since opening. From educational school visits and cultural activities for the local Wiradjuri community, to bird watchers and tourists. In early 2018, Council received a grant of \$102,181 from the NSW Government to build a new welcome hub and cultural experience at the Marrambidya Wetland, which was completed in June 2018. The funding, which was matched by Council, has allowed for the development of:

- Six storytelling and interpretive technology devices to be installed at the wetland as well as along the Wiradjuri Walking Track. These will provide examples of Wiradjuri language through an interpretive soundscape visitor experience, stories of Wiradjuri culture told by local Elders and noises from local animals
- Seating and tables
- Aquafil refill station and drinking fountain
- Bicycle station

Marrambidya Wetland is already a key attraction within the city, and this funding has allowed it to be transformed into an even greater tourism destination that is estimated to receive around 7000 visitors each year.

The Marrambidya Wetland project has been so successful that Council is now able to help redevelop other wetland areas in the region.



New kerbside waste service

The most significant change to Wagga Wagga's waste habits occurred in April 2018, with the delivery of 75,000 new kerbside rubbish bins and the introduction of a new FOGO (food organics and garden organics) service. The roll out of the new bins took place from 12 February to 23 March 2018.

Following an extensive tendering process, the new waste collection contract was awarded to JJ Richards and Son Pty Ltd in 2017. JJ Richards and Sons Pty Ltd will empty all bins each week and recycling will continue to be processed by Kurrajong Recyclers. A temporary contract has been established for the processing of the FOGO material. The FOGO material will be transported by local company Rodney's Transport to the Carrathool-based processor Worm Tech Pty Ltd. The short-term contract means the FOGO material from Wagga Wagga will be processed into high quality compost from the beginning of the new collection contract, while the process for a long-term contract continues.

The new kerbside waste contract started on 2 April 2018. Households received three new bins to align with the Australian standard of bin lid colours:

- A 240L Green-lid for FOGO (food organics and garden organics) waste, which is collected weekly.
- A 240L Yellow-lid for recyclables, such as plastics and paper, which is collected every two weeks. The recyclables are taken to Kurrajong Recycling, who will continue to process the materials.
- A 140L Red-lid for general waste (items that can't be recycled), which is collected every two weeks and taken for disposal as landfill.

The new service has increased overall bin capacity by 140L over the collection fortnight compared to the old service. The new bins were necessary as the old bins didn't align with the Australian standard for colours, some of the older bins were quite heavy and the new general waste bin is a different size to the old one. Households also received a kitchen caddy and 150 compostable liners to separate their food waste before placing it in the green-lid FOGO bin.



The old bins were collected over a period of several weeks and taken to Kurrajong Recyclers who have been busy shredding all the bins, before sending them off to be turned into plastic pellets that can be moulded into new plastic products. The steel axle of the bins have also been recycled and the wheels, which are a mixed material that can't be recycled, have been sent to landfill.

Local school students named the new fleet of 10 garbage trucks used for collection of the new kerbside waste service. The trucks were officially unveiled in March at Sturt Public School in front of local school students who helped name them. The children were able to see a general waste, recycling and FOGO truck up close before they were put in action. The trucks feature the Your Waste educational characters 'Munch and Crunch' (FOGO), 'Trixie' (recycling) and 'General Waste'. The ten trucks have been named:

- Colin Composter – Ashmont Public School
- Compostasaurus – Wagga Wagga Public School
- Green Lightning – Wagga Wagga Christian College
- Lana Banana – Mount Austin Public School
- Rad Reece the Waste Warrior – Sturt Public School
- Wally the Waste Warrior – Koorringal Public School
- Dusty – South Wagga Public School
- Lord Waste – Forest Hill Public School
- Trashy – Mater Dei Primary School
- George – Lutheran Primary School

As part of the new household kerbside waste service, Council has also introduced a new hard waste collection service to replace the Free Tip Days. The hard waste collection service helps residents dispose of larger household items that cannot be disposed of through the regular kerbside collection service. While Free Tip Days meant you had to have access to a vehicle or trailer and be able to get to the tip that day, the new service means Council can come to you on a pre-booked day and remove up to two cubic metres of hard waste. Properties that pay the domestic waste management service charge can access one free hard waste collection per calendar year.



Mayor Greg Conkey OAM (centre) and Council's Waste Education and Communication Officer Alice Kent (right) with Sturt Public School waste warriors (from left) Gemma McNaughton 9, Thane Sherwood 10 and Ella Bridle 9, in front of the truck they named Rad Reece the Waste Warrior.

Lake Albert foreshore improvements

The Lake Albert foreshore received a facelift this year, with shoreline works along a 200-metre stretch on the eastern side (Apex Park side) of the lake completed. This project delivered a number of improvements to access and safety at the lake, including stairs in the shoreline to easily move from the sand to the higher grassed areas, a raised sandpit area slightly away from the water for families with toddlers to safely enjoy the space and assigned boat tie up areas will help separate the vessels from people enjoying the water. Some works were also carried out to remediate erosion in a section of the foreshore which will help strengthen and protect the banks of the lake into the future. All treatments along the foreshore were designed to withstand the elements and fluctuating lake water levels.

The foreshore works were the second stage of improvement works at Lake Albert with upgrades to the Apex Park car park and boat ramp completed in 2016. The improvement project was funded by a \$500,000 grant from Roads and Maritime Services NSW Boating Now Projects and \$230,000 contributed by Council.

‘Tap’ campaign

In October 2017, Council launched a campaign to encourage residents to switch bottled water for tap water, the cheaper option that tastes great and reduces waste. The campaign involved the roll out of six water refill stations across the city, three along Baylis Street and three around Lake Albert, to encourage people to refill reusable bottles rather than buying single-use plastic bottles. Currently only 40 per cent of single-use bottles make it to the recycling bin, which is another reason why Council is encouraging residents to use reusable bottles.

At the launch of the campaign, reusable water bottles were handed out to the public, who were encouraged to make a pledge to reuse and refill bottles with tap water.

So far, 7000 litres of water has been used through the new water refill stations. This means that around 11,000 x 600mL single use water bottles have been saved.



Mayor Greg Conkey and Riverina Water Chairman Greg Verdon check out the new bottles and refill stations as part of the Tap campaign, which is a collaboration between Wagga Wagga City Council and Riverina Water.

Botanic Gardens 50th anniversary Easter celebration

One of the city's iconic and much-loved landmarks has been in full bloom in 2018. The Wagga Wagga Botanic Gardens turns 50 in 2018 and a schedule of events has been prepared to mark the milestone anniversary.

Celebrations commenced with crowds enjoyed an eggcellent Easter at the Botanic Gardens, with both the Easter Family Fun Day and Picnic in the Park attracting thousands of people. On Easter Saturday, Zana Aerial Dance Academy thrilled crowds with their aerial displays and roving entertainers. Kids, and the young at heart, enjoyed a selection of amusement rides and works of art were created at the face painting stall. At Picnic in the Park on Easter Sunday, Allegro Ballet School performed beautiful dances and the String Family were popular with many.

The celebrations focus on the social history and how the gardens have shaped Wagga Wagga over the years, as well as the many people who have worked tirelessly behind the scenes to contribute to the gardens, both past and present workers, volunteers and community groups.

Annual roads maintenance program

This year's annual roads maintenance program saw more than 270,000sqm of sealed road receive a new surface. The \$1.5M roads reseal program focused on roads across 12 suburbs and some rural areas, with the works being completed on behalf of Council by local contractor, Boral.

The reseal program is rolled out each year during the warmer months and is a preventative road maintenance technique. Resealing involves applying a new coat of bitumen and stone aggregate over the existing surface which helps keep moisture out of the road base and increases friction for car tyres. Without preventative maintenance like resealing, the life of the road is greatly reduced and it's more likely to produce potholes and other defects. These works ensure the road is in the best condition for the new surface.

The \$1.5M roads reseal program focused on roads across 12 suburbs and some rural areas...

Footpath network improvements

The city's footpath network was reinvigorated this year, with Council continuing to roll out more than \$1M worth of footpath upgrades across the city. Residents welcomed Council's efforts to improve accessibility and connectivity within the existing footpath network. The completed works align with the Community Strategic Plan 2040 – Wagga View and Disability Inclusion Action Plan 2017–21. As per Council's recently updated engineering guidelines, new footpaths are 1.5 metres wide to allow sufficient space for pedestrians and/or permitted wheeled devices, such as mobility scooters or prams, to pass side-by-side. Where necessary pram ramps will also be installed.

Performance

Council's performance in implementing the Combined Delivery Program and Operational Plan.



29
ON TRACK



4
NEEDS ATTENTION



1
CRITICAL

	Target	Performance	Status
Plan for the growth of the city			
5.1 Ensure sustainable urban development			
5.1.1 Develop the Development Control Plan			✓
Report to Ordinary Meeting of Council	100%	80%	
5.1.2 Update and maintain the Local Environmental Plan			✓
Proposal submitted to NSW Department of Planning	100%	100%	
5.1.3 Manage development compliance			✓
Respond to compliance requests within three business days	100%	100%	
5.1.4 Process drainage diagrams applications			✓
Process applications within three business days if all inspections completed.	100%	88%	
5.1.5 Process Section 68 applications (private)			✓
85% of (private) Section 68 applications processed within seven days	85%	88%	
5.1.6 Assess and determine residential and commercial applications			⊕
75% of Development applications determined within 40 days of receipt	75%	75%	
Construction Certificates (CC) applications determined within 40 days of approval of Development Application	100%	78%	
Complying Development applications processed in 10 days	100%	36%	
Comments: 145 Development Applications determined. 95 within 40 days 65%. 107 Construction Certificates determined. 78 within 40 days 72%. 27 CDC's determined. 15 within 10 days. 55% achieved.			
5.1.7 Assess and issue Subdivision Certificates			✓
Subdivision Certificate applications are determined within 10 business days	100%	89%	
5.1.8 Assess, issue and provide inspections for Subdivision Construction Certificates			⚠
Subdivision Construction Certificate applications are determined within 10 business days	100%	25%	
Comments: The process for assessing Subdivision Construction Certificates cannot be completed in 10 days. It is recommended that this be reviewed and adjusted.			

	Target	Performance	Status
5.1.9 Assess, issue and provide inspections for Section 68 applications (public)			⊕
Assess and determine Section 68 (public) Sewerage and drainage applications within seven business days	100%	74%	
Comments: Will monitor to ensure applications are dealt with within 7 days or additional information is requested within this timeframe if needed.			
5.1.10 Provide engineering advice and support for subdivisions and development			✓
Internal Development applications referrals complete within seven days	100%	100%	
We protect and enhance our natural areas			
5.2 Provide healthy natural areas			
5.2.1 Ensure compliance with the noxious weeds act			✓
Maintain attendance at events and field days	4 events	4 events	
Complete 2500km of road side spraying	2500Km	3000Km	
200 rural property inspections	200 Inspections	206 Inspections	
5.2.2 Protect and enhance the natural environment			✓
Maintain 1400 plants planted at National Tree Day	1400 trees	2800 trees	
Increase amount of events that educate on enhancing the natural environment	3 events	3 events	
5.2.3 Manage and maintain the Marrambydia Wetland			✓
Number of tours conducted	21 tours	20 tours	
5.2.4 Manage environmental compliance			✓
Respond to environmental requests within three business days	100%	100%	
5.2.5 Undertake environmental monitoring			✓
Environmental Protection Agency licenses complete within 60 days of anniversary date	100%	100%	
5.2.6 Conduct environmental management			⊕
Internal referrals completed within seven days	100%	75%	
Create and maintain a functional and attractive built environment			
5.3 Look after and maintain community assets			
5.3.1 Manage City of Wagga Wagga asset data			✓
Undertake 100% of programmed asset condition assessments for footpaths, kerb and gutter	100%	100%	
Undertake 100% of programmed asset condition assessments for buildings	100%	100%	
5.3.2 Plan, construct, maintain and manage sealed roads			✓
Respond to customer requests within five business days	100%	91%	
5.3.3 Maintain and manage unsealed roads			✓
Respond to customer requests within five business days	100%	91%	
5.3.4 Management of City of Wagga Wagga quarries			✓
Maintain 0 reportable incidents	0	0	

	Target	Performance	Status
5.3.5 Concrete maintenance and replacements for kerb, gutter and footpath			✓
Inspect within three business days of lodgement of customer request	100%	91%	
5.3.6 Maintain and manage sewer systems			✓
Completion of preventative maintenance	500%	500%	
85% customer satisfaction with sewer requests	85%	85%	
5.3.7 Maintain and manage stormwater systems			✓
Completion of preventative maintenance	500%	500%	
85% customer satisfaction with stormwater requests	85%	85%	
5.3.8 Implementation of sewer network technology for the operation and maintenance of the network			✓
Reduce false alarms to less than 100	100 false alarms	-	
Maintain standard response times 60 minutes - on duty	60 minutes	60 minutes	
Maintain standard response times 120 minutes - off duty	120 minutes	120 minutes	
5.4 Create an attractive city			
5.4.1 Street tree establishment, removal and maintenance			✓
550 new trees planted annually	550 trees	925 trees	
5.4.2 Baylis and Fitzmaurice Street tree management and replacement			✓
Completion of tree study and rollout schedule	100%	85%	
5.4.3 City and village open space maintenance and presentation for parks, reserves, gardens and roundabout			✓
85% customer satisfaction with mowing	100%	85%	
5.5 Improve the facilities of our spaces and places			
5.5.1 Promote improvements in accessibility			✓
Number of articles published	6 number	6 number	
5.5.2 Provide online access to accessible facility locations			✓
Online interactive maps are available on Council's website	100%	100%	
5.6 Educate the community in sustainability			
5.6.1 Provide expert knowledge on biodiversity and biosecurity			✓
Respond to 90% of customer requests identified as biosecurity or biodiversity within five business days	90%	91%	
5.6.2 Provide environmental education			✓
Increase Bill the Sustainability Truck visits by 20%	20%	15%	
85% customer satisfaction with workshops	85%	86%	
5.7 Be proactive with waste management			
5.7.1 Manage waste management operations			✓
Capacity does not exceed 100,000 tonnes	100,000 tonnes	90,373 tonnes	
5.7.2 Delivery of communications and education for the introduction of food organics collection			⊕
Less than 10% contamination rate in red bin	10%	-	
Less than 8% contamination in yellow bin	8%	18%	
Less than 5% contamination in green bin	5%	8%	

	Target	Performance	Status
Comments: The information provided by the contractors carrying out waste collection, recycling and composting is estimated only. Contamination rate for the general waste bin can only be calculated through an audit so there is no data for this. Scheduled audits on each waste stream will provide more accurate data and allow for further targeted education.			
5.7.3 Manage Trade Waste			✓
90% of all applications to be processed within two business days	90%	95%	
Complete 100% of programmed annual liquid trade waste inspections	100%	75%	
5.8 Minimise our impact on the environment			
5.8.1 Provide advice and support on tree management			✓
Assess and provide advice on Tree Preservation Order applications within 20 business days	100%	94%	

Capital Works

Council's progress against the capital work projects identified in the Combined Delivery Program and Operational Plan.

	Project Description	Approved Budget	Actual YTD Spend	Project Status
15531	Narrung Street Wetlands - Marrambidya Wetland enhancements	\$104,296	\$150,929	Not on Track
50199	Sewer - Pump Station - SPS22 Elizabeth Avenue, Forest Hill - New Assets	\$320,074	\$197,639	Not on Track
50250	Sewer - Pump Station - SPS23 Ashmont - New Assets	\$67,000	\$62,301	Deferred
50256	Sewer - Pump Station - SPS30 Bomen - New Assets	\$219,547	\$125,926	Deferred
50266	Sewer Treatment Works - Forest Hill Plant - New Assets	\$25,000	\$48,806	Completed
16497	Wollundry Lagoon Levee Bank and pump out from theatre	\$250,000	\$122,709	Not on Track
17843 + 17850	Upgrade Main City (1 in 100) + North Wagga (1 in 20) Levee Systems	\$2,908,195	\$1,682,590	Not on Track
16529	Capital renewal - reseal program	\$1,167,578	\$1,165,955	Completed
30044	Conduct Urban Asphalt Program	\$1,383,936	\$1,338,857	Completed
16532	Pavement Rehabilitation Program	\$3,953,613	\$3,251,886	Completed
39868	Replace kerb and gutter	\$436,705	\$306,499	Completed
24218	Gravel resheets	\$1,305,901	\$1,087,945	Completed
15230	Renew and replace culverts	\$527,914	\$166,547	Completed
32514	New footpaths	\$1,000,000	\$866,304	Not on Track
51390	Eliminate Sewer Joint Connections	\$50,000	\$10,667	On Track
52055	Implement renewal program for Gravity Sewer	\$133,900	\$0	Deferred
50018	Implement Sewer Mains Rehabilitation Program	\$1,827,449	\$1,056,749	Not on Track
50024	Replacement and Renewal of Sewer Plant	\$50,750	\$30,283	On Track
15226	Upgrade air-conditioning - Civic Centre	\$47,160	\$47,160	Completed
17046	Civic Centre southern lift control upgrade	\$200,000	\$181,208	Completed
17997	Electrical motors for the roller doors at the depot workshop	\$35,000	\$15,108	Completed
15197	Renew Community Amenities - Bolton Park	\$202,590	\$31,425	Deferred
70090	GWMC - Additional Leachate Pond	\$6,730	\$6,730	Completed

Disability Inclusion Action Plan

It has been 12 months since the Wagga Wagga City Council's Disability Inclusion Action Plan (DIAP) 2017/2021 was adopted and over this period Council has been working hard to deliver on the Year One actions outlined in the plan.

The DIAP was developed following an extensive community engagement process that involved ongoing consultation with advocacy groups, service providers and Council. The four year plan gives Council a strong strategic direction to be able to provide facilities and services that people living with a disability need to maintain independence and engage with everyday community life.

The plan identifies a number of actions to be implemented over the four year period to improve attitudes and behaviours, accessibility and inclusion, meaningful employment options and access to information about available services.

Highlights from Year One

Livvi's Place: Inclusive Playspace at Bolton Park

A mix of accessible, imaginative and natural play elements feature in the city's first inclusive playspace. The inclusive playspace encourages children of all ages and abilities to play side-by-side in a fun and safe environment. Council and national charity Touched by Olivia Foundation entered into a Memorandum of Understanding in November 2016 to assist in the delivery of the playground.

The Touched By Olivia Foundation creates unique, special places, known as Livvi's Place playgrounds, that provide social inclusion for all children and their families. Livvi's Place Wagga Wagga includes a variety of ground-level accessible or adjustable-height equipment, including trampolines and carousel and wheelchair-friendly swing and see-saw. There is also a multidirectional swing with nest seat, climbing platform structure and a range of interactive sensory pieces and panels. A range of floor coverings including mulch, grass and rubber softfall, plantings, rocks, logs and wooden totem poles complete the overall natural landscape. Security and safety features and a barbecue area for get-togethers have been installed.

The design of Livvi's Place was guided by principles of Universal Design and was developed in consultation with local children, people with disabilities and their families and carers.

The total cost of the Livvi's Place inclusive playspace project was \$585,000 with Touched by Olivia providing \$400,000 made up of a \$50,000 donation from TEYS and \$350,000 in State Government funding, \$100,000 from Council, \$75,000 from NSW Government's Office of Sport and Recreation and \$10,000 from Northcott.

Inclusive Tourism

The Inclusive Tourism Networking Event, hosted by Council and Local Government NSW in September 2017, was designed to put local operators in the same room as major players such as Trip Advisor, Destination NSW and the NSW Business Chamber to focus on how the Riverina-Murray can better cater for visitors that might be older or have a disability.

Whilst the increasing demand for inclusive tourism and recreational opportunities is proving to be a significant economic driver for a wide range of communities across NSW, the forum also focused on providing the best customer service to older people and visitors with a disability as well as their families and carers.

Under the guidance of the Disability Inclusion Action Plan, Council is already looking at a number of ways to improve inclusive tourism in Wagga Wagga, which includes a focus on accessible facilities in the Visitors Guide and Events Guide and increasing the number of adult laydown change facilities.

Accessibility of the CBD

Council staff and participants from The Leisure Company, including people who experience accessibility issues, conducted a street audit of Baylis and Fitzmaurice streets to review barriers that prevent access. The audit found accessibility along Baylis and Fitzmaurice streets is currently fairly good, however, a few small changes would make a big difference to where people can sit, eat and relax. Suggested changes included raising Council tables along the streets slightly so that all community members can comfortably be seated at them, removing trip hazards such as loose tiles, and working with local shop owners to assist them to improve shopfront accessibility. Council will now determine the costings for these items to determine which actions can be progressed.

The ongoing consultations between Council and participants of The Leisure Company increases opportunities and promotes access and inclusion for people with disabilities within our community.

Council is working to make Baylis and Fitzmaurice Streets more accessible for people with disabilities...

Accessible restroom opens in city

Community members living with a disability and their carers will have access to a purpose-built adult change facility in the heart of Wagga Wagga. The Marveloo, a lay down adult change facility, will be built and installed by Wagga Wagga City Council at the Bolton Park precinct. The inclusive facility offers peace of mind for community members who are out and about in Wagga. It is a safe, clean and comfortable facility that effectively removes barriers for people with disabilities who are away from their home and have specific changing needs. The highly visible location of the Marveloo allows easy manoeuvrability of wheelchairs and devices to and from the carpark, and is close to nearby shops and services.

The Marveloo will also be useful to travellers driving along the Sturt Highway. Access to the facility is through the use of a Master Locksmith Association Key, an Australia-wide key system that allows entry 24 hours a day.

The Marveloo project was identified in Wagga Wagga City Council's Disability Inclusion Action Plan 2017/21 and Council worked in consultation with members of the Wagga Access Reference Group, to ensure the facility meets the needs of the community as outlined in the plan. The Wagga Access Reference Group is a group of motivated individuals with access issues, or from agencies or businesses with a passion to increase accessibility, in the Wagga Wagga area.



Council staff and participants of The Leisure Company took part in a recent street audit to look at ways to increase accessibility in the CBD, such as the new drainage at the pedestrian crossings along Baylis Street.

Increasing mobility parking spaces

Increased parking options for disability permit holders have been welcomed by people from across the region with mobility issues. Council recently completed work on an additional six mobility car parking spaces in Baylis, Fitzmaurice, Thompson and Peter streets.

The six spaces installed during the year are the first of the 12 planned to increase mobility parking spaces in Wagga Wagga's CBD. The additional six will be completed in 2018/19. When all stages are complete there will be a total of 27 disabled parking spaces in 20 locations across the CBD.

Accessible change room at the Oasis

Accessibility has been improved at the Oasis Regional Aquatic Centre thanks to a partnership project led by the Wagga Autism Support Group. The Change with Dignity Project has seen a major upgrade to the Oasis' accessible change room, with the support group able to purchase a new adult change table/gantry hoist and two water wheelchairs.

The new hoist is wide enough to include the toilet, shower and change bed, which has foldup sides and can be raised or lowered for ease of use. The new pool wheelchairs are able to tilt, allowing children with limited muscular capacity to feel supported throughout their swim and keep their head from falling forward.

The toilet facilities have also been upgraded to cater for those with visual impairments with the installation of a blue seat and button to improve access.

The project was made possible through a \$19,195.50 grant through Fundability, which aims to provide greater inclusion for young people aged nine to 15 years and is administered by Northcott Wagga in partnership with the NSW Department of Family and Community Services. To assist with the project, Council has allocated a multi-use change room to be used only as an accessible change room, including fitting a new door and electrical work. The Change with Dignity upgrade project encourages independence and dignity for all those who use the Oasis Regional Aquatic Centre.

Creating more accessible facilities is a key part of Council's Disability Inclusion Action Plan and the creation of the accessible change room ensures the Oasis is a place all of the community can enjoy.



Performance Report

Council's progress, as of 30 June 2018, in implementing the Year One items from the Disability Inclusion Action Plan.

Attitudes and behaviour

Wagga Wagga City Council is aiming to improve community wide attitudes and behaviours towards people living with a disability through promoting awareness of ability, understanding barriers to access and changing language to reflect the capabilities of individuals.

1.1	Review induction program to promote inclusion	Complete
1.3	Provide inclusive programming	Complete
1.4	Promote inclusive programming	Complete
1.5	Include images in council publications of people with disabilities	Complete
1.7	Promote days and weeks that celebrate diversity	Complete
1.8	Promote accessibility award	Complete
1.9	Raise awareness with business and services around how to become more inclusive	Complete

Liveability

Wagga Wagga City Council is aiming to improve the accessibility and inclusion of community members living with disability in Wagga Wagga to public spaces and places through applying universal design principles and improving connectivity.

2.1	Audit of Baylis and Fitzmaurice St	Complete
2.3	Access ramp built at Ngurra Hub	Complete
2.5	All abilities playground built in Bolton Park	In progress
2.6	Upgrades to existing parks and playgrounds increase access where possible	In progress
2.7	Support funding to increase accessibility	Complete
2.10	Access ramp at Lake Albert Community Hall	Complete
2.13	Increase accessible parking spaces	Complete
2.14	Improve footpath connectivity	Complete
2.15	Path along riverside	In progress
2.17	Supply and install of Marveloo	In progress
2.19	Increase MLAK access	In progress
2.22	Promote subsidised transport schemes	Complete
2.23	Improve accessibility in bus shelters	In progress
2.24	Install non slip tiles at the Oasis	Delayed
2.25	Increase safety in accessible lay down change facility at the Oasis	Complete
2.26	Add 50 removable seats at the theatre for access and accessible lift to stage	Complete
2.27	Install automated doors at the Art Gallery and Museum	Complete
2.30	Promote our achievements in Council News and online	Complete
2.31	Publicise availability of accessible facilities online	Complete

Meaningful employment

Wagga Wagga City Council is aiming to increase meaningful employment options for individuals living with disability, including volunteer and work experience opportunities.

3.1	Establish primary contacts for JSA's to support people with disabilities	Complete
3.4	Undertake annual employee survey and include attitudes towards inclusion and accessibility	Complete
3.5	Maintain support to employees through Employee Support Officers	Complete
3.6	Provide Equal Employment Opportunity training to all employees	Complete
3.7	Review recruitment processes	Complete
3.10	Provide training on bullying and harassment and mental health	Complete

Improve access to services through better systems and processes

Wagga Wagga City Council is aiming to increase access to information regarding a range of Council's services and facilities, as well as other services in the community through improved usability and availability of information.

4.2	Promote information around NDIS	Complete
4.3	Provide sector support to Riverina Murray regions	Complete
4.6	Conduct annual consultation to monitor progress	Complete
4.10	Distribute "What's on Wagga" to services that support people with disabilities	Complete
4.14	Ensure emergency evacuation plans are inclusive	Complete

Financial Summary 2017/18

Income

Total income ▼ 4.70% to \$146.823M

Overall income for 2017/18 decreased by \$7.236M, which is mainly attributed to:

- \$2.65M increase in Rates and Annual Charges to \$62.68M
- \$2.52M increase in User Charges and Fees to \$26.32M
- \$0.311M decrease in Interest and Investment Revenue to \$3.774M
- \$0.787M decrease in Other Revenues to \$2.652M
- \$11.36M decrease in Grants and Contributions to \$51.27M

Rates and annual charges ▲ 4.4% to \$62.68M

The increase in property numbers from 26,809 in 2016/17 to 27,247 in 2017/18 together with the rate peg increase of 1.5% and Council's special rate variation for the levee system upgrade has added \$2.65M to operating revenue.

User charges and fees ▲ 10.56% to \$26.3M

Revenue from user charges and fees increased by 10.6% or \$2.5M for the 2017/18 financial year. The main contributing factors relate to increased income for specific user charges including Sewerage services of \$528K; Waste Management Services of \$764K; as well as increased Livestock Marketing Centre income of \$521K.

Interest and investment revenues ▼ 7.61% to \$3.77M

Council's return on investments decreased by 7.61% or \$311K compared to the 2016/17 financial year result due to the current low interest rate environment.

Other revenues ▼ 22.88% to \$2.65M

Other revenues decreased by 22.88% in 2017/18. This is mainly attributable to decreased income for Traffic Infringement fines, decreasing by \$188K for the 2017/18 financial year.

Grants and contributions ▼ 18.14% to \$51.27M

The reduction experienced in the 2017/18 financial year in comparison to the 2016/17 financial year is due to higher than normal grant income received in the 2016/17 financial year due to a number of large capital projects. The major project in 2016/17 was the Bomen RIFL Enabling Roads Stage 1 which accounted for \$20M in grant funding for the 2016/17 financial year.

Expenses

- Employee Benefits and On-costs \$39.35M
- Borrowing Costs \$3.61M
- Materials and Contracts \$33.42M
- Depreciation, Amortisation and Impairment \$34.56M
- Other Expenses \$10.06M
- Net losses on disposal of assets \$3.66M

Total expenses ▲ 2.65% to \$124.71M

Overall expenditure for 2017/18 increased by \$3.23M, which is mainly attributed to a \$4.6M increase in materials and contracts. Further details are provided below.

Employee benefits and on-costs ▼ 2.32% to \$39.6M

Total employee costs decreased by \$935K for 2017/18. The key factor contributing to the decrease was the reduction in workers' compensation premium (\$1.4M down to \$532K). The premium is based on an average of the past 3 years' claims, and can differ significantly from year to year.

Borrowing costs ▼ 4.34% to \$3.61M

Council saw a reduction in its interest payable on external loans of \$151K for 2017/18 as well as a reduction in borrowing costs for its other liabilities of \$13K as a result of falling interest rates.

Materials and contracts ▲ 15.91% to \$33.42M

The total costs to Council for materials and contracts increased in 2017/18 by \$4.59M. This is mainly attributed to expenditure for the Bomen RiFL Enabling Roads Stage 1 that was not able to be capitalised as the costs were deemed operating in nature. The expenditure was fully budgeted for under the total project budget.

Depreciation, amortisation and impairment ▼ 4.57% to \$34.56M

Depreciation is a non-cash expense that reduces the value of an asset over time due to wear and tear, ageing of an asset or obsolescence. The depreciation rates are set out in Note 9 of the Financial Statements. The Office of Local Government requires that a revaluation of an asset class is undertaken every five years. As a result of recently completed capital works and asset revaluations, Council's depreciation expense decreased for 2017/18 by \$1.66M when compared to the 2016/17 financial year.

Other expenses ▲ 7.35% to \$10.06M

The main reason for the \$689K increase in other expenses was a result of increased utility costs for electricity, street lighting, gas and water.

Local Government Industry Indicators

Council, as part of its Annual Financial Statements, reports on a number of local government industry indicators as prescribed by the Office of Local Government (OLG).

Table 2 summarises Council's results of these performance measures for 2017/18.

Ratio	Purpose	WWCC Ratio	OLG benchmark	Meet benchmark
Operating Performance Ratio	Measures Council's achievement of containing operating expenditure within operating revenue	-8.11%	Minimum 0.00%	✗
Own Source Operating Revenue	Measures fiscal flexibility. Degree of reliance on external funding such as operating grants and contributions	65.01%	Minimum 60.00%	✓
Unrestricted Current Ratio	Assesses adequacy of unrestricted working capital and Council's ability to meet short term obligations as they fall due	2.99 times	Minimum 1.50 times	✓
Debt Service Cover Ratio	Measures the availability of operating cash to service debt including interest, principal and lease payments	4.79 times	Minimum 2.00 times	✓
Rates and Annual Charges Outstanding Ratio	Assess the impact of uncollected rates and annual charges on Council's liquidity and the adequacy of recovery efforts.	4.82%	Rural and Regional - < 10% Metro - < 5%	✓
Cash Expense Cover Ratio	Liquidity Ratio that indicates the number of months that Council can continue paying its immediate expenses without additional cashflow.	8.89 months	Minimum 3.00 months	✓

Table 2: Local Government Industry Indicators

Assets

Total Assets ▲6.02% to \$1.574B

Infrastructure, Property, Plant and Equipment ▲ 5.48% to \$1.423B

Net Assets ▲6.29% to \$1.491B

Cash position

An analysis of Council's cash holdings at 30 June 2018 highlights that cash and investments increased by \$21.07M for the year. Much of this was due to an increase in external restrictions for developer contributions and domestic waste management for 2017/18.

Council's interest on investments outperformed the original budget for the 2017/18 financial year by \$970K. Council's total portfolio return of 2.94% for the 2017/18 year was considered strong given the Reserve Bank of Australia's (RBA) cash rate remaining at an all-time low of 1.5% throughout the 2017/18 financial year, and also outperforming the AusBond Bank Bill Index by 1.16% for the year.

Council, as at 30 June 2018, held 13.25% of its entire investment portfolio in cash and cash equivalents to ensure funds are immediately available for working capital and cash flow purposes. This is a slight decrease from the 30 June 2017 position of 13.51%.

Council engages the services of an independent investment advisor for advice in relation to its portfolio.

Reserves

Council operates a number of internally and externally restricted reserves. External restrictions relate to those funds held for a specific purpose and include developer contributions (Section 94 funds – now called Section 7.11), specific purpose unexpended grants, sewer services, stormwater management, domestic waste services and levee upgrade special rate variation. External restrictions increased by \$12.52M, mainly attributable to developer contributions (\$3.96M), domestic waste management (\$4.44M), sewer services (\$2.16M) and special rate variation (\$1.68M).

Council continues to maintain a wide variety of internal reserves as detailed in Note 6c of the Annual Financial Statements. These reserves have been established by Council resolution, and include provisions for future major projects and operations. Internal restrictions increased by \$1.11M and is mainly attributable to an increase in the Fit for the Future reserve which has increased by \$2.3M.

Unrestricted current ratio

The unrestricted current ratio for 2017/18 is 2.99:1. This ratio decreased marginally from the 2016/17 ratio of 3.08:1, still reflecting Council's strong level of liquidity.

Receivables

Receivables for 2017/18 totalled \$14.72M, a decrease of 27.60% on the previous year. This is mainly due to a decrease in outstanding debt due to Council for Government grants.

Rates and annual charges outstanding is 4.82% as at 30 June 2018, a decrease of 0.28% on the previous year and significantly lower than the Office of Local Government benchmark for regional Councils of 10%. This outstanding percentage of 4.82% reflects the effectiveness of the debt recovery team and the strategies implemented to ensure successful debt recovery for Council. At the start of the 2017/18 financial year, Council set itself a target of less than 5% outstanding at the end of June 2018, and this has been achieved.

Infrastructure, property, plant and equipment

Infrastructure, property, plant and equipment (IPPandE) increased for the year by 5.48% to \$1.423B. Note 9 of the 2017/18 Financial Statements shows the detail of the asset classes that contribute to the total amount of IPPandE. During the 2017/18 financial year, Council recognised total asset additions of \$47.84M, including new assets of \$27.96M and renewals of \$19.89M.

Liabilities

Total liabilities ▲ 1.31% to \$82.8M

- Payables ▼ 11.67% to \$12.70M
- Borrowings ▲ 4.76% to \$54.01M
- Provisions ▲ 7.48% to \$14.21M

Payables

Council's payables at 30 June 2018 totalled \$12.70M, a decrease of \$1.68M on the previous year. This is mainly due to Council having less outstanding invoices for capital projects than in the previous year.

Borrowings

Total borrowings for Council now stand at \$54.01M, an increase of \$2.46M from 2016/17. Council has a significant borrowing program projected for future years, which aims to address required upgrades to infrastructure, provide additional community facilities to be used by current and future generations as well as new infrastructure including the Riverina Intermodal Freight and Logistics Hub (RIFL) and Multi-Purpose Stadium, which aims to facilitate the future growth of the city.

Provisions

Council's total provisions at 30 June 2018 total \$14.21M. Council's provision for Employee Leave Entitlements (i.e. annual leave and long service leave) increased by \$383K (3.30%) for 2017/18. Council's provision for asset remediation increased for 2017/18 by \$602K (41.57%) due to a review of future remediation requirements for these assets.

Business Activity Reports

Business activity reporting illustrates the results for Council's various business activities in accordance with the National Competition Policy for Local Government.

It is designed to reflect the full cost to Council of running these activities, as if Council were competing in a normal commercial environment, where the applicable taxes and competitive pricing principles come into effect.

Council operates three distinct business activities being the Sewerage network, the Livestock Marketing Centre and the Wagga Wagga Airport.

Sewerage network

Council's sewerage network services more than 27,247 connections. The network consists of 675km of gravity and pressure mains and 42 pump stations. Last year 5,449 ML of sewerage was transported through Wagga's sewerage system.

Income ▲ 4.3% to \$18.278M

Income for sewer for 2017/18 has increased on the 2016/17 financial year. The main contributing factor was the increased revenue from Sewer Rates and Annual charges.

Expenses ▲ 7.4% to \$20.049M

Sewer expenditure for 2017/18 increased \$1.384M from the 2016/17 financial year. The main factors can be attributed to additional sewer treatment expenses of \$479K along with a book loss of \$633K on the replacement of sewer infrastructure assets.

Net operating result (after taxation equivalent) - \$3.303M surplus

The sewer business achieved a surplus result for the 2017/18 financial year. This is mainly due to increased revenue from rates and annual charges and an increase in capital grants and contributions received.

Assets ▲ 2.6% to \$306.15M

Total assets for the year increased by \$7.895M as a result of asset additions and renewals completed during the year.

Liabilities ▼ 2.8% to \$33.095M

Liabilities for sewer primarily relate to the principle outstanding for loans for the Sewer 2010 project. This reduction in liabilities is a result of principal loan repayments made during the financial year.

Reserve balance ▲ 9.1% to \$25.75M

The increase in the reserve balance is reflective of the overall surplus operating result. A surplus reserve balance is required to ensure sufficient funds are available in the future for the renewal of sewer assets.

Livestock Marketing Centre

The Wagga Wagga Livestock Marketing Centre (LMC) is the premier livestock selling centre in Australia for the marketing of cattle, sheep and lambs. The LMC was established in 1979 and continues to lead the way in livestock sales throughout the nation. The facility is located approximately 10km north of the city in the rapidly expanding Bomen Business Park and is neighboured by several key agricultural businesses supporting the region. The LMC remains a major driver of agribusiness, employment and economic growth in the Wagga Wagga regional economy and community.

The LMC is wholly owned by Council and operates on a completely self-funded financial model that delivers a significant dividend to Council annually and is distributed to a number of rural and regional projects. Through a broad cross-sectional series of internal service recharges the LMC itself is continually increasing its support as a major customer to Council. The LMC continues to rank as the largest sheep and lamb selling centre in Australia selling 1,804,464 head in the 2017/18 financial year. The LMC also sold 178,363 head of cattle for the same period maintaining our ranking in the top group of cattle yards throughout Australia. Approximately \$427 million worth of livestock was sold through the LMC in the 2017/18 financial year.

Significant works took place throughout the year to deliver projects identified within the Livestock Marketing Centre Strategic Master Plan to provide Council and stakeholders the opportunity to solidify the operations success in the future by enabling greater work space and volume integrated with increased efficiencies within the current site.

Income ▲ 10.52% to \$5.58M

Income for the Livestock Marketing Centre has increased when compared to 2016/17 with the Livestock Marketing Centre continually receiving high volumes of sheep and cattle sold through the facility due to an increase in throughput.

Expenses ▲ 3.63% to \$4.059M

The increased expenses for the year were attributable to annual award employee increases as well as the requirement for additional labour costs associated with continued high volume of livestock being sold through the facility.

Net operating result (after taxation equivalent) - \$1.065m surplus

The net operating surplus result for the 2017/18 year is due to increased revenue.

Assets ▲ 4.70% to \$32.132M

Livestock Marketing Centre total assets have increased this year mainly as a result of the extensive capital works program currently being undertaken at the facility.

Liabilities ▼ 51.71% to \$578K

Liabilities for the Livestock Marketing Centre have decreased for 2017/18 due to a reduction in contractor payments that were outstanding at the end of the previous financial year.

Reserve balance ▼ 10.23% to \$5.73M

The reduction in the reserve balance is reflective of the recent infrastructure improvements undertaken at the Livestock Marketing Centre.



Airport

The Riverina continues to be serviced by the Wagga Wagga Regional Airport with QantasLink and Regional Express (Rex) providing daily return services to Sydney, and Rex providing return flights to Melbourne each day. There were 225,071 passenger movements over the course of the year, with a total of 30,386 aircraft movements across all categories, including 6,160 regular public transport movements, 5,674 training movements, and 8,552 general aviation and military movements.

Until June 2018, JETGO provided daily return services to Brisbane and the Gold Coast, and disappointingly went into receivership in July 2018. JETGO services out of Wagga Wagga had good passenger numbers and provided people within the Riverina a direct route to Queensland.

The public car park management system continues to provide a good return on investment with \$356,678 in revenue generated. Security screening operations at the airport are contracted to an external provider and have continued to be compliant and meet or exceed the expectations of the Department of Infrastructure and Transport, Aviation and Maritime Security (AMS) Division. Council's significant investment in the future of regional aviation, through the development of the Commercial Aviation Precinct and Light Aircraft Precinct will continue to grow business, economic development, jobs and flying activity in the region.

During the financial year, the Airport was shortlisted for the Qantas Pilot Academy along with eight (8) other regional cities across Australia. Whilst Toowoomba were successful in securing the first of two Qantas Pilot Academies, Wagga Wagga is still in the running for the second Pilot Academy.

Wagga Wagga Regional Airport continues to be a leader in regional aviation, contributing significantly to the Gross Regional Product and employment as well as achieving its vision of being a centre of national aviation significance. The Airport generated a surplus from ordinary activities before depreciation of \$413K and has a closing balance of \$64K in the Airport Reserve as at 30 June 2018. Including depreciation, the Airport experienced a net loss of \$1.9M.

Income ▲ 11.65% to \$4.21M

Income for the airport increased for the 2017/18 financial year due to annual increases in fees and charges including leases.

Expenses ▲ 3.65% to \$6.05M

The marginal increase in Operating expenses for 2017/18 is due to increases in utilities and materials and contract prices.

Net operating result (after tax) - \$1.91M DEFICIT

The net operating result for the Airport including depreciation for 2017/18 was a deficit of \$1.91M. Excluding depreciation, the net operating result was a \$413K surplus.

Assets ▲ 5.04% to \$37.07M

Airport assets have increased for 2017/18 by \$1.78M due to the increased value of the Airport's asset base.

Liabilities ▼ 1.04% to \$13.49M

Liabilities have decreased for the year as loan commitments have been paid, which has resulted in the total principle outstanding being reduced.

Reserve balance ▼ 82.80% to \$64K

The reserve balance for the Airport decreased by \$308K for 2017/18 to a closing balance of \$64K.

Stormwater Levies and Charges

Stormwater charges during 2017/18 applied to all properties, with the following exemptions as specified under the Local Government Act:

- Crown land
- Council owned land
- Land held under lease for private purposes granted under the Housing Act 2001 or the Aboriginal Housing Act 1998
- Vacant land
- Rural residential land or rural business land, not located in a village, town or city
- Land belonging to a charity or public benevolent institution.

Residential standard stormwater

A charge of \$25 was applied to all residential properties (including rural residential lands) that are not exempt from the charge.

Residential medium/ high density stormwater

A charge of \$12.50 per occupancy was applied to all residential strata, community title, multiple occupancy properties (flats and units), and retirement village style developments that are not exempt from the charge. Subject to a maximum charge of \$250.

Business stormwater

A charge of \$25 was applied to all business properties (including rural business lands) that are not exempt from the charge.

Properties are charged on a basis of \$25 per 350sqm of land. Subject to a maximum charge of \$250.

Business strata stormwater

A charge of \$5 was applied to all business strata title properties that are not exempt from the charge. Subject to a maximum charge of \$250.

Stormwater management

Council's Stormwater Management Plan 2013/2017 outlined Council's plans to improve the management of stormwater within the local government area. During 2017/18 Council undertook environmental monitoring for the Wollundry and Flowerdale lagoons and Lake Albert and commenced the following mitigation works of known storm water system risks carried over from the previous year:

- CCTV condition assessment inspections
- Major Overland Flow Flood Study hot spot mitigation
- Fernleigh Road Culvert widening

Statutory Report

Statutory reporting includes the information that is prescribed by the Local Government (General) Regulation 2005. This information has been included because the Government believes that it is important for community members to know about it – to help their understanding of how the council has been performing both as a business entity and a community leader.

Government Information (Public Access) Act 2009

The Government Information (Public Access) Act 2009 NSW (GIPA Act) aims to maintain and advance a system of responsible and representative democratic government that is open, accountable, fair and effective. The main objective of the GIPA Act is to make available government information available to the public by:

- Authorising and encouraging the proactive public release of government information by agencies
- Giving members of the public an enforceable right to access government information
- Restricting access to government information only when there is an overriding public interest against disclosure.

Council, as a local authority, is subject to the GIPA Act and accordingly acknowledges the right of the public to obtain information about Council's structure, plans and policies; information about development applications; and any other information as prescribed by the GIPA Act and any accompanying regulations and guidelines. During the 2017/18 financial year Council received and assessed 15 formal applications and received in excess of 1,275 informal applications for information under the GIPA Act.

These applications are in addition to the information that is readily accessible by the community on Council's website. As part of its legislative requirements Council has an Agency Information Guide published on its website at www.wagga.nsw.gov.au which provides guidance on the types of information held by Council as well as outlining the different ways members of the public may access it.

Under section 125 of the GIPA Act, Council is required to prepare an annual report meeting certain statutory obligations. This report is prepared and provided to the Office of the Information and Privacy Commissioner and the Minister for Local Government in October each year.

Public Interest Disclosures

Council is committed to the aims and objectives of the Public Interest Disclosures Act 1994 (the PID Act). It recognises the value and importance of contributions of staff, Councillors and other Council engaged persons to enhance administrative and management practices and strongly supports disclosures being made by those individuals which disclose corrupt conduct, maladministration, the serious and substantial waste of public money, contravention GIPA Act or Local Government Pecuniary Interest contravention.

Council has in place comprehensive policy and procedures to support the management of Public Interest Disclosures at Council. During the 2017/18 Annual Report period, Council received no Public Interest Disclosures

Diversity and Equal Employment Opportunity (EEO)

Council's Workplace Diversity Strategy is our formal commitment to a workplace culture that promotes diversity and inclusiveness, builds respect and recognises the true potential of all employees. Since the implementation of the Workplace Diversity Strategy in 2015, Council has implemented various initiatives to promote equal employment opportunity (EEO) in our workforce. Some of our key achievements include:

- Opening of Council's 'My Space Room' in which staff access a private space for breastfeeding, meditation or prayer
- Improvements to Council's recruitment, selection and induction processes to ensure inclusive employment practices for individual needs
- Implementation of Council's Aboriginal and Torres Strait Islander Cultural Protocols
- Implementation of the Disability Inclusion Action Plan (DIAP)
- Development of the Reconciliation Action Plan
- Ongoing delivery of EEO training to all staff.

Executive Team Remuneration

Below is a statement of the total remuneration comprised in the remuneration package for the General Manager and the Senior Executive team. This includes salary, bonuses, superannuation, salary sacrifice, total value of any non-cash benefits and total amount payable by way of fringe benefits tax for any such non-cash benefits.

General Manager: \$312,271

Senior Executive (excluding GM): \$813,439

Councillor Expenses

Below is a statement of the total cost during the year of the payment of expenses of, and the provision of facilities to, councillors in relation to their civic functions.

- Councillor Allowance: \$176,385
- Mayoral Allowance: \$39,522
- Telephone: \$3570
- Conferences: \$16,443
- IT Costs: \$6609
- Travelling - Intrastate: \$5515
- Travelling - Interstate: \$3191
- Travelling - Overseas*: \$4064

Please note that the overseas travelling costs were prepaid for a visit by the General Manager and Mayor to Kunming in June 2018. This visit was cancelled and flights transferred to a Leavenworth visit in August/September 2018.

Overseas visits

There were no overseas visits by Councillors, Council staff or other persons representing Council in the 2017/18 financial year.

External bodies, companies and partnerships

Statement of all external bodies that exercised functions delegated by council.

Council did not delegate any function to an external body in the 2017/18 financial year.

Statement of all corporations, partnerships, trusts, joint ventures, syndicates or other bodies in which Council held a controlling interest

Riverina Regional Library (RRL): Council participates in cooperative arrangements with nine other councils (Bland, Coolamon, Cootamundra-Gundagai, Federation, Greater Hume, Junee, Lockhart, Snowy Valleys and Temora) for the provision of services and facilities through the RRL Service. City of Wagga Wagga is the executive council for the RRL service.

Statement of all corporations, partnerships, trusts, joint ventures, syndicates or other bodies in which Council participated

- Riverina Eastern Regional Organisation of Councils (REROC): A voluntary organisation of Councils through which the member councils work together for the benefit of their local communities and the region as a whole. REROC acts as an advisory body to develop regional strategies and initiatives of benefit to member councils. Members of the body, as at 30 June 2018, were the Councils of Bland, Coolamon, Cootamundra-Gundagai, Greater Hume, Junee, Lockhart, Snowy Valleys, Temora, Wagga Wagga, Goldenfields Water County Council and Riverina Water County Council.
- NSW Statewide Mutual Insurance Scheme: City of Wagga Wagga is a member of this scheme.
- NSW StateCover Mutual Ltd: City of Wagga Wagga is a member of this worker's compensation mutual scheme.



Council Contracts

During the 2017/18 financial year, a total of 26 contracts were awarded for amounts greater than \$150,000.

Successful supplier	Contract name	Amount/estimate
JJ Richards and Sons	Waste Recyclable and Organics Collection	\$44,000,000.00
Kurrajong Waratah	Recyclables Waste Acceptance and Processing	\$5,000,000.00
Jardine Lloyd Thompson Pty Ltd	Insurance Brokerage Services	\$3,830,832.00
Ocwen Energy Pty Ltd T/a Lowes Petroleum Service	Supply of bulk fuel	\$2,661,080.00
Wagga Mobile Cranes, Asplundh Tree Expert, Cartrans Pty Ltd, Dan Ford Fencing and Earthmoving Pty Ltd, Downer EDI Works, JCQ Truck Hire, JL and TL Brogedne Trading as JT Tippers, Joney's Bobcat and Truck Hire, James Cheney Earthmoving Pty Ltd, Lucas Diggers, Lucton Plant Pty Ltd, Milbrae Quarries Pty Ltd, Parking Building and Hire Porter Plant, Riverina Crane Services, Rollers Australia Pty Ltd, Specialised Pavement Services, Wagga Mobile Cranes	Hire of fleet, equipment and machinery	\$2,000,000.00
Advanced Communications, Automated Electrics, Bazwell Pty Ltd T/a DJ and M Howarth Painters and Paperhangers, Bowyair Refrigeration and Air Conditioning, GPE Electrical and Communications Contractor Pty Ltd, Great Southern Electrical Pty Ltd, Horatious Pty Ltd T/a Laser Plumbing Wagga Wagga, JRC Electrical Servicews Pty Ltd, Woody's Electrical NSW Pty Ltd T/a Laser Electrical Wagga Wagga, PRE Holdings Pty Ltd T/a Paul Ryan Electrical, RIC Electrics Pty Ltd, Riverina Test and Tag, Rowan O'Connor Electrical, Scobells Plumbing Service, Shields Painting Wagga Pty Ltd	Supply of Trades Services	\$1,800,000.00
Burgess Earthmoving Pty Ltd	Levee Upgrade Stage 1	\$1,143,076.55
Keogh's Plant Hire Pty	Sewer Rehabilitation Red Hill Road, Nixon Crescent and North West Koorringal	\$1,120,631.44
BMD Constructions Pty Ltd	Car Park and Amenities Construction LMC	\$887,794.15
BM O'Mara and SP O'Mare T/a Riverina Horticulture and Landscape, Brett John Hudson T/a Riverina Short Back and Sides Lawn Moving Service, JA and GA Burgess Pty Ltd T/a Around the House Lawn Care and Home Maintenance, Peter John Ingmire T/a Per Ingmire Fencing and Spraying, Sykes Holdings Pty Ltd as trustee for The Ves Sykes Family Trust, The Trustee for Squire Family Trust T/a Squires Agricultural Services Pty Ltd, Ronal Ernes Parking T/a Parking Building and Hire	Roadside Vegetation Management and Grounds Maintenance	\$886,000.00
GCM Enviro Pty Ltd	Supply Landfill Garbage Compactor	\$836,658.00
Rocky Point Quarries Pty Ltd, Milbrae Quarries Pty Ltd	Winning and Crushing of Gravel	\$546,000.00

Successful supplier	Contract name	Amount/estimate
S and K Kenyon Pty Ltd	Footpath Construction various locations	\$402,691.00
Downer EDI Works Pty Ltd	Supply of Bulk Emulsion	\$386,327.70
WSP Australia Pty Ltd	Eunony Bridge Construction Project Management	\$360,514.00
Burcher Pty Ltd	Supply Street Sweeper	\$299,466.09
Sperling Australia Pty LTd	Plant Maintenance Services Oasis	\$276,000.00
Artcraft Pty Ltd	Supply of Road Signs	\$263,940.00
Wagga Trucks Pty Ltd	Supply Truck and Body	\$260,677.00
Westract Pty Ltd	Supply Motor Grader	\$243,424.00
Origin Energy	Supply of Natural Gas to the Oasis	\$235,186.92
Massey Ferguson/Iseki/Fendt Agco Australia Pty Ltd	Supply of Two 4WD Tractors	\$232,000.00
GA and TA Hounsell Family Discretionary Trust	Construct Rural Fire Service Shed Tarcutta	\$218,800.00
S and K Kenyon Pty Ltd	Footpath Construction Glenfield Park	\$209,882.00
Flip Screen Australia Pty Ltd	Supply Loader Material Handler	\$185,300.00
Adaptive Interiors	Jubilee Park Clubhouse Upgrade	\$124,650.00
Total		\$68,410,930.85

Table 2: Council contracts awarded during 2017/18.

Voluntary Planning Agreements

Environmental Planning and Assessment Act 1979

Council did not enter into any new Voluntary Planning Agreements in the 2017/18 financial year.

Environment Upgrade Agreements

Council did not enter into any new Environment Upgrade Agreements in the 2017/18 financial year.

Private works

Council did not resolve to carry out any works under Section 67 in the 2017/18 financial year.

Contributions, grants and donations (Section 356)

During the 2017/18 financial year, Council contributed a total of \$1,233,151.75 back to the community in the form of grants, sponsorships, fee waivers, road closures and rental subsidies, outlined in Table 3. To view a full breakdown of these categories, please see the Appendix, page 96.

Legal cost summary

Council was involved in legal proceedings for the period 1 July 2017 to 30 June 2018, outlined in Table 4.

Categories	Amount
Community Lease Rental Subsidy	872,665.00
Fees Waivers/Sponsorships	180,050.47
Annual Grants Program	147,029.47
Road Closures	22,538.10
Small Business Grants	5,727.27
Major Events Sponsorship	64,776.02
Total	1,292,786.23

Table 3: Council contributions during 2017/18.

Proceedings No.	Matter	Court	Status	Total costs to date	Costs recovered
DA17/0211	Council at Debgar Holdings Pty Ltd (199 Gurwood Street)	Land and Environment Court	Ongoing. Listed for hearing in February 2019	\$27,639.11	Nil to date

Table 4: Summary of legal costs involving court matters

Rates and charges (written off)

2017/18 Rates and Charges Written-off Pursuant to Clause 131 of the Local Government (General) Regulation 2005, outlined in Table 5.

Special Rate Variation

Following the Independent Pricing and Regulatory Tribunal (IPART) approval of Council's Special Rate Variation application (SRV) of 3.83% consisting of the Upgrade of the Wagga Wagga's flood levee system and Rate Peg at 1.8% was levied in 2016/17 and raised \$1,449,000.

In 2017/18 the second year of the 5-year SRV \$1,481,000 was raised for the upgrade of Wagga Wagga's flood levee system.

It is noted that by the end of 2017/18 \$1,985,593 had been expended in total on the Wagga Wagga Levee upgrade works. The works carried out to date include completion of the Levee from Flowerdale Lagoon (Chainage 00m to Chainage 2140m), this included a 350m concrete spillway section, designed to allow for the controlled let in of flood water once the river flood reached a 1 in 100 level + 400mm.

Works commenced in July 2018 on the section of levee adjacent to Koorringal Road. This 800m section of the levee and is planned for completion in December 2018.

The funding split for this expenditure was Federal Government Grant \$1,289,169, State Government Grant \$502,443 and Council contribution \$194,612.

The balance of Special Rate Variation funds of \$2,847,380 (includes \$65,141 interest accrued on the unspent NSW State Grant) are held as a restricted asset as detailed in Note 6c of the Council 30 June 2018 Financial Statements.

Council is currently reviewing tenders for Stage 2, with works on Stage 2 planned to commence in November 2018.

Debtor type	Amount
Cemetery Fees	\$4,114.04
Development Related Fees	\$9,590.03
Food Inspection Charges	\$3,031.58
Trade Waste Charges	\$1,234.05
Sewer Non Domestic Charges	\$15,343.90
Clean Up Notice	\$506.00
Other Fees	\$444.00
Total	\$34,263.60

Table 5: Rates and charges written off.

Companion Animal Management

Council's City Compliance team contributed to the control and management of companion animals by focusing on:

- Operation of the Glenfield Road Animal Shelter
- Rehoming abandoned animals
- Microchipping and lifetime registration
- Roaming and straying dogs
- Managing Animal noise complaints
- Managing nuisance dogs
- Reducing incidents of dog attacks
- Trapping feral cats
- Community education and awareness of responsible pet ownership

Council's staff are responsible for managing Companion Animal Customer Requests and ensuring compliance in accordance with the Companion Animals Act 1998 (The Act). Rangers also provide a 24/7 on-call service to respond to incidents of dog attacks. This service is provided to improve public safety and reduce the incidence of accidents and injury to the public and animals.

Council's objectives for companion animal management are:

- Encourage and promote responsible pet ownership through community education
- Identify and accommodate the needs of companion animals and their owners
- Reduce adverse impacts of companion animals on local residents and the environment
- Reduce the numbers of unwanted and abandoned companion animals.

Companion animals impounded under the Act are delivered to the Glenfield Road Animal Shelter. This facility reunites lost pets with their owners, microchips and registers companion animals, and provides advice and information about companion animal management.

The rehoming of impounded or surrendered animals is a priority for Council, with 86% of animals being rehomed in 2017/18. This high rate of rehoming is thanks to the continued hard work of staff liaising with animal rescue and welfare groups as well as supporting these initiatives:

- Advertising the cost advantages of adopting an animal from the Glenfield Road Animal Shelter
- Promotion of animals to be re-homed through 'Pet of the Week' in Council News and on television
- Social media cat adoption campaign
- Animals displayed on Council's website
- Re-homing to various rescue organisations
- Providing rescue organisations with reduced costs for services

Community education initiatives during the 2017/18 financial year included:

- Faeces reduction campaign
- Distribution of companion animal information brochures
- Companion animal information on Council's website
- Media releases including newspaper articles and television interviews
- 2AAA monthly radio segment
- Proactive patrols of complaint areas
- Little Big Day Out

	Cats	Dogs
Incoming	494	919
Released to owner	28	420
Rehomed	384	387
Other	4	1
Euthanised	83	103

Table 6: Glenfield Road Animal Shelter statistics



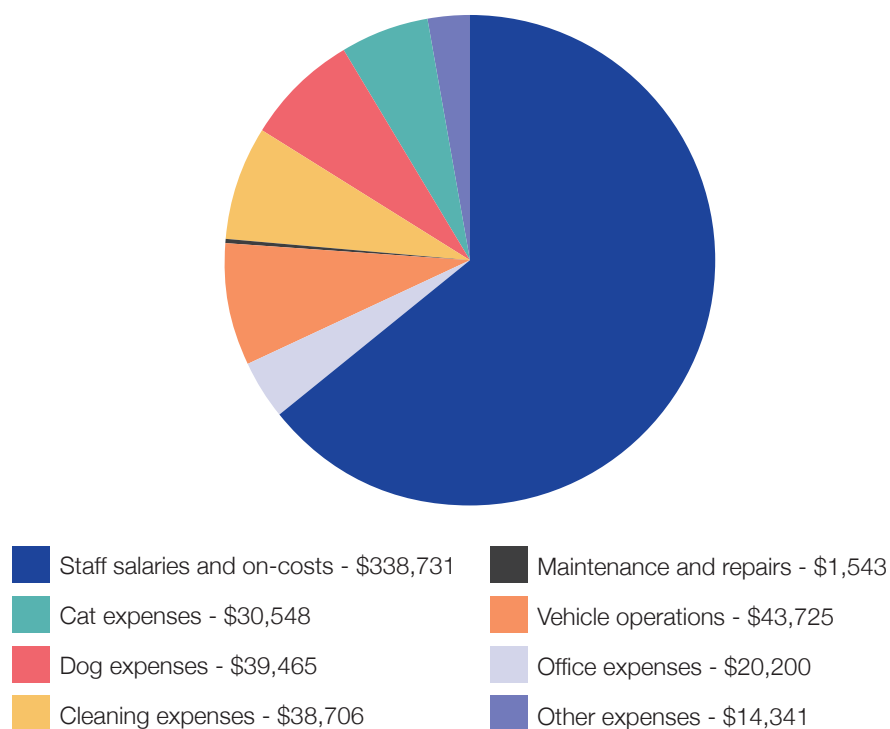
Off-leash areas

Council provides six designated off-leash areas:

- The fenced dog run located at Narrung Street on the southern boundary of the Wiradjuri Golf Centre driving range
- Eastern side of Wilks Park, North Wagga Wagga, the area south of Parken Pregon Lagoon, east of Hampden Avenue and north of Central Island Road
- Boat Club Reserve, Lake Albert, between Plumpton Road and the Boat Club car park on the southern side of Nelson Road
- Willans Hill, east of Captain Cook Drive, south of Lord Baden Powell Drive and all of Willans Hill Reserve south of Leavenworth Drive to Red Hill Road
- O'Halloran Park Dog Agility Track, Lake Albert
- Forest Hill – the area at the intersection of Cypress St and Kurrajong Avenue adjoining the western side of the RAAF base.

Dog attacks

There were 75 reported dog attacks involving 99 dogs within the Local Government Area.



Total costs: \$527,259

Figure 5: Cost of animal management at Glenfield Road Animal Shelter.

Inspections of private swimming pools

The capturing of swimming pool information is a new requirement as of September 2018. Council's current system is not able to separate the information required and will need modification to provide this information in the future.

Number of inspection of tourist and visitor accommodation

15 sites – 9 compliant, 5 noncompliant, 1 outstanding to be checked

Number of inspections of premises with more than 2 dwellings

0

Number of inspections that resulted in insurance of a certificate of compliance under s22D of the SP Act

N/A

Number of inspections that resulted in insurance of a certificate of noncompliance under cl 21 of the SP Ref

N/A

Appendix

Appendix 1: Fee waivers/sponsorships

Beneficiary	Grant Category	Amount
8Point8 Conference	Sponsorship	10,000.00
Abbeyfield Australia	Fees and charges waiver	53,544.98
ADFAS Riverina	Fees and charges waiver	1,836.00
Ashmont Public School	Fees and charges waiver	730.00
Bears of Hope	Fees and charges waiver	85.00
Beechworth to Bridge Walk Committee	Fees and charges waiver	85.00
Ben Lott Appeal	Fees and charges waiver	639.86
Breast Cancer Group Inc.	Fees and charges waiver	85.00
Cancer Council	Fees and charges waiver	570.00
Cantilena Singers	Fees and charges waiver	1,920.00
Charity Subsidies for Waste Disposal	Fees and charges waiver	2,146.41
Charles Sturt University	Fees and charges waiver	350.00
Collingullie Hall Committee	Fees and charges waiver	498.00
Combined riders of Wagga Bolton Park Stadium	Fees and charges waiver	115.00
Committee 4 Wagga	Membership	7,500.00
Country Hope	Fees and charges waiver	420.00
Country Women's Association	Fees and charges waiver	207.75
East Wagga Koorringal Football Club	Fees and charges waiver	3,370.91
Eastern Riverina Arts	Sponsorship	20,698.00
Estella Progress Association	Fees and charges waiver	79.00
Friends of Botanic Gardens Council	Fees and charges waiver	1,000.00
Henwood Park Soccer Club	Fees and charges waiver	498.00
Historical Society	Fees and charges waiver	498.00
Juvenile Diabetes Walk	Fees and charges waiver	79.00
Kidney Health Australia Fundraising	Fees and charges waiver	85.00
Kurrajong Waratah	Fees and charges waiver	859.50
Kurrajong Warratah Christmas Spectacular	Fees and charges waiver	2774.50
Ladysmith Memorial Hall	Fees and charges waiver	498.00
Legacy Civic Theatre Hire	Fees and charges waiver	850.00
Legacy Club of Wagga	Fees and charges waiver	135.00
Leukaemia Foundation	Fees and charges waiver	85.00
Mangoplah S68 Fees	Fees and charges waiver	4,200.00
Mark Hughes Foundation	Fees and charges waiver	85.00
Mini All-Impics Disability Sports Event	Fees and charges waiver	385.00
Miss Wagga	Sponsorship	2,000.00
North Wagga Hall Committee	Fees and charges waiver	498.00

Appendix 1: Fee waivers/sponsorships (cont)

Beneficiary	Grant Category	Amount
Oura Village Septic Upg Financial Assistance Program	Fees and charges waiver	1,297.70
Over 60's Touch Football Group	Fees and charges waiver	550.00
PCYC Wagga Wagga	Fees and charges waiver	130.00
Regional Heritage Transport Association	Fees and charges waiver	608.46
Riverina Conservatorium Of Music	Fees and charges waiver	2,595.46
Riverina Conservatorium of Music	Sponsorship	8,743.64
Riverina Medical and Surgical Symposium Committee	Fees and charges waiver	900.00
Rotary Circus Quirkus	Fees and charges waiver	2,400.00
Safer Drivers Course – NRMA	Fees and charges waiver	1,620.00
San Isidore Village Septic Upg Financial Assist Program	Fees and charges waiver	325.00
Wagga Wagga School of Arts Community Theatre	Sponsorship	2,500.00
Show Society Wagga	Fees and charges waiver	10,679.25
South Wagga Apex Club	Fees and charges waiver	85.00
South Wagga Rotary	Fees and charges waiver	85.00
Southern Sports Academy	Sponsorship	4,000.00
Suicide Prevention Network	Fees and charges waiver	1,150.00
Tarcutta Racecourse Recreation Reserve Trust	Fees and charges waiver	6,470.00
Task force 72	Fees and charges waiver	720.00
The Cure for MND Foundation	Fees and charges waiver	615.00
Tiny Tykes Market	Fees and charges waiver	90.00
Tolland Public School	Fees and charges waiver	940.00
Uranquinty Neighbourhood Centre	Fees and charges waiver	590.00
Wagga Lake Run and Ride	Sponsorship	2,000.00
Wagga Wagga and Region Suicide Prevention Network	Fees and charges waiver	85.00
Wagga Wagga Eisteddfod Society	Sponsorship	3,000.00
Wagga Wagga History Society	Fees and charges waiver	420.00
Wagga Wagga Rescue Squad	Fees and charges waiver	100.00
Wagga Women's Bowling Club	Fees and charges waiver	3,298.05
Wagga and Riverina Orienteers	Fees and charges waiver	150.00
Wagga Women's Shed	Fees and charges waiver	102.00
Water Polo Australia	Fees and charges waiver	5,800.00
Summer School for Strings	Sponsorship	2,500.00
Rotary Club of Wollundry Wagga Wagga	Fees and charges waiver	90.00
Total		184,050.47

Appendix 2: Annual Grants

Organisation Name	Project Description	Amount
Sporting and cultural facilities		
Wagga and District Kart Racing Club Inc.	Upgrade of track surface and safety facilities for State and National accreditation.	7,500.00
South Wagga Apex Club	Construction of 'Natural Earth Children's Bike Track' for beginners and intermediates at Apex Park.	1,500.00
Lake Albert Pony Club Inc	Replace and upgrade of septic system at Lake Albert Pony Club grounds.	6,800.00
Wagga Wagga Society of Model Engineers Inc.	Upgrade access from the Williams Hill Miniature Railway Train to the Museum of the Riverina	2,056.00
Wagga Junior Rugby League	Purchase of a portable seating grandstand for the Junior Rugby League fields at Parramore Park.	4,786.00
Total		22,642.00
Community programs and projects		
Wagga Wagga Breast Cancer Group	Preparation and distribution of bags containing feel good items and information to women undergoing breast cancer surgery.	1,500.00
South Wagga Anglican Church	Refurbishment of the 'Gerhardy Room'. A room used for several community clubs and meetings.	3,000.00
Wagga African Association (Wafrika) Inc	"Ubuntu" (the belief in a universal bond of sharing that connects all humanity). Hosting five events directed at engaging children and youth from refugee, recent immigrants and the wider Wagga community.	2,900.00
The Wagga Wagga Women's Shed	Laptop and printer for the compilation and distribution of the Wagga Wagga Women's Shed Newsletter.	2,000.00
Aikido Wagga	Conducting a free Women's Self-Defence Workshop for the community in conjunction with White Ribbon Day.	1,320.00
Mazin Nawaf - Yazidi Community Member and Translator	A memorial service to remember the Yazidi Genocide. The service will remember lives lost and invitation is extended to the entire Wagga community.	1,500.00
Parkrun Australia	Establishment of "Wagga parkrun" – a free weekly, timed 5km run/jog/walk opened to the community at Lake Albert.	3,000.00
Taster Property Incorporated	"Operation Rescue" - a training resource for professionals working with families affected by domestic and family violence.	2,000.00
Riding for the Disabled Association (NSW) Wagga Centre	Installation of two floodlights to light the main car park at the Riding for the Disabled grounds to ensure safe 24 hour access.	3,000.00
Multicultural Council of Wagga Wagga	The running of regular monthly sports days to provide ways of motivating community members to stay healthy and connected.	2,000.00
Wagga Autism Support Group Inc	"Sensory Santa" - a photo opportunity for children with sensory disorders who are unable to participate in regular Santa photo's due to the sensory barrier.	3,000.00
Total		25,220.00

Organisation Name	Project Description	Amount
Neighbourhood and rural village		
Humula Public School	Provision of the Humula Community Newsletter to keep residents informed and connected.	1,159.09
Lake Albert Playgroup	Refurbish, revamp and renew the Lake Albert Playgroup building.	3,000.00
Tarcutta Progress Association Inc	Production of the Tarcutta Monthly Community Newsletter for the village of Tarcutta and the wider farming community.	3,000.00
Ladysmith P and C Association	Ladysmith P and C Duathlon – to help promote the community and encourage health and wellbeing.	3,000.00
Ashmont Preschool	Upgrade facilities at the Girl Guides hall to encourage usage by more community groups.	1,718.00
Turvey Park Girl Guides	Assistance with purchase of split system and installation of verandah	1,390.00
1st Wagga Wagga Scout Group	New safety and first aid equipment for the group to use at camps with the cups and scouts.	3,000.00
Total		16,267.09
Rural halls		
Mangoplah Public Hall	Sewerage maintenance and connect to new town sewer	3,300.00
Uranquinty Progress Association Inc	Installation of an operable wall in the Uranquinty Community Hall to provide greater versatility of the hall space.	10,000.00
Downside Recreation Reserve and Public Hall Trust	Purchase of a BBQ and install in the BBQ area at the Downside Hall.	10,000.00
Total		23,300.00
Arts and culture		
Red Room Poetry	“The Poet Exchange”. Facilitates a poetry residence and workshops where all participants are invited to share their finished work at a ‘Raw Roar’ event.	3,800.00
Salad Days	‘Halfway Print Fest’ – an independent publishing fair featuring local and national independent publication makers.	3,244.00
Jacob Raupach and James Farley	Creative collaboration with two local artists exploring ideas of counter-urban publishing and Wagga and engaging in ecological and post-industrial critique.	3,500.00
Anglican Parish of Wagga Wagga	Purchase of St Johns Grand Piano to enhance the musical culture for the City of Wagga Wagga.	1,000.00
Bidgee Blues Club Inc	Song writing workshop presented by singer/songwriter John McNamara. The workshop will coincide with the launch of the Annual Bidgee Blues Signwriting Competition.	1,285.00
Salad Days	‘Shrine’ exhibition to be held on International Women’s Day 2018. Local artists will curate the exhibition and select a number of emerging and established female artists.	3,711.00
Multicultural Council of Wagga Wagga	‘Common Threads’ – A project with aims to support women from diverse backgrounds develop and share their skills within various textile fields.	2,500.00
Wagga Wagga Brass	Facilitate a two day workshop with renowned Trumpet player, educator and brass clinician Mr John Kellaway	1,500.00

Appendix 2: Annual Grants (cont)

Organisation Name	Project Description	Amount
Sam Bowker	'Italian Renaissance Art and Song' project will commission four live performances to accompany four illustrated lectures on Italian Renaissance Art.	3,360.00
The Bureau for Tomorrow's Makers	Story Workshops	1,780.00
Wagga Potters Club	Provision of a workshop for members relating to ceramic glazing and decorating.	1,100.00
Total		26,780.00
Local Heritage		
Andrew Crouch	Removal of veranda infill and replacement of front windows at 83 Fox Street, Wagga.	1,415.00
Katherine Hay and Cameron Sly	Reroofing of 63 Coleman Street, Turvey Park.	2,000.00
Craig Stewart	Restoration of roofing and gable at 19 Oates Avenue, Wagga	1,415.00
Mitchell Daniher	Restoration of the old Collins Park Store at 79 Fox Street, Wagga and return to original state.	3,670.00
Total		8,500.00
Events		
John Kent, Wagga Wagga Four Wheel Drive Club Inc.	Wagga Wagga Four Wheel Drive Club Reunion and 40th Anniversary Celebrations	1,500.00
Specialist Medical Resources Foundation	'Light the Night Christmas Village' a family oriented event including performers, carnival games and Christmas decorations and displays.	1,500.00
Wagga City Rugby Male Choir	Combined Concert with National Boys Choir to be held on Sunday 1 October 2017.	500.00
MG Car Club of Wagga Wagga	'Gathering of the Faithful' event which attracts MG enthusiasts from all over Australia.	500.00
Ningana Enterprises Inc	'Ningana Charity Ball' a one off event aiming to raise funds to provide support for clients in permanent care to help support quality of life.	454.55
Wagga Wagga Cycling Club	Provision of traffic management for the NSW Junior Road Cycling Championships 2017.	1,000.00
Wagga Wagga Cycling Club	Provision of traffic management for the Wagga Wagga Junior Cycling Tour 2018	1,000.00
Wagga Wagga Cycling Club	Provision of traffic management for the RSL Club Wagga Wagga Cycling Classic 2018	1,000.00
Wagga Wagga Cycling Club	Hosting the NSW Penny Farthing State Championships 2017	3,000.00
Riverina All Schools MTB Challenge Organizing Committee	Organising and conducting the Riverina All Schools Mountain Bike Challenge at Pomingalarna reserve.	2,272.73
Wagga District Kart Racing Club	Creating a Wagga District Kart Racing Club promotional video to assist with applications to host State and National racing tournaments.	1,100.00
Wagga Trail Marathon (Incorporated with Wagga Wagga Road Runners)	Running the 'Wagga Trail Marathon Weekend' consisting of seven events over two days.	2,000.00
Rotary District 9700 Peace Communities Program	Facilitating an event to acknowledge and celebrate the 25th Anniversary of the declaration of Wagga Wagga as the first Rotary peace city in the world.	1,000.00
Wendy Smith	Hosting the Wagga Children's Wellbeing and Spiritual Expo, where mainstream and spiritual health providers will hold workshops and stalls to allow parents and children to learn more about their field.	500.00

Organisation Name	Project Description	Amount
Group 9 Rugby League Football Club	Charity rugby league match where Group 9 All Stars versus Group 9 Indigenous All Stars.	1,000.00
Total		18,327.28

Natural Environment

Benjamin Holt	'Climate Project Oz' which is the creation of ten short films to be uploaded to social media platforms to educate the community on the effects of climate change within the area.	2,500.00
Wagga Sensory Garden	Installation of a fully enclosed chook pen to house four chooks who will remove insects, eat garden waste and provide enjoyment to clients of disability organisations.	993.00
Wagga Wagga Urban Landcare Group	Hosting community outdoor cinema and BBQ nights to help promote Landcare and the value of our local environment.	2,500.00
Total		5,993.00

Appendix 3: Small business grants

Organisation Name	Project Description	Amount
G Barbaro Industries Pty Ltd	Outdoor seating, bi-fold window and service counter	2,727.27
Damasa Pty Ltd	Refurbishment of street façade	3,000.00
Total		5,727.27

Appendix 4: Major event sponsorship

Project description	Amount
Illuminate	10,000.00
Gears and Beers Festival	10,000.00
Food and Wine Festival	5,000.00
Riverina Truck Show and Kids Convoy	5,000.00
Chasing Comets	10,909.09
Grain Growers Conference	4,950.45
Stone the Crows	843.75
The Merger	18,072.73
Total	64,776.02

Appendix 5: Road closures

Event	Amount
Liberty from Violence March	2,640.00
Gold Cup	2,030.00
ANZAC Day March	10,415.00
City to Lake Fun Run	4,267.50
Remembrance Day	1,362.80
Town and Gown	1,822.80
Total	22,538.10





Contact us

General enquiries? Requests? Feedback?

There are many ways you can get further information or provide feedback on this report:

Talk with us

Phone 1300 292 442 or (02) 6926 9100,
or chat online with a Council representative.

Email us

council@wagga.nsw.gov.au

Write to us

PO Box 20
Wagga Wagga NSW 2650

Come see us

Cnr Baylis and Morrow Streets
Wagga Wagga NSW

Visit our website

wagga.nsw.gov.au

Follow our social accounts

Follow @WaggaCouncil on Twitter to get the news, events
and emergency information straight from the source.