

WAGGA WAGGA CITY COUNCIL  
Annual Report 2008/09



City of  
**Wagga Wagga**



"Our 2008/09 Annual Report outlines our achievements over the past 12 months and highlights challenges and actions we are taking to support our community and ensure we create a world class LGA"

## 2008/09 Achievements

- **CULTURAL FUNDING** - Council's Wagga Wagga Art Gallery has been invited to apply for triennial funding for 2010
- **WAGGA WAGGA EXHIBITION CENTRE** - Council completed construction of new Junior Rugby League Fields and proposed amenities block at the Exhibition Centre
- **THE BOMEN MASTER PLAN** - The Draft Bomen Master Plan has been under development this year and will be finalised in November 2009
- **LIVESTOCK MARKETING CENTRE (LMC)** - The Wagga Wagga LMC has again confirmed itself as the number 1 centre in Australia for the sale of sheep and lambs
- **WAGGA WAGGA AIRPORT** - Council continued improvements in signage and landscaping at Wagga Wagga Airport to compliment the recently extended terminal
- **INFRASTRUCTURE FUNDING** - In November the Federal Government announced nearly \$1.3 million for six community infrastructure projects, which will be completed in the second half of 2009
- **DRAFT WAGGA WAGGA LOCAL ENVIRONMENT PLAN 2008 (WWLEP)** - The preparation of the Draft Wagga Wagga Local Environmental Plan 2008, included an extensive exhibition period and detailed discussions/consultations with a wide range of community groups
- **ENVIRONMENTAL SUSTAINABILITY STRATEGY** - The Environmental Sustainability Strategy project was initiated in 2007/2008
- **SEWER 2010** - The \$42 million Sewer 2010 Project is progressing well with practical completion of the upgraded Koorringal and Narrung Sewage Treatment Plants scheduled for December 2009
- **SOUND FINANCIAL POSITION** - Council has maintained a sound financial position as at 30 June 2009
- **AUSTRALASIAN REPORTING BRONZE AWARD** - Council received bronze for its 2007/08 Annual Report as part of the 57th Australasian Reporting Awards

## 2009/10 Future Plans

- **AIRPORT** - become an aeronautical infrastructure and commercial hub
- **BOMEN BUSINESS PARK** - champion and source funding as a principal industrial location of national significance
- **RIVERSIDE WAGGA WAGGA** - finalise masterplan as a focal destination point for the community
- **RECREATION PRECINCTS** - develop and implement an holistic approach to the future development of sporting and recreation
- **COMMUNITY VISION** - engage with the community in developing their vision for 2030
- **COMMUNITY STRATEGIC PLAN** - the current 2008/18 Community Strategic Plan will undergo a review in 2009/10 to align with the 2030 Community Vision project and the current Social Plan.
- **CITY IMAGE** - develop and implement comprehensive strategy
- **SEWER 2010** - finalise construction and commission new plants
- **WORKPLACE AGREEMENT** - develop, negotiate and implement a comprehensive agreement for Wagga Wagga City Council
- **WAGGA WAGGA LOCAL ENVIRONMENT PLAN 2008 & DEVELOPMENT CONTROL PLAN** - finalise completion
- **WORKFORCE PLAN** - lead development of a comprehensive plan for Wagga Wagga City Council
- **ASHMONT COMMUNITY CENTRE** - construction of a new community facility
- **ROBERTSON OVAL** - upgrade of lighting, playing field and amenities block

This report is available on CD and can be obtained by contacting Council.

Other documents that compliment the Annual Report include:

- 2008/09 ANNUAL COMMUNITY REPORT
- 2008/09 FINANCIAL STATEMENTS
- 2008/09 STATE OF THE ENVIRONMENT REPORT



## Our Commitment - Vision, Mission and Values

The Vision, Mission and Values signify what an organisation stands for and where it is heading. A clearly articulated vision paints the picture for a desired future and the mission is the shared understanding of intentions, purposes and aims of an organisation. Aligning behaviour at work with agreed corporate values is part of what creates a distinct organisational culture.

**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.

**VISION FOR WAGGA WAGGA** | *'A Centre of Regional Excellence' that:*

- **Encourages its people to be involved in providing a well positioned and prosperous community-focused lifestyle for everyone**
- **Provides cohesive, enriched and forward thinking leadership**
- **Proactively participates in partnerships to enhance all aspects of community life, particularly education, employment and development**
- **Engages its community to focus on 'best value' infrastructure and services**
- **Employs, develops and retains people with a sense of pride, confidence and creativity**
- **Contributes to the efficient and effective management of the environment, community and economy for both present and future generations**

The above Vision will be reviewed in consultation with the community as part of the Visioning exercise Council will be undertaking in 2009/10.

**OUR VALUES** | Council adopted seven (7) corporate values in 2005. Our values shape what we do and provide a picture of what we want for both community and Council and how we want to work together to transform our systems, processes and practices. Our corporate values are:

- **Honesty**
- **Respect**
- **Cooperation**
- **Fun**
- **Accountability**
- **Professionalism**
- **Trust**

To allow for ownership of the corporate values for all staff and Council, Council will embark on a review of our Corporate Values during 2009/10.



## Statement of Commitment to Indigenous Australians

Council acknowledges and respects that Indigenous Australians 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 Indigenous Australians 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 others heritage and origin. In so doing, Council recognises and respects the heritage, culture, sacred sites and special places of Indigenous Australians.

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

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

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

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# Executive Summary

## Mayor's Message

This is the first full year our current body of elected representatives has worked together and we, along with all Council staff, can be proud of the achievements detailed in this report.

Each of us chose to be a Councillor to make a difference to our communities and make decisions for now, and for the future. And we look forward to making some important decisions for Wagga Wagga's future.

### GIVING OUR COMMUNITY A VOICE

Regular communication with our community is really important and whilst Councillors are available all the time to talk to residents about issues or ideas for improving the local government area, we have also created a number of ways to have regular, formal discussions. This is through our advisory committees (Arts, Seniors, Youth, Business, Recreation & Sports, Multicultural, Indigenous and Environmental) annual village visits.

We've also acted on feedback from the 2009 Community Survey to detail programs and initiatives in our 2009/10 Management Plan.

### FEDERAL FUNDING BOOST

In November the Federal Government announced nearly \$1.3 million for six community infrastructure projects, which will be completed in the second half of 2009.

Projects included:

- An \$858,000 development of the Botanic Gardens including a junior playground, adventure playground, new picnic and barbeque areas and model railway improvements.

- \$140,000 for recreational facilities in rural villages, including a playground at Currawarna, a playground and bike track for Tarcutta, playgrounds for Ladysmith and Collingullie, as well as tennis court re-surfacing for Mangoplah Tennis Club.
- Construction of a half basketball court at Belling Park at the corner of Docker and Bolton Streets at a cost of \$30,000.
- A \$50,000 contribution towards the construction of the Wagga Wagga Men's Shed.

### AN EDUCATION AND TRAINING HUB

Wagga Wagga continues to grow its reputation as a national education and training hub, with first-class facilities and services offered by the military bases (RAAF and Army), Charles Sturt University, and TAFE NSW Riverina Institute. Adding to these strengths, Council is proud to welcome Regional Express Australian Airline Pilot Academy to the City this year and is actively partnering with key stakeholders to support the ongoing growth of tertiary education and training facilities and services.

### WHICHWAYWAGGA

It's important that Council works with the community to decide how they want Wagga Wagga to be in the future and to this end, we have commenced the "Community Vision 2030" project. Over the second half of 2009 people will be asked to give their ideas and thoughts on the city's future and we will use this information to plan for the works and services we need to provide to support this vision.

### SOUND FOUNDATIONS FOR FUTURE SUCCESS

Over the coming years our community will be greatly enriched because of the foundations we've established during this past year and I'm pleased to have led the elected body that has been part of this critical stage in Wagga's history.

Councillor Kerry Pascoe | Mayor







# General Manager's Message

Wagga Wagga and its surrounding communities have enormous potential economically, socially and environmentally.

We have great infrastructure investment opportunities that will achieve real economic returns in terms of regional growth, jobs and increased opportunity and we have significant projects in the pipeline that will deliver increased social and cultural opportunity for the community.

To realise this potential, Council has embarked on a significant change program to best position both Council and the communities we serve for making full use of the opportunities available to us. The strategies we've implemented have already led to improvements and heralded benefits for our community, and I have detailed some below.

Councillors and the organisation of Council acknowledge that working in partnership will achieve the greatest results for the people who rely on us to establish and maintain Wagga Wagga and surrounding communities as a vibrant, rich and exciting place to live, work and invest.

**THE "WAGGA WAY"** | We're calling the way we do business "The Wagga Way" to reflect the unique blend of initiatives helping us deliver a robust range of services to support our communities. These initiatives are backed by staff whose expertise is matched by their passion for making a lasting difference in their local communities. The Wagga Way blends world renowned Business Excellence principles, quality customer service and principle-centred leadership approaches to create a great corporate culture.

**CASTING A CRITICAL EYE OVER OPERATIONS** | We introduced the rigorous process of considering the quadruple bottom line - Economic, Environmental, Social and Governance – in all our operations.

We reviewed the services and support we offer through our Planning Directorate under the leadership of Director Bob Karaszewych, and are working hard to meet best practice planning standards for our clients.

We're leading the establishment of a strong, vibrant and diverse local economy through the creation of a Commercial and Economic Development Division headed by Director Fiona Wilson.

Under the guidance of Director Andrew Crakanthorp, we've articulated our commitment to high quality customer service provision through our "Service Quality" strategy, and we're establishing ourselves as an "Employer of Choice" through strategies that recognise the great work of our staff, offer rewards for innovation and quality performance, and establish conditions which allow a healthy work/life balance.

Director of Environment and Community Services, Janice Summerhayes, is leading her team in a range of innovative approaches to community strengthening and enhancing and creating environmental sustainability.

Improving our city infrastructure is a key priority for new Director of Infrastructure Services, Terry Dodds, whose biggest project is the \$40 million upgrade of our sewerage treatment plants.

**ESTABLISHING A BLUEPRINT FOR THE FUTURE** | Taking a strategic approach to planning that considered current and projected needs, we commenced major planning for Riverside; Wagga Wagga Airport; Bomen Business Park and Recreation Precincts. Community and stakeholder input has been sought throughout their development and all Master Plans, complete with timelines for works and possible funding sources, will be completed early in 2010.

**MORE TO COME!** | These are a handful of the achievements over the past 12 months that are showcased in this Annual Community Report and I hope that as you read of our performance in the key areas of Economic, Environment, Community and Governance you too will feel excited and positive about the future of Wagga Wagga.

Lyn Russell PSM FAIM FLGMA |  
General Manager





## Wagga Wagga - The Region

The Local Government Area of Wagga Wagga is part of the Murrumbidgee region in the heartland of the New South Wales Riverina. Wagga Wagga is a key industry and administration centre for the wider region and provides a wide range of community and cultural services and infrastructure. In recent years, Wagga Wagga has grown to become one of the largest inland cities of regional Australia and had a unique combination of established industry, existing infrastructure and quality of life that will enable future growth and prosperity.

### WAGGA WAGGA PROFILE

STATISTIC	PERIOD	INDICATOR	% ANNUAL CHANGE
Population (No.)	2007	60,591	1.6%
Labour Force (No.)	June 08	33,358	1.8%
Unemployment Rate (%)	June 08	3.9%	0.2%
Gross Regional Product	(\$M)	\$2,564	5.1%
<b>Key Industry Sectors</b>			
Property and Business Services (\$M)	2006-07	\$278.22	34.3%
Manufacturing (\$M)	2006-07	\$243.92	4.4%
Government administration and defence (\$M)	2006-07	\$201.96	10.7%
Agriculture, forestry and fishing (\$M)	2006-07	\$82.68	-20.3%
<b>Investment</b>			
Dwelling Investment (\$M)	June Q 08	\$75.1	16.0%
Non-Residential Investment (\$M)	June Q 08	\$24.2	-77.2%

Source: ABS (2008a); NSW Government Department of Planning (2005); ABS (2007); AECgroup (2008); ABS (2008b).

### OUR CITY

- Wagga Wagga, the largest inland city in New South Wales, is situated at a junction of major transport routes midway between Sydney and Melbourne. The Local Government Area (LGA) occupies an area of 4,866 sq km, made up of the City of Wagga Wagga and the villages of Collingullie, Currawarna, Galore, Humula, Ladysmith, Mangoplah, Oura, Tarcutta, Uranquinty and surrounding farmland
- 17.3 % of the population is under the age of 11
- The 17-24 year age group constitute 13.5% of Wagga's population as opposed to 9.2% for NSW
- 6.7% of people were born overseas and 3.5% of people are from non-English speaking backgrounds
- 4.1% of Wagga Wagga's population is indigenous
- The current population growth rate is 1.8% pa which compares very favourably with the NSW State population growth rate of 0.9%. The Wagga Wagga population has grown 7.3% since 2001 to 60,857 in 2007
- There are 25,592 rateable properties in Wagga Wagga



## Wagga Wagga - The Region (Cont'd)

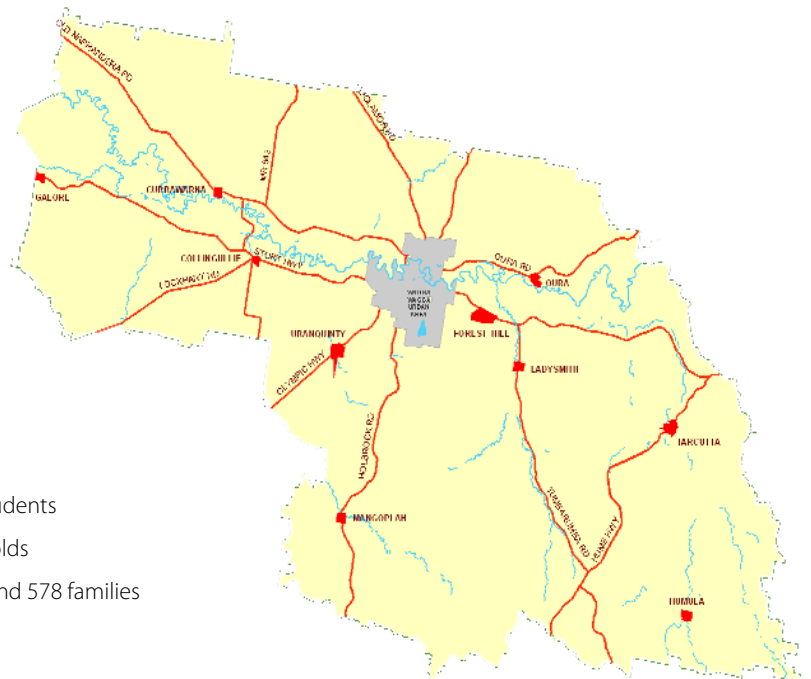
### OUR COMMUNITY

- Wagga holds an abundance of festivals and events including the Wagga Wagga Jazz and Blues Festival, the Gold Cup Festival and the Wagga Wagga Food and Wine Festival
- A number of contemporary galleries and museums including the National Art Glass Gallery and the Museum of the Riverina
- The education and training sector provides both services and employment opportunities to many people in the area. There is a university, a regional Institute of TAFE, a community college, nine high schools, and many primary schools, preschools and child care services
- Due to its large Indigenous population Wagga Wagga is also the location for several key Indigenous organisations, and Indigenous specific government agencies
- Wagga Wagga has a diverse employment base including strengths in services, defence, manufacturing, construction, food services sectors, the transport industry and agriculture
- All three arms of the Defence forces have a presence in the local area, RAAF and Army are large employers
- Wagga Wagga is an important health centre servicing the southern region of NSW. There is a major regional hospital and a private hospital operating in the city. In addition, small private specialist hospital, many specialist medical services, general practice centres, two Medical Imaging services, many dental health and dental health specialist services available. Charles Sturt University trains allied medical health professionals, pharmacists, psychologists, nuclear medicine professionals, nurses and has most recently established a Dental School. The University of NSW has a campus of the Rural Clinical School operating from the city and Wagga is the home of the Riverina Division of General Practice.

### WAGGA WAGGA LOCAL GOVERNMENT AREA

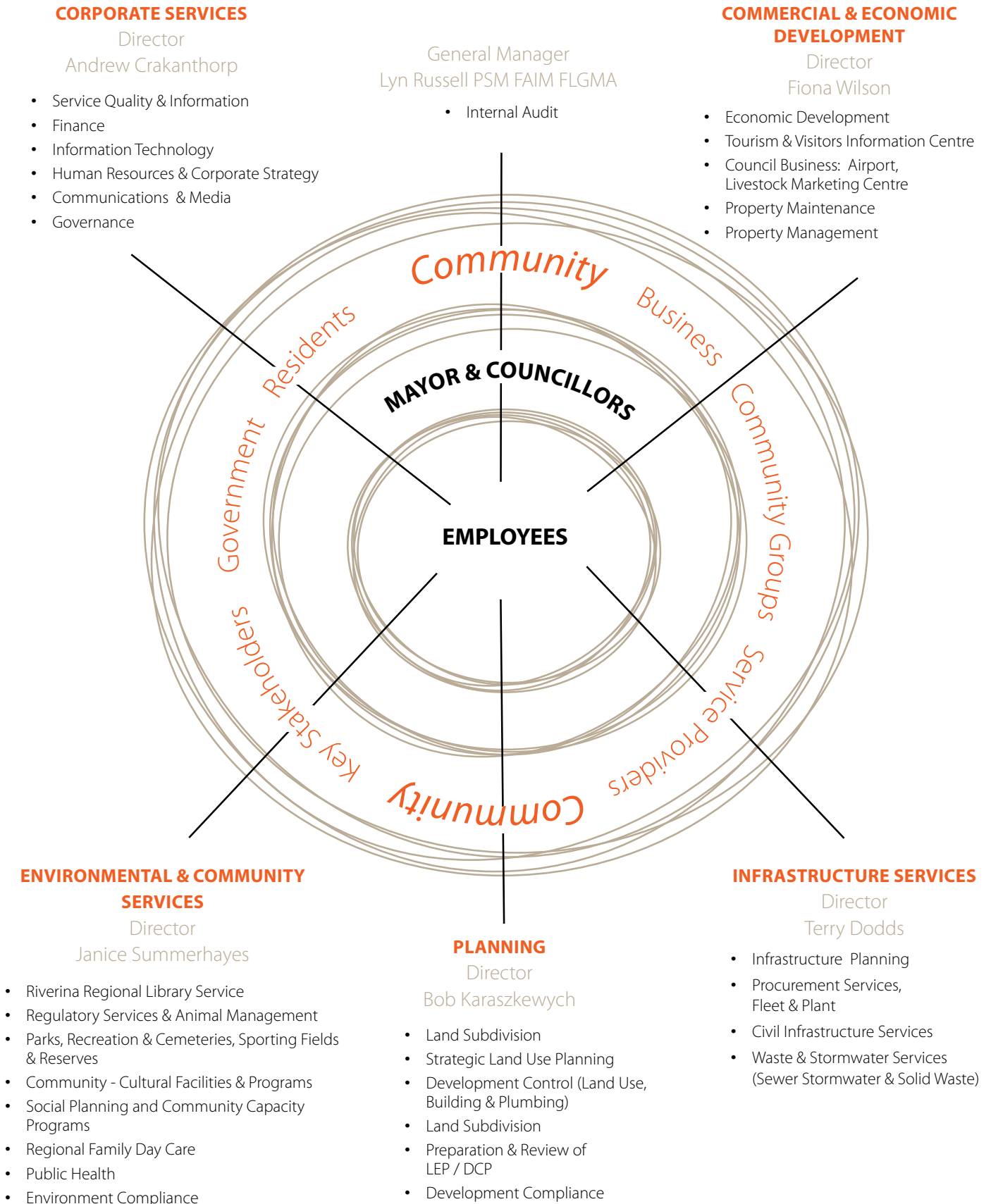
#### WHAT WE DO

- Manage 200 parks and reserves and 95 playgrounds
- Maintain a local road network of 2129 kms
- Maintain a local footpath network of 235 kms
- Provide learning to 13,456 children at Council's Library
- Administer vaccines to 617 babies, children and school students
- Collect waste and recycled materials from 43,600 households
- Provided family day care services to approx 884 children and 578 families



# Community and Council

Council has many responsibilities in serving the local community and working towards meeting the actions in the 2009/13 Management Plan. These include directly running services, maintaining and building local infrastructure, overseeing and supporting local services, working with State and Federal Governments, organisations, businesses and community groups as well as understanding and advocating for local needs.



# Excellence in Governance

Good governance means that the structures, activities and operations of the Council are conducted in accordance with the principles of legal compliance, probity, transparency, accountability, and respect for people within the Council and for all other stakeholders.

The effectiveness of Council's decision making process is dependent upon:

- A coordinated approach to the City's future (the big picture)
- Efficient administration
- Quality of information
- Communication
- Community engagement

Good governance can be broadly defined as enabling effective decision making in the interests of the whole community. In this regard, good governance is a value-adding activity ensuring a positive impact on the quality of outputs, enabling Council to meet its legislative obligations, encouraging community participation and confidence, whilst reminding Council of its accountability to the community it serves.

There are a number of ways by which Council achieves good governance – through its committee structure, engagement and consultation with the community, the endorsement and implementation of internal control and reporting frameworks, and ensuring transparency and accountability in its decision making.

## COUNCIL MEETINGS

Council meets on a monthly basis generally on the fourth Monday of each month commencing at 6pm.

At these meetings Council considers the business papers before it and makes decisions based on the content of the reports, relevant information supplied and the recommendations provided. These decisions are decisions of the whole Council and must be passed with a majority of the Council in agreement. These decisions are called resolutions and are minuted through a formal reporting process and signed off by the Mayor and General Manager. Once this occurs, the recommendations are then enacted by the General Manager.

## COMMITTEE STRUCTURE

To enable community consultation council adopted a committee structure in late 2008. All committees which existed during the term of the previous council expired as at midnight on 12 September 2008.

In undertaking this review Council considered:

- A more effective governance structure for elected Councillors and staff
- A more comprehensive mechanism for community engagement
- A robust structure that facilitates good decision making
- Enhancing public confidence in the civic leadership of the city
- Optimising the available time and resources of community members, elected representatives and staff

Council's committee structure consists of both Standing and Advisory Committees, user groups and elected representatives. Council has five Standing Committees, of which its members are made up of Council members. The five (5) Standing Committees encompass the following, which align to each Directorate of Council:

- Environment & Community Services
- Commercial & Economic
- Planning
- Corporate Governance
- Infrastructure

The Standing Committee meetings occur each month, normally in the week, two weeks prior to the Council meeting.

In addition to the above, Council also has eight (8) Advisory Committees. These Advisory Committees are made up of community representatives and were selected through an advertised expression of interest process – the eight committees are:

- Arts Advisory Committee
- Youth Advisory Committee
- Business Advisory Committee
- Recreation & Sports Advisory Committee
- Multicultural Advisory Committee
- Audit and Risk Advisory Committee
- Environmental Advisory Committee

Council also has a number of User Group Committees comprising stakeholders and staff from respective areas. These groups include the Airport Committee, Livestock Marketing Committee, River Precinct Committee and the Lake Albert Community Committee





## Excellence in Governance (Cont'd)

### INDEPENDENT REVIEWS

In addition to the above, Council also has two bodies which are focused on independent reviews as a means to ensuring good governance through transparency and accountability.

#### Audit & Risk Committee

The Audit & Risk Committee is an advisory committee to Council. Its role is to act as a key mechanism in providing independent assurance and assistance to Council on risk management, control, governance and external accountability responsibilities.

The Audit & Risk Committee consists of five members, three of which are external and independent of Council - the remaining two being Councillors.

This Committee is governed by a Charter adopted by it and Council. The charter sets out the roles and responsibilities, activities and scope of the Committee and its functions.

In addition, Council also has a full time Internal Audit Officer. The Internal Audit Officer is responsible for the provision of independent appraisal activities within Council for the review of operations. This assists Council in achieving its objectives by bringing a systematic, disciplined approach to evaluate and improve the effectiveness of risk management, control and governance processes.

As with the Audit and Risk Committee, Internal Audit is also governed by a Charter adopted by the Committee.

#### Conduct Review Panel

Councillors and Council staff are required to comply with Council's adopted Code of Conduct. The Code of Conduct assists Council in fulfilling its responsibility to serve the community and to meet effectively the requirements of its charter under section 8 of the Local Government Act 1993.

Council's Code of Conduct is derived from the Department of Local Government's Model Code of Conduct. The Conduct Reviewer/Panel's role is to enquire, give consideration to and make recommendations to Council in relation to allegations of breaches of Council's adopted Code of Conduct

The community rightly expects councillors and staff to be honest, reasonable and equitable in their dealings with them and to have the public interest at heart – the Conduct Review Panel affords the mechanism by which this expectation may be governed.

### EXTERNAL REPRESENTATION

Councillors are also represented on a number of external organisations and Committees including:

- a. Australia Day Committee
- b. Bushfire Management Committee
- c. Eastern Riverina Noxious Weeds Advisory Group
- d. Floodplain Management Authority
- e. Lake Albert Community Committee
- f. Local Traffic Committee
- g. Murray Darling Association
- h. North South Rail Corridor
- i. Public Libraries NSW – Country
- j. Riverina Conservatorium Board Of Management
- k. Riverina Regional Library
- l. Riverina Water – note that Councillors A Brown, R Kendall, W Geale, R Goodlass and L Vidler were nominated and elected members to Riverina Water County Council at the Ordinary Meeting of Council held 20 October 2008
- m. Rural Fire Service Zone Agreement Management Committee
- n. Wagga Wagga Tidy Towns

In addition the Mayor and General Manager are, by constitution or resolution, also members of the G Division of the Shires Association, Country Mayor's Association, Riverina Regional Organisation of Councils, NSW Inland Forum and Riverina Regional Cities.

### ENGAGING WITH THE COMMUNITY

Council continues to strive to be inclusive, consultative and engaging so as to facilitate a collaborative working relationship with its community through its activities and decision making. This is undertaken through the dissemination of information to community members, adoption of a committee structure, engaging with community members through forums and workshops and seeking important feedback via survey opportunities and Council's website.

#### Quarterly Community Consultations

Quarterly Community Consultations were held in 2008/09 to provide the opportunity for community members to familiarise themselves with Council's performance and its activities. It also provides a forum for community members to seek clarity through interaction with Councillors and Management via questioning, discussing different issues and raising areas of concern.



## Excellence in Governance (Cont'd)

Council is currently reviewing the way we engage with the community to determine the most effective method.

### **Village Consultations**

Council holds bi-monthly consultations with the nine (9) villages and three (3) communities across the Wagga Wagga LGA. These consultations are undertaken on a rotating basis and cover the villages of Humula, Currarwanna, Ladysmith, Collingullie, Forest Hill, Tarcutta, Oura, Mangoplah, Uranquinty, Galore, San Isidore/Kapooka and Gumly. After these consultations are held a reporting document is provided to each community setting out the issues raised and the actions taken.

### **Community Newsletters**

Council provides community newsletters on a quarterly basis in March, June, September and December and also provides a newsletter that accompanies rate notices in April, July and October. These newsletters keep the community informed of the work that Council is undertaking, activities that have been planned and achievements that have been made.

### **Management Plan Consultation**

Every year Council provides presentations to the community to explain and discuss the contents of the Draft Management Plan. This process is undertaken during the exhibition period to enable community members the opportunity to provide comment on Council's activities and planning direction.

### **Media**

On a daily basis Council provides media releases to the local media highlighting Council activities and good news stories in an endeavour to circulate Council information to the greater community. Further, important information, meeting notices, invitations to events, workshops and presentations are all advertised through the different media to ensure community awareness and participation.

### **Miscellaneous Consultation**

Council consults with the community in relation to a variety of strategic planning issues to assist in its decision making. This is facilitated by engaging with the community through workshops, seeking important feedback on a variety of issues and working with the community to determine priority areas.

### **Community Events**

During 2008/09 there were in excess of 350 events which were supported and promoted by Wagga Wagga City Council. These events included, but were not limited to, the Australia Day

Celebrations, Gold Cup Festival, Re:generate Youth Festival, Farmers' Markets, Little Big Day Out, Jazz Festival, bi annual Arts Festival, and the Twilight by the Lagoon series of concerts.

These events are supported and promoted to engage the community, encourage participation and develop a strong community focus through social interaction.

### **Council's Website**

Council has an interactive website which enables and invites survey response, feedback and comment from community members on a variety of issues, strategies and proposals. The website contains a variety of important and relevant information for community members relating to events, meeting dates and times, Councillor information and contact details, business papers and minutes, policies and regulations, services and functions.

### **Collaboration - Building Networks**

Council also continues to develop its collaborative networks to assist in the development of resource sharing opportunities, strategic planning and establish forums by which to share ideas, discuss contemporary issues and provide support to peer councils and business/community stakeholders.

### **Riverina Regional Cities**

The Riverina Regional Cities Group meets on a quarterly basis and consists of Wagga Wagga, Albury and Griffith City Councils. This Group collectively represents a population catchment of over 160,000 with its objective to present a single voice to Government on matters of mutual interest and promotion of the Riverina.

### **NSW Inland Forum**

Meetings of the NSW Inland Forum coincide with the NSW Mayor's Meetings held on a quarterly basis in Sydney. The Inland Forum consists of the Councils of Wagga Wagga, Tamworth and Dubbo. This Group collectively represents a population of over 156,000 with a catchment of 430,000. The forum's objective is to present a single voice on matters of mutual interest.

### **Memorandum of Understanding**

Council currently has a number of Memorandum of Understandings with key stakeholders in the community. These include Department of Lands, Charles Sturt University, TAFE NSW Riverina Institute, Families First Network, Wagga Medical Specialists Recruitment and Retention Committee, Department of Planning, Police Citizens Youth Club and Wagga Chamber of Commerce and Industry.

# Council's Elected Representatives

The general elections for NSW Local Government are held every four years. In September 2008, a general election was conducted to elect a new Council for the Wagga Wagga Local Government Area. At this time, a reduction in Councillor numbers was implemented, reducing the number of Councillors from 14 to 11.

The Mayor and Deputy Mayor are elected annually in September by the Councillors at a full meeting of the Council. The method by which the Mayor and Deputy Mayor are elected is resolved by Council at the meeting prior to the election occurring.

The role of Councillors is set out under sections 8 and 232 of the Local Government Act 1993 (the Act) – section 8 specifically refers to Council's Charter.

There is a very clear division of powers provided under the Act as between the Mayor and Councillors and the General Manager together with the mechanism by which such relationships are governed, including Council's adopted Code of Conduct.

In addition to sections 8 and 232 of the Act, the Mayor also has additional functions which are set out under section 226 of the Act. The General Manager's role is set out under section 335 of the Act.

Primarily, Councillors are responsible for the policy making functions of the Council, for strategic direction through planning and financial expenditure and to be representative of and provide leadership and direction to the community.

The General Manager is responsible for enacting the decisions (goals and strategies) of Council through the effective and efficient day to day operation of the Council as an organisation. This includes the management and direction of staff.

These roles are clearly defined to ensure transparent, accountable and open government which enables the trust and confidence of the community.

As the election was held within this financial year it is appropriate to recognise both the former and current members of Council.

## COUNCILLOR ATTENDANCE AT SEMINARS AND CONFERENCES

From time to time during the 2008/09 financial year Council resolved for its representation at a number of different seminars and conferences through Councillor attendance. Attendance at these events is deemed appropriate to ensure that Council is aware of contemporary issues, innovation, comparative performance and strategic direction in Local, State and Federal Government sectors. This in turn assists Council's long term planning, the identification of funding opportunities and building cooperative relationships which aid in meeting Council's objectives.

Under Council's policy – Payment of Expenses and Provision of Facilities to Councillors - all direct expenses incurred in attending on seminars or conferences, as resolved by Council, is paid by Council.

In this regard Council was represented at the following Conferences during the 2008/09 year:

- Public Libraries NSW Country
- 2008 Local Government Association Conference
- Flood Management Conference
- NSW Community Climate Summit
- G Division Conference
- LGSA Tourism Conference
- Ecoforum Conference and Exhibition
- Local Government Asset Management
- LGMA Forum
- National General Assembly of Local Government
- Shires Association Conference
- Inland Forum Meeting
- Country Mayors' Conference

## COUNCILLOR PROFESSIONAL DEVELOPMENT

In addition to attendance at appropriate conferences and seminars, Councillors also undertake professional development training in accordance with Council's adopted Training and Development Plan. In addition, Councillors also undertook an intensive induction program over the period post-election. The training undertaken by Councillors for the period include Code of Conduct, Pecuniary Interest, Meeting Practice, In addition, a number of workshops were held to ensure Councillors were enabled with the relevant skills, knowledge and information to ensure informed and effective decision making.

“At the **Local Government elections** held in September 2008, **the number of Councillors** were reduced from **14 to 11** in accordance with the 2004 Referendum results.”



# Council's Elected Representatives

In September 2008, the NSW Electoral Commission declared the poll for the Wagga Wagga Local Government Area. The following are the members of the current Council:



## COUNCILLOR KERRY PASCOE

Councillor Kerry Pascoe was first elected to Council in 2004 & has served continually since that date.

Cr Pascoe was elected Mayor in 2004, 2005, 2006, 2007, 2008 & 2009

Cr Pascoe is a member of the following Council Committees:

- Planning Standing Committee (Chairperson)
- Infrastructure Standing Committee
- Commercial & Economic Standing Committee
- Corporate Governance Standing Committee
- Environment & Community Standing Committee
- Honours Committee
- Audit & Risk Committee

External organisations and committees:

- Australia Day Committee
- Eastern Riverina Noxious Weeds Committee
- Lake Albert Community Committee
- Riverina Conservatorium
- Riverina Regional Libraries
- Wagga Wagga Tidy Towns

Home: 02 6931 0664  
Mob: 0408 692 306  
mayor@wagga.nsw.gov.au



## COUNCILLOR LINDSAY VIDLER

Councillor Lindsay Vidler was first elected to Council in 1991 & has served continually since that date.

Cr Vidler was elected Deputy Mayor in 1999, 2001, 2002, 2003, 2004, 2008 & 2009

Cr Vidler is a member of the following Council Committees:

- Environment & Community Standing Committee (Alternate)

Home: 02 6922 4806  
Mob: 0412 694 254  
councillor.vidler@wagga.nsw.gov.au



## COUNCILLOR DONNA ARGUS

Councillor Donna Argus was first elected to Council in 2008.

Cr Argus is a member of the following Council Committees:

- Planning Standing Committee (Deputy Chair)
- Environment & Community Standing Committee
- Commercial & Economic Standing Committee (Alternate Member)
- Honours Committee

External organisations and committees:

- Riverina Regional Libraries

Mob: 0407 218 101  
councillor.argus@wagga.nsw.gov.au

# Council's Elected Representatives

## COUNCILLOR YVONNE BRAID

Councillor Yvonne Braid was first elected to Council in 2008.

Cr Braid is a member of the following Council Committees:

- Corporate Governance Committee (Chairperson)
- Environment & Community Standing Committee (Deputy Chairperson)
- Planning Standing Committee (Alternate Member)
- Honours Committee

External organisations & committees:

- Riverina Regional Libraries

Home: 02 6921 4556

Mob: 0402 214 556

[councillor.braid@wagga.nsw.gov.au](mailto:councillor.braid@wagga.nsw.gov.au)



## COUNCILLOR ALAN BROWN

Councillor Alan Brown was first elected to Council in 2008.

Cr Brown is a member of the following Council Committees:

- Infrastructure Standing Committee (Chairperson)
- Corporate Governance Standing Committee (Deputy Chairperson)
- Honours Committee

External organisations & committees:

- Rural Fire Service Agreement Management Committee

Home: 02 6928 4205

Mob: 0409 284 205

[councillor.brown@wagga.nsw.gov.au](mailto:councillor.brown@wagga.nsw.gov.au)



## COUNCILLOR WAYNE GEALE OAM

Councillor Wayne Geale OAM was first elected to Council in 2008.

Cr Geale is a member of the following Council Committees:

- Commercial and Economic Standing Committee (Chairperson)
- Environment & Community Standing Committee
- Honours Committee

External organisations & committees:

- Lake Albert Community Committee

Home: 02 6926 6510

Mob: 0407 266 515

[councillor.geale@wagga.nsw.gov.au](mailto:councillor.geale@wagga.nsw.gov.au)



## COUNCILLOR RAY GOODLASS

Councillor Ray Goodlass was first elected to Council in 2008.

Cr Goodlass is a member of the following Council Committees:

- Environment & Community Standing Committee (Chairperson)
- Planning Standing Committee
- Infrastructure Standing Committee
- Honours Committee

External organisations & committees:

- Riverina Regional Libraries
- Murray Darling Association
- Public Libraries
- Riverina Regional Libraries

Home: 02 6931 7192

Office: 02 69219353

Mob: 0412 363 718

[councillor.goodlass@wagga.nsw.gov.au](mailto:councillor.goodlass@wagga.nsw.gov.au)

# Council's Elected Representatives



## COUNCILLOR GARRY HISCOCK

Councillor Garry Hiscock was first elected to Council in 2008.

Cr Hiscock is a member of the following Council Committees:

- Commercial & Economic Standing Committee (Deputy Chairperson)
- Corporate Governance Standing Committee
- Honours Committee

External organisations & committees:

- Local Traffic Committee

Home: 02 6925 7171  
Office: 02 6921 2458  
Mob: 0402 885 669  
councillor.hiscock@wagga.nsw.gov.au



## COUNCILLOR ROD KENDALL

Councillor Rod Kendall was first elected to Council in 2004 & has served continually since that date.

Cr Kendall is a member of the following Council Committees:

- Infrastructure Standing Committee (Deputy Chairperson)
- Commercial & Economic Standing Committee
- Corporate Governance Standing Committee (Alternate)
- Planning Standing Committee
- Honours Committee
- Audit & Risk Committee

External organisations & committees:

- Bushfire Management Committee
- Riverina Regional Libraries

Home: 02 6922 5563  
Mob: 0418 692 516  
councillor.kendall@wagga.nsw.gov.au

## COUNCILLOR CLINT UDEN

Councillor Clint Uden was first elected to Council in 2008.

Cr Uden is a member of the following Council Committees:

- Commercial & Economic Standing Committee
- Infrastructure Standing Committee
- Honours Committee

External organisations & committees:

- Riverina Conservatorium (Reserve member)

Mob: 0416 335 532  
councillor.uden@wagga.nsw.gov.au



## COUNCILLOR KEVIN WALES

Councillor Kevin Wales was first elected to Council in 1995 & has served continually since that date.

Cr Wales was elected Mayor in 1999, 2000, 2001, 2002, 2003 & 2004.

Cr Wales is a member of the following Council Committees:

- Corporate Governance Standing Committee
- Planning Standing Committee
- Infrastructure Standing Committee (Alternate)
- Honours Committee

External organisations & committees:

- North South Rail Corridor

Home: 02 6931 5155  
Mob: 0413 098 531  
councillor.wales@wagga.nsw.gov.au

# Former Councillors

Councillors 30 June 2008 to 12 September 2008



**COUNCILLOR KERRY PASCOE**

Councillor Kerry Pascoe was first elected to Council in 2004 & has served continually since that date.

Cr Pascoe was elected Mayor in 2004, 2005, 2006, 2007 & 2008.

Cr Pascoe served as a member of the following Council Committees:

- Australia Day Committee
- Commercial Strategy Committee
- Exhibition Centre Committee
- Sister City Community Committee
- Honours Committee
- Audit Committee
- Policy & Strategy Committee



**COUNCILLOR MARK GOODEN**

Councillor Mark Gooden was first elected to Council in 1999 & served continually until 2008.

Cr Gooden served as a member of the following Council Committees:

- Livestock Marketing Centre Committee
- Honours Committee
- Policy & Strategy Committee



**COUNCILLOR JAN HAY**

Councillor Jan Hay was first elected to Council in 2004 & served continually until 2008.

Cr Hay was also elected Deputy Mayor from 2006 to 2008.

Cr Hay served as a member of the following Council Committees:

- Livestock Marketing Centre Committee
- Marketing & Tourism Committee
- Honours Committee
- Tidy Towns Committee
- Policy & Strategy Committee



**COUNCILLOR JOHN HARDING**

Councillor John Harding was first elected to Council in 1987 & served continually until 2008.

Cr Harding was elected Mayor from 1997 - 1999

Cr Harding was also elected Deputy Mayor from 1990 - 1995

Cr Harding served as a member of the following Council Committees:

- Civic Theatre Committee
- Honours Committee
- Audit Committee
- Regional Art Gallery Committee
- Policy & Strategy Committee

External organisations & committees:

- Riverina Conservatorium of Music



**COUNCILLOR BRIAN ANDREWS (PSM)**

Councillor Brian Andrews was first elected to Council in 2004 & served continually until 2008.

Cr Andrews served as a member of the following Council Committees:

- Civic Theatre Committee
- Honours Committee
- Riverina Regional Library Committee
- Sister City Community Committee
- Policy & Strategy Committee



**COUNCILLOR ROD KENDALL**

Councillor Rod Kendall was first elected to Council in 2004 & has served continually since that date.

Cr Kendall served as a member of the following Council Committees:

- Honours Committee
- Policy & Strategy Committee



**COUNCILLOR PETER DALE**

Councillor Peter Dale was first elected to Council in 1983 & served continually until 2008.

Cr Dale was elected Mayor in 1995, 1996 & 1997

Cr Dale served as a member of the following Council Committees:

- Airport Committee
- Honours Committee
- Policy & Strategy Committee



**COUNCILLOR KERRY GEALE**

Councillor Kerry Geale was first elected to Council in 2004 & served continually until 2008.

Cr Geale served as a member of the following Council Committees:

- Marketing & Tourism Committee
- Exhibition Centre Committee
- Regional Art Gallery Committee
- Honours Committee
- Policy & Strategy Committee



**COUNCILLOR MICHAEL GEORGIU**

Councillor Michael Georgiou was first elected to Council in 1995 & served continually until 2008.  
Cr Georgiou served as a member of the following Council Committees:

- Sister City Community Committee
- Riverina Regional Library Committee
- Honours Committee
- Policy & Strategy Committee

“Prior to 27 June 2006, Council had 15 elected representatives.

On 27 June 2006 Councillor Col Kohlhagen tendered his resignation.

Due to ministerial dispensation Council was not required to conduct a by-election and were able to proceed forward with 14 elected representatives.”



**COUNCILLOR LINDSAY VIDLER**

Councillor Lindsay Vidler was first elected to Council in 1991 & has served continually since that date.  
Cr Vidler was elected Deputy Mayor in 1999, 2001, 2002, 2003, 2004 & 2008.  
Cr Vidler served as a member of the following Council Committees:

- Traffic Committee
- Honours Committee
- Policy and Strategy Committee



**COUNCILLOR KEVIN WALES**

Councillor Kevin Wales was first elected to Council in 1995 & has served continually since then.  
Cr Wales was elected Mayor in 1999, 2000, 2001, 2002, 2003 & 2004.  
Cr Wales served as a member of the following Council Committees:

- Honours Committee
- Policy & Strategy Committee



**COUNCILLOR DIANA SIMPSON**

Councillor Diana Simpson was first elected to Council in 1999 & served continually until 2008.  
Cr Simpson served as a member of the following Council Committees:

- Wagga Wagga City Library Committee
- Riverina Regional Library Committee
- Honours Committee
- Policy & Strategy Committee
- Floodplain Risk Management Committee



**COUNCILLOR KEN KLEMKE**

Councillor Ken Klemke was first elected to Council in 2004 & served continually until 2008.  
Cr Klemke served as a member of the following Council Committees:

- Marketing & Tourism Committee
- Museum of the Riverina Committee
- Honours Committee
- Policy & Strategy Committee



**COUNCILLOR KAREN WRIGHT**

Councillor Karen Wright was first elected to Council in 1999 & served continually until 2008.  
Cr Wright served as a member of the following Council Committees:

- Exhibition Centre Committee
- Riverina Regional Library Committee
- Wagga Wagga City Library Committee
- Honours Committee
- Policy & Strategy Committee

# Some of Council's Services

SERVICE/LOCATION	WHAT IT OFFERS
<b>Community and Cultural Services</b>	
Civic Theatre & Performance Spaces	Based in the Civic Precinct on the banks of the Wollundry Lagoon, the Wagga Wagga Civic Theatre is the heart of performing arts within the community. The theatre provides world class arts and entertainment to the people of Wagga Wagga and surrounding regions.
Wagga Wagga City Library	Wagga Wagga City Library is a community hub for recreation and information with something for everyone. Over 700 visitors per day access the following: Book Clubs; Storytime; School Tours; Free Internet Access; Community Displays; Author Talks and Seminars. Or they visit online for: 24/7 Homework Help; to Reserve a book; Ask a Question; use YourTutor; Book Computers; Upload a Book Review; and, Contribute to the History Wiki - Wagga on the Web.
Wagga Wagga Art Gallery	The Wagga Wagga Art Gallery provides an innovative public art gallery with large temporary exhibition spaces, the Links Gallery and E3 art space dedicated to local artists, stimulating public programs and a stand-alone gallery to exhibit the National Art Glass Collection.
Museum of the Riverina	The Museum of the Riverina is responsible for the care and interpretation of the city's social history collections; community engagement through education and public programs and special events; and management of two museum sites.
Wagga Crematorium, Lawn & Historic Cemeteries	Management of the Wagga Wagga Lawn Cemetery and Crematorium, Monumental Cemetery and rural cemeteries at Uranquinty, Tarcutta, Currawarna and Humula is provided.
Glenfield Road Animal Shelter	Ranger services including vehicle impounding, parking infringements and Animal Shelter are provided.
Regional Family Day Care Service	Family Day Care provides quality care for children up to 12 years of age in the homes of Carers and In-Home Care for families in the family home.
Social Planning	Social Planning implemented external grant and rate payer funded community and cultural development projects and events for youth, women, seniors, people with disabilities and those from culturally and linguistically diverse and Indigenous backgrounds. Other projects focussed on community safety and crime prevention, increased physical access and mobility awareness. Recurrent Federal and State funded community capacity building programs were implemented to improve social cohesion. Social planning, research and policy development and grant submissions were completed.
Environmental Sustainability	The provision of a range of programs and services to manage and enhance the natural environment and community wellbeing.
<b>Parks and Recreation</b>	
Parks & Gardens/Reserves	Parks and Gardens/Reserves provides maintenance of various parks and gardens including the Botanic Gardens and Zoo which contains a diverse range of animals and exhibits.
Oasis Regional Aquatic Centre	The Oasis Regional Aquatic Centre maintains many attractions including the 25 Metre Indoor Pool, Bolton Park Sports Stadium, Children's Playground, leisure area featuring Australia's first wave ball, beach, water features and the Turbo Pool and Program Pool.
Recreation and Sportsgrounds	Council maintains and manages over 50 sportsgrounds including major complexes such as Jubilee Park, Bolton Park, the Wagga Wagga Exhibition Centre and Rawlings Park to name just a few. A large number of diverse sporting groups and a wide range of sporting codes are catered for through the provision of these facilities. Council also coordinates a range of recreation programs and facilities.
<b>Council Businesses/Tourism</b>	
Visitor Information Centre and Tourism Development	The Visitor Information Centre and Tourism Development Services includes events support, industry development and promotion of Wagga Wagga's attractions, services and facilities to visitors and residents. The Centre operates an online accommodation and ticketing system, has a comprehensive range of souvenirs, local products, information on tourism destinations throughout Australia and provides information packs for newcomers to the region.
Livestock Marketing Centre	The Wagga Wagga Livestock Marketing Centre is the premier livestock market in Australia. Each year about two million sheep and 130 000 cattle are sold through the Centre.
Wagga Wagga Airport	The airport provides daily commercial flights to Sydney and Melbourne and is the location for aviation maintenance providers, charter and pilot training operators, general aviation parking and fuelling services.
<b>Infrastructure Services</b>	
Maintenance and Construction	The maintenance and construction of sealed and unsealed roads, bridges, carparks, kerb and gutter, footpaths, cycleways, shared paths, bus shelters, linemarking, road signs and street furniture.
Gregadoo Waste Management Centre	The centre operates as a solid waste landfill, servicing the city and surrounding villages and rural areas within the Wagga Wagga Local Government Area.
Sewer Treatment Works	Situated at Koorungal and Narrung Street these works treat sewage collected from Wagga Wagga South, Bourkelands, Ashmont, Turvey Park, Mt Austin, Tolland, Glenfield Park, Cartwrights Hill, Estella, Northern Industrial Area, Koorungal, Tatton, Lake Albert and the pressure sewer from East Wagga and Gumly Gumly.
Flood and Stormwater Management	Operation and maintenance of a comprehensive stormwater network that includes many kilometres of enclosed concrete pipes, open drains, channels, culverts, flood pumps and flood gates, and extensive levee bank system and flood control structures. The system is critical in maintaining the environmental quality of our waterways and reducing the risk of flood.
Kerbside Waste Collection	Council's domestic kerbside waste collection service comprises a three bin system that includes a 120 litre household garbage bin that is collected weekly, a 240 litre commingled recycling bin that is collected fortnightly and a 240 litre green waste bin that is collected on the alternate fortnights to the recycle bin.
<b>Administration Services</b>	
Bob Osborne Skills Centre	Room hire available for corporate training.
Civic Centre Customer Service	Enquiries, lodgement of Development Applications, payment of rates are offered by Civic Centre Customer Service.

# Human Resources Activities

During 2008/09 The Human Resources Division was responsible for the following functions across the organisation:

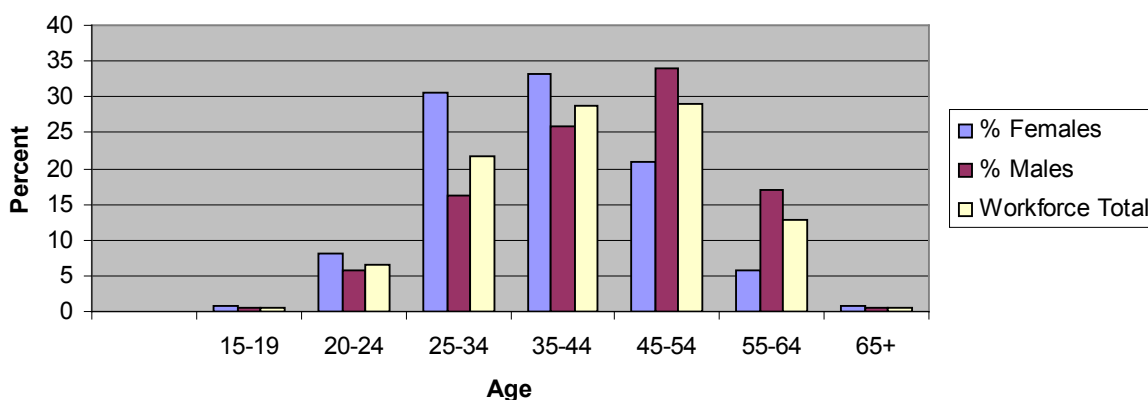
- Human Resource Planning
- Recruitment, Selection and Induction
- Workplace Relations
- Education, Training and Development
- Performance Planning and Development
- Occupational Health & Safety
- Corporate and Strategic Planning
- Continuous Improvement



## WORKFORCE PROFILE

During 2008/09 Council spent approximately \$25,000,000 on staff wages.

Workforce by Age as at 30 June 2009:



## Staff turnover

In 2008/09 44 people left our employment, the retention of staff has improved over the last twelve months with turnover now at 10% being a reduction of 7% from the previous twelve months.

REASON FOR LEAVING	Total
Resignation/Retirement	39
Redundancy	1
Deceased	2
Employment Terminated	2
Total Departures	44

## Employment

Distribution of staff as at 30 June 2009, as follows:

EMPLOYMENT TYPE	FTE No
Full Time Permanent	392
Part Time Permanent	30.98
Trainees/Apprentices	1
Vacancies	22
FTE Total	445.98
Full Time Temporary	4
Part Time Temporary	2
Full Time Contract	0
Casuals	160

Of these positions, 13.87 receive funding externally through a number of State and Commonwealth Government departments.

“In 2008/09 44 people left our employment, the retention of staff has improved over the last twelve months with turnover now at 10%, a reduction of 7% from the previous twelve months.”

# Human Resources Activities (Cont'd)

## Recruitment

During 2008/09 101 new employees commenced with Council, 55 in a permanent full time capacity. The recruitment of specialist skills remains challenging in the current tight labour market. Despite this, Council was able to recruit three Directors and five Managers to the organisation.

Council launched its Traineeship Program in September 2007 with thirteen trainees and apprentices commencing.

Five trainees have since completed their traineeships, with one progressing to a Certificate IV qualification and two others successful in gaining permanent employment with Council.

Three new trainees have commenced in the areas of customer service, business administration and stores while all others are progressing through their training.

In September 2006 Council successfully introduced an induction program for new employees and this program has continued to evolve over the past year to better meet the needs of the organisation and the new employees.

## Work Experience

During the 2008/09 financial year, Council hosted 68 work placements for students from schools throughout the Riverina, TAFE students, university students and special needs students.

Students completed placements in the following areas:

- Family Day Care
- Wagga Wagga City Library
- Wagga Wagga Art Gallery
- Tourism
- Social Planning
- Museum
- Administration
- Ranger Services
- Civic Theatre
- Parks & Gardens
- Civil Engineering

- Information Management
- Botanic Gardens Zoo
- Oasis

## Volunteers

Council appreciates the outstanding efforts and services volunteers provide and recognises that they are integral to the success of many of our community and cultural services. In 2008/09 volunteers contributed their time and skills to enhancing Council services and programs across a number of areas, including Library, Art Gallery, Museum, Parks and Gardens, Zoo, Glenfield Road Animal Shelter and Event Management.

## Employee Recognition

During 2008/09 Council continued its Employee Award Program. The awards comprise a certificate and a catered lunch and were given for individual performance, team performance and projects.

## Employee Consultation

Council consults with staff through a variety of mechanisms including team meetings, the staff intranet, staff newsletters and a joint staff Consultative Committee. In 2009 Council formed Directorate Consultative Committees to improve the consultative processes within each Directorate, as well as ensuring that the voices of employees within the Directorates are heard.

## Staff Social Club

The Staff Indoor Social Club and Outdoor Social Club is open to all staff and provides a range of fun activities for both families and individuals throughout the year. Strong friendship and networks have formed between staff with the added benefit of enhancing our organisations efficiency and teamwork.

## Employee Assistance Program

Council's Employee Assistance Program provides a confidential counselling service to all staff and their immediate families. Services provided as part of this program include:

- Individual counselling
- Inter-agency referrals
- Mediation

## Workplace Safety

Council has a pro-active Occupational Health and Safety Risk Management System which includes 25 trained OH&S representatives elected by employees across Council as well as employer's representatives. Procedures are subject to continuing review and change.

MONTHLY FIGURES												
Year ended 30 June 2009	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June
<b>Compensation Claims</b>												
General Manager's Department												
Corporate Services		1					1		1			
Environment and Community Services	1		1	1	1			1		1	1	
Infrastructure Services	2	4	2	3	2	2	3		1	1	1	1
Planning Services												
Commercial & Economic Development				1			1					
<b>Total Claims</b>	<b>3</b>	<b>5</b>	<b>3</b>	<b>5</b>	<b>3</b>	<b>2</b>	<b>5</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>1</b>
<b>Total Incapacity</b>												
General Managers Department												
Corporate Services												
Environment and Community Services	121	159	167	174	38						15	
Infrastructure Services	45	45	91	68	326	106		53	182	114	221	395
Planning Services												
Commercial & Economic Development				22	235	8	68		6	80		
<b>Total Hours Lost</b>	<b>166</b>	<b>204</b>	<b>258</b>	<b>264</b>	<b>599</b>	<b>114</b>	<b>68</b>	<b>53</b>	<b>188</b>	<b>194</b>	<b>236</b>	<b>395</b>



## Human Resources Activities (Cont'd)

Council provides six one hour sessions over a two year period per staff/family member. Additional sessions are available at a cost to the employee and session details remain confidential. Council receives quarterly statistics from the service provider based on data collected from employees participating in the program.

During the 2008/09 financial year, Council provided 51 counselling sessions to staff and their immediate families.

### Corporate Library

Council has a wide variety of personal development books for staff to borrow including; Stephen Covey's The Seven Habits of Highly Effective People, The Leaders Handbook by Peter Scholtes and Tool Time for Business by Langford which aims to assist staff in choosing and implementing quality improvement tools.

### ACHIEVEMENTS

#### Promoting a Healthy workforce

Seminars promoting healthy lifestyle were introduced during the year with emphasis on causation of hypertension, heart disease and diabetes. Council has an arrangement with local psychologists for the carriage of a confidential employees assistance programme and Council also offers a pre-tax arrangement for payment of gymnasium memberships. Influenza Management strategies were introduced. Voluntary immunisation for influenza is available.

#### Online performance management

In 2008/09 Council streamlined the Individual Performance and Development process after receiving feedback from staff on how the previous process could be improved. The process can now be done on-line through employee self-service, unlike the previous process which was paper based. The new process has received positive feedback from staff and provides an opportunity for all employees to set clear performance goals for the next twelve months, as well as identifying opportunities for improvement and personal development.

#### Service Recognition Awards

Wagga Wagga City Council in 2008, launched its new framework for recognition of employee long-service to the organisation. The contribution of employees reaching 15 years or more service with Council is now recognised by way of a formal dinner and presentation in the presence of peers, family and Councillors.

#### Pre employment medical procedures

Council has recently introduced a more robust process for pre-employment medical checks with shortlisted applicants now undertaking a comprehensive assessment which may include a general health check, functional assessment, hearing test and drug and alcohol screening.

#### Community Survey

During February 2009, Council planned and designed a community survey to measure the community's views, ideas and suggestions. The survey was distributed to 2,000 randomly selected residents and made available via Council's website and various Council points. A total of 443 surveys were received. The areas for improvement for council included: Council's financial management, town planning and opportunities for the community to participate in decision making. To view the results from the Community Survey and implementation report visit Council's website or contact Council's Customer Service Centre.

#### Employee Opinion Survey

An employee opinion survey was carried out in June 2008 with an overall improvement in satisfaction across the board. A further survey has been completed in July 2009 showing an overall improvement in staff satisfaction.

#### Bronze award for 2007/08 Annual Report

Council was successful in obtaining a bronze award for excellence from the Australasian Reporting Awards for its 2007/08 Annual Report.

#### Leaders Workshops

Council held quarterly Leadership Workshops during 2008/09 to improve the leadership of the organisation as indicated by employees in the 2008 Employee Survey.

#### The Wagga Way

In 2004, Council adopted the Business Excellence Framework – Australia with the objective to enhance Council systems and streamline processes to create efficiencies across our services.

During 2008, Council also introduced a Service Quality initiative which will further help Council to deliver the right services to customers. To continue Council's commitment to continuous improvement and best practice staff commenced training in Stephen Covey's The Seven Habits of Highly Effective People in 2009. The leadership team have also commenced Principle Centred Leadership enhancing the level of quality leadership throughout the organisation.

FOCUS	METHODOLOGY
Systems and processes	Business Excellence Framework/tools +
Customers	Service Quality programme and tools +
Employees and Councillors	Principle-centred leadership programme and Seven Habits +
=	"The Wagga Way"



# Human Resources Activities (Cont'd)

## CHALLENGES

### Retaining staff

Retention of staff has improved over the last twelve months with turnover now at 10% being a reduction of 7% from the previous twelve months.

Council has established Directorate Consultative Committees to ensure staff have a voice in the organisation. The committees have been extremely successful with a range of suggestions and recommendations being made to improve their working life.

### Attracting staff

Attracting applicants with the necessary skills and qualifications in specialist fields such as engineering, town planning and building surveying has been difficult. These skills are in short supply within our region and it has proven difficult to attract applicants from metropolitan areas.

## LOOKING AHEAD

### Online recruitment

In 2009/10 Council will launch on-line recruitment. This will provide a greater level of service to customers and enable more efficient processing of applications.

### Workplace Agreement

Commencement of negotiations for a sophisticated Wagga Wagga City Council workplace agreement, likely to include:

- customer service commitment
- business excellence commitment
- a wide range of "employer of choice" strategies, including:
  - "zero harm" workplace health and safety philosophy
  - family friendly initiatives
  - improved working conditions for employees
  - flexible work arrangements
- commitment to translation of values and principles into behaviours
- building a culture of measurement eg. customer service KPIs

### Workforce planning

Skills shortages, an ageing population, the pace of technological change and changing customer expectations are some of the issues which have been the catalyst for the development of a Workforce Plan. Development of Council's Workforce Plan commenced in March 2009 with all Directors, Managers and Human Resources staff undertaking training in June. The Workforce Plan is due for completion in March 2010 and will drive a range of human resource initiatives over the short, medium and long term.

### Organisational Values and Vision

The current organisational values were developed in 2004. To allow for ownership of the corporate values for all staff and Council, Council will embark on a review during 2009.

The Vision will also be reviewed in consultation with the community as part of the 2030 community visioning exercise Council will be undertaking in 2009.

### Whichwaywagga - vision 2030

In 2009/10 Council will engage the community in developing a 2030 Community vision, this vision is designed to engage our whole community in scenario planning for the future.

## LEARNING AND DEVELOPMENT

The Learning and Development team are focused on ensuring all training is designed, developed and delivered to meet the core objectives of this business area, these objectives include;

- Improving and developing a workplace learning culture in line with corporate values

- Improving our capabilities in leadership, strategic planning, and service delivery
- Producing a learning and development plan consistent with the current and future skill requirements of Council and councils Workforce Plan and Individual Performance Plans
- Ensuring a structured and flexible process to personal and professional development at WWCC
- Offering professional development opportunities that link with our Employer of Choice Strategy

### Corporate Training

The main focus areas for corporate training for 2008/09 were:

Introducing new programs targeting:

- Leadership Development
- Service Quality
- Strategic and Community Planning
- Communication & Consultation
- Time, Task and Project Management
- Disability and Access Awareness
- Conflict Resolution and Complaint Handling

Continuing ongoing training and education in:

- Business Excellence and Improvement Processes
- Infrastructure and Asset Maintenance programs
- Frontline Management and New Supervisor programs
- Staff Plant and Machinery Operation skills
- OH&S, Emergency and Risk Management programs
- Legislative and Policy requirements
- Information Technology skills
- Records Management and Information Access
- Arts and Libraries skill enhancement programs
- Cultural Awareness
- Council's Code of Conduct
- Trade, Technical and Professional skills

### Existing Worker Traineeship (EWT) Program

Council continued to apply for Federal/State funding to enable current employees to obtain nationally recognised qualifications as part of the existing worker traineeship program. In 2008/09 a number of staff across Council were involved in courses under this scheme including:

- Infrastructure services staff training in Certificate III in Civil Construction
- Ranger services staff undertaking a Certificate IV in Local Government: Regulatory Services program
- Visitors Information Centre staff completed their Certificate III in Tourism Operations program

### Trainee and Apprentice Training

Council also continued to support its apprentices and trainees through a number of trade, technical and professional qualification programs with the support of local New Apprenticeships Centres (NAC's).

### Education and Training Assistance Program

Council's policy to provide education and training assistance for employees completing formal studies outside work through TAFE and Universities was once again well accessed with employees participating in programs ranging from Certificate IV and Diploma courses provided through TAFE and OTEN through to undergraduate and post-graduate programs.

## Human Resources Activities (Cont'd)

Council is focused on achieving its goal of becoming an Employer of Choice and will continue strategy development over the next four (4) years to ensure the organisation can attract and retain talented, quality staff.

The below table displays the Divisional Business Plan actions linked to the Governance sphere in the 2009/2010 Management Plan.

The priorities for 2009/10 will be:

MANAGEMENT PLAN PROJECT/SERVICE	OBJECTIVE	ACTIONS
Employee Attraction and Retention	Implement the outcomes from the Workforce Plan including the Attraction and Retention Strategy and Succession Plan	<ul style="list-style-type: none"> <li>• Conduct Employee Opinion Survey</li> <li>• Develop Online Recruitment system</li> <li>• Develop an Online Performance Management system to improve effectiveness</li> <li>• Report Staff Turnover Statistics to Management</li> <li>• Develop flexible recruitment and retention policies and practices</li> <li>• Review and improve existing policies for Apprenticeships and Cadetships</li> <li>• Review Leadership Development Program</li> <li>• Facilitate training for all staff across Council</li> <li>• Facilitate involvement in LGMA Challenge</li> </ul>
2030 Visioning Project	Co-ordinate delivery of visioning project for the community	<ul style="list-style-type: none"> <li>• Conduct Community Survey</li> <li>• Review Council's Vision and Mission</li> <li>• Review of Council's Organisational Values</li> </ul>
EEO Management Plan	Implement strategies from Equal Employment Opportunity (EEO) Management Plan	<ul style="list-style-type: none"> <li>• Ongoing maintenance and review of EEO Management Plan and activities</li> </ul>
OH&S	Prioritise and implement Audit outcomes from State Cover	<ul style="list-style-type: none"> <li>• Introduce new Incident Reports/ Investigation module</li> <li>• Review existing Pre-employment Medical Procedures</li> <li>• Review and obtain software to improve Safe Work Method Statements</li> </ul>
Regional Local Government Service	Investigate the provision of Human Resource Services for the Regional Local Government Area	<ul style="list-style-type: none"> <li>• Be a resource sharing facility for other Local Government Council's in the Region</li> <li>• Participate in Regional and State Human Resources Working Groups</li> </ul>



## Financial Snapshot

The Financial Statements and Auditor's Reports confirm that Council has maintained its sound financial position as at 30 June 2009. The financial reports also highlight the significant financial challenges which lie ahead for Council.

Whilst the Net Operating Result for the year reported in the Income Statement is a deficit of \$39.71 million, this result includes a number of one-off adjustments as follows:

- \$42.4 million – Revaluation Decrement for Roads
- \$0.93 million – Revaluation Decrement for Investment Properties
- \$7.28 million – Provision for Remediation of former Gasworks site
- \$2.14 million – Advance payment of Financial Assistance Grant

If not for these adjustments, the operating result would have been a surplus of \$8.76 million.

Council's overall cash and investments has increased during 2008/09, from \$63.4 million to \$77.93 million. The additional cash and investments held, reflect in the main, funds held to complete the Sewer 2010 upgrade of the Koorngal and Narrung Street Sewerage Treatment Plants and the completion of a number of major road upgrade projects along the Glenfield Road Corridor. Much of Council's cash and investments is restricted in its use to specific purposes by external agencies, legislation and Council resolution. The amount of unrestricted cash and investments has decreased slightly from \$6.3 million to \$5.5 million.

The high levels of volatility in global financial markets has impacted negatively on Council's investment returns in 2008/09 and on Council's overall financial performance. Whilst Council has avoided investing in sub-prime mortgage securities or other financial instruments such as Collateralised Debt Obligations (CDO's), the performance of managed funds has been poor which is consistent with overall market conditions.

Council in June 2008 adopted a (\$300,000) deficit budget for the 2008/09 financial year. The 2008/09 end of year result of a (\$312,000) deficit is considered satisfactory given the difficult investment climate and associated poor returns.

The available working capital of \$3.67 million together with a further \$34.8 million held in discretionary reserves is considered satisfactory to manage the day to day operating requirements and provides Council with a capacity to respond to an unforeseen event or opportunity.

The Balance Sheet and key financial indicators confirm that Council remains in a sound financial position as at 30 June 2009 and Council is well placed to address the financial challenges which lie ahead. These financial challenges facing Council include:

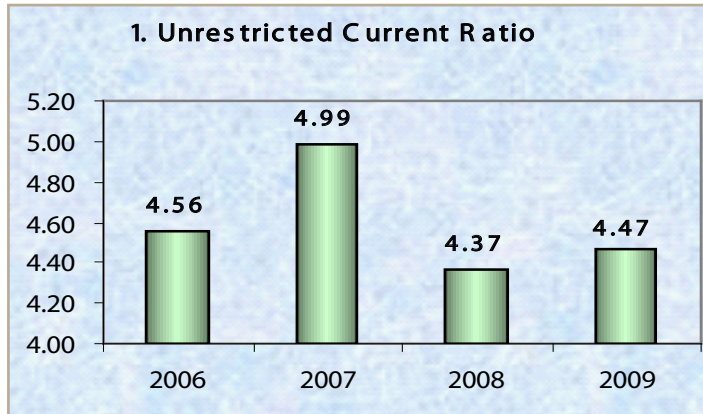
- The requirement to implement a Remediation Action Plan on the former gasworks site in Tarcutta Street.
- The need to establish additional road and rail associated infrastructure at Bomen to enable the economic growth of the City.
- Implementation of Master Plans including the Airport, Bomen, Livestock Marketing Centre, Riverside Precinct and Bolton Park.
- Possibility of continued volatility in financial markets which may impact on investment returns in the short term at least.
- Despite the increase in rating income generated by the Special Rating Variation, there is still a significant gap between the maintenance levels required to maintain infrastructure to a satisfactory level and the actual annual budget allocations for maintenance. This shortfall is estimated to be in excess of \$5M noting however that the annual funding shortfall has reduced significantly since the introduction of the Special Rating Variation and the funding from the continuing Road to Recovery Program.
- The annual budgetary allocation for infrastructure renewal is insufficient to enable the renewal of all items of infrastructure on an optimal basis. The current balance of the Infrastructure Reserve is \$3.1M and ideally the balance of this reserve needs to keep increasing.

“Council remains in a sound financial position as at 30 June 2009 and Council is well placed to address the financial challenges which lie ahead”

# Financial Snapshot (Cont'd)

## KEY FINANCIAL INDICATORS

The Key financial ratios which provide an indication of the liquidity and financial capacity demonstrate that Council is in a sound financial position that can provide a firm basis for the continued operations of Council.



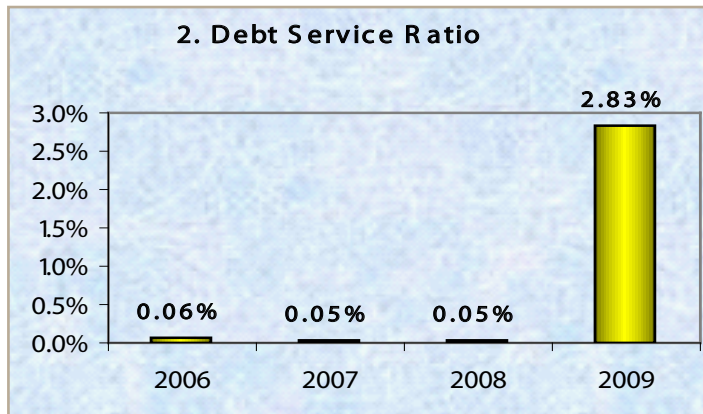
#### Purpose

To assess the adequacy of working capital and its ability to satisfy obligations in the short term for the unrestricted activities of Council.

#### Commentary on 2008/09 Result

The ratio shows Unrestricted Current Assets of \$46.8M at 4.46 times unrestricted Current Liabilities of \$10.5M (2008 4.37 times). This ratio reflects Council's relatively strong liquidity position.

A ratio of 2:1 or better is generally viewed by the Local Government industry as good.

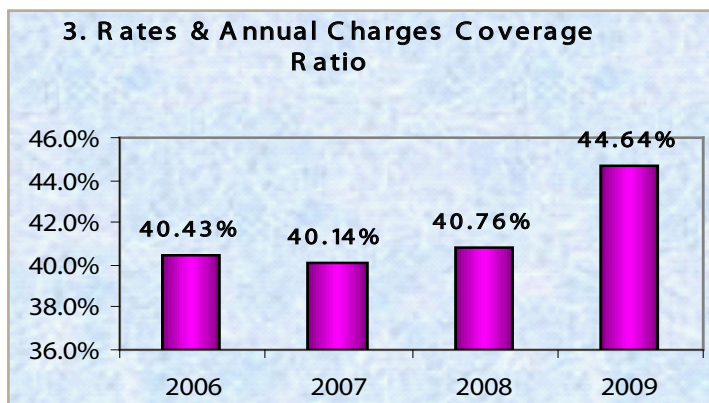


#### Purpose

To assess the impact of loan principal & interest repayments on the discretionary revenue of council.

#### Commentary on 2008/09 Result

The ratio shows Debt Service Costs of \$2M with Revenue from Continuing Operations of \$69.9M - 2.83%. With the introduction in 2008/09 of the \$40M Sewer 2010 Capital Project which is externally funded, this 2.83% is still a satisfactory percentage. The Department's accepted benchmark for the debt services ratio is less than 10%.

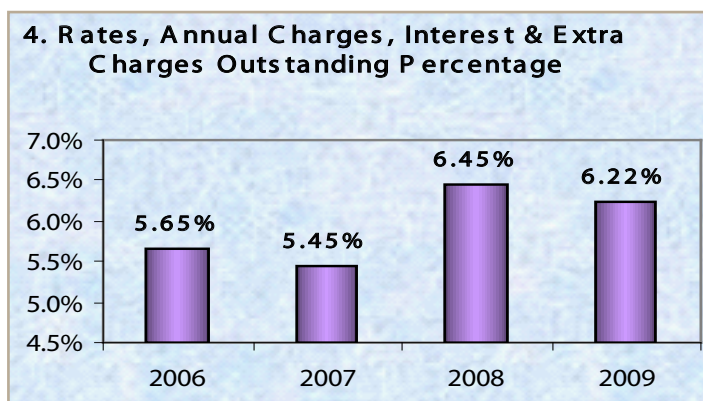


#### Purpose

To assess the degree of Council's dependence upon revenue from rates and annual charges and to assess the security of Council's income.

#### Commentary on 2008/09 Result

The ratio shows of Council's total revenue, 44.64% is attributable to the collection of Rates and Annual Charges. This has increased from 40.76% in 2008, which reflects the increased dependence upon revenue from the collection of rates and annual charges, which is a secured income source.



#### Purpose

To assess the impact of uncollected rates and annual charges on Council's liquidity and the adequacy of recovery efforts.

#### Commentary on 2008/09 Result

Outstanding rates, annual charges and extra charges were \$2.6M (2008 \$2.5M) representing 6.22% of collectable rates and annual charges of \$42.6M (2008 \$38.4M).

The decrease in this ratio from 2008 reflects the successful recovery action of outstanding debts in 2009.

## Access and Equity

The Local Government (General) Amendment (Community and Social Plans) Regulation 1998 was introduced to promote a more inclusive community by ensuring that council services are responsive to community needs and diversity.

The Regulation is designed to assist Council to:

- Promote fairness in the distribution of resources, particularly to those most in need
- Recognise and promote people's rights and improve the accountability of decision makers
- Ensure that people have fairer access to the economic resources and services essential to meeting their basic needs and improving their quality of life
- Give people better opportunities for genuine participation and consultation about decisions affecting their lives

The Regulation requires all Councils to:

- Develop a social/community plan or its equivalent and to submit it to the Department every five (5) years
- To include in their management plan and annual report a statement about the access and equity activities planned or undertaken by Council

Access and Equity activities and strategies for Council's Management Plan are defined as those which benefit the broad community and/or particular mandatory target groups of the social/community plan.

Access and Equity Outcomes will be delivered in line with the Wagga Wagga City Council Community Social Plan and as required by legislation.

The Access and Equity outcome report is located in the Legislative Requirements section of this document. All items have been tagged with an A&E symbol to enable reporting of these items.

## State of the Environment

The 2008/09 comprehensive State of the Environment (SoE) Report covers the reporting requirements outlined in Section 428 of the Local Government Act 1993.

Under Section 403 of the Local Government Act 1993, the SoE Report should guide the development of the following year's Council Management Plan. In particular, the Council Management Plan must contain "a statement of the principal activities that the Council proposes to conduct", and that the statement must include:

"Activities to properly manage, develop, protect, restore, enhance and conserve the environment in a manner that is consistent with and promotes the principles of Ecologically Sustainable Development (ESD requires the effective integration of economic and environmental considerations in Council's decision-making processes)."

In order to better achieve this, Council has recently developed the draft 'Wagga Wagga Environmental Sustainability Strategy 2009-2013'. The Strategy aims and objectives have been developed to incorporate the outcomes of research and community engagement during its development and is integrated with key documents such as the SoE report Council's Community Strategic Plan.

The Strategy highlights the important role environmental sustainability plays in place-making and the objectives are aligned with the State of the Environment themes of Water, Waste, Heritage, Land, Biodiversity,

Climate, Air & Energy. A number of key initiatives are outlined for each area, to be actioned by Council. Importantly, the objectives also reflect the integration of environmental sustainability with Social, Economic and Governance considerations.

The Strategy aims to improve the sustainability of the local environment, balance the needs of the built and natural environments and ensure development strengthens the connection between the community and the natural environment to create a sense of place and enhance community well-being.

The objectives of the Strategy are outlined as follows:

### LAND

Develop Sustainable built environments for current and future generations through effective land management and planning

### CLIMATE AIR & ENERGY

Improve air quality and reduce the impact of climate change by educating the community and reducing both energy consumption and greenhouse gas emissions

### WATER

Integrate management strategies to encourage water conservation and enhance and protect water quality

### BIODIVERSITY

Effectively manage the natural environment so that biodiversity is understood, enhanced and protected

### WASTE

Minimise our environmental impact by using alternative technologies and implementing effective waste management strategies

### HERITAGE

Effectively manage heritage and Aboriginal culture so it is understood, enhanced and protected

### GOVERNANCE

Continuously improve systems and practices at Wagga Wagga City Council to become a leader in sustainable environmental management

### SOCIAL

Promote environmentally sustainable principles for healthy living through community initiatives

### ECONOMIC

















Effectively manage partnerships to facilitate and enhance environmentally sustainable economic development

The State of the Environment Report is available by contacting Council on 1300 2 WAGGA or by visiting Council's website [www.wagga.nsw.gov.au](http://www.wagga.nsw.gov.au)

# Performance Summary

The following four pages provides a snapshot of Council's performance in the four key spheres; Social, Economic, Environment and Governance. The 'Performance Against Objectives' section of the Annual Report outlines this information in more detail providing an overview of Council's achievements, future plans and challenges. To assist readers in easily identifying how Council has performed against the strategies in the strategic plan icons show which actions are 'completed' which ones are 'in progress' and those actions that are 'not yet completed' (see below key).

## Social

GOAL/STRATEGY			RESULT
<b>1.1 A vibrant and attractive place that offers a range of lifestyle choices and a liveable environment</b>			
1.1.1	Market the range of lifestyle choices		
1.1.2	Improve connections to the river and the environment which enhance the natural feel of the river precinct		
1.1.3	Strengthen opportunities for shopping, dining and entertainment		
<b>1.2 A growing, diverse and dynamic community</b>			
1.2.1	Develop the central business district as the regional commercial and retail centre whilst encouraging local neighbourhood hubs		
1.2.2	Facilitate higher population density in central Wagga and near neighbourhood		
1.2.3	Facilitate the provision of a range of housing types in a manner which builds strong residential communities		
1.2.4	Facilitate equal access for residents to community services and facilities		
1.2.5	Develop and promote partnerships for regional community programmes		
1.2.6	Acknowledge and celebrate diversity within the community		
1.2.7	Identify changing community needs and provide leadership to the community		
<b>1.3 A broad range of leisure, sport, cultural and educational pursuits for the varying needs of the community</b>			
1.3.1	Provide opportunities for life-long learning, social interaction and creativity		
1.3.2	Provide a range of social, sport, recreation and cultural services, facilities and programs for all stages of the life cycle		
1.3.3	Establish integrated community/cultural/tourism facility at the river precinct		
<b>1.4 A safe, healthy and active community</b>			
1.4.1	Encourage and facilitate an active and healthy community		
1.4.2	Support and promote the safety, health and wellbeing of the community		
1.4.3	Support preventative public and environmental health programs		

Completed











In Progress



Not Completed



## Economic

GOAL/STRATEGY			RESULT
2.1	A strong, sustainable and well balanced economy that generates growth & employment opportunities		
	2.1.1	Stimulate prosperity through economic development strategies	
	2.1.2	Identify and attract business to ensure a well-balanced economy	
	2.1.3	Increase national and international exposure as a preferred location for business, recreation and tourism through appropriate branding	
	2.1.4	Work proactively with key stakeholders to ensure essential services are provided to meet the needs of the community	
2.2	Sustainable infrastructure and services that support current and future needs of the community		
	2.2.1	Provide and maintain appropriate infrastructure and services to support current and future needs	
	2.2.2	Develop cost effective infrastructure maintenance and renewal strategies	
2.3	A skilled workforce that accomodates the changing needs of the city		
	2.3.1	Work together with government, private sector, education, employment and community groups to develop regional partnerships and investment in training	
	2.3.2	Engage with key stakeholders to facilitate labour availability through the promotion of career opportunities, whole of lifespan employment options and flexible and affordable lifestyle choices	

**Completed**



**In Progress**















**Not Completed**





## Environment

GOAL/STRATEGY		RESULT
<b>3.1 An integrated approach to water resource management</b>		
3.1.1	Facilitate research and planning for a Integrated Resource Plan for Urban Water to ensure water conservation, reuse and efficiency	
3.1.2	Develop and promote partnerships with key stakeholders	
<b>3.2 A sustainable built and natural environment</b>		
3.2.1	Maintain a contemporary Local Environment Plan and vision for the city	
3.2.2	Promote the principles of ecological sustainable development	
3.2.3	Promote stewardship and best practice land use policies to protect the environment and enhance the economy	
3.2.4	Encourage development that protects biodiversity and natural ecological processes	
<b>3.3 Sustainable management of natural resources</b>		
3.3.1	Manage waterways and land use to minimise environmental impact	
3.3.2	Protect, enhance and rehabilitate native vegetation and ecosystems to enhance biodiversity	
3.3.3	Support and promote the improvement of ambient air quality	
3.3.4	Encourage the community to participate in programs to enhance the environment	
<b>3.4 Promote environmental sustainability</b>		
3.4.1	Minimise the city's ecological footprint and reduce resource consumption through greater energy efficiency and renewable energy technologies	
3.4.2	Minimise waste to landfill through reduce, reuse and recycle strategy	
3.4.3	Reduce greenhouse gas emissions across the local government area	
3.4.4	Facilitate community education for the achievement of a sustainable environment	

**Completed**



**In Progress**














**Not Completed**



# Performance Summary (Cont'd)

## Governance

GOAL/STRATEGY		RESULT
4.1		
4.1.1	Promote a clear strategic direction & vision for the future of the region	
4.1.2	Embrace leadership for the region	
4.1.3	Promote Council as a regional service provider	
4.1.4	Build and foster relationships, strategic networks and work collaboratively with all levels of government, non-government organisations, the private sector and community groups	
4.2 Effective and transparent leadership that enjoys the support and confidence of the community		
4.2.1	Council implements best practice ethical and corporate governance standards	
4.2.2	Engage and effectively consult with the community and foster participation and collaboration	
4.3 Council's operations and activities are effective, efficient and customer focussed		
4.3.1	Develop and maintain a "best practice" proactive Council that is recognised as a leader in its field	
4.3.2	e-Enable all relevant council services	
4.3.3	Implement strategies to ensure excellence in customer service	
4.3.4	Become an employer of choice	
4.4 Council has the necessary financial, human and other resources and management systems to provide appropriate services and infrastructure		
4.4.1	Establish agreed levels of service and infrastructure provision to ensure they are aligned with community needs and build Council's financial and management capacity to deliver	
4.4.2	Empower and enable employees to undertake their roles through adequate resources, skills and knowledge	

Completed



In Progress



Not Completed



# The Planning Process of Council

Wagga Wagga City Council has developed a solid planning framework to ensure that it is better able to deliver agreed services and strategic objectives to the community.

Based on the planning framework contained in the Department of Local Government's discussion paper "Integrated Planning and Reporting for NSW Councils" released during 2006, Councils model encompasses a 10 year Community Strategic Plan, a four year Management Plan and a one year Business Plan for each division. Employees also have an Individual Performance and Development Plan which outlines their key objectives for the year and is linked through this planning framework.



## COMMUNITY STRATEGIC PLAN – 2008/2012

The Wagga Wagga City Council Community Strategic Plan – 2008/18 was adopted in early 2008, and was developed in consultation with Councillors, Community and Staff to outline the strategic direction for Council and the wider community. The Community Strategic Plan will be reviewed in early 2010. A full copy of the Community Strategic Plan can be accessed on Council's website [www.wagga.nsw.gov.au](http://www.wagga.nsw.gov.au).

## MANAGEMENT PLAN

Council's Management Plan establishes the operational requirements for the organisation each financial year. This plan is in place so identified strategic goals are achieved in line with the Strategic Plan. The Management Plan is also linked to the ten year long term financial plan.

In 2008, Council developed a four year Management Plan which will enable Council to develop greater alignment of our objectives to the NSW State Plan and Department of Local Government strategies, which will facilitate longer term planning and sustained achievement of, works and services for the community.

## ANNUAL REPORT

The Annual Report reports against the actions outlined in the Management Plan in the Performance Against Objectives section. The Annual Report is the key point of accountability between Council and its community.

## DIVISIONAL BUSINESS PLANS

All Divisions across Council develop a Business Plan which outlines how the responsible Divisions will achieve the Strategic and Management Plan objectives of the organisation for that financial year. These plans are used for internal reporting to assist managers in collecting data to make informed decisions.

## INDIVIDUAL PERFORMANCE AND DEVELOPMENT PLAN

Every employee at Council develops an IPP with their Supervisor. The agreed IPP outlines the employee's responsibilities and specific actions required for completion from their Divisional Business Plan. The IPP also outlines learning and development opportunities for the employee to enable them to improve their skills to perform their job more effectively in the future.



# Performance Against Objectives

The following section of the 2008/09 Annual Report addresses the measure of performance against the 2008/12 Management Plan in four key spheres – Social, Economic, Environment and Governance.

At the start of each sphere we will briefly detail the major achievements and future plans for 2008/09, whilst mentioning the challenges at the end.

The index below shows the colour of each sphere to ensure ease of navigating through this section.

Actions marked blue have been 'completed' or are still 'in progress' and those marked with red are 'not completed'. A reason for variation has been provided for items not completed.

-  **Social** (Highlights, Future Plans, Performance, Challenges)
-  **Economic** (Highlights, Future Plans, Performance, Challenges)
-  **Environment** (Highlights, Future Plans, Performance, Challenges)
-  **Governance** (Highlights, Future Plans, Performance, Challenges)



## WE FOCUS ON:

- 1.1 A vibrant and attractive place that offers a range of lifestyle choices and a liveable environment
- 1.2 A growing diverse and dynamic community
- 1.3 A broad range of leisure, sport, cultural and educational pursuits for the varying needs of the community
- 1.4 A safe, healthy and active community

# Social

## Achievements

### CIVIC PRECINCT CONSERVATION PLAN

In 2009 the National Award Winning Civic Precinct building celebrated its tenth birthday. It is timely therefore, that Council undertakes the development of a conservation plan that will consider the ongoing conservation management of this late twentieth century building and precinct within a heritage framework.

### CULTURAL FUNDING 2010

A range of applications have been submitted to Arts NSW and the Australia Council under their current grant funding rounds. In addition to the existing triennial funding for the Museum of the Riverina, Council's Wagga Wagga Art Gallery has also been invited to apply for triennial funding for 2010. This invitation is a significant achievement and is in recognition of the growing reputation of the Wagga Wagga Art Gallery from a regional and state perspective.

### WAGGA WAGGA EXHIBITION CENTRE

Council completed construction of new Junior Rugby League fields and proposed amenities block at the Exhibition Centre. Other works completed include the new grandstand and ground improvements at Senior Rugby League and the sealing of roads within the Exhibition Centre precinct. Total project costs for these works were \$1.7million.

### COMMUNITY GRANTS PROGRAM

Council's Annual Community Grants Program provided the Wagga Wagga community over \$160,000 during 2008/09. The grants program aims to support local not-forprofit community-based groups, organisations and services and in some categories individuals. Community Capacity Programs Council has partnered with other sectors of government and the community to deliver a range of community capacity programs. Some of these include: community events, indigenous programs, housing support and youth programs.

## Future Plans

### MENS SHED

This project will provide a large new facility for this group at Best Reserve Ashmont.

### MASTER PLANS FOR BOLTON PARK PRECINCT AND EXHIBITION CENTRE

A consultant has been awarded the project and discussions have commenced with Recreation officers. The preparation of these master plans is expected to take approximately six months, along with consultation with Council and the community during the process.

### AMPHITHEATRE

This project has been revised to build shade over the stage at the Victory Memorial Gardens. Designs are being prepared and construction is proposed to commence in January 2010.

### LADYSMITH DEVELOPMENTS

Following consultation with the local Ladysmith community on Saturday 23 May 2009, residents have decided to build a BMX track, install multi-sport goal posts (rugby

league, AFL and soccer) and improve the existing playground (add swings). Designs and plans will be developed by the end of June 2009 and presented to the community in July. Construction will commence in August 2009.

### CURRAWARNA DEVELOPMENTS

The play company Moduplay developed designs to improve the existing playground at Currawarna. The designs were finalised by the end of June 2009 and construction is proposed to commence in August. Improvements will also be carried out to the barbecue facilities at the park.

### LIBRARY LEARNING COMMUNITY STRATEGY

The Library plans to investigate and develop a Community Strategy in 2009/10.

### ASHMONT COMMUNITY CENTRE

Council was successful in receiving funding for the construction of the Ashmont Community Centre. Construction will continue throughout 2010.

### NATIONAL STUDENT GLASS PRIZE 2010

The hosting of the inaugural National Student Glass Prize 2010 incorporates five universities from across/around Australia.

### DEVELOPMENT OF THE NATIONAL STUDENT GLASS PRIZE (NSGP)

The Wagga Wagga Art Gallery is developing an exciting new initiative the National Student Glass Prize. The NSGP will be a National competition established to reward and promote innovation and excellence in contemporary glass within the student sector.

### WAGGA WAGGA ALCOHOL MANAGEMENT STRATEGY

Council has entered into a partnership with the Australian Drug Foundation and been successful in receiving grant funds from the Alcohol Education and Rehabilitation Foundation Ltd (AER) inc to develop an alcohol management strategy for the Local Government Area.

# Social Performance

## 1.1 A vibrant and attractive place that offers a range of lifestyle choices and a liveable environment

### 1.1.1 Market the range of Lifestyle Choices

#### S1.1.1 Cultural Facilities Marketing Strategy - Status 75%

Develop a cultural facilities Marketing Strategy

##### **General Performance**

The Cultural Marketing Survey was completed across all facilities and the results were integrated into the draft cultural marketing strategy, completed June 2009. The draft will be finalised in conjunction with the City Branding Strategy delivered by Corporate Services

#### S1.1.2 Tourism Website - Status 100%

Maintain contemporary information on activities available for residents and visitors - A&E

##### **General Performance**

Visitation statistics are now being recorded for the Tourism Website. Since going live, there has been a total of 18,338 visits to the site which includes regular visitors. Many requests are now being received via the website whereas in the past these were received by email. Visitors are requesting copies of the visitor guide, drive guides and information packs. Visitors can also provide feedback on their satisfaction with the site.

#### S1.1.3 Conference/event Organisers and Group Markets - Status 100%

Actively promote Wagga Wagga as an ideal destination for the conference, event and group markets - A&E

##### **General Performance**

We have now made available the group tour planner on the new Tourism Website. Group planners are now able to request a copy of this guide by filling in a request form on the website

##### **Highlight**

24 guided city tours were conducted during the 2009 financial year, many event organisers have been assisted in bidding with and promoting their events. Wagga Wagga has been successful in securing the IFAA World Bowhunter Championships for 2011 with expected numbers of 600-800

Meetings have been held with Defence personnel for the purpose of investigating how we can develop closer working relationships. Wagga Wagga City Council already works very closely with both Defence bases by providing information packs for new personnel moving to the city, hosting a Welcome to Wagga Wagga function, guided tour of the city each year, and assisting families and friends with information on Wagga Wagga when visiting the city for Marchouts

#### S1.1.4 Visitor Information Points - Status 100%

Develop Visitor Information points at key attractions and locations throughout the City to provide easy access to information and encourage visitors to do more - A&E

##### **General Performance**

Staff continue their monthly visitation of updating/restocking the information at all visitor information points

### 1.1.2 Improve connections to the river and the environment which enhance the natural feel of the river precinct

#### S1.2.1 Riverside Wagga Wagga - Status 75%

Continued collaboration with Department of Lands to develop a concept plan for the river precinct

##### **General Performance**

The Riverside Precinct MOU between Council and NSW Department of Lands was signed by the Mayor and Minister for Lands Tony Kelly in June 2008. A Working Group comprising Council and Lands representatives was established along with the appointment of Project Managers from each organisation

Consultants began work on the development of a draft master plan in May 2009. Community consultation and stakeholder meetings have and continue to occur throughout the planning stage. A draft master plan is anticipated to go on public exhibition in November 2009

Riverside Wagga Wagga will enhance the natural environment and provide access to the river for social and recreational activities along with identifying appropriate commercial activities. Riverside Wagga Wagga will provide opportunity to re-engage with the iconic Murrumbidgee River that flows through the heart of the City

##### **Highlight**

Close to 1000 people have shared their views and ideas for Riverside through formal meetings, face to face interviews, surveys and ongoing stakeholder meetings. This number is expected to grow throughout the planning stage with further consultations scheduled in the lead up to and during the public exhibition of the draft plan



# Social Performance

## 1.1.3 Strengthen opportunities for shopping, dining and entertainment

### S1.3.2 Wagga Wagga Development Control Plan - Retail - 60%

In conjunction with Economic Development through the use of land use policy or strategic plans encourage innovation and development of shopping, dining and entertainment areas through innovative and relevant development controls to support retail objectives in the Local Environment Plan - A&E

#### **General Performance**

Work is continuing to ensure Development Control Plan provisions protect environmental values whilst achieve quality social and built environment outcomes

#### **Highlight**

Submissions from the public have highlighted the need for Council to reconsider some draft provisions in relation to land zoned for retail purposes

## 1.2 A growing, diverse and dynamic community

### 1.2.1 Develop the central business district as the regional commercial and retail centre whilst encouraging local urban and village neighbourhood hubs

#### S1.3.1 Community Facilities - Status 60%

Identify community facilities such as child care, community centre, open space and retail centres in structure plans developed for new release areas in conjunction with Community Services and Economic Development- A&E

#### **General Performance**

The review of all of the 276 submissions is progressing. The Wagga Wagga City Council Planning Panel and the Wagga Wagga City Council have yet to respond on each of the 276 submissions

#### **Highlight**

Character assessments are being undertaken for the villages and a study is under way of all under-developed lands in the local government area, as a basis for future urban consolidation

### 1.2.2 Facilitate higher population density in central Wagga Wagga and near neighbourhood hubs

#### S2.2.1 Higher Density Development - Status 60%

Ensure the Local Environment Plan (LEP) 2008 and Development Control Plan (DCP) controls to incorporate areas for housing options in dividing higher density development with relevant development controls

#### **General Performance**

Investigations are progressing on potential inner city sites prospective for mixed-use redevelopment primarily to accommodate low to medium-rise, medium-density residential housing options to improve the availability of housing choice in the market place

#### **Highlight**

Work includes identifying opportunities for higher density residential/mixed use development in the inner areas of the CBD

### 1.2.3 Facilitate the provision of a range of housing types in a manner which builds strong residential communities

#### S2.3.1 Wagga Wagga Development Control Plan - Status 50%

Encourage innovation in the design and development of housing through innovative and relevant development controls - A&E

#### **General Performance**

276 submissions had been received on the draft LEP2008. Those submissions will be reviewed by the Wagga Wagga City Council Planning Panel. A Public Forum was conducted on the 5, 6 & 7 August to hear individuals on their submissions

#### **Reason for Variation**

This project is not yet completed as public hearings are yet to be held on the few contentious issues raised in submissions

#### S2.3.2 Subdivision/Development Monitoring Report - Status 40%

In conjunction with Economic Development and Subdivision Coordinator prepare a subdivision/development monitoring report using returns from developers on number of lots produced, sold, available etc, and type and rate of growth in other land uses

#### **General Performance**

There was some activity in this period with monthly reports to both the Wagga Wagga City Council Planning Panel and the Wagga Wagga City Council Planning Standing Committee providing an analysis of statistical data and trends with respect to applications for Building approval, development and change of use

#### **Reason for Variation**

This project is ongoing



## Social Performance

### 1.2.4 Facilitate equal access for residents to community services and facilities

#### S2.4.1 Cultural Plan - Working with the Cultural Facilities - Status 100%

Deliver annual and seasonal cultural public programs, exhibitions, performances and projects through Museum sites, Art Gallery and National Art Glass Gallery spaces, Civic Theatre and performance spaces, City Library and mobile Library services - A&E

##### **General Performance**

- All quarterly cultural guides delivered successfully maximising co-location marketing opportunities
- Additional display bus shelter signage being negotiated with McDonalds
- Successful implementation and delivery of three months of integrated cultural program and projects across all facilities for Mawang (Altogether) Biennial Winter Festival
- Successful adoption of Public Art Policy and set up of Public Art Advisory panel including implementation strategy in association with relevant facilities
- Combined facility education package produced and distributed to all schools in Local Government Area. Regular meetings delivered across facilities which realised successful and efficient co-ordination of program delivery

##### **Highlight**

The cultural development officer role continues to work closely with the four cultural facilities to assist in delivering a cohesive marketing approach achieved through various tools eg Cultural Guide, co-ordinated advertising and static signage to maximise resource allocation. The Biennial Winter Festival Project Mawang (Altogether) - Celebrating Indigenous Culture 2009 is a key example of a successful fully converged project that features the effective combination of branding and community capacity programming



## Social Performance

### S2.4.2 Cultural Plan - Status 100%

Delivery of programs/projects against the priorities in the Cultural Plan for this period

#### General Performance

- Delivery of programs/projects and priority period actions all implemented
- Public art policy adopted, panel selected and implementation plan actioned
- Audit of existing public art works completed and documented
- Successful launch and delivery of integrated cultural festival across all facilities for Mawang (Altogether) Biennial Winter Festival through May and June
- Mobile library services extended across additional neighbourhoods and villages to increase access  
Successful delivery of Twilight by the Lagoon with participation numbers significantly increased
- Cultural networks with ERAP, ARCC, Conservatorium of Music, RCC, CSU and Gearstick maintained and expanded:-  
Including:
  - input and delivery of ERAP strategic and business plan 2010 - 2012
  - Joint classical concerts across cultural facilities in conjunction with the Conservatorium of Music
  - Regional Community Orchestra construction and performance between the Conservatorium of Music, the Australian Army Band-Kapooka and Civic Theatre
  - Strategic partnerships such as the Charles Sturt University Cultural Accord renewed
  - 60th Anniversary exhibition with Wagga Wagga Art Society held in Wagga Wagga Art Gallery
- Participation in youth programs increased in line with Regenerate Youth festival, Youth Week and dedicated cultural facility programs and workshops
- More efficient and effective marketing of facilities and calendar of events realised through successful delivery of integrated quarterly cultural guides, online programs and targeted marketing through events such as Mawang (Altogether) program

#### Highlight

The Public Art collection has been photographically recorded and this resource will be used to develop Public Art merchandising materials, also initial negotiations have commenced for a partnership exhibition with Riverina Media Group (Design Studio) in 2010

### S2.4.3 Community Social Plan - Status 100%

Review and Implement Community Social Plan priorities for - A&E

#### General Performance

All priorities in the Social Plan 2003-8 have been implemented and reviewed. Significant time frame advantages have been realised in relation to planning priorities as Community planning consultations for all of the rural villages have been brought forward to be completed by the end of December 2009. This will allow inclusion the inclusion of community consultation information into the DCP and completes this process well ahead of planned date by 2013. Additional infrastructure funding through the federal infrastructure program has also brought forward a range of social outcomes into current year allowing increased recreational and community access for leisure and culture due to upgrades in children's playgrounds around the city and villages, selected rural hall upgrades and the construction of a youth adventure playground as part of the botanic gardens upgrade project

# Social Performance

## S2.4.4 Neighbourhood/rural village cultural services - Status 100%

Deliver cultural and social programs at neighbourhood/rural village localities - A&E

### General Performance

Access and Equity. The division has had a range of Special projects delivered over the quarter aimed at equity and access in Tolland. Mawang (Altogether) Biennial Winter Festival over June - August has provided many opportunities for social inclusion including the production of a Mural at Tolland Community Centre launched in June. Other projects included the Bangarra Dance Theatre workshop for 35 students at Mt Austin High School with complimentary attendance at the main Saturday night performance on 6th June 2009. Mini social plan consultations have been held from April through to the end of July for all villages throughout the Local Government Area. Draft plans are expected to be completed in line with the new DCP. This has brought forward this planning phase by approximately 18 months. The Annual Community Grants process opened in April 2009 for a range of community grants including community development, financial assistance, heritage and rural halls and villages. Mobile Library Services to urban Wagga Wagga areas were extended to include Tolland, Ashmont, Estella, Koorungal, Glenfield and Kapooka

### Highlight

Community consultations were conducted throughout the Local Government Area for Community Social Plans undertaken in March 2009 to July 2009. All villages to have community consultation in line with DCP for villages by end July 2009. Mobile Library services were extended to enhance village outreach including urban neighbourhoods such as Ashmont, Tolland, Estella, Koorungal, Glenfield and Kapooka

## 1.2.5 Develop and promote partnerships for regional community programmes

### S2.5.1 Government and non Government funding in rural and regional programs - Status 100%

Secure partnership funding levels for social and cultural services

### General Performance

Partnership funding levels secured for all existing programs. Housing NSW funding utilised in Housing Communities Program running from Tolland Community Centre. Families NSW new round funding received and being utilized for ongoing programming with young Indigenous parents. Department of Ageing, Disability and Home Care funding received for ongoing Development officer program and additional funding available for Aboriginal Development Officer position. NSW Attorney General's funding for Safer Compact project "Reduction of Stealing from Motor Vehicles" is now fully expended. A new application is being prepared

### Highlight

NSW Attorney General's Safer Compact project is finalised with successful outcomes in well received positive promotion, a carpark audit and updated signage

## 1.2.6 Acknowledge and celebrate diversity within the community

### S2.6.1 Delivery of programs/projects against the priorities in the Cultural Plan for this period - Status 100%

Establish a cultural and social foundation

### General Performance

Relationships with key sector stakeholders strengthened by:

- Renewal of CSU cultural accord  
Participation in the input and delivery of Eastern Riverina Arts Program's Strategic Plan and Business Plan for 2010/2012
- Increased networking with partner organisations such as Riverina Community College, Association of Riverina Cultural Clubs and other cultural groups to maximise outcomes in relation to funding sources and project opportunities  
Increased internal engagement strategies with other divisions within council such as parks and recreations to improve cultural outcomes as well as communication and consultation around public art maintenance and joint project implementation of new projects such as the Kidsville Public Art Project and upgraded playgrounds around the local government area
- Successful implementation of the strongly branded three month program for Mawang Altogether Winter Festival across all facilities involving a wide range of activities and projects celebrating Indigenous Culture
- Input for an Ability Festival into the Christmas 2009 corporate strategy to increase access and equity outcomes

### Highlight

The implementation of the first public art work under the new Public Art Policy is a direct result of the internal partnership between Parks and Recreation and Community Services. It has provided an opportunity for Public Art to be integrated into the fabric of the Botanic Gardens. Public Art will be included in a number of forms:- as furniture and also as a site specific entrance to the Kidsville playground upgrade

# Social Performance

## 1.2.7 Identify changing community needs and provide leadership to the community

### S2.7.1 Community Leadership - Status 100%

Continue to foster relationships with the Community Services and Planning Development Group (COSPAD) to identify changing community needs

#### General Performance

Through the COSPAD forum a tri government arrangement for programs and facilities were achieved in meeting disadvantaged populations particularly focusing in Wagga Wagga suburbs of Tolland and Ashmont. The key areas being the Housing Community Assistance Program, Aboriginal Family Support Program and funding for a new Ashmont Community Facility, along with a range of on the ground recreational, social/health and cultural events and programs

#### Highlight

That services, programs and facilities are being delivered to disadvantaged communities through tri level government agreements across numerous organisations and agencies. The key areas being the Housing Community Assistance Program, Aboriginal Family Support Program and funding for a new Ashmont Community Facility, along with a range of on the ground recreational, social/health and cultural events and programs

## 1.3 A Broad range of leisure, sport, cultural and educational pursuits for the varying needs of the community

### 1.3.1 Provide opportunities for life-long learning, social interaction and creativity

#### S3.1.2 Increased access to information and public programs through a range of mediums for all ages - Status 100%

Ensuring public access to a range of mediums including emerging & new technologies for cultural & social engagement of our community - A&E

#### General Performance

Ensuring public access to a range of mediums including emerging and new technologies and social engagement in our community. Some of these include:

- Facility programs and event brochures published across all cultural faculties, Social Planning and Regional Family Day Care Service.
- Program marketing and promotion delivered through quarterly guides, website presence, print media and regular updates across network contacts.
- Regenerate Youth Festival utilised website as a primary source of promotion and interaction for the first time in 2009.
- Wagga Wagga City Council Social Plan placed on corporate website for access by community, stakeholders and industry professionals.
- Community Directory 2009 catalogue completed and placed on line.
- Online engagement strategies continue to be developed across cultural institutions especially in relation to social networking opportunities.
- Access Aware subscription endorsed in order to increase availability of online information for the disability sector around mobility and pedestrian issues across Wagga Wagga.
- Internet sessions held for Seniors and community members to build capacity and skills throughout the period at the Wagga Wagga City Library and the Seniors Centre.
- New resident information sessions held monthly through the Welcome to Wagga Program including the annual Defence Force Welcome.
- Mobile library services extended to 16 sites across the Local Government Area.
- Advisory committees set up for youth, multicultural, indigenous and arts sectors as a formal mechanism for strategic advice and engagement.
- Engagement consultations delivered to all villages in relation to the development of individual village community plans.
- Wagga Wagga Regional Family Day Care produced and distributed the Children's Services Directory. This document is also available online

## 1.3.2 Provide a range of social, sport, recreation & cultural services, facilities & programs for all stages of the life cycle

### S3.2.3 Events - Status 100%

Support Tourism Events on internet, publications and media activities - A&E

#### General Performance

The tourism division supported well over 400 events during the 2008/09 Financial Year. These events were promoted on the tourism website, in the monthly "Whats On" and through the staff at the visitor information centre.

Council's events strategy is currently under review and development

# Social Performance

## S3.2.4 Parks/Major Assets - Status 100%

### General Performance

Council staff are continuing to maintain the Botanic Gardens and Zoo to a high standard to meet community expectations

### Highlight

The recent announcement of funding for a new playground, toilet facility and BBQ area for the Gardens has been received positively by the Wagga Wagga community

## Maintain Botanic Gardens and Zoo - A&E - Status 100%

### General Performance

Council staff are continuing to maintain the Botanic Gardens and Zoo to a high standard to meet community expectations.

### Highlight

The recent announcement of funding for a new playground, toilet facility and BBQ area for the Gardens has been received positively by the Wagga Wagga community

## S3.2.5 Recreation and Open Space Strategy - Status 75%

Implementation of the Recommendations from the Recreation and Open Space Strategy

### General Performance

Numerous items are currently being implemented through either the provision of new or replacement facilities. Examples of relevant projects that address this area include the development of Senior and Junior Rugby League facilities, research into and master planning for the upgrading of Robertson Oval and the development/expansion of the Exhibition Centre, and other smaller scale development and support projects. Recreation program items that have been implemented include BMX competitions being held, drafting of a healthy life style guide for older adults, free sporting programs promotion for the city, initial meetings on a soccer development strategy and others.

### Highlight

Current development projects which are meeting a number of the Strategic requirements such as the completion of Senior Rugby League facilities at the Exhibition Centre and the on going development of Junior Rugby League facilities at the Exhibition Centre

## S3.2.6 Exhibition Centre Development - Status 100%

Progressively develop the centre as per Master Plan - A&E

### General Performance

Development of the Exhibition Centre site in line with the area Master plan is on track. Senior Rugby League facility development is complete. The Junior Rugby League facility development has begun. The field development component has been completed. The Amenities Building development begins in July 2009. Development of the road network within the site and addressing the entry and exit issues is expected to begin in the coming months. The Sports ground lighting development project will be put on hold due to the current budget being fully allocated

### Highlight

The Senior Rugby League venue development and the Junior Rugby Field Development is now completed the amenities Building development has begun

## 1.3.3 Establishing integrated community/cultural/tourism facilities within the Murrumbidgee River precinct

### S3.3.1 Cultural/Tourism Facility for Visitor/Community Access - Status 75%

Staged development of a new facility at the river precinct that integrates tourism and cultural activities - A&E

### General Performance

The Riverside Precinct MOU between Council and NSW Department of Lands was signed by the Mayor and Minister for Lands Tony Kelly in June 2008. A Working Group comprising Council and Lands representatives was established along with the appointment of Project Managers from each organisation

Consultants began work on the development of a draft master plan in May 2009. Community consultation and stakeholder meetings have and continue to occur throughout the planning stage. A draft master plan is anticipated to go on public exhibition in November 2009

### Highlight

Community consultation has indicated a desire to interpret and celebrate the rich cultural heritage of the river and city. A new cultural centre linking with the existing civic and cultural precinct has been identified to contribute to sharing and celebrating the identity of the community. Meetings have been held with various stakeholder groups including from the performing arts, educational institutions, museums and heritage, indigenous community, youth, multicultural community, visual arts and business representatives

# Social Performance

## 1.4 A safe healthy and active community

### 1.4.1 Encourage and facilitate an active and healthy community

#### S4.1.1 Increase useability of healthy assets - Status 43%

Facilitate fitness training policy in parks - A&E

##### General Performance

A draft policy on the use of parks and sports grounds by personal trainers and group personal trainers has been prepared

##### Reason for Variation

The policy requires further review prior to being put before Council

#### S4.1.2 Shared pathways in the city and surrounds - Status 25%

Identify shared pathway links and list projects for funding consideration - A&E

##### General Performance

General review of the 1998 WWCC Cycleway plan has occurred. Asset Condition Assessment Officers are currently collecting the information on the status of the current Cycleway network. Shared pathways form part of the Cycleway network

##### Reason for Variation

A new Cycleway plan will be drafted in the coming months by the newly formed Bikeway Plan Management Team, which will identify the missing links in the current network and the level of funding required to address them

##### Highlight

Review of the current Cycleway Plan and the drafting of a new plan through the Bikeway Plan Management Team is continuing. Condition Assessment of the current Cycleway/Shared pathway network is underway

### 1.4.2 Support and promote the safety, health and wellbeing of the community

#### S4.2.1 Build and foster relationships with Emergency Services Organisations - Status 100%

Coordinate Local Emergency Management Committee Meetings annually - A&E

##### General Performance

The Local Emergency Management Committee meets quarterly through the year (August, November, February and May).

The last meeting of the LEMC was on 11 May 2009. There were no issues arising from that meeting that require the urgent attention of WWCC. A new Local Emergency Management Officer (LEMO) has been appointed to replace the outgoing LEMO. In addition two Deputy LEMOs have also been appointed. All of these officers have received basic emergency management training at a venue in West Wyalong. That training was also attended by other members of the Emergency Management community.

A request was received from the Region SES Controller for a representative from WWCC to assist on a selection panel for the incoming Wagga Wagga Volunteer SES Controller. The LEMO will perform that role. The selection will take place in the 2009/10 financial year with the appointment being confirmed by the Minister on 1 August

The Region SES Controller has resigned from his role. A new Region SES Controller has been appointed to the position, to take effect from the commencement of the new financial year

#### S4.2.2 Strengthening and building harmonious communities - Status %100

Implementation and review of Community Safety and Crime Prevention plan priorities

##### General Performance

There was some activity in this period with monthly reports to both the Wagga Wagga City Council Planning Panel and the Wagga Wagga City Council Planning Standing Committee providing an analysis of statistical data and trends with respect to applications for Building approval, development and change of use

#### S4.2.3 Regulatory Services - %100

Deliver regulatory services to meet the needs and expectations of the community - A&E

##### General Performance

Regulatory Services delivered including:

- \* Companion Animal Management
- \* Parking enforcement
- \* Litter / dumped rubbish enforcement
- \* Impounding abandoned articles
- \* Management of Alfresco dining license
- \* Environmental complaints / breaches

# Social Performance

## S4.2.4 Works Program - Status 100%

Develop works program template for annual capital program's

### General Performance

Works program is completed for Roads, Kerb + Gutter and Footpaths. The data collected for Footpaths and Kerb and Gutter has allowed the next 5 years of works programs to be developed, subject to funding

## S4.2.5 Road Safety Improvements - Status 100%

Develop recommendations to minimise Road safety hazards

### General Performance

All Traffic Committee actions have been implemented in 2008/09

## 1.4.3 Support preventative public and environment health programs

### S4.3.1 Community Immunisation Clinic - Status 100%

Implement public health immunisation projects - A&E. Carers and parents with children under 12 months of age have been given doses of Boostrix vaccine against the whooping cough outbreak

### General Performance

Twenty four (24) immunisation clinics have been held during the reporting period. Ongoing clinics held. All Immunisation procedures and protocols reviewed and updated. Emergency Protocol developed to deal with cases of Anaphylactic reactions

### S4.3.2 Municipal Health Plan - Status 100%

Implementation and review of Municipal Health Plan - A&E

### General Performance

Actions from the Municipal Health Plan implemented

### S4.3.3 Gold Standard Health Award - Status 100%

Implement health programs to achieve the Gold standard award under the centre for Public Health

### General Performance

Health programs implemented include:

- Food shop inspections
- Immunisations clinics
- Commercial Swimming Pool inspections
- On site sewage management program

Council adopted a smoke free policy which prohibits smoking in:

- Alfresco Dining Areas
- Within 10 metres of playgrounds
- Within 10 metres of Council Building

### S4.3.4 Onsite sewage management - Status 100%

Continue to implement the onsite sewage management program. Reviewing current Onsite Sewage Management Plan

### General Performance

Inspection of on site sewage systems and licensing program implemented. On-Site Sewage Management Plan reviewed and a draft will be presented to Council for consideration





# Social Challenges

## INDIGENOUS COMMUNITY

Wagga Wagga is home to a large Indigenous community with 4.1% of the local government area of Aboriginal or Torres Strait Islander descent, higher than the state average. One third of our Indigenous community are aged under 19 years and we have increasing challenges in relation to youth and education pathways to employment.

## MULTICULTURALISM

Wagga Wagga City's culture is becoming a place of expanding diversity. In the past three years Wagga Wagga has welcomed an increasing number of refugee resettlers from Africa and most recently Burma. There has been an accompanying secondary migration of African settlers. We also are home to many other ethnic communities both overseas born and second generation Australians. This segment of the city's population includes people from more than 26 different countries. Therefore there are increasing expectations to provide programs that increase social cohesion as well as ensuring that they are culturally appropriate.

## YOUTH

Wagga Wagga has a large percentage of 18 to 24 year olds (13.5% compared to 9.2%). Provision of adequate facilities for youth continues to be an issue in Wagga Wagga. Recent facilities include half basketball courts which are proving popular, multi-purpose goal posts at various ovals that are well used and the introduction of play equipment more suitable to teenagers. In 2010 it is proposed that the existing skate park at Bolton Park will receive a significant upgrade.

## SKILL SHORTAGES

Our changing workforce expectations and skilled labour shortages also impact directly on the disadvantaged groups and estates in our community leading to further social issues and a reducing number of community members able to provide volunteers hours to run community based programs, committees, groups and leisure activities. We also have an ageing workforce that will continue to exaggerate labour and skills shortages across the Lga as well as placing increasing demand on related services and infrastructure.

## AGEING COMMUNITY

Demographic and economic changes have increased the need for local government to increase long term planning efforts around issues such as community identity, social inclusion, alcohol and drug management and well being strategies such as healthy ageing.

## PROGRAM FUNDING CHALLENGES

These social challenges along with ever reducing federal and state government funding place more pressure on local government to fill the gaps and community development officers are being called upon to provide high levels of support to the community and community groups.

## IRRIGATED PARKS AND OPEN SPACES

The ongoing sustainability of irrigated parks and open spaces is today being questioned yet other members of the community are equally demanding green spaces in an otherwise dry climate. Council staff are exploring different ways to provide green parks, including alternative water supply options such as subsurface drip irrigation, use of recycled water (already supplied to ten major parks and sporting grounds in the city) and sewer mining options.

## UPGRADING SPORTING FACILITIES

Upgrading sporting facilities citywide is an ongoing challenge, many of our venues and facilities are now over 30 years old and are progressively being upgraded as funds become available. A related challenge is also upgrading our major venues so they can cater to larger spectator audiences in more comfort. This is being addressed through our current sporting master plans.



“A related challenge is also upgrading our major venues so they can cater to larger spectator audiences in more comfort”



## WE FOCUS ON:

- 2.1 A strong, sustainable and well balanced economy that generates growth and employment opportunities
- 2.2 Sustainable infrastructure and services that support current and future needs of the community
- 2.3 A skilled workforce that accommodates the changing needs of the Wagga Wagga Local Government Area

# Economic

## Achievements

### THE BOMEN MASTER PLAN

The Draft Bomen Master Plan has been under development this year and will be finalised in November 2009. This Master Plan focuses on the long term growth of the Bomen Business Park, capitalising on its advantages for logistics and distribution and recognising the State significance of the Business Park for economic growth and job creation.

### LIVESTOCK MARKETING CENTRE (LMC)

The Wagga Wagga LMC has again confirmed itself as the number one centre in Australia for the sale of sheep and lambs.

In addition, the centre rose to number two in the State for the sale of cattle and over \$200 million of stock was sold through the centre in the last financial year.

### WAGGA WAGGA AIRPORT

Signage and landscaping at Wagga Wagga Airport in 2008/09 continued improvements in 2007/08 to create a new extended

passenger lounge and terminal entrance. Complementing growth in activity at the Airport, additional growth in aviation training through the establishment by Regional Express Airlines of the Australia Airline Pilot Academy and growth of the National Aerospace Training Centre of Excellence (NATCOE) places Wagga Wagga in a strong position as a growing centre of significance for aviation related industries.

### INFRASTRUCTURE FUNDING

In November the Federal Government announced nearly \$1.3 million for six community infrastructure projects, which will be completed in the second half of 2009. Projects included:

- An \$858,000 development of the Botanic Gardens
- \$140,000 for recreational facilities in rural villages
- Construction of a \$30,000 half Basketball Court at Belling Park
- A \$50,000 contribution towards the construction of the Wagga Wagga Men's Shed

## Future Plans

### AIRPORT MASTER PLAN

The Draft Airport Master Plan is expected to be adopted by Council in 2010. In addition to supporting logically, sequenced development of the airport and infrastructure, its purpose is to also include a commercial focus and to identify opportunities to develop the Airport as a centre of national aviation significance.

### RETAIL GROWTH STRATEGY

A Retail Growth Strategy will be produced in the 2009/10 year. Council is particularly interested in engaging the retail sector to generate a retail growth strategy which achieves a balance between an economic

based approach and a focus on sense of place and capacity building.

The strategy will clearly identify the retail hierarchy and mix in Wagga Wagga and provide the basis for strengthening the different retail characters present in the retail sector in order to capture an increasing share of retail expenditure.

### EVOCITIES

The federal government has announced funding of \$1.2 Million for the Evocities campaign. This partnership initiative is between the seven Councils of Wagga Wagga, Orange, Bathurst, Tamworth, Albury, Dubbo and Armidale and is focused on

raising awareness of the Evocities as vibrant, progressive centres with excellent job prospects and a great lifestyle, particularly targeting the Sydney market. The evocities campaign will include a local Wagga Wagga web based marketing tool that will promote the virtues of Live, Work, Invest in Wagga Wagga.

# Economic Performance

## 2.1 A strong, sustainable and well balanced economy that generates growth and employment that generates growth and employment opportunities

### 2.1.1 Stimulate prosperity through economic development strategies

#### E2.1.1 Economic Development Strategy - Grow Wagga Wagga - Status 25%

Implement the Grow Wagga Wagga Strategy

##### **General Performance**

Implementation of Grow Wagga is underway across a broad range of strategies including growth of the city for tertiary education & training, the Bomen Business Park Master Plan and a wide range of business growth programs strategy of Grow Wagga commenced

##### **Reason for Variation**

This implementation strategy will be developed over the 2008/09 and 2009/10 financial years

### 2.1.2 Identify and attract business to ensure a well-balanced economy

#### EC1.2.2 Alternative fuels and energy centre - Status 100%

Encourage and facilitate the establishment and growth of the bio-fuel industry within Wagga Wagga

##### **General Performance**

Riverina Oils Bio Energy received consent for their development from NSW Department of Planning in November 2008.

The \$75m plant is to be integrated with an oilseed crushing facility and will primarily use canola and safflower oil seeds grown in Australia.

Crushing capacity will be 500 tonnes per day. The plant will have capacity for bio fuel production and is due to commence construction in the third quarter of 2009

#### EC1.2.3 Knowledge centre for agricultural research and integrated agribusiness development - Status 100%

Encourage the establishment of agribusiness industry clusters which link in with the agricultural rural research undertaken at the EH Graham Centre and the Charles Sturt University Wine and Grape Centre

##### **General Performance**

Partnership and relationship established EH Graham Centre and Ausindustry representative to discuss opportunities for Agriculture Research and Development grants available for agricultural sector to access

### 2.1.3 Increase national & international exposure as a preferred location for business, recreation & tourism through appropriate branding

#### EC1.3.1 City Brand - Status 30%

Review current brand and City Marketing Strategy

##### **General Performance**

The new Marketing Manager commenced 22 June 2009. Initial discussions regarding City Image (main entrances to the City, roundabouts) has commenced with the need to develop project plan for establishing sense of identity for the City and from this, develop branding strategy. This is scheduled to be completed by December 2009

##### **Reason for Variance**

This project was waiting for the position of Marketing Manager to be filled to commence work on developing the strategy

#### EC1.3.2 Link to State and Regional Tourism Websites - Status 100%

Maximise Wagga Wagga's exposure on key external websites including State and Regional Tourism Websites - A&E

##### **General Performance**

The City of Wagga Wagga is now promoted on a number of Tourism Websites, these include but are not limited to:

- visitwaggawagga.com - Wagga Wagga City Council
- visitriverina.com.au - Riverina Regional Tourism
- visitnsw.com.au - Tourism NSW
- australia.com - The official website for Australia

#### EC1.3.3 Regional Transport and Distribution Hub - Status 100%

Actively market Wagga Wagga as a natural location for national distribution activities.

##### **General Performance**

The Draft Bomen Master Plan was placed on public exhibition from 4 July to 14 August 2009. The consultation strategy includes meetings with a number of stakeholder groups which will include local private transport operators and public transport representatives. The marketing component for the Bomen Business park including the recommendations out of the Bomen Master Plan is scheduled for the 2009/2010 financial year

# Economic Performance

## EC1.3.4 Global Water Smart City - Promotion - Status 0%

Promote initiatives of Wagga Wagga as a Global Water Smart City to potential developers and investors

### General Performance

There has been no activity on this project in 2008/09

### Reason for Variance

This project has been on hold in 2008/09 while mutual interest and commitment is re-established between Charles Sturt University, Council and Riverina Water. It is anticipated that this commitment will be re-confirmed and the proposal will begin again in 2009/10

## 2.1.4 Work proactively with key stakeholders to ensure essential services are provided to meet the needs of the community

### EC1.4.1 Community Engagement: Council Committees - Status 100%

Maintain Committee Structure that encourages community participation and stakeholder engagement

### General Performance

The new committee structure was resolved at an Extraordinary meeting of Council held in November 2008. The new structure encompasses a five Directorate model consisting of the following Standing Committees - Environment & Community Services, Commercial & Economic Development, Planning, Corporate Governance and Infrastructure. The first round of meetings for the five Standing Committees was held at the beginning of December

Council has implemented a new Village Community Consultation Schedule for 2009-2012, the Humula Community Consultation was has been well attended

### EC1.4.2 Engagement with key stakeholders - Status 100%

Facilitate regular meetings with key stakeholders which aims to ensure that all government agencies, major institutions and businesses are clear on where the Local Government Area is headed

### General Performance

The office of the General Manager and Mayor have been active in consolidating the many relationships that Council has. Meetings have been held with many local businesses (via the business breakfasts and other one-on-one meetings). Directors have been building good working relationships with various State Agencies as part of the partnerships Council is developing. A meeting with the Australian Bureau of Statistics was held in April in preparation for the 2010 Census. Closer relationships are currently being forged with CSU, Riverina Institute of TAFE, AirServices Australia and Defence. The recently launched City Partnership program is proving an excellent mechanism for engagement with the private sector

## 2.2 Sustainable infrastructure and services that support current and future needs of the community

### 2.2.1 Provide and maintain appropriate infrastructure and services that support current and future needs

#### EC2.1.1 Council Businesses - Status 75%

Implement Business Plans for council businesses including the Airport and Livestock Marketing Centre

### General Performance

The Airport Master Plan has commenced, with tenders awarded and the project commencing in June 2009 for completion in November 2009. Requests for quotation on Livestock Marketing Centre Master Plan are now expected to be called in the fourth quarter of 2009

#### EC2.1.2 Sewer 2010 - Status 75%

Augment and upgrade the sewerage treatment, collection and transport network infrastructure to comply with licence conditions set by the Department of Environment and Climate Change, allow for further growth and produce reclaimed water suitable for a range of purposes

### General Performance

The \$42 million Sewer 2010 Project is progressing well with practical completion of the Koorinal and Narrung Sewage Treatment Plants scheduled for December 2009

#### EC2.1.3 Cemetery Expansion - Status 100%

Investigate options to acquire adjoining land to the existing Lawn Cemetery to meet future growth needs from 2020

### General Performance

This land has been secured for future use and this project is now complete

### Highlight

Future space requirements for the expansion of the Lawn Cemetery have been secured for future generations

#### EC2.1.6 Environmental Assets - Status 100%

Implement Capital works program and undertake scheduled maintenance for Environmental Assets

### General Performance

The capital and maintenance program for 2008/09 has been completed. The program included the rehabilitation, renewal and maintenance of infrastructure related to the delivery of sewer and stormwater services, flood mitigation, salinity control, solid waste services and the supply of treated effluent for re-use. All services were delivered for the 2008/09 period meeting with the needs of the community and without major incident

# Economic Performance

## 2.2.2 Develop cost effective infrastructure maintenance and renewal strategies

### EC2.2.1 Strategic Capital and Maintenance Plans for Council Business Activities - Status 100%

Annually review strategic plans for the Airport, Livestock Marketing Centre and Oasis

#### General Performance

The Airport Master Plan has commenced, with tenders awarded and the project commencing in June 2009 for completion in November 2009. Requests for quotation on Livestock Marketing Centre Master Plan are now expected to be called in the fourth quarter of 2009

### EC2.2.2 Property Management Plan - Status 60%

Develop and annually review long term Strategic Property Management Plan for commercial, industrial and residential land portfolio

#### General Performance

A Strategic Property Management Plan is being developed and will be completed in the third quarter of 2009 to provide a framework for strategic decision making. The first step in preparing the Management Plan is to prepare a complete register of all Council real property for strategic planning purposes. The register is incorporated in Council's GIS database and combines land, buildings, and lease and licence layers, and is now fully functional. The property management plan also identifies the development of new policies relating to acquisition and sale of Council owned property and revised policies relating to leasing and licensing of Council properties

### EC2.2.3 Total Asset Management System - Status 100%

Develop and implement Total Asset Management System

#### General Performance

The development of a Total Asset Management System is progressing with a policy endorsed by Council and data collection of asset locations and conditions being undertaken for all infrastructure assets. A draft Strategy has been developed and is being reviewed along with the preparation of Asset Management Plans for asset categories

### EC2.2.5 Stormwater Infrastructure Management - Status 15%

Develop strategic maintenance and renewal program for the management of stormwater network

#### General Performance

Council Officers have commenced a review of the existing Stormwater Management Plan. This review will generate a maintenance and renewal program for stormwater assets to be considered in the long term financial plan

#### Reason for Variance

The review is still underway and will be completed in 2009/10

### EC2.2.6 Wastewater Collection - Status 100%

Undertake a hydraulic analysis of the sewer network and develop a sewer strategy that identifies augmentation and upgrading works

#### General Performance

Council continues to improve its condition data on its infrastructure and determines from that data the renewals required to be funded each financial year. In addition to this data Council monitors hydraulic loads on the sewer system to identify augmentation requirements

### EC2.2.7 Street Lighting - Status 80%

Implement Street Lighting Strategy action items

#### General Performance

The street light strategy action items for 2008/09 included the upgrading of the pedestrian lighting in Baylis Street, these lights have now been replaced. Other items from the strategy include the development of improved service standards for street lighting, this is being actioned in consultation with the service provider. A draft Service level Agreement for street lighting has been provided to Country Energy for comment

### EC2.2.8 Urban Salinity - Asset Management - Status 80%

Develop, implement and maintain sustainable best practice management actions and assets to combat Urban Salinity.

#### General Performance

Council has completed the 2008/09 program of rubble pit removals and continues to actively remediate these pits to reduce urban salinity

# Economic Performance

## 2.3 A skilled workforce that accomodates the changing needs of the Wagga Wagga Local Government Area

### 2.3.1 Work together with government, private sector, education, employment and community groups to develop regional partnerships and investment in training

#### EC3.1.1 Pre-eminant Inland education hub - Status 50%

Promote the status of Wagga Wagga as the pre-eminant inland education hub with specific capability in defence, health, professional para-professional and trade skills

##### General Performance

This is an ongoing program towards the objective of building Wagga Wagga's strengths and profile as an inland education hub Initiatives within this program for 2008/09 include: Regular Meetings, with RAFF NSW Riverina Institute Business Manager to discuss training needs for new industries relocating to wagga Wagga; Development towards customised training for specific industry at Bomen include: Pre-employment Programs, Front line management and Training assessment; and growth of the partnership based initiative to build Wagga Wagga's strength as an aviation education & training hub; and quarterly meetings with CSU and TAFE to develop partnerships

### 2.3.2 Engage with key stakeholders to facilitate labour availability through the promotion of career opportunities, whole of lifespan employment options and flexible and affordable lifestyle choices

#### EC3.2.1 Education Partnerships (CSU, TAFE etc) - Status 100%

Facilitate a quarterly meeting forum with key education providers including the Riverina Institute, Charles Sturt University and the Department of Defence, support activities (career days etc) which promote career opportunities.

##### General Performance

Quarterly meetings were successfully held during the year to continue to strengthen Councils partnerships with the City's key tertiary education institutes. Direct outcomes from this partnership approach include the business/education focused Annual Business Gala dinner which was successfully held on 24 September and identification of collaborative opportunities in strategic planning and economic development.

# Economic Challenges

Wagga Wagga has a relatively diverse and resilient economy. This has been highlighted during 2008/09 by continued development, investment and growth and was a consistent theme emerging from the very successful Murray Riverina Building Resilient Economies Conference held in Wagga Wagga in March 2009.

Economic challenges for Wagga Wagga include the challenge of maintaining this economic resilience on the back of prolonged drought and Global Financial Crisis. Council's ability to do this will be supported by the City's key economic strengths in Education, Government & Defence, Property & Business Services and Manufacturing. Major investments and Master Plans including the national scale Bomen Business Park, the Airport Master Plan and the Riverside Precinct offer significant opportunities for local and regional economic growth. Wagga Wagga must position itself to fully capitalise on these opportunities. As part of this, council must continue to attract funding to support key road and rail infrastructure and Council will continue our focus on attracting and retaining business investment, jobs and skilled workers to support a growing region.

The LGA is well positioned to meet these economic challenges. Our economy has proven itself to be resilient and as NSW largest and fastest growing inland centre, Wagga Wagga offers its community a confident economic future.



## WE FOCUS ON:

- 3.1 An integrated approach to water resource management
- 3.2 A sustainable built and natural environment
- 3.3 Sustainable management of natural resources
- 3.4 Promoting environmental sustainability



# Environment

## Achievements

### THE DRAFT WAGGA WAGGA LOCAL ENVIRONMENT PLAN 2008

The preparation of the Draft Wagga Wagga Local Environmental Plan 2008, included an extensive exhibition period and detailed discussions/consultations with a wide range of community groups. The process has also included collation and review of over 280 submissions received during the extended exhibition period.

The briefing of Councillors by the Planning Panel, reflects the fact that Wagga Wagga City Council will ultimately receive handover of the management of the yet to be gazetted LEP.

A new city-wide Development Control Plan is being developed in parallel with the new LEP and it is currently expected that both will come into effect in the first quarter of 2010.

### SEWER 2010

The \$42 million Sewer 2010 Project is progressing well with practical completion of the upgraded Koorngal and Narrung

Sewage Treatment Plants scheduled for December 2009. The major earthworks, civil construction and mechanical fitout for the upgraded plants has been completed and the commissioning of the new plants is underway.

The construction of the Sewer 2010 Project which commenced in January 2008, is the second stage of the augmentation and upgrading of Councils sewage treatment facilities and collection and transportation network.

Stage one comprised of the development of the Bomen Industrial Sewage Treatment Plant and stage two comprises of the augmentation/upgrade of Councils two main Sewerage Treatment Plants, the installation of a second river pipeline crossing under the Murrumbidgee River and the construction of a new sewage rising main from the Flowerdale Pumping Station to Narrung Street.

The aim of the project is to meet with the optimum sewerage treatment quality levels and licence conditions as set by

the Department of Environment, Climate Change and Water (DECCW), to manage risk and to allow for future growth in the sewer system.

### SOLAR PANELS

The installation of Thirty (30) Photo Voltaic panels have been mounted on the roof of the Alan Turner Depot to generate electricity and to offset a portion of the carbon emissions of the Depot. The estimated annual generation from the facility is 8,000 kWh with a reduction of approximately 8 Tonnes of CO<sub>2</sub>/ annum of emissions from Council's depot.

### FORMER TARCUTTA STREET GASWORKS SITE

Investigations of the former Tarcutta Street gasworks site have been undertaken to establish more accurately the extent of contamination remaining on the site. This information has been utilised to develop a Remedial Action Plan and conceptual site model to direct the necessary requirements for the remediation of the site.

## Future Plans

### WILLOW REMOVAL PROGRAM

Planning is underway for the removal of willows along 3.5 km of the Murrumbidgee River bank through the urban area of Wagga Wagga and revegetate with local native tree species. Advertising for tenders will commence this month and is anticipated works will be undertaken later this year. This project is being funded through the Murrumbidgee Catchment Management Authority.

### KEEP AUSTRALIA BEAUTIFUL AWARDS

The Wagga Wagga Tidy Towns Committee has submitted five entries in this year's Keep Australia Beautiful competition. This year Wagga Wagga has entered the following categories:

- Overall Tidy Towns Sustainable Communities Award
- Cultural Heritage Award - The restoration of Sun Flower House
- Litter Prevention & Waste Minimisation Awards – Enhancing our City and Environment

- Wildlife Corridors and Habitat Conservation Award – Draft LEP Bio- Certification
- Schools Environment Award - Turvey Park Public School, Waterwise Native Garden

This year the assessment for the Tidy Towns Awards will take place during the week of the 17 August 2009.

Wagga Wagga has a long standing association with the Keep Australia Beautiful Awards being involved since the inception of the program. Wagga Wagga City Council first submitted an entry in the Keep Australia Beautiful Awards in 1982.

Clean up Wagga Wagga Day

Clean-Up Wagga Wagga Day is a new event on the local environment calendar. The event will take place on Sunday 9 August 2009.

# Environment Performance

## 3.1 An integrated approach to water resource management

### 3.1.1 Facilitate research and planning including Global Water Smart City to ensure water conservation, reuse and efficiency

#### EN1.1.1 Water and Effluent Reuse - Status 80%

Research and develop achievable expansion of water reuse scheme

##### General Performance

Council officers are currently in the progress of planning a project to deliver treated recycled water to the Duke of Kent recreational oval. The concept for the project includes extending the current treated recycled water network from the Wagga Wagga Cricket Ground to the Duke of Kent oval and a large underground storage vessel to accommodate the amount of treated recycled water required to irrigate the oval. Designs are now complete for the project and community/stakeholder consultation has been completed. Council is awaiting Section 60 Approval from the Department of Water and Energy.

#### EN1.1.2 Integrated Resource Plan for Urban Water - research - Status 20%

Facilitate research and planning for Global Water Smart City project

##### General Performance

Council is currently taking part in an Integrated Resource Planning Study which is being undertaken by the Institute of Sustainable Futures (University Technology Sydney).

The study looks at sustainable water use and is being performed in conjunction with Riverina Water County Council.

This project is a key lead into the Integrated Water Cycle Management process. The overall project is developing a suite of resources to assist those involved in urban water supply-demand planning. The project expands on existing resources and tools developed for the Water Services Association of Australia and will develop additional new resources that are aimed at a broad national water industry audience. The project is a collaboration between the Institute for Sustainable Futures at the University of Technology Sydney, the CSIRO, Brisbane City Council, Riverina Water County Council and Wagga Wagga City Council.

##### Reason for Variance

The scoping paper has been drafted for the project and is yet to be signed off by the Technical Steering Group, the next meeting of the group is due to occur in July 2009.

#### EN1.2.1 Integrated Water Cycle Management Plan - Status 5%

Develop and implement action plan linked to the integrated Water Cycle Management Plan

##### General Performance

Council in partnership with Riverina Water County Council, Greater Hume Shire, Urana Shire and Lockhart Shire have engaged the services of a consultant to begin the Evaluation Study for the Integrated Water Cycle Management process.

##### Reason for Variance

This is a three year process which does not align with the 2008/09 Management Plan reporting process.

### 3.1.2 Develop and promote partnerships with key stakeholders

#### EN2.1.1 Key Partnerships - Water Management - Status 100%

Facilitate ongoing partnerships and working relationships with key stakeholders. Participate in regular meetings with Riverina Water, Murrumbidgee Catchment Management Authority, Department of Environment and Climate Change and Department of Water and Energy.

##### General Performance

Council in partnership with Riverina Water County Council, Greater Hume Shire, Urana Shire and Lockhart Shire have engaged the services of a consultant to begin the Evaluation Study for the Integrated Water Cycle Management process. In addition Council and Riverina Water County Council continue to discuss strategic matters relating to water in the LGA.

## 3.2 A sustainable built and natural environment

### 3.2.1 Maintain a contemporary Local Environment Plan and vision for the Wagga Wagga Local Government Area

#### EN2.1.2 Draft Wagga Wagga Local Environment Plan (LEP) 2008 - Status 80%

Finalise the principal LEP for Wagga in the Standard Template format

##### General Performance

276 submissions had been received on the draft WWLEP2008. Those submissions will be reviewed by the Wagga Wagga City Council Planning Panel.

##### Highlight

A Public Forum was conducted on the 5, 6 & 7 August 2009 to hear individuals on their submissions. Public hearings have yet to be held on the few contentious issues raised in submissions.

#### EN2.2.1 Wagga Wagga Rural LEP 1991 & WWLEP 1985 & Spatial Plan - Status 80%

Undertake a review of the Local Environment Plan on an annual basis

##### General Performance

The review is being undertaken in the context of the above draft WWLEP 2008, in particular amendments are being undertaken in the existing WWLEP 1985 for the purpose of facilitating new urban release areas in the suburbs of Lloyd and Boorooma.

# Environment Performance

## 3.2.2 Promote the principles of ecological sustainable development

### EN2.2.2 Ecological Sustainable Development - Status 80%

Implementation of ecologically sustainable development principles and programs

#### General Performance

ESD Principles are embodied in the draft WW LEP 2008 and draft DCP provisions. Closing date for submissions to the draft WW LEP was June 2009. The anticipated WW LEP 2008 and draft DCP commencement date is early 2010

### EN2.3.1 Flood Management Actions - Status 20%

Implement actions from the Flood Risk Management Plan

#### General Performance

Data has been collected and is currently being checked by the Department of Lands for accuracy. The data is key to the delivery of the majority of the projects identified in the Flood Risk Management Plan

#### Reason for Variation

Council is still waiting on the data from the Department of Environment and Climate Change and is currently being checked by the Department of Lands for accuracy

### EN2.2.3 Lake Albert Sustainability - Status 10%

Develop and adopt action plan for the sustainability of Lake Albert

#### General Performance

Preliminary internal discussions have been held to determine the scope of a review and re-drafting of the existing Draft Lake Albert Plan of Management. The Draft Lake Albert Plan of Management has been provided to the NSW Department of Lands for their review and comment. The aim will be to make it a more workable and user friendly document with a view to having it adopted by Council. From this review the finalised document will provide an action plan for the sustainability of the Lake

#### Reason for Variation

This project commenced in June and is likely to be completed in October

## 3.2.3 Promote stewardship and best practice land use policies to protect the environment and enhance the economy

### EN2.3.3 Development Control Plan Major Review - Status 80%

Review the Wagga Wagga Development Control Plan in conjunction with the adoption of the new LEP is to provide a clear and concise land use planning and development instrument

#### General Performance

The drafting of the provisions of the draft new DCP is progressing well. It is anticipated to provide Wagga Wagga City Council with a briefing in October 2009, with a projected finalisation date in February/ March 2010 to coincide with the anticipated approval of the draft new WW LEP 2008

#### Highlight

Council has also employed an Urban design Consultant to contribute "Character" and "Preferred Solutions" sketches to be incorporated in the DCP

### EN2.3.2 Biodiversity Certification - Status 100%

Manage the biodiversity certification process in accordance with the draft new WW LEP 2008.

#### General Performance

The draft Biodiversity Certificate, supporting the draft LEP was on exhibition from 15 January 2009 - 15 April 2009. The certificate has been prepared by the Department of Environment and Climate Change (DECC), and all submissions were directed to DECC. The gazettal of the draft new LEP will formalise the identified areas for bio-certification

### EN2.3.4 Plans of Management - Status 20%

Implement rolling five (5) year review program for all Council Plans of Management

#### General Performance

A cross-directorate working group has been established to review and coordinate all Councils plans of management

#### Reason for Variation

This project has been on hold until the draft Integrated Planning and Reporting Framework was released by the Department of Local Government

## 3.2.4 Encourage development that protects biodiversity and natural ecological processes

### EN2.4.2 Land Use Policies - New Urban Release Areas - Status 70%

Ensure plans for new release areas conserve areas of biodiversity and develop principles for their management

#### General Performance

Work on release areas is continuing as part of the work on the draft WW LEP 2008 and the draft new DCP. Council has achieved sign-off on biodiversity from DECC for the most sensitive areas of the local government area and the draft LEP includes special biodiversity clauses

#### Highlight

DECC has partnered the preparation of the Council's biodiversity provisions and agrees on their appropriateness and applicability



## Environment Performance

### EN3.1.1 Sustainable Landscaping - Status 100%

Future use of sustainable landscape practices through the draft new Wagga Wagga Development Control Plan (DCP)

#### General Performance

Sustainable landscaping practises are being incorporated in the review of the draft new DCP and as part of discussions with developers on sites coming forward for development

### 3.3 Sustainable management of natural resources

#### 3.3.1 Manage waterways and land use to minimise detrimental environmental impact

### EN3.1.2 Contaminated Lands - Status 100%

Management of contaminated land sites

#### General Performance

Investigations into the extent of contamination remaining at the Former Tarcutta Street gasworks site have been completed and a draft Remedial Action Plan (RAP) has been finalised that outlines the requirements for the remediation of the site. The RAP once endorsed by Council will be submitted to the Department of Environment and Climate Change for approval

### EN3.1.3 Urban Salinity Monitoring - Status 100%

Monitoring and reporting of programs to protect land and water

#### General Performance

Monthly urban salinity monitoring was completed in accordance with the 2009/13 Management Plan. Preliminary results for 2008/09 indicate 22% of piezometers increased in standing water level, 37% decreased, 36% remained dry and 4% were stable

### EN3.1.4 Water Monitoring Program - Status 100%

Monitor water quality of the Murrumbidgee River, Lake Albert and Wollundry Lagoon

#### General Performance

Water quality monitoring completed

Monthly monitoring of Wollundry Lagoon was completed. No standout differences in parameters monitored were recorded, small inconsistencies between the qualities of sampling locations is apparent. Generally parameters remained constant or showed slight seasonal variation. No conclusion can be drawn from dissolved oxygen readings

Monthly monitoring of the Murrumbidgee River was completed. The water quality upstream of Wagga Wagga was compared to downstream. No clear pattern on the impact of Wagga on the water quality of the river emerged as differences in results are inconsistent

Lake Albert Update guidelines for managing Blue Green Algae in recreational water were adopted in December 2008. No Blue green algae outbreaks triggering a Red Alert level were recorded in 2008/09. The Bacterial content of Lake Albert was monitored using faecal coliform and enterococci organisms. A high bacterial content for Lake Albert has been documented since March 2009 and current readings indicate the water body is unsuitable for water recreation

From November 2008 to January 2009 pH readings above 9.00 were constantly recorded



## Environment Performance

### EN3.1.5 Sediment and Erosion Program - Status 100%

Conduct Sediment and Erosion education to minimise incidence of non compliance

#### General Performance

Routine inspections carried out of building sites to ensure adequate sediment and erosion control measures are in place

### EN3.2.1 Solid Waste and Sewerage Monitoring Program - Status 100%

Comply with all statutory requirements for solid waste management and sewage treatment works

#### General Performance

Statutory requirements for solid waste management and sewage treatment works were complied with through annual returns as part of license conditions stipulated by the Environment Protection Authority (EPA). The returns include load-based discharge calculations for the treatment works, and environmental impact monitoring for landfill sites. Load-based discharge fees for all treatment works licences were lower than the previous reporting period for each facility and for two of the Koorringal and Forest Hill facilities resulted in no load-based charges being payable because the calculated charges were below licence administration fee charges

### 3.3.2 Protect, enhance and rehabilitate native vegetation and ecosystems to enhance biodiversity

#### EN3.2.2 Biodiversity Conservation - Status 100%

Implement programs to protect and enhance biodiversity

#### General Performance

Programs include:

- The Maldhangilanna (Working Together) River Restoration Project, is a joint initiative of Murrumbidgee Catchment Management Authority (CMA) and the Wagga Wagga City Council. The project has enhanced biodiversity and habitat re-establishment through a range of on ground works along a 13km stretch of the riparian zone of the Murrumbidgee River between the Gobbagumbalin and Eunony Bridges. Including removal of environmental weeds, restoration of native vegetation and wetland rehabilitation.
- Works associated with the Environmental Trust funding to protect the Habitat of the Glossy Black-Cockatoo, *Calyptorhynchus lathami*, at Pomingalana Reserve is underway. The project involves the construction of artificial nest hollows will be installed in box trees within the Reserve. Once sufficient rainfall is received the project will also involve planting 2,000 seedlings of Drooping She-oak, *Allocasuarina verticillate*, in ten areas. Pomingalana Reserve probably serves as a significant habitat link to the Endangered Population of Glossy Black-cockatoos and their presence and use of nest hollows will be monitored over two years

#### EN3.3.1 Weed Control - Status 100%

Complete annual noxious weeds program

#### General Performance

Council staff have conducted a comprehensive inspection and spraying program to control noxious weeds across the Local Government Area

# Environment Performance

## 3.3.3 Support and promote the improvement of ambient air quality

### EN3.4.1 Improved Air Quality - Status 100%

Implement projects to reduce air pollution

#### General Performance

Councils monitoring an education program to reduce smoke from solid wood fires and burning of green waste has been carried out during the winter months. The Department of Environment and Climate Change have advised they will be engaging a project Officer to focus on air quality in the region

## 3.3.4 Encourage the community to participate in programs to enhance the environment

### EN3.4.2 Community Engagement in Environment Programs - Status 100%

Implement projects including: Cleanup Australia Day and National tree day, - Landcare Action program, - Liaise with the WW Tidy Towns Committee

#### General Performance

Staff continued to liaise on a regular basis with the Tidy Towns Committee and Landcare in the implementation of its environmental programs. Cleanup Australia Day and National tree day had great community participation and provided significant environmental outcomes for the City

## 3.4 Promote environmental sustainability

### 3.4.1 Minimise the city's ecological footprint and reduce resource consumption within the Wagga Wagga Local Government Area through greater energy efficiency and renewable energy technologies

#### EN4.1.2 Energy Savings Action Plan - Status 100%

Implement recommendations from the Energy Savings Action Plan

#### General Performance

Department of Environment and Climate Change have approved Council's Energy Savings Action Plan with the first reporting period due for June 2010

### 3.4.2 Minimise waste to landfill through reduce, reuse and recycle strategy

#### EN4.2.1 Solid Waste Strategy - triple R - Status 100%

Develop and implement an improved resource recovery and reuse (Triple R) strategy across the LGA in consultation with the community and other relevant stakeholders.

The new Draft Resource Recovery Strategy has been completed and endorsed by Council for public exhibition. Subject to the outcomes of the public exhibition it is anticipated that the new strategy will be endorsed by Council later this year

The strategy addresses the broader issues of environmental sustainability through resource recovery rather than focusing on waste disposal. It sets down eleven strategic directions that are linked to and aligned with Council's Community Strategic Plan as well as Regional and State initiatives. The strategic directions include outcomes related to Council's key strategic goals in the areas of Social, Economic, Environment and Governance

#### Highlight

The new Draft Resource Recovery Strategy has been completed and endorsed by Council for public exhibition. Once the strategy has been finalised actions will be developed to deliver on the strategic directions as agreed in the strategy

### 3.4.3 Reduce greenhouse gas emissions across the local government area

#### EN4.1.1 Greenhouse Emissions and Fleet - Status 100%

Reduce contribution to greenhouse gas emissions by Council's fleet

#### General Performance

The sewer and stormwater pilot group has not met formally since February 2009 but this should occur again in August 2009. There is another group being formed with a focus on reviewing and recommending on the types of vehicles that Executive team and Managers should be driving

#### EN4.3.1 Greenhouse Gas Reduction - Status 100%

Promote and support projects that reduce greenhouse gas emissions

#### General Performance

The installation of Thirty (30) Photo Voltaic panels have been mounted on the roof of the Alan Turner Depot to generate electricity and to offset a portion of the carbon emissions of the Depot. The estimated annual generation from the facility is 8,000 kWh with a reduction of approximately 8 Tonnes of CO<sub>2</sub>/ annum of emissions from Council's depot

The project has been funded through Council's Energy Savings budget and will provide a practical demonstration of this technology for incorporation into future projects. Graphical display of the electricity output and CO<sub>2</sub> reduction will be available on the Intranet and through the Internet site [www.sunnyportal.com](http://www.sunnyportal.com)

# Environment Performance

## 3.4.4 Facilitate community education for the achievement of a sustainable environment

### EN4.4.1 Sustainable Education Program - Status 100%

Deliver programs that align with sustainability principles

#### General Performance

Council has developed a draft Environmental Sustainability Strategy to be placed on public exhibition. The strategy will give Council and the community direction for implementing environmental initiatives to ensure environmental sustainability of the Wagga Wagga Local Government Area based on community consultation and research relating to:

- Land
- Climate, Air & Energy
- Water
- Biodiversity
- Waste
- Heritage

Programs delivered include:

- Schools Sustainability Challenge
- Earth Hour
- Clean up Australia Day
- National Tree Day
- Keep Australia Beautiful Waste Watchers program
- Improved recycling program introduced at Council premises

## Challenges

Council's State of the Environment Report 2008/2009 provides a detailed overview of the current challenges faced by the Wagga Wagga Local Government area (WWLGA) and the required response to properly manage, develop, protect, restore, enhance and conserve the environment in a manner that is consistent with and promotes the principles of Ecologically Sustainable Development.

The following challenges are aligned to the key themes of the SOE report being Water, Waste, Heritage, Land, Biodiversity, Climate, Air & Energy.

- Water quality and availability
- Urban Salinity
- Reducing the amount of waste (solid, liquid or gaseous forms) disposed of into landfills
- Ensuring protection programmes are in place to maintain heritage
- Landuse planning that ensures sustained ecological systems and biodiversity while still permitting residential development, recreational open space and sustainable agriculture and industry
- Maintaining and improving biological diversity
- Climate Change
- Reducing energy consumption and greenhouse gas emissions
- Air quality
- Ensuring sustainability to balance the needs of the built and natural environments and ensure development strengthens the connection between the community and the natural environment to create a sense of place and enhance community well-being

“The new Draft Resource Recovery Strategy has been completed and endorsed by Council for public exhibition. Subject to the outcomes of the public exhibition it is anticipated that the new strategy will be endorsed by Council later this year”



## WE FOCUS ON:

- 4.1 Leading the region into the future
- 4.2 Effective and transparent leadership that enjoys the support and confidence of the community
- 4.3 Council's operations and activities are effective, efficient and customer focused
- 4.4 Council having the necessary financial, human and other resources and management systems to provide appropriate services and a structure



# Governance



## Achievements

### SERVICE QUALITY

The implementation of Council's Service Quality Strategy was introduced in 2008/09 to measure Council's effectiveness in dealing with customers. Improvement Teams are required to gather data to identifying key areas for improvement to allow Council to better meet customer expectations.

### CONTRIBUTION PLANS

The generation of new Section 94 Contribution Plans to provide community infrastructure for the proposed re-zonings in the areas of Lloyd and Booroomba.

### CORPORATE TRAINING

The main focus areas for corporate training in 2008/09 included:

- Introduction of new programs targeting Leadership Development, Service Quality, Strategic and Community Planning, Communication and Consultation, Time, Task and Project Management, Disability and Access Awareness, Conflict Resolution and Complaint Handling

- Ongoing training and education for over 12 courses
- Federal/State funding applications to enable current employees to obtain nationally recognised qualifications as part of the existing worker traineeship program
- Support to apprentices and trainees through a number of trade, technical and professional qualification programs with the support of local New Apprenticeships Centres (NAC's)
- Education and training assistance for employees completing formal studies outside work through TAFE and Universities

### BRONZE AWARD

Council received a bronze award for its 2007/08 Annual Report as part of the 57th Australasian Reporting Awards.

### SOUND FINANCIAL POSITION

Council has maintained a sound financial position at 30 June 2009

## Future Plans

### COUNCILLOR DEVELOPMENT

In 2009/10 Councillors will undergo a training and development program which will assist in Councillors' professional and personal development.

### SERVICE QUALITY AND INFORMATION MANAGEMENT

Implement new Service Request system, maximise usage of corporate records system, reduce storage of physical files

Further develop Customer Service Centre to offer greater range of functions and improved performance

### WHICHWAYWAGGA

It's important that Council works with the community to decide how they want Wagga Wagga to be in the future and to this end, we have commenced the "Community Vision 2030" project with Futuresweek to commence in November. The outcome from Futuresweek is

to create a community vision for 2030. This vision is not only for Council to plan works and services but for all community members, businesses, government departments and all other stakeholders that have an interest in Wagga Wagga and the surrounding community, to plan for what we all want as citizens of this great city and community.



# Governance Performance

## 4.1 Lead the region into the future

### 4.1.1 Promote a clear strategic direction and vision for the future of the region

#### G1.1.1 Extension Tourism Marketing Campaigns - Status 100%

Create extension marketing campaigns for Wagga Wagga on the back of leisure marketing and promotions staged by eg. Riverina Regional Tourism, State and Regional Development into markets such as Melbourne, Sydney, Canberra and Regional NSW - A&E

##### General Performance

Wagga Wagga assisted Riverina Regional Tourism in promoting the region at the Sydney Caravan and Camping Show. The Region also attended the Melbourne Caravan and Camping Show following the Sydney event. Statistics have been received on numbers attending the Sydney and Melbourne Shows and those who participated in the exhibitions were enthusiastic and positive about the enquiries they received and are optimistic that we will receive good visitation to the region in the near future

Sydney had 78,000 attend over a 10 day period, up on 2008 numbers. Of those attending, 60% were adults, 22% pensioners and 18% children. Confirming many of the testimonials and stories in the media in recent times, many young families are looking for cheaper alternatives for their holidays and are looking at caravan or camping options for their next holiday. Young families were interested in the types of experiences they could expect when visiting the Riverina

Melbourne numbers were slightly down on 2008 with 59,000 people attending the 8 day show. Saturday and Sunday however eclipsed the previous year. Grey nomads were the main demographic attending this show however those attending noted that young families were also keen to learn about new destinations and experiences

Working together – with Temora Aviation Museum. This attraction brings thousands of visitors to the Region, particularly during their flying weekends. Those attending the flying days stay in areas such as Junee, Cootamundra, Wagga Wagga and surrounding towns. Following discussions with management of the Temora Aviation Museum, the Visitor Information Centre is now assisting with tickets sales for the museum's flying days. A link to our booking system has been placed on the museum's website and ticket sales commenced in July 2009

VFR Publicity Campaign – The regional ABC radio weekly segment for Visiting Friends and Relatives has been running extremely well the segment receiving approximately 14-16 minutes of airtime. Events and attractions are promoted each week and many locals are contacting ABC Riverina giving their feedback on the places of interest that are promoted each week.

The Daily Advertiser feature is also working well for all local government members of Riverina Regional Tourism. Each week a theme is chosen such as art galleries, attraction, events and walking trails. The Visiting Friends and Relatives campaign will continue to run during 2009

Riverina Agricultural Tours – Leeton Shire Council attended the Australian Tourism Exchange in Melbourne from 13 – 19 June 2009 on behalf of Riverina Regional Tourism. The region participated under Tourism New South Wales banner. Leeton Tourism was able to provide many companies attending the Exchange with information on the Riverina including the new DVD

#### G1.1.2 Management Plan - Status 100%

Undertake annual review of Management Plan

##### General Performance

The Draft Management Plan document was adopted by Council at its June Council meeting

#### G4.1.5 Investment Strategies - Status 95%

Undertake a review of the Investment Strategy and Investment Policy to ensure it meets best practice guidelines

##### General Performance

Council's New Investment Strategy and Investment Policy has been completed by both (Council's Financial Advisor) and Council's Manager of Finance. The Investment Strategy and Investment Policy will be presented at the next Corporate Governance Standing Committee Meeting for adoption

### 4.1.2 Embrace leadership for the region

#### G1.2.1 Regional Leadership - Status 95%

Active participation in regional government partnerships

##### General Performance

Council has been engaging with both State and Federal agencies on a range of issues including grant applications and the ongoing seminars in relation to the Water Reform Agenda. Council has also engaged with DSRD on the joint funding of the Bomen Masterplanning Project. Council has participated in workshops conducted by the Riverina Area Consultative Committee

A number of Councillors and the general manager have nominated to become members of the new "Regional Development Australia" Riverina Committee and are awaiting the announcement of the local government representatives

Council recently received confirmation of funding for the "EvoCities" project which aims to entice people living in metropolitan areas to the seven regional areas involved in the program. Wagga Wagga City Council is the Secretariat for the Evocities program

### 4.1.3 Promote Council as a regional service provider

#### G1.3.1 Regional Local Government Service - Status 10%

Investigate the provision of fee for service options for Regional Local Government Area

##### General Performance

It was not anticipated that any fee for service arrangements would be in place as at 30 June 2009, however Council is working in "partnerships" with Griffith and Albury Councils in resource and idea sharing arrangements across all aspects of Human Resources

# Governance Performance

## 4.1.4 Build and foster relationships, strategic networks and work collaboratively with all levels of government, non-government organisations, the private sector and community groups

### G1.4.1 Memoranda of Understanding - Status 100%

Work with partners whom have a Memorandum of Understanding to achieve desired outcomes for the city and region. Current MOU partners are: Charles Sturt University, Riverina Institute of TAFE, Wagga Wagga Chamber of Commerce, Wagga Wagga Medical Recruitment and Retention Committee, Police and Community Youth Clubs, the Community Services and Planning Development Group and the Department of Lands

#### General Performance

On-going meetings have been held with all parties regarding Memorandums of Understanding. Specifically a full day session was held with the executive of CSU to identify partnerships between the two organisations that are strategic in nature. Council continues to support the activities of the Medical Recruitment and Retention Committee and others

## 4.2 Effective and transparent leadership that enjoys the support and confidence of the community

### 4.2.1 Council implements best practice ethical and corporate governance standards

#### G2.1.1 Good Governance Strategy - Status 100%

Promote good governance and ethical conduct throughout the organisation

#### General Performance

#### G2.1.2 Legislative Compliance Program - Status 100%

Ensure legislative compliance throughout the organisation

#### General Performance

### 4.2.2 Engage and effectively consult with the community and foster participation and collaboration

#### G2.2.2 Internet Content and structure - Status 70%

Maintain a comprehensive and easily navigated website with up to date content as a key entry point to information and services - A&E

#### General Performance

The homepage redesign has been completed and signed off. The design for each Council Facility (Library, Museum, Oasis, Theatre and Art Gallery) has commenced with approval on the concept from all Facility stakeholders.

Staff reductions, due to unforeseen circumstances during the last quarter, have caused the project to carry over into the 2009/10 financial year

#### G2.2.3 Media Promotion - Status 100%

Ensure that timely information is communicated through a range of tools and that messages are consistent and easy to understand - A&E

#### General Performance

310 Media items appeared throughout the quarter in local broadcast and print media. 35 media releases were generated and issued by the Communications Division, Overall breakdown of articles for the quarter

- 63% - positive
- 20% - neutral
- 17% - negative

Reduction in staffing in the Communications Division by two thirds greatly impacted the amount of news items generated by Council throughout the quarter

#### G2.2.4 Community Consultation and Engagement - Status 25%

Facilitate inclusive and accessible community consultation for Council activities that effectively engages all sections of the community - A&E

#### General Performance

Cross Directorate Project Team continuing review

#### Reason for Variance

Attendance at the first quarterly urban community consultation was poor and as a result the process is being reviewed to determine the best method of engaging with the community

## 4.3 Council's operations and activities are effective, efficient and customer focussed

### 4.3.1 Develop and maintain a "best practice" proactive Council that is recognised as a leader in its field

#### G3.1.1 Risk Management Strategy - Status 100%

Actively promote enterprise risk management practices throughout the organisation

#### General Performance

Corporate Governance has commenced a review of its Risk Management Strategy to identify improvement areas and appropriate subprojects for implementation, awareness and promotion

#### G3.1.2 Information and Communications Technology Strategy - Status 100%

Maintain and effective and cohesive Information and Communication Platform as per the objectives of the Information and Communications Technology Strategy

#### General Performance



## Governance Performance

<p><b>G3.1.3 Information Management - Status 100%</b></p> <p>Provide best-practice information management services</p> <p><b>General Performance</b> Council is in the process of implementing a multi-year strategy to improve the quality and efficiency of its record systems. This project is progressing well, with two new upgrades planned for early 2009/10</p>
<p><b>G3.1.4 Procurement Process Improvements - Status 100%</b></p> <p><b>Develop and implement preferred supplier arrangements for goods and services</b></p>
<p>4.3.2 e-Enable all relevant Council services</p>
<p><b>G4.3.1 Call Centre Operations - Status 20%</b></p> <p>Develop Call Centre operations to provide seamless phone, fax and web customer service - A&amp;E</p> <p><b>General Performance</b> Council is focussing on delivery of excellence in Service Quality across the entire organisation</p> <p><b>Reason for Variance</b> This initiative has been delayed as Council is waiting on sufficient data from the Service</p>
<p><b>G4.3.2 e-Business Strategy - Status 5%</b></p> <p>Coordinate the delivery of the goals contained in the e-Business Strategy - A&amp;E</p> <p><b>General Performance</b> A new Steering Committee is currently being established to progress the goals detailed in the E-Business Strategy. The Committee will also look at updating the goals to reflect changes in technology since the original document was written in 2005</p> <p><b>Reason for Variance</b> Limited resources have kept this strategy from developing</p>
<p>4.3.3 Implement strategies to ensure excellence in customer service</p>
<p><b>G3.3.2 Customer Service Centre - Status 100%</b></p> <p>Deliver best-practice Customer Services - A&amp;E</p> <p><b>General Performance</b> Council adopted an innovative and high-impact Service Quality strategy in December 2008. In 2009, significant effort has been invested in implementing this strategy, and significant improvements in customer satisfaction and service delivery have resulted. In 2009/10, we will continue this strategy and further improve results</p>
<p><b>G3.2.1 Complaints Handling - Status 100%</b></p> <p>All complaints received have been actioned</p>
<p>4.3.4 Become an employer of choice</p>
<p><b>G3.4.2 Employee Attraction and Retention - Status 100%</b></p> <p>Implement the outcomes from the Workforce Plan including the Attraction and Retention Strategy and Succession Plan</p>
<p><b>G3.4.3 EEO Management Plan - Status 100%</b></p> <p>Implement strategies from EEO Management Plan</p> <p><b>General Performance</b> EEO Contact officers appointed and trained refresher training for supervisors and staff to follow</p>



## Governance Performance

### 4.4 Council has the necessary financial, human and other resources and management systems to provide appropriate services and infrastructure

#### 4.4.1 Establish agreed levels of service and infrastructure provision to ensure they are aligned with community needs and build Council's financial and management capacity to deliver

##### G4.1.1 Manage Investment Portfolio - Status 100%

Ensure sufficient liquidity is maintained to enable delivery of services and programs contained in the Management Plan

##### General Performance

For the 2008/09 Financial year, sufficient liquidity was maintained to enable delivery of services and programs contained in the Management Plan

##### G4.1.2 Review Infrastructure Funding Requirements - Status 0%

Undertake a review of funding level requirements for each category of infrastructure following the completion of condition based assessments and revaluation of asset values at "fair value"

##### General Performance

Awaiting completion of the revaluation of asset values at fair value before this project can start. The expected completion of the revaluation of asset values is July/August 2009

##### Reason for Variance

Awaiting completion of the revaluation of asset values at fair value before this project can start. The expected completion of the revaluation of asset values is July/August 2009

##### G4.1.4 Grants Funding Program - Status -100%

Ongoing program to actively seek additional grant funding for projects and services contained in the Ten Year Financial Plan.

##### General Performance

Approval of additional \$544k funded under the Regional and Local Community Infrastructure program.

Approval of \$660k under Regional and Local Community Infrastructure Program- Strategic Projects for Ashmont community centre and rural hall improvements

##### Highlight

Approval of \$660k under Regional and Local Community Infrastructure Program- Strategic Projects for Ashmont community centre and rural hall improvements

##### G4.1.6 Review Rating Structure - Status 100%

Analyse and report on the results of the revaluation of all rateable lands within the local government area including impact on Council's rating system.

##### General Performance

The next revaluation of rateable land will take place after 30 June 2010

##### G4.1.7 Developer Contribution System - Status 85%

Yearly review of the developer contribution system to ensure provision of adequate infrastructure to service the growth of the city

##### General Performance

An annual review has determined the requirement to produce Developer Contributions Plans that cover the fast track area in Boorooma by June 2009 and Developer Contributions plans that cover the zoned areas per the Draft Wagga Wagga LEP 2008 by approximately November 2009. Progression of these two tasks is on schedule to date

# Governance Performance

<b>4.4.2 Empower and enable employees to undertake their roles through adequate resources, skills and knowledge</b>
<b>G4.2.1 OH&amp;S - Status 100%</b>
Annually Prioritise and implement Audit outcomes from State Cover <b>General Performance</b> The Noise Management Procedure, Influenza Containment Procedure and OH&S Policy have been reviewed
<b>G4.2.2 Business Excellence Framework - Status 100%</b>
Facilitate bi-annual Self Assessment of service divisions in accordance with Business Excellence Framework
<b>G4.2.2 Corporate Training Program - Status 100%</b>
The Learning and Development team have developed a new training program for 2009/10

## Governance Challenges

### FRONTLINE CUSTOMER SERVICE FUNCTIONS

As Council activity and the size of the LGA grows, the strain on our frontline services increases. The Service Quality & Information division have been challenged in 2009/10 by significant increases in the volume as well as breadth of functions, without a corresponding increase in resources. In many instances this has impacted on Council's ability to provide service to the community.

### FINANCIAL CHALLENGES

Increasing population, changing demographics, ageing infrastructure, and the growing expectations of residents are all factors contributing to demands on the finances of Wagga Wagga City Council.

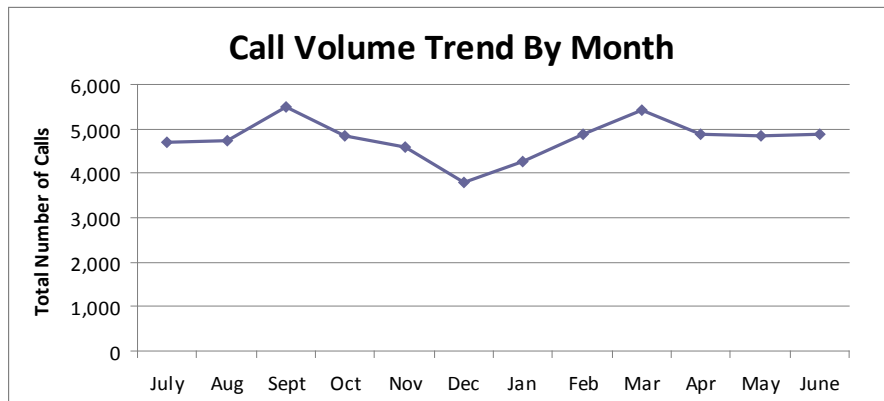
The financial snapshot on page 28 provides a summary of the specific financial challenges facing Council at 30 June 2009. The remediation of the former gasworks site in Tarcutta St is expected to cost more than \$7.3M and this is the most pressing funding issue facing Council. While \$3.2M has been set aside to reserve and Council has grant funding of \$0.5M, the remaining funding has not yet been determined.

Council will be reassessing its Long Term Financial Plan during the 2009/10 financial year which will address the key challenges facing Council.

# Customer Service Centre - Annual Performance Report 2008/09



Call Volumes	Monthly Average	Annual	% of total
No of Calls Received by Staff	4,780	57,354	89.67%
Abandoned	280	3,361	5.25%
Call backs	59	709	1.11%
Total Calls to After Hours Call Centre	211	2,536	3.96%
Total Calls Received	5,330	63,960	



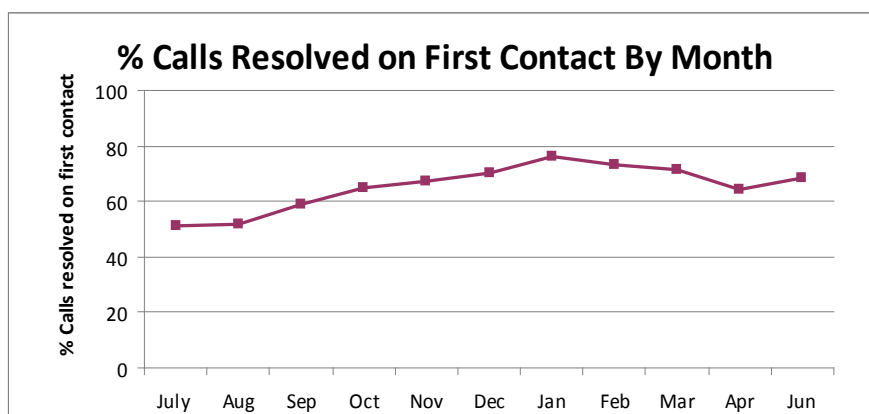
In July 2008, Council implemented a Customer Service Call Centre, with a new number of 1300 2 WAGGA (1300 292 442). This initiative has been highly successful, enabling a centralised function responsible for the lodgement and tracking of all service requests, as well as the provision of a wide range of information.

The Customer Service Centre operates from 8.30am-5.00pm Monday to Friday; however Council has an after hours service which enables Council to take calls from our central number 24 hours a day, 365 days per year.

Since its implementation, the Customer Service Call Centre has fielded a total of over 60,000 calls. The average time to answer these calls is 30 seconds. Unfortunately, Council still see some calls abandoned by the caller, but this amounted to only 5.25% of total calls and on average, callers were abandoning their call after only 38 seconds. Hold times are relatively low, with total time for callers on hold (after their call has been picked up) totalling only 45 seconds.

Our ultimate target is to resolve 90% of all contacts into Council at first contact. The Customer Service Centre achieved an average resolution rate of 68% in its first year of operation, and Council are optimistic of continued improvements over the coming year.

Call Statistics	Average
Calls resolved in Call Centre	68%
Calls Transferred	32%
Average Time to Answer (hh.mm.ss)	00:30:10
Average Time to Abandon (hh.mm.ss)	00:38:55
Average Time on Hold	00:45:30



Answer Interval (mm:ss)	Total	%
< 0:30	201	41.10%
>0:31-<1:00	72	14.72%
>1:01-<1:30	117	23.
>1:31-<2:00	33	6.75%
>2:01	66	13.50%
Total	789	100%





# Statutory Requirements

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“The Museum of the Riverina was named the winner in the Best Medium to Large Museum category”



# Access and Equity Statement Report


## S428(2)(R)

Council supports the principles of Social Justice and the values of Access and Equity 'a fair go for all'. Social justice has implications for the delivery of Council services and programs across all areas of Council.

The Management Plan items tagged Access and Equity (A&E) have been reported below in the five directorates; Environment and Community, Infrastructure, Planning, Commercial & Business Development and Corporate Services. The key below indicates the performance of these items in three categories 'completed', 'in progress' and 'not yet completed'.



## Environment and Community Services

NAME	ACTION	PERFORMANCE TARGET	WHAT DID WE DO?	STATUS
Cultural Plan - participation	Deliver annual and seasonal cultural public programs, exhibitions, performances and projects through Museum sites, Art Gallery and National Art Glass Gallery spaces, Civic Theatre and performance spaces, City Library and mobile Library services - A&E	10% annual increase in participation in cultural programs	All Quarterly cultural guides delivered successfully maximising co-location marketing opportunities. Additional display signage being negotiated with McDonalds. Successful implementation and delivery of three months of integrated cultural program and projects across all facilities for Mawang (Altogether) Biennial Winter Festival Successful adoption of Public Art Policy and set up of Public Art Advisory panel including implementation strategy in association with relevant facilities. Combined facility education package produced and distributed to all schools in Local Government Area. Regular meetings delivered across facilities which realised successful and efficient co-ordination of program delivery. The library hosted an Indigenous Family History Workshop as a MAWANG event.	 100%

Completed



above 75%

In Progress



between 50% & 75%

Not Completed



below 50%


## Access and Equity Statement Report (Cont'd)

### Environment and Community Services (Cont'd)

NAME	ACTION	PERFORMANCE TARGET	WHAT DID WE DO?	STATUS
Parks - Major Assets	Maintain Botanic Gardens and Zoo - A&E	Improvements in customer satisfaction ratings achieved	Council staff are continuing to maintain the Botanic Gardens and Zoo to a high standard to meet community expectations. Proposed new adventure playground and picnic and toilet facilities will have disabled access.	100% 
Exhibition Centre development	Progressively develop the Centre as per Master Plan - A&E	Implementation of annual funded development program	Development of the Exhibition Centre site in line with the area Master plan is on track. Senior Rugby League facility development is complete. The Junior Rugby League facility development has begun. The field development component has been completed. The Amenities Building development begins in July 2009. Development of the road network within the site and addressing the entry and exit issues is expected to begin in the coming months. The Sports ground lighting development project will be put on hold due to the current budget being fully allocated. There is a proposed new disabled access to the Senior Rugby League facility commencing late in 2009.	100% 
Community Social Plan	Review and Implement Community Social Plan priorities - A&E	Annual program completed	All priorities in the Social Plan 2003-8 have been implemented and reviewed. Significant time frame advantages have been realised in relation to planning priorities as Community planning consultations for all of the rural villages have been brought forward to be completed by the end of July 2009. This will allow inclusion into the DCP and completes this process well ahead of planned date by 2013. Additional infrastructure funding through the federal infrastructure program has also brought forward a range of social outcomes into current year allowing increased recreational and community access for leisure and culture due to upgrades in children's playgrounds around the city and villages, selected rural hall upgrades and the construction of a youth adventure playground as part of the botanic gardens upgrade project. The Public Art Advisory Panel has been appointed to implement cultural opportunities across the local government area. A Crime and Safety group has been endorsed as a reference group for the Alcohol Management Strategy. Refugee Week Function conducted CDAT forum conducted 24 June 2009.	100% 

## Access and Equity Statement Report (Cont'd)

### Environment and Community Services (Cont'd)

NAME	ACTION	PERFORMANCE TARGET	WHAT DID WE DO?	STATUS
Neighbourhood/ rural village cultural services	Deliver cultural and social programs at neighbourhood/ rural village localities - A&E	10% Increase in program participation	Access and Equity. The division has a range of Special projects delivered over the quarter aimed at equity and access in Tolland. Mawang (Altogether) Biennial Winter Festival over June - August has provided many opportunities for social inclusion including Mural at Tolland Community Centre launched in June. Bangarra Dance Theatre workshop for 35 students at Mt Austin High School with complimentary tickets for Saturday night performance 6th June 2009. Mini social plan consultations held from April through to the end of July for all villages throughout the Local Government Area. Draft plans to be completed before end August 2009 in line with DCP. This has brought forward this planning phase by approximately 18 months. Annual Community Grants process opened in April 2009 for a range of community grants including community development, financial assistance, heritage and rural halls and villages. The Mobile Library service extended the urban Wagga Wagga service to six sites – Tolland, Ashmont, Koorinal, Glenfield, Lake Albert and Estella. Wagga Wagga Regional Family Day Care has promoted the service to parents and prospective Carers to villages such as Tarcutta, Galore, Collingullie, Kapooka and through the Parents as Teachers program by offering information sessions in these areas.	 100%

Completed



In Progress





Not Completed



# Access and Equity Statement Report (Cont'd)

## Environment and Community Services (Cont'd)

NAME	ACTION	PERFORMANCE TARGET	WHAT DID WE DO?	STATUS
Acknowledging social and cultural diversity	Delivery of Council's annual schedule of celebratory weeks and days across the life cycle - A&E	Successful delivery of events	<p>Delivery of programs against priority to the cultural plan for the period. Establish a cultural and social foundation Amend to Strategic relationships strengthened through the: Renewal of CSU Cultural Accord.</p> <p>Participation into the input and delivery of ERAP's Strategic Plan and Business Plan for 2010 - 2012.</p> <p>Increased networking with partner organisations such as RCC, ARCC and other cultural groups to maximise outcomes in relation to funding sources and project opportunities.</p> <p>Increased internal engagement strategies with other divisions within council such as parks and recreations to improve cultural outcomes as well as communication and consultation around public art maintenance and joint project implementation such as the Kidsville Public Art Project and upgraded playgrounds around the local government area.</p> <p>Successful implementation of the strongly branded three month program for Mawang Altogether Winter Festival across all facilities involving a wide range of activities and projects celebrating Indigenous Culture.</p> <p>Input for an Ability Festival into the Christmas 2009 corporate strategy to increase access and equity outcomes.</p>	100% 
Social and Cultural Services Program	Season programs for facilities marketed and distributed in various mediums - A&E	Programs distributed	Programs distributed.	100% 

Completed



In Progress



Not Completed



## Access and Equity Statement Report (Cont'd)

### Environment and Community Services (Cont'd)

NAME	ACTION	PERFORMANCE TARGET	WHAT DID WE DO?	STATUS
Increased access to information and public programs through a range of mediums for all ages	Ensuring public access to a range of mediums including emerging and new technologies for cultural and social engagement of our community - A&E	Completed October 2011	Ensuring public access to a range of mediums including emerging and new technologies and social engagement in our community. Some of these include: Facility programs and event brochures published across all cultural faculties, Social Planning and Regional Family Day Care Service. Program marketing and promotion delivered through quarterly guides, website presence, print media and regular updates across network contacts. Regenerate Youth Festival utilised website as a primary source of promotion and interaction for the first time in 2009. Wagga Wagga City Council Social Plan placed on corporate website for access by community, stakeholders and industry professionals. Community Directory 2009 catalogue completed and placed on line. Online engagement strategies continue to be developed across cultural institutions especially in relation to social networking opportunities. Access aware subscription endorsed in order to increase availability of online information for the disability sector around mobility and pedestrian issues across Wagga Wagga. Internet sessions held for Seniors and community members to build capacity and skills throughout the period at the Wagga Wagga City Library and the Seniors Centre. New resident information sessions held monthly through the Welcome to Wagga Program including the annual Defence Force Welcome. Mobile library services extended to 16 sites across the Local Government Area and to 7 aged care facilities in addition to the Home Library Service. Advisory committees set up for youth, multicultural, indigenous and arts sectors as a formal mechanism for strategic advice and engagement. Engagement consultations delivered to all villages in relation to the development of individual village community plans. Wagga Wagga Regional Family Day Care produced and distributed the Children's Services Directory. This document is also available online.	100% 
Cultural/ tourism facility for visitor/ community access	Staged development of a new facility at the river precinct that integrates tourism and cultural activities - A&E	As per staged program - Design 08/09 - Phase 1 construction 09/10 - Phase 2 construction 11/12	The Riverside Precinct MOU between Council and NSW Department of Lands was signed by the Mayor and Minister for Lands Tony Kelly in June 2008. A Working Group comprising Council and Lands representatives was established along with the appointment of Project Managers from each organisation. Consultants began work on the development of a draft master plan in May 2009. Community consultation and stakeholder meetings have and continue to occur throughout the planning stage. A draft master plan is anticipated to go on public exhibition in November 2009.	75% 



## Access and Equity Statement Report (Cont'd)

### Environment and Community Services (Cont'd)

NAME	ACTION	PERFORMANCE TARGET	WHAT DID WE DO?	STATUS
Increase useability of healthy assets	Facilitate fitness training in parks - A&E	Fitness training policy implemented	A draft policy on the use of parks and sports grounds by personal trainers and group personal trainers has been prepared and requires further review prior to being put before Council.	100% 
Shared pathways in the city and surrounds	Identify shared pathway links and list projects for funding consideration - A&E	Projects listed for funding consideration completed	General review of the 1998 WWCC Cycleway plan has occurred. A new Cycleway plan will be drafted in the coming months by the newly formed Bikeway Plan Management Team, which will identify the missing links in the current network and the level of funding required to address them. Asset Condition Assessment Officers are currently collecting the information on the status of the current Cycleway network. Shared pathways form part of the Cycleway network.	25% 
Regulatory Services	Deliver regulatory services to meet the needs and expectations of the community - A&E	Annual compliance programs completed	Regulatory Services delivered including: Companion Animal Management, Parking enforcement, Litter / dumped rubbish enforcement, Impounding abandoned articles, Management of Alfresco dining license and Environmental complaints / breaches.	100% 
Municipal Health Plan	Implementation and review of Municipal Health Plan - A&E	Municipal health plan priority area projects delivered	Actions from the Municipal Health Plan implemented.	100% 
Community Immunisation Clinic	Implement public health immunisation projects - A&E	24 clinics per year conducted	Twenty four immunisation clinics have been held during the reporting -period. Ongoing clinics held. All Immunisation procedures and protocols reviewed and updated. Emergency Protocol developed to deal with cases of Anaphylatic reactions.	100% 

Completed



In Progress



Not Completed





## Environment and Community Services Highlights

Library services continued to be in response to community need and demand.

A snap shot of the library's annual statistics revealed that it is vital community hub:

- Door traffic 193,184 in 2007/08 > 198,537 in 2008/09 = increase 2.8%
- Annual loans over 260,000 in 2007/08 > 278,359 in 2008/09 = increase 7%
- 12,500 people attended events in 2007/08 > 15,435 in 2008/09 = increase 23 %

The Riverina Regional Library Book Club – This service entered its second year and proved that there is a great need and enthusiasm in the community for Readers' Advisory services and programmes. The service provides books, leadership and discussion guides and support to thirty-three groups of ten library members. The end of year party held at Wagga Wagga City Library was a great success with around seventy book club members coming together to celebrate the club.

Internet Connect- Due to the growing demand for regular Internet classes the Information Services team came together to teach Internet Connect classes each Tuesday during term time to four people per week. These classes are tailored to individual needs and cost \$5. The classes remain very popular and are booked out well in advance.

Australian National Poetry Slam- Wagga Wagga hosted its third regional heat of the National Poetry Slam. Spoken word artist Tug Dumbly was the MC for this event which gives participants the chance to perform their spoken word, poetry, hip hop or stories in front of a live audience.

Food for Fines was held for the fifth year running and has been run over the Christmas/New Year Period. Patrons are asked to pay their library late fees in food which is then donated to the Salvation Army. Members of the public also donate non perishable items to the Food for Fine drive.

### PARKS AND RECREATION

New unisex toilet facilities are being constructed at Collins Park and will be completed in September 2009. These are designed to assist family groups who visit this park. This facility will have an access ramp available off Fox St with dedicated disabled parking.

### CIVIC THEATRE

Wagga hosted the full Sydney Symphony for the first time with over 60 musicians gracing the Civic Theatre stage and performing an outstanding concert. The two performances were a wonderful opportunity for the public to hear the Sydney Symphony in our own community and to have access to a high level of performing arts and music in Wagga. The concert were fundraisers with ticket proceeds helping the many people affected by the ongoing drought in New South Wales through the drought relief programs of Anglicare, The Australian Red Cross, The Salvation Army and St Vincent De Paul. The Governor of NSW Professor Marie Bashir AC, CVO and Dr Richard Sheldrake, the Director General of Primary Industries representing the Minister for Primary Industries Hon Ian MacDonald also attending the concerts. A Mayoral function was held prior to the Saturday evening concert to welcome the Sydney Symphony and thank all the sponsors for bring the Symphony to Wagga.

The Civic Theatre subscriptions in 2009 are 613 a 14% increase on 2008 which had a 42% increase.

Twilight by the Lagoon Finale was a great success with an estimated 4000 people enjoy a fantastic free community engagement event and raising \$2808.80 for the Victorian Bushfire Appeal

The Theatre produced the first Cabaret Wollundry featuring local performers Heather and David Wall and directed by Peter Cox. Audiences enjoyed five performances in the lovely setting in the upper foyer whilst listening to some great local performers.

The Silver Circle daytime program has enjoyed some great concerts from during Seniors Week the Gilbert and Sullivan show "Pirates Penzance and Frankie J Holden.

Wagga Civic Theatre also hosted 100 musicians from Canada with a great concert featuring jazz, pop, musical and film music. Mary Ward Catholic Secondary School is located in Toronto, Ontario, Canada. The band came to Australia and presented a performance in Wagga as part of the bands cultural exchange.

The Australian Army Band Kapooka continued the great program of Music @ Midday for 2009 with audiences enjoyed a wonderful FREE concert four times over the year.

### MUSEUM

The Museum of the Riverina offers a free Reminiscence Box loan service for use in group work with seniors, by aged care activity officers and community groups.

Six new themed boxes, each with items of significance to the lives of elderly people were developed in 08/09 - to encourage reminiscence through touch, sight, sound and smell. The museum operates the reminiscence box loan service to ensure that elderly people in our community who are not able to physically visit the museum can access a museum program in the comfort of their homes/aged care facility.

The Museum organised and hosted in partnership with accessible ARTS/Arts + Disability NSW two half day Disability Awareness and Access training workshops (TAFE accredited) on 26 & 27 May 2009. These workshops were attended by a range of community services staff drawn from the Museum, Theatre, Library and Gallery as well as from the Riverina Community College, Kurrajong Waratah and other disabilities service agencies based in Wagga Wagga.

### WAGGA WAGGA ART GALLERY

The Wagga Wagga Art Gallery presented a diverse program of over 40 exhibitions across six exhibition spaces - the Main Gallery, the Margaret Carnegie Gallery, the Links Gallery, the Glass Gallery (upper and lower floors), and the E3 art space. This included touring exhibitions, Wagga Wagga Art Gallery Initiatives and exhibitions by Riverina-based artists and community groups in Links Gallery and the E3 art space. The total number of visitors to the Wagga Wagga Art Gallery was 42,056, an increase of 3% on the previous year.

The strong sense of community engagement continued with the larger than usual number of community based exhibitions. The development and promotion of the E3 art space has been crucial in continuing this trend. There were 16 exhibitions that featured over 140 Riverina-based artists and art organisations in the Links Gallery and E3 artspace. Highlights included Splendor in the Arts Riverina Institute of Technology - Wagga Wagga Campus - Certificate IV

# Access and Equity Statement Report (Cont'd)

Student, Solo - a graduation exhibition of Charles Sturt University  
Photography students

Junctions - Performance and multi-media works by Melanie Evans,  
Canny Kinloch and Janine Agzarian, ArtAbility - works from clients of  
Kurrajong Waratah and Colour My World - Wagga Wagga Art Society  
Christmas show.

In 2008 the Gallery concentrated on producing more in-house  
curated exhibitions, utilising and developing the skills and resources  
of staff members. In addition to this, three of the exhibitions were  
collection-based shows which promoted the collections and  
encouraged research and development by curatorial staff resulting in  
collection management practices of updating database information  
and additional research.

Highlights included Wagga Wagga Art Gallery's contribution to the  
Mawang (Altogether) – Celebrating Indigenous Culture Festival  
with three stunning exhibitions of Aboriginal art, which together  
highlighted the diversity of Indigenous visual culture. The exhibitions,  
Colour Country: Art from Roper River, Yarra: Say, Speak, Tell and  
Marramarra Bundanha, that were launched at the Wagga Wagga Art  
Gallery at Mayoral reception on 5 June 2009. Colour Country: art from  
Roper River kicked off its national tour as part of Mawang.

## **SOCIAL PLANNING**

Aboriginal Home and Community Care (HACC) Development  
Program

Wagga Wagga City Council was approached by the NSW Department  
of Ageing, Disability and Homecare to auspice a newly funded  
position of Aboriginal HACC Support Officer. This was accepted and  
the additional funds provides a co-worker for the HACC Development  
Officer position auspiced by Council since 2000 and covers the  
28 LGA's of Riverina/Murray regions offering service support and  
development to all HACC funded services, the new position will  
enhance and ensure access for Aboriginal people to the mainstream  
services of HACC, by working with the service providers and the  
community.

## **HOME AND COMMUNITY CARE (HACC) DEVELOPMENT PROGRAM**

The Home and Community Care Development Officer has been  
auspiced by Wagga Wagga City Council since 2000. The program  
works with service providers across the 28 Local Govt Areas of  
Riverina/Murray to promote services within the community, support  
the HACC services by providing training for management, staff  
and volunteers, assisting with service level and regional planning,  
providing and information flow, and working with the funding body  
and the services to promote equity of access for all eligible clients to  
HACC services.


## **ACHIEVEMENTS & CHALLENGES**

This year has seen a growth in funding to allow for a part-time project  
officer for the HACC program as well as the additional position for  
the Aboriginal HACC Support Officer. The Riverina/Murray HACC  
services successfully passed their monitoring process required by the  
Department, and have a high success rate compared to the State for  
both their Quality Improvement process and reporting.

Challenges for the future will be in the ageing population planning  
and especially in providing responsive and appropriate services for  
the forecast growth in the number of dementia clients.

“In 2008 the Gallery concentrated on producing  
more in-house curated exhibitions, utilising and  
developing the skills and resources of staff members”

## Infrastructure Services

NAME	ACTION	PERFORMANCE TARGET	WHAT DID WE DO?	STATUS
Build and foster relationships with Emergency Services Organisations	Coordinate four Local Emergency Management Committee Meetings annually - A&E	4 meetings per year	<p>The Local Emergency Management Committee meets quarterly through the year (August, November, February and May). The last meeting of the LEMC was on 11 May 2009. There were no issues arising from that meeting that require the urgent attention of WWCC. A new Local Emergency Management Officer (LEMO) has been appointed to replace the outgoing LEMO. In addition two Deputy LEMOs have also been appointed. All of these officers have received basic emergency management training at a venue in West Wyalong. That training was also attended by other members of the Emergency Management community. A request was received from the Region SES Controller for a representative from WWCC to assist on a selection panel for the incoming Wagga Wagga Volunteer SES Controller. The LEMO will perform that role. The selection will take place in the 2009-10 financial year with the appointment being confirmed by the Minister on 1 August. The Region SES Controller has resigned from his role. A new Region SES Controller has been appointed to the position, to take effect from the commencement of the new financial year.</p>	<p>100%</p> 



Completed



In Progress





Not Completed



# Access and Equity Statement Report (Cont'd)

## Infrastructure Services (Cont'd)

NAME	ACTION	PERFORMANCE TARGET	WHAT DID WE DO?	STATUS
Shared pathways in the city and surrounds	Identify shared pathway links and list projects for funding consideration - A&E	Projects listed for funding consideration completed	General review of the 1998 WWCC Cycleway plan has occurred. A new Cycleway plan will be drafted in the coming months by the newly formed Bikeway Plan Management Team, which will identify the missing links in the current network and the level of funding required to address them. Asset Condition Assessment Officers are currently collecting the information on the status of the current Cycleway network. Shared pathways form part of the Cycleway network.	25% 
Pedestrian Access Mobility Plan (PAMP) 2007/08	Identify and improve pedestrian access across the LGA	Plan approved	The 2009/10 PAMPS program is awaiting schedule of works approval.	100% 

Completed



In Progress




Not Completed



### Infrastructure Services Highlights




- Construction of pram ramps where footpath crosses Kerb and Gutter occurred during 2008/09. This is funded by the PAMPs program with a budget of \$84,000 in 2009/10.
- Modification of bus and taxi shelters occurred to improve access for the disabled. This is funded by the Country Passenger Transport Infrastructure Grant Scheme (CPTIGS) with a budget of \$182,000 in 2009.
- This intersection was upgraded at Dobney Avenue/Pearson Street roundabouts a cost of \$270,000 during January 2009 after geotechnical investigations indicated that the existing pavement was sound enough to warrant a thin layer asphaltic concrete overlay. Planning and consultation were carried out in advance of the project to minimise the disruption to traffic and the impact on local businesses. The work was carried out at night and involved removing the badly damaged surface prior to constructing a new wearing course. The multi-discipline team was recognised for its consultation, planning and efficiency in delivering the project by being recognised as the Team of the Month in March.
- Council recently carried out a trial for concrete footpath grinding with a Brisbane grinding contractor who has a team based in Canberra and the savings as a result of this type of work when compared with the cost of footpath replacement are substantial. The trial involved grinding 600 lineal metres of raised slabs at a cost of \$13,500 and has proven to be very successful. The work was completed in one week and if the concrete slabs had been removed to eliminate the hazards the footpath replacement would have cost in the order of \$120,000. Work was carried out on trip hazards in Peter Street and outside the Commercial Club in Gurwood Street, both of which had been temporarily repaired using asphaltic concrete. Feedback from residents in the trial area is positive with many comments that the appearance of the surface after grinding is a significant improvement compared with asphalt patches on the footpath.
- The bitumen maintenance team suggested that a trial should be carried out of a small bobcat mounted profiler so that failures could be repaired by strengthening the existing pavement with a cement additive rather than removing the failed pavement material and replacing it with new gravel or hotmix. The trial proved to be so successful that a small profiler was bought and a heavy patch team was formed which has been working continuously on repairing road failures ever since. Not only has the cost of this type of repair been significantly reduced, resulting in more work able to be carried out with the limited maintenance funds, but the response time to attend to road failures has also been shortened. This team was recognised for its initiative by being awarded the Team of the Month in December 2008.



“Council has been able to reduce the cost and delays associated with the installation of tactile markings on its footpaths and around its bus shelters by investing in the materials and equipment previously only available through contractors based in the capital cities”

# Access and Equity Statement Report (Cont'd)

## Planning Services

NAME	ACTION	PERFORMANCE TARGET	WHAT DID WE DO?	STATUS
Wagga Wagga Development Control Plan - Retail	Encourage innovation and development of shopping, dining and entertaining areas through innovative and relevant development controls to support retail objectives in the Local Environment Plan - A&E	Ongoing review of the Wagga Wagga Development Control Plan	Work is continuing to ensure Development Control Plan provisions protect environmental values whilst achieve quality social and built environment outcomes.	60% 
Community Facilities	Identify community facilities such as child care, community centre, open space and retail centres in structure plans developed for new release areas - A&E	Ongoing review of new release area requirements	Work is progressing as part of the draft LEP 2008 for the provision of community facilities in the release areas.	60% 
Wagga Wagga Development Control Plan	Encourage innovation in the design and development of housing through innovative and relevant development controls A&E	Ongoing review of the Wagga Wagga Development Control Plan	276 submissions had been received on the draft LEP 2008. Those submissions will be reviewed by the Wagga Wagga City Council Planning Panel. A Public Forum was conducted on the 5, 6 & 7 August to hear individuals on their submissions. Public hearings have yet to be held on the few contentious issues raised in submissions.	50% 

Completed



In Progress



Not Completed



## Access and Equity Statement Report (Cont'd)

### Commercial and Business Development (Cont'd)

NAME	ACTION	PERFORMANCE TARGET	WHAT DID WE DO?	STATUS
Tourism Website	Maintain contemporary information on activities available for residents and visitors - A&E	Target of 1200 website visitors achieved per year	Visitation statistics are now being recorded for the Tourism Website. Since going live, there has been a total of 18,338 visits to the site which includes some visitors who have visited the site more than once. Many requests are now being received via the website whereas in the past these were received by email. Visitors are requesting copies of the visitor guide, drive guides and information packs. Visitors can also provide feedback on their satisfaction with the site.	100% 
Conference/event organisers and group markets	Actively promote Wagga Wagga as an ideal destination for the conference, event and group markets - A&E	Target of 10 achieved per year	We have now made available the Group Tour Planner on the new Tourism Website. Group planners are now able to request a copy of this guide by filling in a request form on the website.	100% 
Visitor Information points	Develop Visitor Information points at key attractions and locations throughout the City to provide easy access to information and encourage visitors to do more - A&E	Target of 5 new information points achieved per year	Staff continue their monthly visitation of updating/restocking the information at all outlets. As the airport experiences high visitation the information stand at the airport requires weekly visitation to maintain stocks.	100% 
Link to State and Regional tourism Websites	Maximise Wagga Wagga's exposure on key external websites including State and Regional Tourism Websites - A&E	State and Regional Websites contain up to date information	Wagga Wagga is promoted on a number of tourism websites and these include but are not limited to: Wagga City Council's tourism website, Riverina Regional Tourism website and the official website for Australia.	100% 
Events	Support Tourism Events on internet, publications and media activities - A&E	Target of 200 per year	The tourism division supported well over 400 events during the 2008/09 Financial Year. Some of the Major events included: Overdale Markets, Twilight by the Lagoon, Sydney Travelling Film Festival, Pedal Power Display, Seniors Week 2009, Wagga Relay for Life, Dusty Days Music Festival and Town and Gown.	100% 



## Commercial and Business Development (Cont'd)

NAME	ACTION	PERFORMANCE TARGET	WHAT DID WE DO?	STATUS
Extension Tourism Marketing Campaigns	Create extension marketing campaigns for Wagga Wagga on the back of leisure marketing and promotions staged by Riverina Regional Tourism, State and Regional Development info markets such as Melbourne, Sydney, Canberra and Regional NSW - A&E	Annually participate in Heart of Country Campaign, attend Trade Shows in conjunction with Tourism New South Wales and Riverina Regional Tourism	Wagga Wagga assisted Riverina Regional Tourism in promoting the region at the Sydney and Melbourne Caravan shows. The Sydney show attracted 78,000 over a 10 day period up on 2008 numbers. Melbourne attracted 59,000 people over an eight day period slightly down on 2008 numbers. Grey nomads were the main demographic attending these shows however those attending noted that young families were also keen to learn about new destinations and experiences. Following discussions with management of the Temora Aviation Museum, the Visitor Information Centre is now assisting with tickets sales for the museum's flying days. The "Regional Visiting Friends and Relatives" weekly radio and print campaign has been very successful for the region. Events and attractions are promoted each week.	100% 

Completed



In Progress






Not Completed





# Access and Equity Statement Report (Cont'd)

## Corporate Services

NAME	ACTION	PERFORMANCE TARGET	WHAT DID WE DO?	STATUS
Community Consultation and Engagement	Facilitate inclusive and accessible community consultation for Council activities that effectively engages all sections of the community - A&E	Consultation activities conducted in accordance with Council policy	Cross Directorate Project Team continuing review from feedback obtained in the Community Survey.	25% 
Internet Content and Structure	Maintain a comprehensive and easily navigated website with up to date content as a key entry point to information and services - A&E	10% annual growth in unique website visitors achieved	Home page redesign has been completed and signed off. The design for each Council Facility (Library, Museum, Oasis, Theatre and Art Gallery) has commenced with approval on the concept from all Facility stakeholders. Staff reductions, due to unforeseen circumstances during the last quarter, have caused the project to carry over into the 2009/10 financial year.	70% 
Media Promotion	Ensure that timely information is communicated through a range of tools and that messages are consistent and easy to understand - A&E	10% annual improvements on positive media coverage	310 Media items appeared throughout the quarter in local broadcast and print media. 35 media releases were generated and issued by the Communications Division. Overall breakdown of articles for the quarter: 63% - positive 20% - neutral 17% - negative Reduction in staffing in the Communications Division by two thirds greatly impacted the amount of news items generated by Council throughout the quarter.	100% 

**Completed** 
**In Progress** 
**Not Completed** 

# Access and Equity Statement Report (Cont'd)

## Corporate Services (Cont'd)

NAME	ACTION	PERFORMANCE TARGET	WHAT DID WE DO?	STATUS
e-Business Strategy	Coordinate the delivery of the goals contained in the e-Business Strategy - A&E	e-Business Strategic Goals achieved	Programs that were undertaken during the year include : Implementation of Council's online tendering facilities, project to upgrade the booking services for council owned facilities, investigations into a service request system, finance system upgrade to allow for on-line services, continuing investigations into placing planning services on-line. This is an ongoing project to 2012.	5% 
Call Centre Operations	Develop Call Centre operations to provide seamless phone, fax and web customer service - A&E	Call Centre operations established by December 2008	Council is focussing on delivery of excellence in Service Quality across the entire organisation. Accordingly this initiative may be delayed.	100% 

Completed



In Progress



Not Completed



## Amounts Incurred by Council in Relation to Legal Proceedings

### s428(2)(e)

MATTER	COSTS PAID	STATUS
Land & Environment Court - Bomen Agricultural Machinery DA 08/368	\$30,582	finalised

## Amount of money spent on Mayor and Councillor Fee's

### s428(2)(f)

FEE'S	AMOUNT (\$)
Councillor Fees	160,661
Mayoral Fees	32,904
Councillors Allowances	9,797
Councillor Education	32,301
Councillor telephone costs and fax	4,108
Councillors travelling costs NSW	7,135
Councillors travelling costs interstate	458
Overseas Visits by Councillors	Nil





## Bushfire Hazard Reduction Activities

### **S428(2)(i1)**

Council undertook the following activities in its 2008/2009 bushfire hazard activities:

- Re-grading of fire trails at Willans Hill, Pomingalarna and Rocky Hill Reserves
- Annual roadside spraying program of Council's bitumen rural roads
- Annual weedspraying program at Willans Hill, Rocky Hill and Pomingalarna Reserves
- Roadside vegetation clearance along Lord Baden Powell Drive at Willans Hill
- Fence construction and gate installations at Willans Hill and Pomingalarna Reserves
- Planned 2009/2010 Hazard Reduction Activities:
  - Annual roadside spraying program of Council's bitumen rural roads
  - Annual weedspraying program at Willans Hill, Rocky Hill and Pomingalarna Reserves
  - Ongoing trail rehabilitation works at Willans Hill, Rocky Hill and Pomingalarna Reserves
  - Preparation of a fire management plan for Willans Hill
  - Review of perimeter fencing and gates access at various locations
  - Review of possible road closures at Willans Hill as outlined in the Plan of Management

## Business Activities

### **Section 428 (2)( r )**

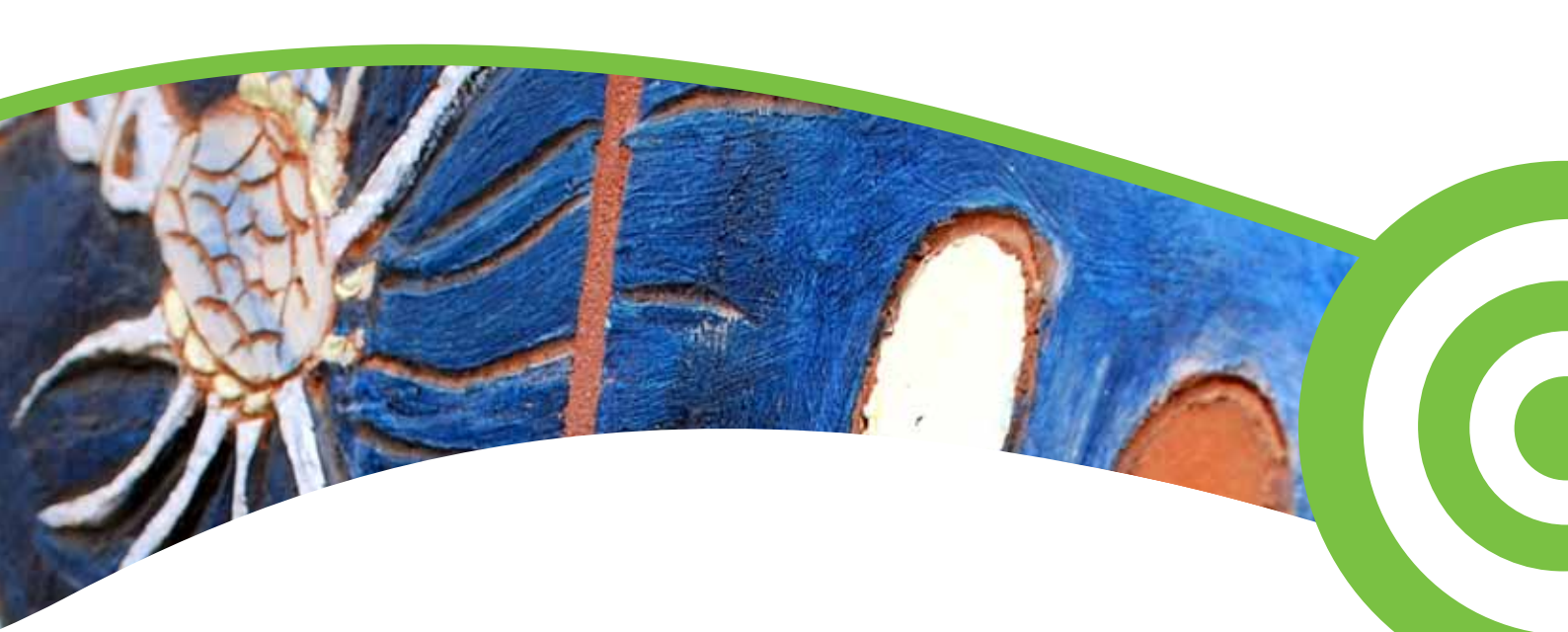
Category 1 business activities where gross operating Turnover is over \$2 Million.

- Sewerage Operations
- Livestock Marketing Centre

Category 2 business activities

- Wagga Wagga City Council Airport

A financial summary of operations is included the Special Purpose Financial Reports.



## Childrens Services and Programs

Council continues to work in partnership with other sectors of the community to implement various projects in meeting the needs of children.

### s428(2)(r)

#### **CHILDREN'S SERVICES DIRECTORY**

Wagga Wagga Regional Family Day Care produced and distributed the Children's Services Directory. The directory contains contact information for children's services in the local area and is a valuable tool for families and also professionals in the industry.

#### **Neighbourhoods/Community Centres**

Community consultations were undertaken in Tarcutta, Uranquinty, Galore and San Isidore during 2007/08 to engage the villages in direct communication with councillors and council staff. Wagga Wagga Regional Family Day Care continues to promote its services to villages such as Tarcutta, Galore and Collingullie through the Parents as Teachers Program.

Council continues to provide community development support to the progress associations in the villages and neighbourhoods including promotional support to Glenfield and Progress Associations.

#### **Outreach Storytime Sessions**

The Library trialled Outreach Storytime Sessions for the under 5 years age group at the Ashmont Community Centre and the Tolland Neighbourhood Centre which were well attended.

#### **Immunisation**

Council conducts free immunisation clinics for children under 15 year of age. Clinics are conducted during the day at the Seniors Community Centre in Tarcutta Street on the third Wednesday of the month and also

during the evening at the Wagga Wagga City Council Civic Centre on the fourth Thursday of every month.

#### **Wagga Wagga Regional Family Day Care**

Wagga Wagga City Council is the licensee of the Wagga Wagga Regional Family Day Care Service. The Family Day Care Co-ordination Unit provides a high quality service which meets regulatory, funding and quality assurance requirements. The service provides flexible home-based care to children aged from birth to 12 years in the

“The Wagga Wagga City Council Regional Family Day Care service provides flexible home-based care to children aged from birth to 12 years.

homes of Carers and also In Home Care to families in the family home. Currently Wagga Wagga Regional Family Day Care is operating on an average of 300 Effective Full Time (EFT) places per week, with 30 employer sponsored places for the Australian Defence Force. The service supports approximately 500 families and 760 children each week.

In December 2008 Wagga Wagga Regional Family Day Care underwent its validation with the National Childcare Accreditation Council (NCAC). All children's services must meet minimum standards for accreditation to ensure continued funding and Child Care Benefit (CCB) eligibility. The process involves the service submitting a Self Study document, surveys of all stakeholders and a validation visit. The validation visit involves 9 Carers being visited by a representative of the NCAC as well as the Co-ordination Unit to assess whether the service meets the requirements for accreditation. Wagga Wagga Regional Family Day Care received excellent results in this validation and subsequent moderation decision and has been accredited for the maximum period possible of 3 years.

The service also successfully met the requirements for its annual compliance check from the Department of Community Services.

Playsessions are offered on regular basis for the Family Day Care community. These are facilitated by qualified staff and are designed to support, train and mentor the Carers while providing an opportunity for children to experience group settings. Playsession runs 4 days per week in the Playsession Hall in Macleay Street. The Playsession Hall received a major refurbishment with new flooring, painting, furniture and equipment. This has vastly improved the quality of the service being delivered and the aesthetics and safety of the children and Carers utilising this service.

## Children's Services and Programs (Cont'd)

Wagga Wagga Regional Family Day Care worked in partnership with community organisations such as Community Health (Dental Health), Fire Brigades and Emergency Services to provide an awareness of the importance of these to the children of the service. The service is also involved with organisations such as TAFE, KU Children's Services, Families NSW, Kurrajong Early Intervention, Department of Community Services and other early childhood services to strive to provide high quality early childhood services to the local community. Staff attend regular State and Regional Meetings to ensure current trends in early childhood are maintained and the service is promoted to the wider community.

The service transitioned to the new Child Care Management System (CCMS) as required by the Department of Employment, Education and Workplace Relations (DEEWR) in September. This required Carers and the Co-ordination Unit to change reporting methods and payment methods relating to the Child Care Benefit payments to Carers. This transition proved to be a great success and the thorough preparation by staff made the transition very smooth.

The annual awards evening was held for long serving Carers and staff. This was the 33rd Annual Awards evening and celebrated the achievements of Carers and staff who have served 10, 15, 20 and 25 years with Wagga Wagga Regional Family Day Care. The evening was very well attended and enjoyed by all those present.

Wagga Wagga Regional Family Day Care is looking forward to the introduction of the new Early Years Learning Framework and the Children's Services Regulation in 2010. The service has also entered an auspice agreement with Riverina Institute of TAFE to support the ongoing training of Carers to gain Certificate III in Children's Services qualifications which commences in 2010. The service has a vision to be a professional Family Day Care service of excellence with a high profile in the early childhood field. To have a partnership with stakeholders reflected in active involvement and equality and to be continually growing and evolving.

### Little Big Day Out

Nineteen areas of Council participated in showcasing Council's services to the community through fun and interactive activities for children and their families/carers. The Civic Theatre was the Wagga City

Council "Site Winners" for the 2007 Little Big Day Out event. At the Civic Theatre, children could decorate paper bags with interesting materials that were then used to collect the many varied things given away by different sites. Healthy Harold made an appearance at the Museum and the Little Big Day Out 'News Bureau' saw children interviewing children about the day's activities.

The Library activities for Little Big Day Out included a day of Wild West activities where children could try to race their hobby horses, knock down cans, throw quoits and play games under the colourful parachute. The highlight of the day was the amphitheatre concert presented by the all singing, all dancing library staff under their show name the Jumping Beans.

The Wagga Wagga Art Gallery saw Collette the Crow return for a wonderful dance and tour of the Art Gallery and parents, grandparents and children enjoyed the activity of painting a mural. This mural was a combined activity between the Botanic Gardens and Wagga Wagga Art Gallery and was facilitated by Volunteers from the gallery. The mural is now located at the bar-b-que area at the Botanic Gardens.

### Museum

The museum delivered a series of facilitated Museum Theatre school holiday programs for young people aged between 9 – 14 years during 2008/09. Kidzone is a designated children/family area located at the Botanic Gardens museum site. This space continued to be actively promoted during 2008/09 as a free, fun and educational activity for children and families to enjoy. Free facilitated education programs were also delivered in this space including puppet making, recycling programs, dollhouse designs programs and facilitated tour group experiences.

Throughout 2008/09 the museum delivered an extensive range of on site school outreach programs eg. My Little Museum – mobile museum in box education program as well as delivering a wide range of facilitated education programs on site at the Museum's Historic Council Chambers and Botanic Gardens sites.

The museum also programmed exhibitions particularly connected to the interests of children including the incredibly popular Boxworld exhibition – an 80sq recycled city and during the Summer school holiday programs ran booked out children's free

access programs focused on recycling and building your very own Boxworld to take home.

### Civic Theatre

The Civic Theatre presented a dedicated children's season for 5-12 year old which featured shows including Possum Magic, The Gruffalo and Snuggle Pot and Cuddle Pie.

In 2009 the Civic Theatre Education Program for Schools offered workshops with James Morrison and Playwriting workshops with Kate Mulvany. Questions and answer sessions for school students after many of the performances.

Bell Shakespeare workshops were also presented for students and teachers and the Theatre supported the student auditions for the Bell Shakespeare Scholarship Program. Monkey Baa Theatre for Young People presented a school performance of Thursday's child

Wagga Public Primary and Sturt Public Primary had a wonderful special performance by Wolfe Bowart from Letters End at their schools which was organised by the Civic Theatre. Primary school students were mesmerised by the mix of circus and theatre, stage illusion and physical comedy. The public performance in the evening was very popular as an evening for all the family.

### Library

The Wagga Wagga City Library offered a varied range of events, displays and programmes in the library

Snap Shot

- 7902 children and carers attended 175 Early Literacy Programs
- 592 students and teachers attended 21 Library Skills tours
- 4795 children and carers attended 8 School Holiday programs
- 167 children participated in the Summer Reading Club

Wagga Wagga City Library Children's and Youth Services provided programmes and forum opportunities for children and youth aged 0-18 years. The focus was to an on-going relationship between this client group and the library through the provision of educational and recreational programming and events. The success of the service to children and youth is measured by the quality of programming and reflected in the continually high level of attendance and participation.

# Children's Services and Programs (Cont'd)

## Programmes

- Preschool Children
- Baby Bounce
- Toddlertime
- Storytime
- National Simultaneous Storytime
- Primary School Students
- Library Orientation – Doin' the Dewy
- School Holiday Programmes
- Summer Reading Club
- Book Week School Tours
- Author talk – Tristan Bancks
- High School & Young People
- Library Orientation
- Dedicated youth area and computer hub
- Library Youth Council YouthLore
- Rock Quiz
- Scrapbooking Workshop
- Poetry Slam
- Twilight competition
- Author talk – Scott Monk
- Library Partnerships, Festivals and Events
- Seniors Week Internet Classes (Wagga Wagga City Council)
- Bridging the Divide: A Walking Tour of Wagga Wagga Bridges (NSW History Week Event – Wagga Wagga & District Historical Society)
- Crowding at the Water's Edge (NSW History Week Event – Wagga Wagga & District Historical Society)
- Read Philippines (local Philippine community)
- Dr Karl Science is Golden – author talk (Book City Bookshop)
- Law Week Seminar (Legal Aid)
- Rural Ambassador Floor Talk (Black Dog Institute)
- The Knit In (Wrap With Love & ABC Regional Radio)
- Library Spot Tuesday Magazine (2AAA Radio)
- C-DAT pamphlet launch (Drug Action Team)
- Talking Newspapers go Live (Vision Australia)
- Indigenous Family History Seminar (State Library of N.S.W.)
- Author Visits (Booranga Writer Centre)
- David Gilbey
- Alice Pung
- Launch 4W 19
- Scott Monk

## Housing Communities Assistance Program

The Housing Communities Assistance program has facilitated a very successful Walking Bus project in Tolland, which has resulted in improved school attendance for a number of young children.

In addition several informal children's programs were undertaken with the young people living in social housing. These were based around sport, and arts and crafts activities in the vacation and after school hours. Local youth were very receptive to these programs.

## Art Gallery

Education & Public Programs 2008

The Wagga Wagga Art Gallery provided 33 Public Programs, including exhibition walkthroughs and artists' talks. Wagga Wagga Art Gallery also facilitated 8 Education Programs, 6 Outreach Mural Programs and 1 Outreach Suitcase Program. The total participant numbers for these programs was 1834.


## Re:generate 2008

As a part of the Council's youth event Re:generate the Wagga Wagga Art Gallery and the Library collaborated to produce a Youth Week Mural as a back drop for the activities in the Library. The gallery provided a mural workshop with Jordan Worsencroft to create a mural with the youth week slogan Shout Share Live Unite on Saturday 29 March 2008. The workshop aimed to teach responsible art practices and was aimed at 12-16 years old.

The Wagga Wagga Art Gallery saw Collette the Crow return for a wonderful dance and tour of the Art Gallery during the Little Big Day Out. Parents, grandparents and children enjoyed the activity of painting a mural. This mural was a combined activity between the Botanic Gardens and Wagga Wagga Art Gallery and was facilitated by Volunteers from the gallery. The mural is now located at the bar-b-que area at the Botanic Gardens.

## Education Programs

Activart: Art classes that explore different themes held on Farmer's Markets days each month for primary school children. The Wagga Wagga Art Gallery ran 11 weekend



“In 2009 the Civic Theatre Education Program for Schools offered workshops with James Morrison and Playwriting workshops with Kate Mulvany. Questions and answer sessions were held for school students after many of the performances”

## Children's Services and Programs (Cont'd)

Activart classes, a series of activities for primary school children exploring different themes, relating to current exhibitions each month. 126 children attended Activart courses during the year.

### Connect Ed program

The Wagga Wagga Art Gallery facilitated access for 5 schools to participate in a Year 12 Art History Study Day through the Museums & Galleries NSW ConnectEd Arts Grant program. As a result 56 students from the Local Government Area gained skills for the written component of the Higher Schools Certificate.

Other programs included: Year 12 Art Theory Study Day, Combined Cultural Facilities Education Kit Launch and Auslan Interpreted

Tour

Outreach Programs

Murals

Shout Share Live Unite - Youth Week (Mini Mural)

Artist in residence: Jordan Worsencraft

Jordan Worsencraft will create a mural as a backdrop to activities held in the Wagga Wagga Library during Youth Week.

Attendance: 4

Forest of Carers - Centacare

Artist in residence: Catherine Knox

Forest of Carers is a combined Mural Project between Wagga Wagga Art Gallery, Wagga Wagga Cultural Services and Centacare. As part of the Young Carers Forum presented

by Centacare in January 2008, Wagga Wagga Art Gallery and Cultural Services provided resources to facilitate a mural in which every young carer had a chance to add to the mural in their own unique way. The painting of the mural fostered an environment for small team building and networking amongst peers. This mural will reside in situ at Wagga Wagga City Council's Civic Centre for 3 months before going to Centacare to grace a courtyard used for multipurposes.

Attendance: 35

St Joseph's School

Artist in residence: Catherine Knox

Attendance: The entire school was involved over a period of 6 days which included approximately 210 pupils and teachers

## Companies in which Council held a controlling interest

### s428(2)p

Council did not hold a controlling interest in any company either alone or in conjunction with other Councils.

## Companion Animals Act and Regulation

### cl 217(1)(f)

Council recognises the importance and benefits that Companion Animals have on the social wellbeing of the community, whilst there is a need to reduce the negative impacts of pets on the community and the environment through a process of planned community education and, to a lesser extent, enforcement.

Council continues to implement the recommendations from its adopted Companion Animal Management Plan (CAMP) 2008/12 in conjunction with the local community. The Plan aims to provide a coordinated approach to community education and enforcement in line with both the objectives of the Companion Animals Act 1998 and the animal management objectives of the Wagga Wagga community.

Council employs three (3) full time staff for the management of Companion Animals and the operation of the Glenfield Road Animal Shelter. Volunteers continue to play an integral role in the care and interaction with animals housed at the shelter. An agreement with CSU School of Veterinary Science has increased the number of abandoned animals rehoused through accredited rescue groups.

### COMPANION ANIMAL MANAGEMENT PLAN:

#### Mission Statement:

To identify and accommodate the needs of companion animals and their owners, while minimising their impact on the local environment, non-pet owners and the wider community of Wagga Wagga.

#### Objectives:

- 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 companion animals being abandoned and increase the rehousing rate of abandoned companion animals
- Involve key community stakeholders in the animal management process to promote community ownership and ensure the successful implementation of the Companion Animal Management Plan

### COMPANION ANIMALS WORKING GROUP:

The Companion Animals Working Group is comprised of representatives from key industry and community members and is scheduled to meet twice annually. The main objective of this group is to provide input into the development and implementation of Councils Companion Animals Management Plan whilst encouraging participation from focus groups.

### 2008/09 DATA COLLECTION RETURN FOR IMPOUNDED ANIMALS:

This report was forwarded to the Department of Local Government on 24 August 2009. This report has again indicated an increase of the number of animals managed by Council Rangers.

Detailed financial information for funds spent on companion animals:

Attached is the detailed Companion Animals cost statement for 2008/09.



# Companion Animals Act and Regulation (Cont'd)

## LODGEMENT OF DOG ATTACKS TO DLG:

Dog Attack Data Collection Forms are lodged with the Department of Local Government in accordance with the guideline on the Exercise of Functions under the Companion Animals Act (revised January 2007).

Council has not declared any dogs as dangerous during 2008/09 period. In the Wagga Wagga LGA three (3) declared dangerous dogs are maintained along with one (1) restricted breed (APBT)

## COMMUNITY EDUCATION PROGRAMS:

Council has undertaken the following community education during 2008/09:

- Faeces reduction campaign - comprising of posters, stickers and advertising
- Pet of the Week in conjunction with the Riverina Leader – including tips on Companion Animal Management
- Meetings of the Companion Animals Working Group
- Distribution of local and DLG brochures to stakeholders
- Updated information on Councils website
- Media Releases such as good news stories or current issues – including newspaper articles, radio and television interviews
- Pro active patrols in complaint areas in particular the walking track surrounding Lake Albert
- Actively participate in families initiative for newcomers to Wagga Wagga
- Participation in Little Big Day Out

## PROMOTE AND ASSIST THE DESEXING OF DOGS AND CATS:

- The following strategies are in place to promote and assist in the desexing of Companion Animals:
- Council has adopted the policy of desexing all Companion Animals rehoused from the Glenfield Animal Shelter
- The community are encouraged to have their cats and dogs desexed through brochures, media promotion, and staff advice
- CSU agreement which allows for the desexing of all animals rehoused through CSU to rescue groups

## STRATEGIES IN PLACE TO REDUCE EUTHANASIA OF UNWANTED ANIMALS:

Council has significantly reduced its euthanasia rate at the animal shelter in recent years through the following strategies:

- Regular advertising the advantages with adopting an animal from the Glenfield Road Animal Shelter which includes the rehousing of animals, microchipping, lifetime registration, desexing, vaccination, worming, heartworm tested and vet checked
- Promotion of animals to be rehoused through “pet of the week” in the local newspaper
- Animals displayed on Council's website
- Good news stories highlighting the number of animals held at the Shelter awaiting homes
- Rehousing through eight (8) Rescue organisations
- Rehousing of kittens and puppies through pet shops

## OFF LEASH AREAS:

Wagga Wagga has six (6) designated off leash areas comprising of:

- Four open space areas
- Two (2) fenced areas including agility track
- Water now connected for public use at the O'Halloran Park agility track
- These areas are all sign posted and promoted to the community through brochures, media and staff advice.
- Further investigation into another off-leash area to service the CBD and Estella areas



“Council employs three full time staff for the management of Companion Animals and the operation of the Glenfield Road Animal Shelter”



## Companion Animals Act and Regulation (Cont'd)

### Cost Statement Detail

COMPANION ANIMAL ACTIVITIES AND MANAGEMENT	AMOUNT SPENT (\$)
Companion Animals Salaries	108,448
Companion Animals Overtime	7,490
Companion Animals Public Holidays	3,199
Companion Animals Sick Leave	6,370
Companion Animals Annual Leave	9,864
Total Companion Animals Salaries	135,371
Companion Animals Workers Compensation	5,200
Companion Animals Super General Levy	11,396
Companion Animals Long Service Leave	2,485
Total Companion Animals Employment Expenses	19,081
Companion Animals Vehicle Operations	25,923
Total Companion Animals Travel	25,923
Companion Animals Furniture & Fittings	0
Companion Animals Non Cap Items Under \$1000	790
Companion Animals Postage	2,802
Companion Animals Telephone	3,561
Companion Animals Advertising	1,970
Total Companion Animals Office	9,122
Companion Animals Sundries	1,939
Companion Animals Services	635
Companion Animals Cleaning	395
Companion Animals Conferences/Seminars	47
Companion Animals Insurance	360
Companion Animals Promotions	589
Companion Animals Contractor Payments	1,184
Euthanasia Transport Services	1,902
Animal Shelter Office Fire	3,129
Pound Cleaning	7,428
Total Companion Animals Other Exp	17,608
Installation of Dog Bins	0
Dog Agility Track	(334)
Stock Pound Maintenance	475
Total Companion Animals Exp Sundry Maintenance & Repairs	140



## Companion Animals Act and Regulation (Cont'd)

### Cost Statement Detail (Cont'd)

Dog Food Materials	5,921
Dog Tags Materials	485
Adult Dog Heart Worm Test Services	0
Dog Euthanasia	2,232
Dog Vaccinations	4,599
Dog Microchipping	4,069
Dog Desexing	8,472
Dog Worming	1,691
Total Companion Animals Sundry Dogs	27,469
Cat Food Materials	568
Cat Microchipping Services	899
Cat Euthanasia	2,049
Cat Vaccinations	1,236
Cat Litter	1,132
Cat Desexing	3,927
Cat Worming	305
Total Companion Animals Expenditure	10,116
Stock Management Water Used	158
Stock Sustenance Materials	0
Stock Cartage	90
Total Companion Animals Sundry Stock	248

“Council recognises the importance and benefits that Companion Animals have on the social wellbeing of the community”

## Competitive Neutrality

### CI 217 (1)(d)(vi)

In accordance with the framework set out in the June 1996 NSW Government Policy Statement "Application of National Competition Policy to Local Government" and other guidelines and documentation in relation to this matter, Council has declared that the following are to be considered as Business Units:

#### CATEGORY 1 BUSINESS ACTIVITIES

The total annual operating revenues exceed \$2 million It is defined as a "Category 1" Business Unit.

- Wagga Wagga City – Sewerage Operations Comprising the whole of the operations and assets of the sewerage reticulation and treatment systems servicing the City of Wagga Wagga.
- Wagga Wagga City – Livestock Marketing Centre Comprising the whole of the operations and assets of the Livestock Marketing Centre.

#### CATEGORY 2 BUSINESS ACTIVITIES

The total annual operating revenues are less than \$2 million It is defined as a "Category 2" Business Unit.

- Wagga Wagga Airport

Comprising the whole of the operations and assets of the Wagga Wagga City Airport Facility. As the total annual operating revenues are less than \$2 million It is defined as a "Category 2" business unit. The Department of Local Government's July 1997, guidelines "Pricing and Costing for Council Businesses: A Guide to Competitive Neutrality" outline the process for identifying and allocating costs to activities and provide a standard of disclosure requirements. These disclosures are reflected in Council's pricing and/or financial reporting systems and include taxation equivalents, Council subsidies, rate of return on investments in business units and dividends paid. The Department of Energy, Utilities and Sustainability's May 2004, guidelines "Best-Practice Management of Water Supply and Sewerage" include specific requirements relating to the calculation and payment of "dividends" by water supply and sewerage business units. Financial statements for the year ended 30 June 2009 for each of Councils declared Business Activities are displayed in the Special Purpose Financial Reports. Council has established a complaints handling mechanism for competitive neutrality complaints. Council has not received any competitive neutrality complaints in 2008/09.

## Complaints Handling Mechanism

### CI 217(1)(d)(vii)

Council's complaints management policy provides for management of competitive neutrality complaints. Council received no complaints during the 2008/2009 year.

## Condition of Public Works

### S428(2)(d)

This requirement is met by the inclusion of Special Schedule 7 in the Financial Reports.

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

S428(2)(h)

NAME OF CONTRACTOR	DESCRIPTION OF GOODS OR SERVICES SUPPLIED	CONTRACT AMOUNT \$
Malibu Shade Pty Ltd	Peter Street car park shade sails	\$160,000
Agcon Industries	Rear of block drainage Mt Austin stage I	\$176,000
Commonwealth Bank / Dexia	Sewer 2010 Loan facility	\$36,000,000
Supermix Concrete & Quarries Pty Ltd	Supply of concrete & associated products	\$200,000
Sports Technology International Pty Ltd	Supply and install synthetic hockey field	\$440,000
Burgess Earthmoving Pty Ltd	Supply of road pavement material	\$160,000
Riverina Plumbing Service	Rear of block drainage Mt Austin stage II	\$285,000
Great Southern Electrical Pty Ltd	Baylis Street light upgrade	\$220,000
D & L McCallum Pty Ltd	Junior rugby league field development	\$1,146,000
Pioneer Road Services Pty Ltd	Supply & lay densely graded asphaltic concrete	\$400,000
Downer EDI Works Pty Ltd	Supply of bulk emulsion	\$300,000
Arkwood Organic Recycling	Dewatering of Narrung Street lagoon	\$300,000
Adaptive Interiors	Amenities building Field 2a Equex	\$708,000
Paynter Security (state gov contract)	Security services	\$151,000
Civil & Allied Constructions	Emergency levee repairs	\$298,000
Kiah Infranet Pty Ltd	Riverside Master Plan	\$239,000
Environmental & Earth Sciences Pty Ltd	Environmental monitoring Gregadoo Waste Management Centre	\$200,000
Riverina Fuel Supplies	Supply of bulk automotive fuels	\$1,172,000



# Contributions Granted under section 356 of the Local Government Act

s428(2)(l)

SECTION 356 DONATIONS SUMMARY 2008/09		
BENEFICIARY	PURPOSE	AMOUNT
Abbyfield House	Community Development Grant	\$1,790.91
ABC Radio Riverina	Fee Donation - Civic Theatre	\$600.00
Anglican Parish of Tarcutta	Neighbourhood/Rural Village Grant	\$550.00
Anglican Parish of Wagga Wagga	Community Development Grant	\$3,000.00
Australian Air Force Cadets	Council Coat of Arms Donation	\$500.00
Bicycle Wagga Wagga	Fee Donation - Victory Memorial Gardens	\$57.00
Bidgee Blues Club Inc	Event Promotion Grant	\$2,000.00
Borambola Swimming Club Inc	Community Development Grant	\$2,000.00
Brookdale Hall	Financial Assistance Grant	\$700.00
Burrandana Recreation Reserve and Public Hall Trust	Neighbourhood/Rural Village Grant	\$3,000.00
Cancer Council	Fee Donation - Victory Memorial Gardens	\$59.10
Charles Sturt University Riverina	Event Promotion Grant	\$2,000.00
Classic Motoring Club Wagga Wagga	Event Promotion Grant	\$1,157.00
Collier Trenerry	Fee Donation - Cremation	\$995.00
Collingullie Soldiers Memorial Hall	Neighbourhood/Rural Village Grant	\$750.00
Cooinda Family Support Group Inc	Fee Donation - OASIS	\$50.50
Currawarna Recreation Reserve Committee	Neighbourhood/Rural Village Grant	\$3,000.00
David Friedlieb	Local Heritage Grant	\$512.09
Domestic Violence Liaison Committee	Community Development Grant	\$3,000.00
Embroiders' Guild Inc Wagga Group	Arts and Cultural Grant	\$602.09
Erin Earth	Community Development Grant	\$3,300.00
Estella Progress Association	Neighbourhood/Rural Village Grant	\$1,500.00
Euberta Public Hall	Neighbourhood/Rural Village Grant	\$1,550.00
Filipino Cultural Dance Troup	Community Development Grant	\$3,000.00
Forest Hill Tennis Club	Neighbourhood/Rural Village Grant	\$3,000.00
Forest Hill Community Preschool	Community Development Grant	\$1,501.00
Forest Hill Community Preschool	Neighbourhood/Rural Village Grant	\$2,200.00
Gearstick Theatre	Arts and Cultural Grant	\$3,000.00
Glenfield Park Community Progress Association	Neighbourhood/Rural Village Grant	\$3,000.00
Gumly Gumly Recreation Reserve Trust	Rural Halls Grant	\$7,000.00
Hog Wagga Wagga Chapter	Fee Donation - Bolton Park	\$118.20
Hoxabo Pty Ltd	Local Heritage Grant	\$1,363.64
HW, IJ, JP, & PJ Francis	Local Heritage Grant	\$909.09
Jane Crichton	Community Development Grant	\$3,000.00
Koorinal Casual Child Care Centre	Family Day Care Subsidy	\$7,196.00
KU Kangaroo Preschool	Community Development Grant	\$1,500.00
Kurrajong Waratah	Arts and Cultural Grant	\$3,000.00
Kurrajong Waratah	Fee Donation - Bolton Park	\$1,058.30
Lake Albert Cricket Club	Sport & Cultural Facilities Grant	\$7,500.00
Lake to Lagoon Fun Run	Event Promotion Grant	\$1,000.00
Lake to Lagoon Fun Run Committee	Fee Donation - Civic Theatre	\$443.00
Liz Jenkinson	Arts and Cultural Grant	\$500.00
Meals on Wheels	Community Development Grant	\$3,000.00
Micah House	Financial Assistance Grant	\$700.00
Movies by Moonlight	Event Promotion Grant	\$1,000.00

BENEFICIARY	PURPOSE	AMOUNT
Oasis Family Church	Fee Donation - Bolton Park	\$1,305.50
Peter Freund	Local Heritage Grant	\$1,136.37
Possums Playground Childcare Centre	Rates Donation	\$13,743.00
Prattley Livestock Equipment	POL 065 - Land Subsidy	\$50,625.00
Reel is Real Film Festival	Arts and Cultural Grant	\$2,000.00
Riverina Cat Club	Event Promotion Grant	\$1,000.00
Riverina Community College	Arts and Cultural Grant	\$2,000.00
Riverina Conservatorium of Music	Annual Sponsorship	\$2,000.00
Riverina Institute of TAFE	TAFE Scholarship	\$5,000.00
Riverina Summer School for Strings	Arts and Cultural Grant	\$1,500.00
Riverina Summer School for Strings	Annual Sponsorship	\$1,000.00
Riverina Young People's Theatre Inc	Arts and Cultural Grant	\$3,000.00
Shaw Street Children's Centre	Family Day Care Subsidy	\$8,333.00
Sophistication Show band	Arts and Cultural Grant	\$1,500.00
St Paul's Anglican Church	Community Development Grant	\$3,000.00
Tarcutta Branch CWA	Neighbourhood/Rural Village Grant	\$3,000.00
Telstra Child Flight	Fee Donation - Bolton Park	\$118.20
Tim & Karen Finemore	Local Heritage Grant	\$3,454.55
Tumba Rail	Rates Donation	\$2,438.03
Uranquinty Progress Association	Fee Donation - 94A	\$2,432.57
Uranquinty Progress Association	Fee Donation - Sewer Compliance	\$7,294.07
Uranquinty Progress Association	Neighbourhood/Rural Village Grant	\$500.00
Vietnam Veterans Association	Community Development Grant	\$2,909.00
Vision Australia	Fee Donation - Chambers Park	\$57.00
Wagga & Bidgee District Pony Club	Financial Assistance Grant	\$1,072.00
Wagga African Association Inc	Community Development Grant	\$3,000.00
Wagga and District Greyhound Racing Club	Event Promotion Grant	\$1,000.00
Wagga and District Highland Pipe Band	Financial Assistance Grant	\$700.00
Wagga City Council Social Club	Contribution towards Parkes Touch Carnival	\$1,050.00
Wagga City Cricket Club	Sport & Cultural Facilities Grant	\$7,500.00
Wagga Historic Engine Club Inc	Sport & Cultural Facilities Grant	\$7,500.00
Wagga Model Aero Club	Event Promotion Grant	\$1,000.00
Wagga Patchwork and Quilting Group Inc	Sport & Cultural Facilities Grant	\$1,282.00
Wagga Road Runners	Event Promotion Grant	\$1,245.00
Wagga Showground Society	Rates Donation	\$7,638.00
Wagga Veterans Golf	Event Promotion Grant	\$300.00
Wagga Wagga and District Amateur Soccer Association	Sport & Cultural Facilities Grant	\$3,000.00
Wagga Wagga Country Music Club Inc	Event Promotion Grant	\$454.55
Wagga Wagga Croquet Club	Event Promotion Grant	\$250.00
Wagga Wagga Eisteddfod Society	Annual Sponsorship	\$3,000.00
Wagga Wagga Field Archers Inc	Event Promotion Grant	\$2,000.00
Wagga Wagga Potters Club Inc	Arts and Cultural Grant	\$1,828.00
Wagga Wagga Potters Club Inc	Sport & Cultural Facilities Grant	\$1,460.80
Wagga Wagga School of Arts	Arts and Cultural Grant	\$1,798.00
Wagga Wagga School of Arts	Annual Sponsorship	\$2,500.00
Wagga Wagga School of Arts	Sport & Cultural Facilities Grant	\$930.00
Wagga Wagga Senior Citizens Club Inc	Community Development Grant	\$500.00
Wagga Wagga Writers	Arts and Cultural Grant	\$2,130.00
Wagga Women's Health Centre	Community Development Grant	\$620.00
Young Achievement Australia	Wagga Business Sponsorship	\$5,000.00
<b>TOTAL</b>		<b>\$265,767.56</b>

# Councillor Facilities and the Payment of Councillor Expenses

## s428(2)(f)

### LEGISLATION

This policy is made under the Local Government Act 1993 (the Act) including Sections 252 to 254A, together with clause 403 of the Local Government (General) Regulation 2005. The Act requires that the Council must adopt a policy concerning the payment of expenses incurred by, and the provision of facilities to, the Mayor, the Deputy Mayor and other Councillors.

### POLICY OBJECTIVES

1. To provide a framework to encompass the requirements of the Act being the payment of expense and provision of facilities to Councillors, Mayor and Deputy Mayor.
2. To ensure that there is accountability and transparency in the reimbursement of expenses incurred, or to be incurred by the Mayor and Councillors.
3. To provide adequate fair and equitable facilities for the payment or reimbursement of, expenses incurred by the Mayor, Deputy Mayor and Councillors appropriately and satisfactorily fulfil their role as responsive and responsible community representatives.
4. To provide a framework for Councillors to attend conferences to represent Council and any training sessions deemed appropriate for the education of each Councillor. This could include new legislation or refresher courses as deemed necessary.

### POLICY IMPLEMENTATION GUIDELINES

1. All Councillors, including the Mayor and Deputy Mayor are entitled to claim for reimbursement of reasonable expenses incurred in properly carrying out the duties of civic office as a Councillor.
2. All expenses should be directly and wholly attributable to the performance of the duties of civic office.
3. Each expense claim is to be accompanied by appropriate documentation and/or certification from the Councillor as to its validity in terms of the Act.
4. The meeting of expenses and the reimbursement of claims shall be subject to prior authorisation by Council. However, in the circumstances where the time factor does not allow prior authorisation by Council, then the Mayor has delegation, to approve such expenses.
5. A public record, open for scrutiny, is to be kept concerning all facilities provided to Councillors and of the total expenses reimbursed to Councillors.

### SCOPE OF POLICY

This policy applies to the Mayor, Deputy Mayor and all Councillors of Wagga Wagga City Council.

### DEFINITIONS

In this Policy:

<b>ACCOMPANYING PERSON</b>	Shall mean spouse, partner or a person with a close personal relationship to the Councillor and/or provides carer support to the Councillor
<b>ACT</b>	Shall mean the Local Government Act 1993 (as amended)
<b>CONFERENCE</b>	Shall mean any conference, seminar, congress, forum, workshop, course, meeting, deputation, information and training session, or event, related to the industry of local government and held within Australia. A conference is generally considered residential in nature, with a programme spanning more than one day
<b>POLICY</b>	Shall mean this policy, being the Policy – Payment of Expenses and Provision of facilities to the Mayor and Councillors
<b>REGULATION</b>	Shall mean the Local Government (General) Regulation 2005
<b>OFFICIAL FUNCTION</b>	A function where the Mayor or a Councillor is in attendance as a representative of Council
<b>SEMINAR</b>	See definition of Conference, above
<b>WORKSHOP, TRAINING COURSE</b>	For the purpose of this policy, workshops and training courses span a single day and are non-residential in nature
<b>MAYOR</b>	Means the elected mayor, or the deputy mayor acting in the position of mayor in the mayor's absence.



# Councillor Facilities and the Payment of Councillor Expenses (Cont'd)

## REPORTING REQUIREMENTS

Section 428 (2) (f) of the Act requires the Council to include in its Annual report:

- The total amount of money expended during the year on Mayoral fees and Councillor fees
- The Council's policy on the provision of facilities for use by Councillors and the payment of Councillor's expenses
- A statement as to the total amount of money expended during the year on the provision of such facilities and the payment of such expenses

Section 12 of the Act provides that the public is entitled to inspect the Council's policy concerning the payment of expenses incurred by, and the provision of facilities to, Councillors free of charge, and may obtain a copy, either free of charge or on payment of reasonable copying charges.

Other Government policy provisions related to this Policy

- Department of Local Government Guidelines for payment of expenses and provision of facilities
- Model Code of Conduct
- Department of Local Government Circulars to Councils
- Independent Commission Against Corruption (ICAC) publications

## Approval Arrangements

All expenses related to the exercise of Council-related business should only be incurred by Councillors in accordance with the provisions of this Policy.

All approvals under this Policy shall be made by resolutions of the Council or jointly by the Mayor or Deputy Mayor and the General Manager.

## No deduction from s248 and s249 fees

Unless otherwise provided, the payment of, or reimbursement of expenses and the facilities which may be provided to the Mayor, Deputy Mayor and Councillors under this policy, shall be provided without reduction of the annual fees payable to the Mayor and Councillors, as determined by the Council, under Section 248- 254A inclusive of the Act.

## Private Benefit

Councillors should not generally obtain private benefit from the provision of equipment, services and facilities. However it is acknowledged that incidental use of council equipment and facilities may occur from time to time. Where substantial private use has occurred, section 252 of the Act provides for payments to be made by Councillors to cover the level of that private use. Councillors are required to report to the General Manager any significant private use of Council facilities immediately. The amount of reimbursement to Council by the Councillor will be considered in accordance with the extent of personal use and the value of the benefit, on a case-by-case basis.

## REVIEW PROCEDURES

S 252 (1) of the Act requires that Council:

Within 5 months after the end of each year, a council must adopt a policy concerning the payment of expenses incurred or to be incurred by, and the provision of facilities to, the mayor, the deputy mayor (if there is one) and the other councillors in relation to discharging the functions of civic office.

Further, S 253 requires that each year the revised policy is placed on public exhibition prior to its adoption via a resolution of Council:

- (i) A council must give public notice of its intention to adopt or amend a policy for the payment of expenses or provision of facilities allowing at least 28 days for the making of public submissions.
- (ii) Before adopting or amending the policy, the council must consider any submissions made within the time allowed for submissions and make any appropriate changes to the draft policy or amendment.
- (iii) Despite subsections (1) and (2), a council need not give public notice of a proposed amendment to its policy for the payment of expenses or provision of facilities if the council is of the opinion that the proposed amendment is not substantial.
- (iv) Within 28 days after adopting a policy or making an amendment to a policy for which public notice is required to be given under this section, a council is to forward to the Director-General:
  - (a) a copy of the policy or amendment together with details of all submissions received in accordance with subsection (1), and
  - (b) a statement setting out, for each submission, the council's response to the submission and the reasons for the council's response, and
  - (c) a copy of the notice given under subsection (1)
  - (v) A council must comply with this section when proposing to adopt a policy each year in accordance with section 252 (1) even if the council proposes to adopt a policy that is the same as its existing policy

# Councillor Facilities and the Payment of Councillor Expenses

## PROVISION OF FACILITIES

### General Provisions

It is recognised that Councillors and the Mayor have specific needs to meet the demands of civic office. Accordingly, Council will provide facilities to Councillors, together with additional exclusive facilities for the Mayor's use, to allow all Councillors to perform their duties.

All equipment and furniture provided under this section shall always remain in the possession of the Councillor during his/her term of office, and shall remain the property of the Council and returned to the Council in good operational order and condition upon ceasing to be an elected member of the Council

### Provision of equipment and facilities for Councillors

Council will provide the following facilities and administrative support to Councillors to assist them in the effective discharge of their civic duties. The provision of such equipment will be of a standard deemed by the General Manager as appropriate for this purpose.

The following facilities will be made available to all Councillors:

#### Resource Centre (Committee room)

The committee room will be available to Councillors, via appointment, during normal office hours for their use in activities associated with their role as a Councillor. Copies of the following documents are available on request from the Director, Corporate Services:

- Local Government Act, 1993 and related legislation
- Environmental Planning and Assessment Act
- Council's Code of Conduct
- Council's Code of Meeting Practice
- ICAC and Ombudsman's reports
- Copies of current consultancy reports and studies
- Wagga Wagga City Council Local Environmental Plans
- Other reports and publications as are deemed appropriate

#### Refreshments

Reasonable refreshments will be provided at Council and Council Committee meetings, and meetings of the Mayor or Councillors with Parliamentary representatives, visiting dignitaries and other delegations.

#### Stationery

Each Councillor will be provided with appropriate stationery to carry out their civic duties, including but not limited to:

- Mayoral and Councillor letterhead stationery and envelopes
- Name badges
- Business cards
- Writing pads and pens
- Paper and consumables for printers and fax machines

#### Corporate Dress

Each Councillor will be supplied with two (2) Wagga Wagga City Council neckties or scarves, and upon request a corporate sports coat.

### Secretarial support

Reasonable secretarial/clerical support will be provided to Councillors during normal office hours for work directly related to the duties of office.

### Councillor Parking

A total of three (3) shared parking spaces will be reserved in the Civic Centre parking area exclusively for use by the Councillors. Access to these parking spaces shall be on a first come, first served basis.

### Complimentary Tickets

Entrance costs and complimentary tickets will be provided, including those for an accompanying person, for official functions (where invited as Councillor) and performances in the Civic Theatre, Art Gallery or Museum.

### Office Equipment

Councillors will be provided with reasonable access to the photocopier and facsimile machine in the Mayor's office during normal office hours for work directly related to the duties of office.

### Facsimile machines

To facilitate communication, Councillors will be supplied with a fax machine (or printer with fax functionality) (only on request) for location or installation at their place of residence use on Council business only, subject to the following conditions:

- (i) The Council shall:
  - (a) Meet the capital cost of acquisition of the equipment
  - (b) Meet the initial cost of installation of the equipment in the residence of the Mayor or Councillor
  - (c) Meet the cost of any maintenance/servicing of the equipment including any service call charge
  - (d) Be responsible for the cost of all consumables, including paper, for the equipment
  - (vi) The Councillor shall be responsible for the good care and proper use of such equipment and to promptly report any faults, malfunctions or needs for service/repair to the Council
  - (vii) The Councillors' telephone and facsimile numbers are to be made available to the public

### Laptop Computers and peripheral equipment

Councillors will be supplied with a laptop computer set up to enable Internet access, emailing and processing of correspondence and access to Council business papers, minutes, policies and other Council records. All requisite software will be installed on that laptop computer.

Councillors will be supplied with a multi-function printer or fax machine

"The Councillors' telephone and facsimile numbers are to be made available to the public"

# Councillor Facilities and the Payment of Councillor Expenses

## Insurance expenses and obligations

The Mayor and Councillors will receive the benefit of insurance cover to the limit specified in Council's insurance policies for the following:

- Personal Accident

Personal accident and sickness whilst the insured person is engaged in or on any activity directly or indirectly connected with or on behalf of the Council including whilst travelling directly to and from such activity. Personal accident insurance also provides specified benefits for lost income arising from total disablement, and partial disablement. The Policy also provides limited cover for a Councillor's accompanying partner/spouse. The cover does not include medical expenses.

- Councillors' and Officers' Liability

Applies to expenses incurred by Councillors in respect of claims made against them for any alleged wrongful acts arising out of their official capacities (but excludes cover for statutory penalties.

- Statutory Liability

Applies to cover penalty and defence costs payable by Councillors to any regulatory authority pursuant to any Act for a (not deliberate) wrongful statutory breach, whilst acting within the scope of their duty.

- Industrial Special Risk - Personal Effects on Council Premises

Councillors are covered for limited loss or damage of personal effects stored on Council's premises, subject to the terms and exclusions of the Council's Industrial Special Risks Policy and an excess to be paid by Council.

- Commercial Motor Vehicles Policy – Personal Property during Travel

Councillors are provided with limited cover for personal property and private baggage, whilst travelling on authorised Council business. A number of restrictions and sub-limits apply.

- General

Indemnity of each insured person(s) (Mayor/Councillors) for all costs, charges, expenses and defence costs but excluding fines and penalties incurred in relation to any prosecution (criminal or otherwise) of any insured person(s), attendance by any insured person(s) at any official investigation, examination, inquiry or other proceedings ordered or commissioned during the

period of insurance by any official body or institution that is empowered to investigate the affairs of the Council by reason of any wrongful act wherever or whenever committed or allegedly committed by the insured person(s) in their capacity as insured person(s), BUT subject to any limitations or conditions set out in the policy of insurance which is, at the direction of the Council.

## PROVISION OF ADDITIONAL FACILITIES FOR THE MAYOR

In addition to the facilities provided to all Councillors, Council will provide a number of specific facilities to the Mayor.

“Councillors are covered for limited loss or damage of personal effects stored on Council's premises”

## Transport

Council will provide a suitable Mayoral vehicle, fully maintained, fuelled, insured and registered by the Council, for use by the Mayor for all official, executive and social duties connected with the Office of Mayor, and private and personal use in accordance with Appendix A to this Policy.

Where the Deputy Mayor, at any time, is required to act in the Office of Mayor, their transport costs will be reimbursed through their use of their private vehicle at the appropriate kilometre rate as defined in Appendix D.

## Office accommodation and secretarial/ clerical support

The Mayor will be provided with a fully furnished suite within the Civic Centre which includes office and reception furnishings. Secretarial support will be provided during normal office hours, for work directly associated with the official functions and duties of the office of Mayor.

## Refreshments

Office and Civic and Mayoral Reception refreshments

## Mobile Telephone

The Mayor will be provided with an appropriate mobile telephone and/or communications device for use in relation to official functions and duties of the office of Mayor. A car kit will be installed in the Council provided Mayoral car, should it be required.

## Car Parking

The Mayor will be provided with an exclusive car parking space within the Civic Centre.

## PAYMENT OF EXPENSES

### General Provisions

Beyond the facilities provided by Council to Councillors and the Mayor, it is expected that additional expenses will be incurred in the performance of Councillors' and the Mayor's civic duties. Accordingly, Council will provide annual allowances, together with reimbursement of approved expenses incurred in the performance of a Councillors' or Mayor's role.

No allowances or expenses other than those expressly contained in this policy are payable to the Mayor or Councillors.

### Annual Fees For Mayor And Councillors

#### Fees payable to Councillors

The Council shall, prior to 30th June each year, set by resolution, the annual fees to be paid, monthly in arrears, to a Councillor for the following year commencing 1st July, provided that such fee shall be within the range for the Council determined annually by the Local Government Remuneration Tribunal. Such payment shall be subject to Section 254A of the Regulations and any specific resolution of the Council under Section 254A.

#### Fees payable to the Mayor

The Council shall, prior to 30th June each year, set by resolution, the annual fee to be paid to the Mayor for the following year commencing 1st July provided that such fee shall be within the range for the Council determined annually by the Local Government Remuneration Tribunal.

#### Fees payable to the Deputy Mayor

The Deputy Mayor shall be paid a daily pro-rata fee equivalent to the daily Mayoral fee for the periods of time when the Mayor advises that he/she is prevented by absence, illness or otherwise from acting in, or when the Mayor requests the Deputy to act in, the office of Mayor. The amount of the fee so paid to the Deputy Mayor shall be deducted

# Councillor Facilities and the Payment of Councillor Expenses

from the Mayor's annual fee. This clause is applicable only where the Deputy Mayor is required to fulfil the Mayoral role for a period of three (3) days or more.

## No deduction under this Policy from Fees

Unless otherwise provided, the payment of, or reimbursement of expenses and the facilities which may be provided under this Policy, shall be provided without reduction from the annual fees payable to the Mayor and Councillors, as determined by the Council, under this section.

## Payment of expenses generally

Time limit for claiming expenses

Councillors are required to submit their application for reimbursement of expenses within 60 days of the date of the expense.

Reimbursement and reconciliation of expenses

Expenses will be reimbursed to Councillors only where they have been incurred in accordance with this policy.

An expense claim form must be prepared and signed by the Councillor and submitted for approval within the time limit.

Supporting documentation must accompany each expense claim and constitutes:

- Receipts for travel, accommodation, registration and other incidental costs
- Conference timetables
- Travel itineraries or booking confirmations

Completed expense claim forms are to be submitted to the General Manager through the Mayor's Executive Assistant. On approval of the expense claim, a reimbursement cheque will be processed and sent to the Councillor at their mailing address.

## Payments in advance

Councillors may request payment in advance in anticipation of expenses to be incurred in attending conferences, seminars and training away from home, as well as any other service or facility covered by this policy.

Expense claim form is required, including supporting documentation, as outlined in the section above. The reconciliation section on the expense claim form is required to be completed to account for the advance payment and any excess to be repaid or deficit to be reimbursed. Where an excess of advance over actual expenses is recorded, cash or cheque repaying the excess advance

must accompany the claim when it is submitted.

## MONETARY LIMITS

Expenses will be reimbursed based on actual expenditure. However, monetary limits have been applied which set a maximum level of expenditure which Council will reimburse for each type of expense. These limits are found in Appendix D of this document.

The monetary limits contained within this policy have been set based on information available on reasonable market rates for the provision of the relevant services. Regional considerations have also been addressed with respect to accommodation costs.

These limits may be amended with any amendment to this policy and will be assessed for relevance and reasonableness on an annual basis in line with the annual policy review.

## SPOUSE, PARTNER AND ACCOMPANYING PERSONS' EXPENSES

Allowable expenses for accompanying persons

The Council shall meet the following costs of an accompanying person:

"Monetary limits contained in this policy have been set based on information available on reasonable market rates for the provision of the relevant services."

(a) Local Government conferences

Council shall meet the costs of registration and any official conference dinners of the Mayor's or Councillors' accompanying person in attending the following annual conferences:

- Local Government Association of NSW
- Local Government Shires Association of NSW
- Australian Local Government Association
- National General Assembly of Local Government

All travel expenses, additional accommodation expenses, accompanying person tours and other sundry expenses incurred by the accompanying person shall be the personal responsibility of the individual Councillor.

(b) Official Council Functions within local government area

Costs incurred by the Mayor or a Councillor on behalf of, or by, an accompanying person in attending official Council functions of a formal and ceremonial nature within the Wagga Wagga local government area, such as Australia Day awards ceremonies, citizenship ceremonies, civic receptions, Mayoral receptions and charitable functions formally supported by the Council.

Disallowed expenses for accompanying persons

Council will not meet expenses associated with the attendance of an accompanying person at:

- Attendance at any conference or event not noted in the section above
- Any event or function outside the Council area, including interstate and overseas (with the exception of attendance at annual conferences of those bodies noted above)

## SPECIFIC EXPENSES FOR MAYOR AND COUNCILLORS

Seminars, Conferences, Workshops and Training Courses

For the purpose of this policy, a seminar or conference is considered to be of a residential nature, with a programme spanning more than one day. Workshops and training courses generally span a single day and are non-residential in nature.

Councillors are encouraged to attend training sessions and workshops offered by Council for the development of skills and the provision of information relevant to the role of Councillor. A detailed training plan is prepared each calendar year in accordance with POL 113: Councillor Training and Development policy and Councillors have the responsibility under that policy for making themselves available to attend such training sessions and workshops.

All costs associated with training, together with any associated travel, accommodation and reasonable incidental expenses, will be covered by Council in the first instance or reimbursed to the Councillor.

## Attendance at Seminars and Conferences

Nomination and authorisation of attendance

The Mayor and Councillors will be nominated and authorised to attend conferences by:

- (i) The Council, through resolution duly passed in open session at a Council Meeting
- (ii) The Mayor or Deputy Mayor and General Manager jointly, acting within any delegated authority during Council recess
- (iii) The Mayor or Deputy Mayor and General Manager jointly, where such conference is for one day or less or does not involve an overnight stay
- (iv) Where there is insufficient time for consideration by the full Council, the Mayor or Deputy Mayor and General Manager jointly

### Applicable Conferences

The conferences to which this Policy applies shall generally be confined to:

- Annual conferences and special one-off conferences called or sponsored by any of the following Associations:
  - (i) Local Government Association of NSW
  - (ii) Local Government Shires Association of NSW
  - (iii) Local Government Women's Association
  - (iv) Australian Local Government Association
  - (v) National General Assembly of Local Government
- Annual conferences of the major Professions in Local Government
- Australian Sister Cities Conference
- Regional Organisation of Councils Conferences
- Conferences, which further training and development efforts of the Council and of Councillors, or which relate to or impact upon the Council's functions
- Conferences or meetings of organisations or bodies to which a Councillor has been elected, or appointed as a delegate or member of the Council, or the LGA, LGSA, LGWA, or ALGA

### Expression of Council's viewpoint at Conferences

Where a viewpoint of Council may be sought at a Conference, the conduct of Delegates representing Council shall be governed as follows

- Where possible, Delegates should express only Council's viewpoint when representing Council
- Where Council has not determined a viewpoint on any issue being raised at a Conference, or new information is provided, then the Delegate shall represent the best interests of Council

### Registration, travel and accommodation bookings


Where a delegate has been authorised to attend a conference, it is the delegate's responsibility to confirm that registration, travel and accommodation bookings are made to attend that conference.

- Registration, travel and accommodation bookings for conferences and workshops will be coordinated through Council's Support Services Division
- Delegates must, within 3 business days of the Council resolution authorising them as a delegate, contact Council to arrange for the relevant bookings to be made. Any special requirements which the delegate may have in relation to the conference, travel or accommodation are to be advised to Council at this time
- The confirmation of relevant bookings, once made, is the responsibility of the delegate
- Where payment is required upfront, delegates must provide to Council's Support Services Division a form of payment to meet those upfront costs:
  - (a) an approved expense advance authorised by the Mayor and General Manager, or
  - (b) valid credit card or bank details

### Conference Costs

The Council shall pay or reimburse the Mayor or a Councillor:

- Registration: All normal registration costs, including costs relating to official luncheons, dinners and tours/ inspections which are relevant to the interests of the Council
- Accommodation: Reasonable accommodation costs (with limits as defined in Appendix D) including the night before and/or after the conference where that is necessary due to travel and/or conference timetables.
- Travel: All reasonable travel costs (with limits as defined in Appendix D) to and from the conference location and venue in accordance with the requirements for travel as outlined in section 0 of this policy



“Where a viewpoint of Council may be sought at a Conference, the conduct of Delegates representing Council shall be governed as follows: Where possible, Delegates should express only Council's viewpoint when representing Council. Where Council has not determined a viewpoint on any issue being raised at a Conference, or new information is provided, then the Delegate shall represent the best interests of Council.”

# Councillor Facilities and the Payment of Councillor Expenses

- Out of Pocket Expenses: Reasonable out-of-pocket expenses (with limits as defined in Appendix D) associated with attendance at a conference upon presentation of a claim and receipts for the following:
  - (a) any hotel/motel charges associated with the Conference, other than accommodation
  - (b) all telephone or facsimile calls or internet charges related to Council business
  - (c) reasonable lunches, dinners and other meals incurred whilst travelling to or from the Conference and other meals occurring during the Conference but not included in the conference registration fee
  - (d) incidental expenses, e.g. parking, motorway or bridge tolls, laundry and refreshments
  - (e) any optional activity in a conference program, but excluding any pre or post conference activities

## REPORT TO COUNCIL

Attendance at any conference, seminar, training course or workshop shall be the subject of a report to Council outlining the major issues raised at the event and its relevance to the Wagga Wagga City Council with recommendations for further areas of investigation. This section does not apply to a Councillor's attendance at the annual conferences of the following associations:

- Local Government Association of NSW
- Local Government Shires Association of NSW
- National General Assembly of Local Government

Where a group of Councillors attend the same event, the report to Council may be submitted by the group, but must be signed by all Councillors.

The delegate(s) must submit this report to Council within one calendar month of the conference.

The report to Council should be in writing and include the following sections:

- (a) The purpose / subject matter of the conference, including the reason for the attendance of the delegate
- (b) The agenda of the conference
- (c) Any items of interest to Council discussed at the conference
- (d) Recommendations for further areas of action or investigation

The written report should be provided to the General Manager no later than two full weeks prior to the Policy and Strategy Committee Meeting at which the report will be presented.

## Attendance at dinners and other non-Council functions

Where functions are held by key community groups, politicians and businesses which are of direct relevance to Council's interest, Council will meet the cost of Councillors' attendance at these functions. The extent of the reimbursement in this section is limited to the cost of the function only.

## Attendance at Workshops and Training Courses

As per clause 78(6) of the Code of Meeting Practice, all councillors are entitled to attend workshops and training courses, however there is no obligation on any councillor to attend.

Seven (7) days' notice of any workshop must be given to Councillors, in writing (electronic notification is also appropriate).

Costs associated with the attendance of a councillor at workshop or training courses may be claimed by the Councillor provided that the workshop or course is specifically related to the Councillor's civic functions and responsibilities.

## Travel

### General provisions

Travel outside the Local Government Area is generally restricted to Councillors' attendance at approved conferences as delegates authorised by the Council. All travel by Councillors should be undertaken by utilising the most appropriate direct route and the most practicable and economical mode of transport subject to any personal and medical considerations.

Where travel is by motor vehicle the utilisation of an acceptable Council vehicle should be preferred. In order to minimise Council's transportation costs, Councillors travelling to the same destination should travel together.

If appropriate and acceptable to the Councillors concerned, Councillors using a Council vehicle should consider travelling to the same destination by travelling together in the one vehicle.

Hire cars, taxi fares and parking costs that are reasonably required in attending conferences may also be claimed as travel expenses.

## Use of private motor vehicles

A Councillor's registered and insured private vehicle may be used for official travel but the Mayor and the General Manager must jointly approve such usage prior to the journey. Where a private vehicle is used following the granting of the appropriate approval the Mayor or the Councillor may claim the kilometre allowance as defined at the time Appendix D.

Travel costs in a Councillors' private vehicle, with approval, will only be reimbursed at the designated rate for the distance of the most appropriate direct route between the Councillors' place of residence in Wagga Wagga and the venue of the conference. The Council will not reimburse travelling to any other destination on the journey unless such is undertaken for authorised Council businesses.

- Conferences: When attending, as an authorised Council delegate, any conference as defined in this policy held outside the Wagga Wagga local government area, the Mayor or a Councillor may claim a per kilometre allowance (as defined in Appendix D) for approved use of a private motor vehicle, subject to the prior approval of such usage by the Mayor and General Manager.
- Other travel: When attending official engagements and functions where the Councillor has been authorised by the Council to do so, or is deputising for the Mayor, as an authorised Council delegate, at any conference as defined in this policy held outside the Wagga Wagga local government area, a Councillor may claim a per kilometre allowance (as defined in Appendix D) for approved use of a private motor vehicle, subject to the prior approval of such usage by the Mayor and General Manager.

## Local travel arrangements and expenses

Councillors may claim expenses associated with reasonable travel expenses for travel relating to defined Council business within the local government area. A number of transport arrangements are available to Councillors:

- Council Vehicle: A suitable vehicle or vehicles will be provided by the Council for use on official duties connected with the office of Councillor

- Private Vehicle: As defined in section 0above.
- Cabcharge: If approved jointly by the Mayor and General Manager, a Councillor may be issued with a cab charge card for use when on Council business, provided that at least one of the following conditions apply:
  - o when a Council vehicle is not reasonably available to provide such transport
  - o the provision of a vehicle would not be economical in the circumstances
  - o the councillor does not own a registered vehicle
  - o the Councillor is not a licensed driver

### **Travel outside the LGA including interstate travel**

Prior approval for travel outside the LGA must be granted to obtain a reimbursement of expenses. The application must be made to the General Manager and should include full details of the travel, including itinerary, costs and reasons for the travel.

Approval for travel outside the LGA for expense reimbursement must be granted prior to the travel and shall be given jointly by the Mayor or Deputy Mayor and the General Manager.

### **Overseas travel**

Overseas travel should generally be avoided unless direct and tangible benefits can be demonstrated for Wagga Wagga City Council and the local community.

Detailed proposals for overseas travel should be developed and included in Council business papers. These proposals shall include nomination of the Councillors undertaking the trip, the purpose of the trip and expected benefits. The duration, itinerary and approximate total costs of each proposed visit should also be provided.

Overseas travel must be approved by a meeting of the full Council prior to a Councillor undertaking the trip. Travel must be approved on an individual trip basis.

After returning from overseas, Councillors will provide a detailed written report to Council on the aspects of the trip relevant to Council business and/or the local community. Councillors are also required to report back on their overseas travel to a full meeting of Council.

### **Telephone call costs and related expenses**

Council will reimburse reasonable telephone call, facsimile and internet access costs (as

defined in Appendix D) associated with the execution of Councillors' civic duties. Expense claims for reimbursement are to be accompanied by an itemised bill, with usage relating to Council business highlighted.

### **Incidental expenses**

Reasonable incidental expenses (with limits as defined in Appendix D) associated with attendance at conferences, seminars or training courses may be reimbursed upon presentation of a claim form and appropriate receipts.

### **Care and other related expenses**

Council will reimburse a Councillor's costs to cover engagement of a babysitter or carer where required to allow the Councillor to attend any Council, Standing Committee, Advisory Committee Meeting or a Council workshop (as defined in the Code of Meeting Practice).

Expense claims for reimbursement are to be accompanied by an itemised receipt.

### **Legal assistance for Mayor and Councillors**

Legal assistance granted for enquiries by various bodies

Subject to conditions shown below, legal assistance will be provided to the Mayor and Councillors in the event of an enquiry, investigation or hearing, into the conduct of a Councillor by:

- the Independent Commission Against Corruption
- the Office of the Ombudsman
- Department of Local Government
- the Police
- the Director of Public Prosecutions
- the Local Government Pecuniary Interest Tribunal

Legal assistance will be provided to the Mayor and Councillors in respect of legal proceedings being taken against them, arising out of or in connection with the Mayor and Councillor's performance of their civic duties or exercise of their functions as a Mayor or Councillor.

Council, by resolution, may reimburse the Mayor and such Councillor, after the conclusion of the enquiry, investigation, hearing or proceeding, for all legal expenses properly and reasonably incurred, given the nature of the enquiry, investigation, hearing or proceeding, on a solicitor/client basis.

### ***Conditions for provision of legal assistance***

Legal assistance and reimbursement as specified above will only be provided upon resolution of the Council and subject to the following conditions:



# Councillor Facilities and the Payment of Councillor Expenses

- the amount of such reimbursement shall be reduced by the amount of any moneys that may be or are recouped by the Mayor or Councillor on any basis
- the enquiry, investigation, hearing or proceeding results in a finding substantially in favour of the Mayor or Councillor
- the amount of such reimbursement is limited to the equivalent of the fees being charged by Council's Solicitors

## ADDITIONAL MAYORAL EXPENSES

In addition to those expenses outlined above and to the annual allowance paid to the Mayor, the following expenses will be met by the Council having regard to the responsibilities and duties of the Mayor:

- Home telephone costs and rental

## OTHER MATTERS

Acquisition and return of facilities and equipment by Councillors

All equipment provided to Councillors under this policy shall remain the property of the Council and be returned in good condition to the Council upon the Mayor or Councillor ceasing to hold civic office.

## Terms And Conditions For Use Of Mayoral Vehicle

A vehicle is made available for use by the Mayor:

- To attend any function, activity or engagement whether associated with local government or not, both within and outside the Wagga Wagga City Council area, at any time and on any day, in the official capacity of Mayor
- At any time or day to attend any meetings, inspections, sites or appointments within Wagga Wagga LGA as Mayor, with residents, ratepayers or people associated with Council business
- For full personal or private use

### 1. Restrictions on Use of Vehicle

The following restrictions shall apply to the use of the Mayoral vehicle:

- The vehicle shall only be driven by a properly licensed person, being:
  - The Mayor or Acting Mayor
  - A Council employee, or
  - A Councillor of Wagga Wagga City Council, with the Mayor's consent
  - a member of the Mayor's immediate family (eg. mother/father/son/

daughter/brother/sister, partner/spouse)

- a nominated person, so long as the Mayor or Acting Mayor is a passenger

(ii) The Mayor shall not use, or allow the vehicle to be used, to compete in any car rally or competition.

(iii) The vehicle is not to be used for any trading undertaking or for any activity where remuneration is received which is not directly related to Council business or activities of the office of Mayor.

### 2. Conditions of Use of Mayoral Vehicle

The following conditions apply to the use of the Mayoral vehicle:

(i) The Mayor, if he/she intends to drive the vehicle, must show evidence of a current New South Wales driver's licence of an appropriate class, or equivalent, and be the holder of a licence for the duration of their use of the vehicle. If the Mayor loses his/her licence or is suspended from driving, they must immediately

- forfeit use of or access to the Mayoral vehicle, or
- provide evidence of a properly licensed person who will be the driver of the vehicle whenever used by the Mayor during such period

(ii) Whenever the Mayor has the control of the vehicle, the Mayor must ensure that it is driven only by a responsible properly licensed person as above.

(iii) If the Mayor drives, or allows another person to drive the vehicle without a current driver's licence, or whilst disqualified, the Council may withdraw the vehicle from access by the Mayor.

(iv) All traffic fines and penalties incurred by the Mayoral vehicle will be paid by the driver. The Mayor must keep a record of any drivers of the vehicle, other than the Mayor, whom the Mayor permits to drive the vehicle.

(v) If the Mayor or a properly licensed person, by their action, negates any motor vehicle insurance, that person will be responsible for the payment of costs as a consequence thereof.

(vi) The Mayor always remains responsible for ensuring proper and adequate care and usage of the vehicle at all times including:

- day to day routine maintenance (eg. fuel, oil, battery, radiator, tyre pressures

etc) is carried out at regular intervals

- garaging off-street and under cover wherever possible

• the vehicle is to be kept in a clean condition, by making it available to Council staff weekly for this purpose

• all maintenance/repair issues are reported to Council without delay

• any accident or damage to the vehicle is immediately reported using the appropriate Accident Report Form

(vii) If the Mayor or a properly licensed person, whilst driving the vehicle, is convicted of drink-driving or an offence leading to licence suspension or loss in association with an accident involving the Mayoral vehicle, the Mayor will be required to pay the cost of associated repairs in the event that Council's insurers disclaim responsibilities on the grounds of such conviction, suspension or loss.

“Councillors are also required to report back on their overseas travel to a full meeting of Council”



## Details of Overseas Visits

### **S428(2)(r)**

There was one overseas visit that occurred during 2008/09:  
Lyn Russell – General Manager (Local Government Chief Officers Group) , Westport,  
New Zealand, Paid by Council

## EEO Management Plan

### **s428(2)(n)**

Council's EEO Management Plan contains a range of short, medium and long term initiatives designed to assist Wagga Wagga City Council in its efforts to address current and future challenges.


Council has established EEO Contact Officers across the organisation. EEO Contact Officers currently meet on a bi-monthly basis to undertake training and development and to discuss pertinent issues. Anti-Discrimination Board delivers specialist EEO Contact Officer Training on an annual basis.

EEO principles continue to be reinforced through Council's Recruitment and Selection processes. All new employees undertake an induction program which includes information and guidelines in relation to EEO within the workplace. Training is also scheduled on a cyclical basis for all staff in relation to a variety of EEO issues, including cultural awareness and bullying and harassment.

## Environmental Planning and Assessment Act Applications

### **s93G(5)**

In 2007/2008 Council engaged in a combined Planning Agreement with local developers to assist in funding the Local Environment Studies that were undertaken in preparation of Wagga Wagga City Council's new Local Environment Plan.



“All equipment provided to Councillors under this policy shall remain the property of the Council and be returned in good condition to the Council upon the Mayor or Councillor ceasing to hold civic office”



## External Bodies that exercised functions delegated by Council

### **s428(2)(o)**

Council did not delegate any function to an external body during the 2008/09 Financial Year

## Human Resources Activities

### **s428(2)(o)**

Refer to the Human Resources Activities in this report for a detailed account of our Human Resource Activities

## Partnerships, Cooperatives or other joint ventures to which Council was a Party

### **s423(2)(q)**

#### **Riverina Regional Library Service**

The Council is a member of this service. The Library service provides library facilities to the councils of Wagga Wagga, Coolamon, Cootamundra, Greater Hume, Gundagai, Junee, Lockhart, Temora and Tumut. The headquarters of the service are located at Wagga Wagga City Council.

#### **Riverina Eastern Regional Organisation of Councils (REROC)**

The REROC is 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, and acts as an advisory body that develops regional strategies and initiatives of benefit to member Councils. Members of the body are the Councils of Bland Shire, Coolamon Shire, Cootamundra Shire, Corowa Shire, Greater Hume Shire, Gundagai Shire, Lockhart Shire, Junee Shire, Temora Shire, Tumbarumba Shire, Tumut Shire, Urana Shire, Wagga Wagga City, and the Goldenfields Water County Council and the Riverina Water County Council.

#### **Statewide Mutual Insurance Scheme**

Wagga Wagga City Council is a member of this scheme.

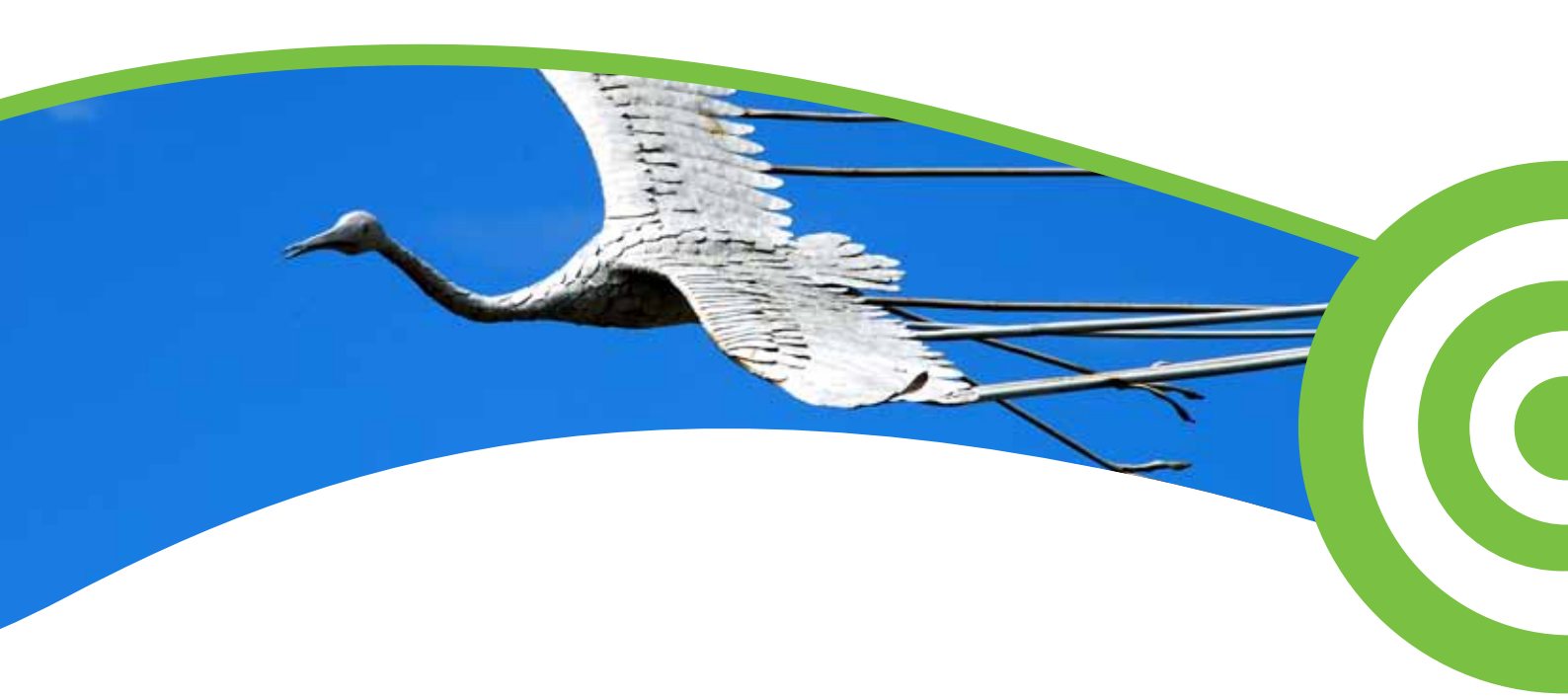
Statecover Mutual Ltd

Wagga Wagga City Council is a member of this workers compensation mutual scheme.

## Performance Against Objectives

### **s428(2)(b)**

Principal activities are measured against the Management Plan 2009/2013 in four key spheres - Economic, Environment, Social and Governance. See the Performance Against Objectives section of this report for detailed information on Council's performance in 2008/09.



## Privacy and Personal Information Protection Act

### **s33**

Under the Privacy and Personal Information Protection Act (PPIPA) 1998, a Privacy Management Plan must be prepared by every Council in New South Wales. A comprehensive Privacy Management Plan has been adopted by Council and is available on Council's Internet.

Privacy clauses have been inserted on all relevant application forms and Council documentation.

Council received no applications under PPIPA during 2008/09.

## Rates and Charges

### **cl 132**

Amounts to the total of \$1861.01 were written off in 2008/09 for rates and charges.

\$1825.52 – End of year small balance write offs – accounts under \$3.00

\$7.15 – Donation of rates – write of interest raised awaiting decision

\$25.34 - Hardship – Write off part interest raised.

## Resolutions made under section 67 concerning work carried out on private land

### **s428(2)(k)**

There were no resolutions made under section 67 concerning work carried out on private land during 2008/09.

## Senior Management Remuneration packages

### s428(2)(q)

There were five Senior Staff and one General Manager employed during 2008/09. Senior management remuneration packages are on a total employment cost basis and inclusive of the provision of a Council-owned motor vehicle, superannuation and salary. The individual remuneration paid to each senior staff member is shown in the following table. Package amounts are as at 30 June 2009.

POSITION	PERIOD FROM (08/09) FINANCIAL YEAR	PERIOD TO (08/09) FINANCIAL YEAR	TOTAL ANNUAL REMUNERATION PACKAGE	BREAKDOWN	FBT PAYABLE	
General Manager	01/07/2008	30/06/2009	\$251,125.00	Salary Superannuation Vehicle	\$222,132.88 \$19,992.12 \$9,000.00	\$11,200.52
Director Corporate Services	01/07/2008	30/06/2009	\$189,200.00	Salary Superannuation Vehicle Development	\$160,733.94 \$14,466.06 \$9,000.00 \$5,000.00	\$6,282.95
Director Infrastructure Services	01/07/2008	22/01/2009	\$183,750.00	Salary Superannuation Vehicle	\$158,307.04 \$18,429.06 \$7,400.00	\$4,503.82
Director Environment and Community Services	25/08/2008	30/06/2009	\$173,225.00	Salary Superannuation Vehicle	\$137,208.40 \$27,016.60 \$9,000.00	\$6,108.88
Director Planning	20/10/2008	30/06/2009	\$181,900.00	Salary Superannuation Vehicle	\$158,623.87 \$14,276.13 \$9,000.00	\$4,221.25
Director Commercial and Economic Development	08/09/2008	30/06/2009	\$159,797.50	Salary Superannuation Vehicle Development	\$130,716.33 \$15,621.17 \$9,000.00 \$5,000.00	\$2,542.41



## Services for people with Diverse, Cultural and Linguistic Backgrounds

s425(2)(j)

### MULTICULTURAL PEOPLE

#### Multicultural Demographic Summary and Programs

The Wagga Wagga local government area is home to 6.7% of people who were born overseas. This is significantly lower than the figure for NSW of 23.8%. In Wagga 3.5% of people are from non-English speaking backgrounds compared to 16.8% for NSW. The largest group of immigrants living in Wagga Wagga came originally from the UK, with NZ and India as second and third country of origin (ABS 2006).

#### Cross Cultural Programs

A Hip Hop for Harmony project run in partnership with Riverina Community College utilized a federally funded Living in Harmony Grant for a cross-cultural music experience for young people from diverse backgrounds

Growing out of the Hip Hop programs a partnership between Council's Housing Communities Assistance program and community partners provided Dance Jam sessions in a suburban location for youth from a diverse range of backgrounds, including Indigenous and African Australians.

In 2008/09 the museum concentrated on programming a range of diverse cross cultural programs connecting to a wide local audience. Of particular note is the success of the Big Theatre for Little People Museum Theatre program. This program is designed to connect young people aged between 5 – 12 years old to the museum's collection holdings and importantly through storytelling and drama reveal the depth and range of stories held within the collection that relates to the community of Wagga Wagga. A particular theme regularly explored in this program explores identity, cultural diversity and migration and how that is revealed in the exhibitions and collections on display at the museum.

#### Multicultural Programs

In 2008/09 the Museum delivered the My Little Museum mobile museum in a box program on site (to schools) as part of the museum's education outreach services to all primary schools (years 3/4) in the Wagga Wagga LGA. My Little Museum is a HSIE stage 2 education program that allows students to explore the theme of cultural diversity and migration while introducing them to aspects of Wagga's

history and the Museum of the Riverina's permanent collection.

This program includes a classroom visit and introduction to our portable education kit in a suitcase. During the 1 hour classroom visit students will learn who we are and what we do at the Museum, be introduced to the portable education kit.

The portable education kit is a suitcase that contains a variety of enriching resources and interactive and student centred learning strategies designed to assist students in investigating issues associated with multiculturalism and migration. In addition to illustrating the role Museums play in conserving and telling valuable stories. The kit is very user friendly and contains a Teacher's manual and resource guide and can be loaned out for up to a term. Council is very flexible in delivering this program. A particular focus of this program is to ensure that all LGA village primary schools connect with this program.

In 2008/09 the museum delivered a series of school holiday Museum Theatre programs and worked with case workers from the Multicultural Council, Wagga Wagga to ensure that young people aged 9 -14years from cultural and linguistically diverse backgrounds connected with these programs. The majority of the museums holiday programs were free facilitated programs and are scheduled to run at both museum sites.

In terms of exhibitions thematically focusing on cultural diversity in 2008/09 the museum exhibited a semi permanent exhibition drawn from the research and collections completed during the From All Four Corners museum exhibition curated in 2007. New research and collections were added to this exhibition in 2008/09. The museum continues to research and collection material relating to migration and Wagga Wagga related Culturally and Linguistically Diverse (CALD) cultural heritage.

Council continues to be represented on the Department of Immigration and Citizenship (DIC) Settlement Committee and support Wagga Refugee Week functions.

Council also has representation on the Multicultural interagency and the Wagga Youth Interagency group, both of which respond to issues for youth from culturally diverse and Indigenous backgrounds.

Council funded 9 young people from diverse cultural backgrounds to attend the YouthRoc Borambola Sport Camp.

# Services for people with Diverse, Cultural and Linguistic Backgrounds (Cont'd)

During 2007/8 a series of monthly Living Skills workshops were held in partnership with the Multicultural Council for newly arrived resettlers.

The Refugee Week celebrations held in the Seniors Community Centre was a collaborative project between Council, Multicultural Council of Wagga Wagga, St Vincent's de Paul and the Riverina Community College, together with input from committed and energetic community members.

Wagga Wagga Regional Family Day Care supports a multicultural playgroup for refugee families. The Playsession venue is used by the playgroup to enable them to facilitate an appropriate playgroup for these children and their families.

## **ABORIGINAL AND TORRES STRAIT ISLANDER PEOPLE Demographic Summary and Programs**

The Aboriginal and Torres Strait Islander people currently make up 4.1% of the total Wagga Wagga local government area population. This is an increase from the 2001 percentage of 3.2. This figure is higher than that for NSW (2.1%), and reflects Wagga's status, since 1974, as an area of resettlement for Indigenous people (ABS, 2006). The regional Indigenous population is a young one, with 40.5% under the age of 15 and 44.4% under 24 years (ABS, 2001).

### **Interagency and Indigenous forums**

Council has re-established the Indigenous Consultative Committee, which is known as Marramarra. This committee meets monthly and has representation from the local Elders groups, community members and Aboriginal Service providers.

Council also has representation on the local Aboriginal interagency.

### **Cultural Identity and Profile**

The Aboriginal Family Worker project which is targeted for young Aboriginal parents who have a new baby Council has been funded through Families NSW. Through this project the Aboriginal Family Worker has successfully run parenting classes, supported playgroups and provided referral processes to other key service providers.

As part of the Mawang program the Theatre hosted Bangarra Dance Theatre with the performance of True Stories. The house was at 98% capacity with Bangarra spending 2 days in Wagga engaging with the community. A workshop for indigenous students was held at Mount Austin High School with 35 students participating. The Theatre then supported the 35 plus 5 teachers with a free ticket to the performance on the Saturday evening and covered the cost of the bus to ensure they transport to the Theatre. The dancers also run a workshop and talk at the Boys Juvenile Justice Centre at the school. A great reaction was received from the boys and from the teachers. Elders from across the Wagga community also attended for free to the performance and students from Wagga High School and Deadly Artists from the Riverina Community College came on discounted ticket.

The Civic Theatre received Arts NSW funding from the Connect Ed funding to ensure some disadvantage schools have access to performances. ConnectEd Arts is the NSW Government arts education strategy. The primary aim of the strategy is to expand access to the arts for disadvantaged school students. The strategy involves a number of strands, but one of the largest programs is the Performing Arts Touring Program, whereby ConnectEd partners up with the venues and brings quality performing arts products to the regions and invite students from disadvantaged schools.

Wagga Wagga City Library participated in the Mawang Celebrating Indigenous Culture Winter Festival with the first event held in June. This was an Indigenous Family History Seminar presented by the State Library of NSW's Indigenous Services Librarians, Melissa Jackson and Ronald Briggs. The seminar attracted many people from the local indigenous community and other interested parties as Melissa and Ronald explained the many resources available to help compile indigenous family histories.

Another library Mawang activity was the purchase of many new resources for the Indigenous Collection including picture books, dual language story books, and general books on art, history, culture and sociology.

The Wagga Wagga Art Gallery participated in the Mawang (Altogether) – Celebrating Indigenous Culture Festival with three stunning exhibitions of Aboriginal art, which together highlighted the diversity of Indigenous visual culture. The exhibitions, Colour Country: Art from Roper River, Yarra: Say, Speak, Tell and Marramarra Bundanha, were launched at the Wagga Wagga Art Gallery at Mayoral reception on 5 June 2009.

### **Colour Country: art from Roper River**

Colour Country: art from Roper River kicked off its national tour as part of Mawang. The exhibition consisted of historically significant paintings by major artists such as Ginger Riley Munduwalawala, Djambu Barra Barra, Willie Gudabi, Gertie Huddleston and Amy Jirwulurr Johnson, drawn from private and public collections and from Ngukurr Arts, the artist-run community art centre at Ngukurr, NT. This was a significant event as paintings from Roper River had only been exhibited together in a major public gallery once before, at the National Gallery of Victoria in 1997. The Gallery was filled with huge paintings, bursting with colour and life, depicting country, 'landscape' and ancestral power through these artists' individual vision, which subverted expectations about Indigenous art.

The exhibition was on show in Wagga Wagga until August 2, followed by a national tour to Flinders University Art Museum, Adelaide, the Drill Hall Gallery, Canberra and the Museum and Art Gallery of the Northern Territory, Darwin, finishing in July, 2010. A full-colour catalogue, with contributions by Cath Bowdler, Judith Ryan and Nicolas Rothwell, was produced to accompany the exhibition.

### **YARRA – Say, Speak, Tell**

The exhibition Yarra, a Wiradjuri word meaning Say, Speak or Tell, explored Aboriginal culture by storytelling and sharing knowledge through artworks that honoured Indigenous families and ancestry. Yarra featured works by prominent and established Indigenous artists from the Riverina region, including Treahna Hamm, Roy Kennedy, H.J. Wedge, Wesley Morgan and Robert Murray. The five established Yarra artists portrayed, through their diverse artworks, connection to culture that was lost and continues to evolve using new and exciting mediums, including glass weaving and printmaking. Yarra was co-curated by Melanie Evans with guidance from Wagga Wagga Art Gallery staff and the Wiradjuri Elders and Wagga Indigenous Community.

## Services for people with Diverse, Cultural and Linguistic Backgrounds (Cont'd)

### **Marramarra Bundanha - Drawing and Creating Together**

The exhibition Marramarra Bundanha, (a Wiradjuri word meaning Drawing and Creating Together), represented working and emerging Indigenous Artists from the Wagga Wagga 'Deadly Artists Group'. The group operates out of the Riverina Community College's (RCC) Community Art Studio and is inclusive of Indigenous people from various age groups and backgrounds. The diverse range of styles and mediums used reflect the various cultural and artistic talents of the artists within the 'Deadly Artists Group'.

### **Mawang Mural**

Unveiled at Wagga Wagga Art Gallery on June 5 2009, the official Mawang Mural, entitled Unity, provided a backdrop to events at the opening of Mawang (Altogether) – Celebrating Indigenous Culture, Wagga Wagga City Council's winter festival of events. Unity, a Mural Outreach Program of Wagga Wagga Art Gallery, brought together the surrounding community of the Tolland Neighbourhood Centre with artist Clarice Ingram to create a celebration of Indigenous culture and inclusiveness. The Mural Outreach Program facilitates school students and community groups in providing linkages between practicing artists, local schools and the regional gallery. The mural was on display at the Civic Centre as a backdrop to the Mawang Festivities until November 2009. From here it will move to permanent display at the Tolland Neighbourhood Centre.

In 2008/09 The Big Theatre for Little People Museum Theatre program delivered a 10 week outreach program into the Tolland Neighbourhood Centre as well as at the Wiradjuri Childcare Centre, Docker St Wagga Wagga. These two outreach pilot programs were delivered into these centres to ensure that this museum program would connect with aboriginal children, young people and their families.

An exhibition focusing on the Maldhangilanna River Restoration Project - a local story of bush regeneration and the valuable work undertaken by a group of local aboriginal men, restoring the Murrumbidgee River around Wagga Beach remained on display at the Museum's Botanic Gardens site during 2008/09.



# Special Variation Expenditure

## s5082

In June 2007, Council was granted approval by the Minister for Local Government to increase its general income from ordinary rates for the periods 2007/08 through to 2011/12 by the following amounts:

- 2007/08 5.63% above that for 2006/07
- 2008/09 9.25% above that for 2007/08
- 2009/10 9.25% above that for 2008/09
- 2010/11 4.18% above that for 2009/10
- 2011/12 4.18% above that for 2010/11

The reasons for and the issues supporting the Special Rate Variation may be summarised as follows:

A demonstrated community desire to improve the service standard on Council Infrastructure and community facilities and to improve the overall "liveability" of the City.

Council had undertaken a comprehensive review of all existing services and programs which found that the level of service provided in many instances did not meet community expectations. In particular the budget provisions for the maintenance of roads, public buildings and parks and sport grounds were found to be insufficient to maintain this existing and vital infrastructure at a satisfactory standard.

The benefits of the Special Rates Variation are clearly visible throughout the City and Rural areas with significant improvements to the above infrastructure.

In 2008/09 the Special Rate Variation generated \$2,797,248 with \$207,436 carried over from 2007/08 which was applied to Infrastructure maintenance \$1,167,455 and Infrastructure Capital Projects \$1,837,228.

## Infrastructure Maintenance Projects

SUMMARY MAINTENANCE PROJECTS	\$
Information Technology Upgrade	87,339
Roads	279,397
Bikeways	34,287
Recreational & Cultural	330,334
Footpath Maintenance	76,090
Drainage	106,090
City Entrances	6,365
Town Planning Studies	46,895
Transport	15,914
Flood Protection	31,827
Environment	31,827
Tourism	35,000
Street Tree Maintenance	86,090
Total	1,167,455

## Summary Capital Projects

SUMMARY CAPITAL PROJECTS	\$
Roads	1,046,773
Recreational & Cultural	748,983
Footpath	41,472
Total	1,837,228

A split up of expenditure is detailed in the below table:

PROJECT	O8/9 BUDGET	EXPENDITURE	CARRY OVER 9/10
Councillor's Home Office Setup	15,914	15,914	0
Lake Albert Maintenance	51,500	23,019	28,481
Parks South/East Maintenance	50,378	50,378	0
Parks South/West Maintenance	50,378	50,378	0
Jubilee Park Turf Renovation	8,000	8,000	0
Footpath Maintenance	76,090	38,686	37,404
Website Development	71,425	25,290	46,135
Strategic Planning Various Studies	46,895	10,948	35,947
Lawn Cem Reseal Roads and Carparks	31,827	29,282	2,545
Natural Resources Energy Plan	31,827	13,285	18,542
Fire Trail Maintenance Parks South East	13,609	13,609	0
Building Maintenance	106,090	58,024	48,066
Parks & Gardens Maintenance	50,378	50,378	0
Tarcutta Truck Stop	15,914	15,914	0
Welcome to Wagga Sign Maintenance	6,365	6,365	0
Wagga Wagga Marketing	35,000	35,000	
Public Art Project	47,789	46,062	1,727
Floodplain Risk Management Plan	31,827	31,827	0
Tree Maintenance	86,090	86,090	0
Unsealed Grader Maintenance Collector Road	18,056	18,056	0
Unsealed Grader Multi Access Roads	93,526	93,526	0
Sealed Routine Maintenance Local Major Roads	56,449	56,449	0
Sealed Routine Maintenance Local Minor Roads	90,923	90,923	0



## Special Variation Expenditure (Cont'd)

A split up of expenditure is detailed in the below table:

Sealed Routine Maintenance Multi Access Rd	20,398	20,398	0
Bikeways Maintenance	30,000	30,000	0
Drainage Maintenance	106,090	95,974	10,116
Senior Rugby League	20,000	20,000	0
Victory Memorial Garden Rest Centre	29,663	29,663	0
Victory Memorial Garden Anzac Parade Poplar Replacement	40,000	11,101	28,899
Apex Park Boat Ramp	13,045	13,045	0
Collins Park Amenities Upgrade	106,090	31,553	74,537
Cricket Ground Lighting	106,090	4,157	101,933
Library Refurbishment Stage 2	118,969	56,116	62,853
Henwood Park Lighting	43,639	43,639	0
Reserves Signage	10,609	7,852	2,757
Community Halls Construction	21,218	21,218	0
Equex Facility Improvements	53,045	53,045	0
Gravel Resheet Local Major Roads	49,601	49,601	0
Gravel Resheet Local Minor Roads	177,699	177,699	0
Gravel Resheet Multi Access Roads	103,918	103,918	0
Reseal & Ashphalt Arterial Roads	118,059	118,059	0
Reseal & Ashphalt Sub Arterial Roads	126,632	126,632	0
Reseal & Ashphalt Collector Roads	76,896	76,896	0
Reseal & Ashphalt Local Major Roads	35,356	35,356	0
Pavement Rehab Arterial Roads	281,596	276,422	5,174
Pavement Rehab Sub Arterial Roads	77,016	77,016	0
Cycleways/Footpaths Construction	41,472	20,138	21,334
Cycleways Program	4,332	4,332	0
River Precinct Project	100,000	0	100,000
Bolton Park BBQ	7,000	7,000	0
<b>Total</b>	<b>3,004,684</b>	<b>2,378,233</b>	<b>626,450</b>

### SUMMARY OF OUTCOMES 2008/09 SPECIAL RATE VARIATION :

- Completion of rural road reseals for sections of Burrandana Road, Gap Road, Gregadoo Road, Old Narrandera Road, Oura Road and Westbrook Road
- An improved level of maintenance on rural sealed roads
- Completion of urban road reseals for sections of Barinya, Berela, Connorton, Inglis, Richard, Tallowood Crescent, Ashmont Avenue and Eastlake Drive
- Economic Development Incentives offered to attract industrial development and creation of new employment opportunities at Bomen in accordance with Councils Economic Development Incentives Policy
- Improved pedestrian and pram access to ten locations within the Wagga Wagga urban area

The Special Rate increase assisted many areas in Marketing and Tourism in 2008/09 including:

- The toilet facilities at the Visitor Information Centre were upgraded
- The Special variation assisted in promotions of the City including on Highway Bill boards and on the sides of Interstate Trucks

- An improved drainage maintenance program was completed with emphasis on preventative works including pit and pipe cleaning, desilting, removal of tress and repairs and replacement to damaged and aging drainage assets
- Major drainage repairs were carried out in Jack Avenue and Karoom Drive
- Drainage upgrade works were carried out in association with Kerb & Gutter Reconstruction in Jackson Street

Completion of the prioritised program of works as detailed in the 2008/09 Management Plan for:

- Gravel Resheeting of local major roads
- Gravel resheeting of local minor roads
- Gravel resheeting of multi access roads
- Grader maintenance of collector roads and multi access roads
- Reseal and asphalt of arterial and sub arterial roads
- Reseal and asphalt of collector roads
- Reseal and asphalt of local major roads
- Pavement rehabilitation of arterial and sub arterial roads
- Sealed routine maintenance of local major and local minor roads

## Special Variation Expenditure (Cont'd)

- Maintenance of multi access roads
- Upgrade of the Tonga Bridge
- Stabilising/repairs to the Hampden Bridge
- Cycleway Inspection, repair and resurfacing high wear areas.
- Completion of various Town Planning studies to support the preparation of a new Local Environmental Plan (LEP)
- Jubilee Park Turf renovation
- Improved level of Parks Maintenance
- BBQ upgrade at Bolton Park
- Implementation of the Energy Savings Plan
- National Tree Day Plantings
- Biodiversity promotion
- Completion of additional maintenance works to the following buildings
  - Civic Centre
  - Glenfield Neighbourhood Centre
  - Lake Albert Hall
  - Play Session Hall
  - McPherson Oval amenities building
  - Tarcutta Hall
- Oura Community Centre
- Collingullie Hall
- Commencement of the upgrade of toilet facilities in Collins Park
- Commencement of design for ground lighting at the Cricket Ground to be installed in 2009/10 (two year Special rate variation funded project.)
- Completion of Henwood Park Lighting upgrade
- Victory Memorial Gardens Anzac Parade Poplar Replacement commenced
- Apex Park Boat Ramp upgrade
- Lawn Cemetery upgrade to roads and car park
- Ongoing maintenance and upgrades to public art items. Preparation of Public Art Walking map
- Ongoing program of upgrading Reserves Signage
- Maintenance to fire trails in line with recommendations from the Rural Fire Services
- Ongoing development of Council's website
- Commencement of Master Plan for proposed Major Community Complex and Riverside Precinct Development

## Stormwater Management Services

### cl 217 (1)(e)

Wagga Wagga City Council did not apply the Stormwater Management Service Charge in 2008/09

Highlights of stormwater projects undertaken in 2008/09 include:

- Council commenced with a program to assess the condition of its stormwater assets in 2008/09 using CCTV technology to complete a condition rating on a 5% sample of the buried assets along with a detailed visual inspection of the above ground assets including, flood gates and pumps, levee banks and detention basins. The condition assessment project is ongoing and will be expanded each year to improve the integrity of the assessment and condition ratings. The data from the condition assessment will be used to prioritise future stormwater rehabilitation and renewal projects
- Rehabilitation of several major open drains including the Glenfield Road, Edward Street, Adjin Street, McKell Avenue and McNickle Road drains. These works were undertaken to improve water quality and maintain the design flow capacity of the drains and included the removal of feral vegetation, erosion control and bank stabilisation.
- Delivery of the ongoing maintenance program to address condition and capacity issues.
- Installation of a new gross pollutant trap in the Koorinal Road Drain.
- Construction of new piped drainage lines to service the properties in Karoom Drive and Undurra Drive.
- Reconstruction of a collapsed stormwater pipe in Gurwood Street.
- Removal of rear of block drainage and connection to Councils stormwater infrastructure from 86 properties within the Mount Austin area Clean out of the Stringy Bark Creek and Flowerdale sediment basins
- Sediment removal in Lake Albert
- Construction of a demonstration erosion control structure in Stringy Bark Creek. The works for this project were undertaken in partnership with the Soil Commission
- Replacement of the first of four flood pumps. The remaining pumps will be replaced progressively over the next three years
- Repair of sinkholes and erosion of the levee adjacent to Marshals Creek
- Completion of a hydrographic survey of the Wollundry Lagoon to determine the depth, quantity and composition of the sediment in the Lagoon

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## REQUIREMENT

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\* SOE Report (State of the Environment Report) - submitted separately





# Statement of Affairs

## Statement of Affairs

### A) COUNCIL'S STRUCTURE AND FUNCTIONS

Wagga Wagga City Council is constituted as a body corporate under section 220 of the Local Government Act 1993. Section 8 of the Local Government Act states that a Council's charter is to:

- provide directly or on behalf of other levels of government, after due consultation, adequate, equitable and appropriate services and facilities for the community and to ensure that those services and facilities are managed efficiently and effectively
- exercise community leadership
- exercise functions in a manner that is consistent with and actively promotes the principles of multiculturalism
- promote and to provide and plan for the needs of children
- properly manage, develop, protect, restore, enhance and conserve the environment of the area for which it is responsible, in a manner that is consistent with and promotes the principles of ecologically sustainable development
- have regard to the long term and cumulative effects of its decisions
- bear in mind that it is the custodian and trustee of public assets and to effectively
- account for and manage the assets for which it is responsible
- facilitate the involvement of councillors, members of the public, users of facilities and services and council staff in the development, improvement and coordination of local government
- raise funds for local purposes by the fair imposition of rates, charges and fees, by income earned from investments and, when appropriate by borrowings and grants
- keep the local community and the State

Government (and through it, the wider community) informed about its activities

- ensure that, in the exercise of its regulatory functions, it acts consistently and without bias, particularly where an activity of the council is affected
- be a responsible employer.

### COUNCIL'S FUNCTIONS

Particular functions which the Local Government Act 1993 confers on Council include:

#### Service functions

- Providing community health, recreation, education, and information services
- Environmental protection
- Waste removal and disposal
- Land and property, industry and tourism development and assistance

#### Enforcement functions

- Proceeding for breaches of the Local Government Act, regulations and other legislation
- Prosecution of offences
- Recovery of rates and charges

#### Regulatory functions

- Approvals Orders
- Building certificates

#### Revenue functions

- Rates
- Charges
- Fees
- Borrowings
- Investments

#### Ancillary functions

- Resumption of land
- Powers of entry and inspection

#### Administrative functions

- Employment of staff
- Management plans
- Financial Reporting
- Annual Reports

### APPLICABLE LEGISLATION

Other pieces of legislation which relate to Wagga Wagga City Council and its functions include:

#### Anti Discrimination Act 1977

- Protection of individuals against discrimination

#### Child Protection Act

- Obligations to protect the rights and safety of children

#### Community Land Development Act 1989

- Planning functions as consent authority
- Companion Animals Act 1998
- Companion animal registration and control

#### Crown Lands Act 1989

- Coordination of Crown Lands
- Environmental Planning and Assessment Act 1979
- Environmental planning

#### Environmental Offences and Penalties Act 1989

- Forfeiture of council functions to person appointed by Governor
- Food Act 2003
- Inspection of food and food premises

#### Freedom of Information Act 1989

Council is required to publish certain information, to grant access to certain documents and to amend certain records that are shown to be incomplete, incorrect, out of date or misleading

#### Heritage Act 1977

Rating based on heritage valuation

#### Impounding Act 1993

Impounding of animals and articles

Library Act 1939

Library services

#### Noxious Weeds Act 1993

Protection of the environment against the effects of noxious weeds

# Statement of Affairs (Cont'd)

Privacy and Personal Information Protection Act 1998

Protection of the privacy of individuals' information held by Council

Protected Disclosure Act 1994

Protection of employees making disclosures

Protection of the Environment Operations Act 1997

Pollution control

Public Health Act 1991

Inspection of systems for purposes of microbial control

Roads Act 1993

Roads

Rural Fire Act 1997

Issue of permits to light fires during bush fire danger periods

Requiring the furnishing of information to the Rural Fire Service Advisory Council and its Coordinating Committee

State Emergency Service Act 1989

Recommending appointment of local controller

State Records Act 1998

Storage and retention of Council's records

Strata Schemes (Freehold Development) Act 1973

Approval of strata plans

Strata Schemes (Leasehold Development) Act 1986

Approval of leasehold strata plans

Swimming Pools Act 1992

Ensuring restriction of access to swimming pools

Traffic (Parking Regulation) Amendment Act 1993

Administration of parking in the Local Government Area

State Emergency and Rescue Management Act 1989

Council is required to prepare for emergencies

Unclaimed Money Act 1995

Unclaimed money to be paid to the Chief Commissioner of Unclaimed Money

## COUNCIL'S STRUCTURE

Council has adopted a structure which reflects the requirements of the Local Government Act, and enables the organisation to effectively fulfil its responsibilities to the community.

### The Elected Council

Wagga Wagga City Council is headed by a publicly elected Council that is responsible for providing leadership and vision for the city. The Council consists of 11 Councillors, including the Mayor and Deputy Mayor.

Councillors have two aspects to their role. As members of the Council, they have to:

- direct and control the affairs of council
- participate in the optimum allocation of the council's resources for the benefit of the Wagga Wagga local government area
- play a key role in the creation and review of the council's policies and objectives and criteria relating to the exercise of the council's regulatory functions and
- review the performance of the council and its delivery of services, and the management plans and revenue policies of the council

As individual Councillors, their role is to:

- represent the interests of the residents and ratepayers
- provide leadership and guidance to the community and facilitate communication between the community and the council

The role of the Lord Mayor is to:

- exercise, in cases of necessity, the policy-making functions of the governing body of the council between meetings of the council
- preside at meetings of the Council
- carry out the civic and ceremonial function of the mayoral office
- exercise such other functions of the council as the council determines

## The Organisation

Wagga Wagga City Council has a management structure designed to meet the needs of the City. The organisational structure provides a mechanism for effective response to residents' issues and more efficient planning and project outcomes. The General Manager leads the organisation of Council. The General Manager is responsible for the efficient and effective operation of the Council's organisation and for ensuring that the decisions of the Council are implemented without undue delay. In particular, the General Manager has the following particular functions:

- the day to day management of the Council
- to appoint staff in accordance with an organisation structure and resources approved by the Council
- to direct and dismiss staff
- to implement the Council's equal employment opportunity management plan
- to exercise the functions delegated to the General Manager by the Council

## Management Plan

Council's Management Plan describes

Wagga Wagga City Council's strategic focus over the next four years and provides information about how that strategic intent will translate into action on the ground.

It represents the Council's response to implementing the community endorsed 10-year Strategic Plan, Our City Our Tomorrow 2008/2018 to achieve a more sustainable Wagga Wagga.

The Management Plan documents the role and key performance indicators for each of Council's service units. In addition, detailed financial estimates for each service unit for the current year are provided, as well as three-year forward operating and capital budget summaries. Listings of the major projects and major asset preservation programs are also included, as are Council policy statements on a broad range of issues prescribed in the Local Government Act 1993. The implementation of the Management Plan is formally monitored by Council on a quarterly basis.

Council's Management Plan is updated annually, and community feedback on the following financial year's draft Management Plan is sought in around May of each year.

A report on achievement of the objectives and performance targets in Council's Management Plan for the previous financial year is included in Council's Annual Report, which is available from the end of November each year.

## Council Resources

For the 2008/09 financial year, Council has budgeted for an operating income of \$80.7 million, and an operating expenditure of \$71.1 million. The total staff establishment figure which was adopted in Council's 2008/09 Management Plan is a total full-time equivalent of 449 staff.

The book value of Council assets as at 30 June 2009 was \$922.6 million. Council's assets include plant and equipment, office equipment, furniture and fittings, land (operational and community), land improvements, buildings and other structures, roads, bridges, footpaths, stormwater drainage, heritage collections and library books. Values for each of these categories can be found in Council's financial statements for 2008/09.

## PUBLIC PARTICIPATION

Council policy is determined by the elected councillors during Council meetings. Elections are held each four years with the next election due in 2012.

Council's Standing Committee meetings are generally held in the week two weeks prior

## Statement of Affairs (Cont'd)

to the Council meeting and the Council meeting is generally held on the fourth Monday of each month. Details of actual meeting days and times can be obtained by contacting Council on 1300 292 442.

The Agenda and Business papers for the Standing Committee and Council meetings are available 3 business days before the meetings are scheduled to be held and the public can view these business papers online or via hardcopy from the Customer Service Counter (other than those items relating to confidential meetings of Council).

Members of the public are able to provide input into Council's decision making by written submissions, or by seeking to address the Standing Committees on the items under consideration at the meeting.

Council also places on public exhibition certain issues being considered by Council and invites public submissions on them - the public submissions are then considered when a decision is made. Examples of public exhibitions are Local Environmental Plans, Section 94 Plans, Council's Management Plan, major development applications and proposals for major Council projects. Council also conducts community consultation processes both of a general and specific nature.

In addition, Council uses many different techniques for active consultation with the community, allowing members of the public to participate in policy formulation. The nature of the issue under consideration by Council determines the best consultation technique/s for that issue. Following is a list of common techniques used by Council:

### **Publications/ Written Information**

Publications are used to provide information about services, policies, strategies, plans and proposals, in the form of letters, brochures, fact sheets, press releases, information booklets, newsletters, annual reports, other reports, internet and web sites.

### **Telephone and Email Feedback Line**

A telephone or email feedback line provides an additional option for community feedback.

### **Promotions and Campaigns**

These are aimed at encouraging support for specific events, programs or projects and are often intended to facilitate an understanding of specific issues with the objective of creating awareness. For example road safety campaigns.

### **Complaint and Dispute Resolution**

Common mechanisms include internal procedures such as Council's Code of

Conduct. However, external structures also exist to investigate complaints of a serious nature including the Department of Local Government, Independent Commission Against Corruption and the NSW Ombudsman.

### **Customer Inquiries**

Responding to customer inquiries assist Council in gauging contemporary issues, areas for improvement and input into planning processes. Effective record keepings assists Council in developing a picture of customers' needs.

### **Polling and Surveys**

Polling and surveys are designed to collect specific information from a sample of customers. This provides an indication of customer views and provision of feedback, vital in Council planning strategies and projects.

### **Research and Data Collection**

These are generally more in depth processes than simple polls or surveys and can be conducted by Council or by market research companies, academic institutions and consultants contracted by Council.

### **Public Exhibition and Submissions**

Council places documents on public exhibition and calls for submissions as part of the process of reviewing or establishing programs or services. Under the Local Government Act 1993, many Council policies must be placed on public exhibition. All submissions received are then provided to Council for the purposes of decision making. Items on public exhibition are advertised in the Wagga Wagga Daily Advertiser on Saturdays.

### **Discussion Papers**

Discussion papers provide a broad outline of a proposal or options being considered in relation to particular policies, programs or services. The intention is to encourage broad discussion and response to proposals.

### **Networking**

Networking is the process of informal, regular liaison between Councillors, officers and the community. This encourages effective working relationships, keeping all parties up to date with information and developments. It is an extremely valuable, informal method of consultation.

### **Interviews and Meetings**

Interviews and meetings with small groups are a much used and often less formal technique for information exchange and consultation. They provide a more focused opportunity for discussion and provision of information to an individual or group.



“Council also places on public exhibition certain issues being considered by Council and invites public submissions on them”

# Statement of Affairs (Cont'd)

## Public Meetings

Public meetings provide a means to present information and proposals within a framework that allows for immediate discussion and feedback.

## Focus Groups and Workshops

These can assist in developing proposals and ideas on specific issues. Workshops are particularly well suited to providing participants with the opportunity to contribute to discussion in small working groups. Focus groups are more targeted being made up of representatives of a specific group while workshops generally involve broader participation.

## Task Forces

Task forces are established for short-term consideration of one issue, policy, project or program. A list of these committees is provided in the next section of this Statement of Affairs.

## COMMITTEES OF COUNCIL

Council's committee structure consists of both Standing and Advisory Committees, user groups and representative. Council has five Standing Committees, of which its members are made up of Council members. The five Standing Committees encompass the following, which align to each Directorate of Council:

- Environment & Community Standing Committee
- Commercial & Economic Standing Committee
- Planning Standing Committee
- Corporate Governance Standing Committee
- Infrastructure Standing Committee

The Standing Committee meetings occur each month, normally in the week, two weeks prior to the Council meeting.

In addition to the above, Council also has seven (7) Advisory Committees. These Advisory Committees are made up of community representatives and were selected through an expression of interest process – the eight committees are:

- Arts Advisory Committee
- Seniors' Advisory Committee
- Youth Advisory Committee
- Business Advisory Committee
- Recreation & Sports Advisory Committee
- Multicultural Advisory Committee
- Indigenous Advisory Committee
- Environmental Advisory Committee

Council also has a number of User Group Committees comprising stakeholders and staff from the respective facilities/precincts. These groups include the Airport Committee, Livestock Marketing Committee, Wagga Wagga Exhibition Centre Committee, River Precinct Committee and the Lake Albert Community Committee

Details of the role and membership of these advisory bodies can be obtained by contacting the Council.

## B) EFFECT OF COUNCIL'S FUNCTIONS ON MEMBERS OF THE PUBLIC

Prior approval from Council is required before a person can:

- erect a building
- demolish a building
- use or occupy a building before it has been completed in accordance with the plans and specifications approved by the Council
- change the use of a building or part of a building to a use that is not consistent with the current classification of the building as prescribed by regulation
- carry out sewerage work
- carry out stormwater drainage work
- connect a private drain or sewer to a public drain or sewer
- engage in a trade or business on community land
- direct or procure a theatrical, musical or other entertainment for the public on community land
- erect an advertising structure over a public road, or expose (or allow to be exposed) any article in, or overhang, any part of a road or outside a shop window or doorway abutting the road
- install or operate amusement devices prescribed by the regulations in premises
- operate a premises where food is supplied for sale.

A full list of Council approval responsibilities can be found in Chapter 7, Part 1 of the Local Government Act 1993.

The Council may also order a person to do, or refrain from doing, various acts under certain circumstances. The details of these orders and the circumstances under which they are made are contained in Chapter 7, Part 2 of the Local Government Act 1993. The orders most affecting the public are those:

- to demolish a building
- not to demolish, or cease demolishing, a building
- to repair or make structural alterations to a building
- to fence land
- to fence, empty, fill in or cover up a hole or waterhole
- to do or refrain from doing such things as are specified in the order to prevent environmental damage, to repair environmental damage or to prevent further environmental damage
- to do such things as are necessary to control the flow of surface water across land
- not to conduct, or cease to conduct, an activity on premises
- to cease the use of premises or to evacuate premises
- not to keep birds or animals on premises, other than of such kinds, in such numbers or in such manner as specified in the order
- to use or not to use a tennis court as specified
- to do such things as are specified in the order to put premises, vehicles or articles used for the manufacture, preparation, storage, sale, transportation or other handling or use of or in relation to food into a clean or sanitary condition
- to do or refrain from doing such things as are specified in the order to ensure that land is, or premises are, placed or kept in a safe or healthy condition
- to repair or remove a building
- to remove an object or matter from a public place or prevent any object or matter being placed there
- to take whatever steps are necessary to prevent damage to a public place and to repair damage to a public place
- to comply with the conditions of an approval

As well as specific approval and orders there are general activities that affect the public and these include:

- the preparation and adoption of local environmental plans and development control plans - these are concerned with development control in a local area and they allocate land for particular purposes such as homes, shops, community purposes, factories and open space. They also protect and conserve the local heritage, natural environment and take account of social impact assessments.



## Statement of Affairs (Cont'd)

- the preparation, implementation and monitoring of the Social and Cultural Plan which identifies specific local community needs.
- tree preservation orders - these seek to protect and enhance our natural environment by placing restrictions on what trees can be felled or lopped without Council approval
- the provision of a free immunisation program (in conjunction with the Health Department)
- the operation of an airport to provide enhanced transportation services to "remote" locations
- the operation of a livestock marketing centre
- the provision of recreational and cultural facilities to the area including a swimming pool complex, indoor stadium, botanic gardens, library, civic theatre, art gallery, museums, sports grounds and many parks
- tourism and industrial promotion programs to boost the economic viability of the area by attracting tourists and new business to the area

### C) ACCESSING COUNCIL DOCUMENTS

Under section 12 of the Local Government Act everyone is entitled to view, free of charge, the following documents:

- the council's code of conduct
- the council's code of meeting practice
- annual report
- annual financial reports
- auditor's report
- management plan
- EEO management plan
- Council's policy concerning the payment of expenses incurred by, and the provision of facilities to, councillors
- the council's land register
- register of investments
- returns of the interests of councillors, designated persons and delegates (ie pecuniary interest returns)
- returns as to candidates' campaign donations
- agendas and business papers for council and committee meetings (but not including business papers for matters considered when part of a meeting is closed to the public)
- minutes of council and committee meetings, but restricted (in the case of any part of a meeting that is closed to the public), to the resolutions and recommendations of the meeting
- any codes referred to in the Local

- Government Act
- register of delegations
- annual reports of bodies exercising delegated council functions
- applications for approval to erect a building, and associated documents
- development applications and associated documents
- local policies adopted by the council concerning approvals and orders
- records of approvals granted, any variation from local policies with reasons for the variation, and decisions made on appeals concerning approvals
- records of building certificates
- plans of land proposed to be compulsorily acquired by the council
- leases and licences for use of public land classified as community land
- plans of management for community land
- environmental planning instruments, development control plans and plans applying to land within the council's area
- the statement of affairs, the summary of affairs and the register of policy documents
- departmental representatives' reports presented at a meeting of the council
- the register of graffiti removal work

In addition to the documents available under section 12 of the Local Government Act, Council also holds information regarding:

- Section 94 contributions
- Council's Equal Employment Opportunity Plan
- State of the Environment Report
- licenses issued under the Protection of the Environment Operations Act
- impoundings
- caravan park licenses
- on site effluent disposal
- air cooling towers
- cemeteries
- contaminated land
- Council committees and membership
- Electoral roll
- public gates/ramps
- roads
- tree preservation orders

Council also holds many policy documents. Policy documents which affect the rights, privileges or benefits or obligations, penalties or other detriments relating to members of the public are included in Council's most recent Summary of Affairs and are available for inspection free of charge.



"The Standing Committee meetings occur each month, normally in the week, two weeks prior to the Council meeting"

# Statement of Affairs (Cont'd)

Other documents held by Council include:

- personnel files of staff (not available to the public)
- building Applications
- Development Applications
- maps of the area showing planning, infrastructure and other detail
- rating information
- companion Animals information
- accounting information
- policy registers
- files containing correspondence received from the public, government bodies and other organisations - filed according to "subject" or "property". The Council introduced an Electronic Data Management system in May 2003, at which time the hard copy filing of correspondence ceased.
- circulars from Government Departments such as the Department(s) of Local Government, Environment and Planning, Conservation and Land Management and the Environment Protection Authority
- circulars from the Local Government and Shire Associations
- local Government Industrial Award
- copies of legislation necessary for Council to carry out its functions including, but not limited to the Local Government Act 1993, Local Government (General) Regulation 2005 and the Environmental Planning and Assessment Act 1979.

The documents discussed above may be inspected at the Wagga Wagga Civic Centre, corner of Baylis and Morrow Streets, Wagga Wagga during normal hours of operation (8.30am to 5.00 pm Monday to Friday). In addition, a large number of documents are also available on Council's website at [www.wagga.nsw.gov.au](http://www.wagga.nsw.gov.au).

Copies of the documents can be made available on the payment of a copying fee as detailed in Council's Management Plan. A copy of a Building Certificate cannot be released until such time as Council has received written permission from the current owner of the land.

## ACCESSING AND AMENDING COUNCIL DOCUMENTS

Accessing Documents under section 12 of the Local Government Act

Apply in writing using Council's "Document / Personal Information Access Request" form. There is no fee to access information under S.12, however photocopying charges apply as detailed in Council's schedule of fees and charges.

Council must review any restriction on access to a document no later than 3 months after the restriction is imposed.

Anyone may request Council to review its decision to restrict access to a document, however there is no right of appeal to this decision.

## FREEDOM OF INFORMATION (FOI)

Written applications on Council's "Application for Access under the Freedom of Information Act" form will be accepted, accompanied by the application fee of \$30 (GST exempt). This fee entitles the applicant to 20 hours of processing time for personal information requests. Processing time in excess of 20 hours for personal requests, or all processing time for non-personal information requests, will be charged at \$30/hour (GST exempt). Processing time is the time taken to locate the information, determine the application and undertake any required consultation and photocopying.

If an applicant is aggrieved by a determination, the applicant may request an internal review by the Council within 28 days of receiving the determination. If no determination is made a review can be sought within 49 days of receipt of the application. The review is considered by a Council officer who was not involved in the original determination. The fee for an internal review is \$40 (GST exempt). The applicant may also consider an appeal to the Tribunal or complaint to the Ombudsman.

A 50% reduction in fees will be granted to:

- holders of a Pensioner Concession Card or Health Care Card
- those with incomes less than the maximum weekly income allowable under the Commonwealth Social Security Act
- holders of a War Widow Concession card
- anyone under the age of 18 years
- Non-profit organisations able to demonstrate financial hardship
- application where a demonstrated public interest is involved

Where the applicant believes that any information received under FOI is incorrect the applicant can request the Council to amend its records. An FOI Amendment Request Form or written letter should be submitted by the applicant. If an applicant has any information to support such request this should be included with the application.

There is no fee for amendment of records. Where there is significant correction of your

personal records and the mistakes were not your fault all fees and charges paid for the original application will be fully refunded.

If Council does not agree with your request to amend your records it will provide you with the reasons for such refusal. If Council does refuse your request for amendment you can ask Council to attach a note to the records outlining your requested corrections - Council will abide by this request.

Information regarding Freedom of Information requests for the year 2008/09 compared to 2007/08 is summarised below:

APPLICATIONS	2008/09	2007/08
Applications received during the year	18	23
Applications granted in full	4	16
• granted in part	11	1
• refused	2	3
• carry overs granted	2	
• carry overs refused	1	
Applications completed within the year	20	20
Applications in progress at year end	1	3
Applications carried forward to be completed in following year	1	3

## PRIVACY AND PERSONAL INFORMATION

The Privacy and Personal Information Protection Act 1998 (the Privacy Act) introduced a set of privacy standards for the public sector in NSW. These standards direct the way public sector agencies (of which Council is one) deal with personal information.

The Council in July, 2000 adopted a Privacy Management Plan and the Privacy Code of Practice for Local Government which was approved by the Attorney General and made by Order published in the Government Gazette on 30 June, 2000.

Under the Act, personal information is any information that relates to an identifiable person. This covers not only data storage such as paper files, but also such things as genetic material, electronic records, video recordings, photographs and biometric

## Statement of Affairs (Cont'd)

information such as fingerprints. The person does not have to be clearly identified by the information. It is only necessary that identity "can reasonably be ascertained from the information".

From 1 July, 2000, Council was required to meet these privacy standards by applying the Information Protection Principles (IPPs) outlined in the Privacy Act to all the personal information held by the Council. The Council adopted a Privacy Management Plan which explains how the Council complies with the Act and establishes procedures to deal with requests and complaints about the Council's dealings with personal information.

The 12 IPPs deal with the collection, storage, access, use and disclosure of personal information. They are designed to reduce the risk of misuse of personal information. They also allow individuals a reasonable degree of control over what happens to their personal information.

The Access provisions of the IPPs give people the right to find out what personal information Council holds about them and then the right to access, amend and/or add a notation to the personal information to ensure that it is relevant, up to date, complete and not misleading.

The Privacy Code of Practice for Local Government has the effect of modifying the application of Part 6 of the Privacy and Personal Information Protection Act 1998 (the "public register" provisions) and the application of the 12 Information Protection Principles as they apply to local government.

The Disclosure provisions of the Information Protection Principles allow Council to disclose personal information only for a purpose directly related to the purpose for which it was collected or where disclosure is necessary to lessen a threat to someone's life or health.

Council cannot disclose personal information about a person's ethnic or racial origin, political opinions, religious or philosophical beliefs, trade union membership, health or sexual activities, unless disclosure is necessary to lessen a threat to someone's life or health.

Exemptions provided in the Act mean that in certain circumstances Council does not have to comply with one or more of the Information Protection Principles. The Local Government Privacy Code of Practice sets out Council's exemptions from the Act which includes an exemption to personal information contained in Public Registers.

The Council must comply with any Privacy Code of Practice that applies to it.

Application for Access for Amendment of, or Notation to, personal information held by Council: People wanting to access, amend or to add a notation to their personal information should fill out Council's Document / Personal Information Access Request form. These forms can be obtained from Council's Privacy Officer or from the Customer Service Section. A fee of \$33 (GST inclusive) is payable.

Application for personal information from a Public Register: The Local Government Privacy Code of Practice allows people to access personal information about another person which is contained in a Public Register as long as it is to be used for a purpose directly related to the one for which it was collected. If the personal information is not contained in a Public Register, the personal information should be applied for under either S.12 of the Local Government Act or under FOI. This requires Council to consult with the person to whom the personal information relates for permission to disclose the information.

A Single Entry Enquiry (1 to 9 records from a Public Register) can be made and personal information will be disclosed in accordance with the Privacy Code of Practice, provided the information is to be used for a purpose directly related to the one for which the information was collected.

A Multiple Entry Enquiry (10 records or over from a Public Register) must be made in writing stating the purpose for which the personal information is to be used. A \$33 (GST inclusive) fee is payable for collating this information. The personal information will be disclosed if it is to be used for a purpose directly related to the one for which the information was collected.

An Annual Enquiry Fee of \$720 (GST inclusive) is payable for the whole Rates Record. Applications must be in writing and supported by a Statutory Declaration that the information will only be used for a purpose directly related to the one for which the information was collected.

Privacy complaint and review: The Council can only deal with privacy issues that relate to its own conduct. If a person is not satisfied with the way the Council has dealt, is dealing or intends to deal with their personal information then that individual has the option of lodging a complaint. If a complaint is made about a breach of the Information Protection Principles or Privacy Code of Practice the Council must conduct a formal review of the conduct complained about.



"The Council must comply with any Privacy Code of Practice that applies to it"



## Statement of Affairs (Cont'd)

A complaint must be lodged in writing using a Complaint or Request for Review form and must be made within 6 months of the time a person first became aware of the conduct complained about. The Council must notify the NSW Privacy Commissioner about the review, its progress and its outcome.


Privacy complaints about the Council can also be made directly to the NSW Privacy Commissioner, who, in consultation with the complainant, could direct the complaint elsewhere for investigation.

After a review: If a person is not satisfied with the outcome of a review they can appeal to the NSW Administrative Decisions Tribunal which has the power to make any orders it deems necessary, including the award of damages to the person making the complaint.

All applications under either Section 12 of the Local Government Act, the Freedom of Information Act or the Privacy and Personal Information Protection Act should be addressed to:

Wagga Wagga City Council  
PO Box 20  
WAGGA WAGGA NSW 2650

Preliminary telephone enquiries may be directed to the Information Access Officer by telephoning 1300 292 442, by faxing (02) 6926 9159 or by email at [council@wagga.nsw.gov.au](mailto:council@wagga.nsw.gov.au).



“Council cannot disclose personal information about a person’s ethnic or racial origin, political opinions, religious or philosophical beliefs, trade union membership, health or sexual activities, unless disclosure is necessary to lessen a threat to someone’s life or health”

## Glossary of terms

**Asset Management:** The process by which Council collects and maintains a comprehensive database of asset conditions and uses this information to prioritise works funding and to maintain existing assets at desired condition levels.

**Capital Works:** Projects undertaken to either renew, upgrade, or construct assets owned by Wagga Wagga City Council.

**Contributions income:** Contributions received by Council which can only be used for providing and improving public open space and provision/improvement of the drainage system.

**Contribution Plan:** Identifies and costs all the works/facilities and land acquisitions necessary to meet the needs of the incoming population and calculates what contribution payment is required of developers for each residential lot, villa, townhouse or apartment.

**Councillor:** A member of the community elected to represent the residents of Wagga Wagga as a member of Council. Councillors set strategic direction, monitor organisational performances, liaise with stakeholders, and ensure operational compliance.

**DataWorks:** A customer request and electronic document management system.

**Enterprise Agreement:** Contract between employer and employees on working conditions and wages based on agreed performance levels.

**Facilities Policy:** Entitlements allowed to the Mayor and Councillors to assist them in carrying out their duties as elected representatives.

**Financial Year:** The financial year we are reporting on in this Annual Report is the period from 1 July 2008 – 30 June 2009.

**FTE:** (Full time equivalent) in relation to staff numbers refers to a figure that is based on the wages for full time staff.

**HACC:** Home and Community Care.

**Key Performance Indicator:** Objective evidence on the extent of, or progress towards achievement of a desired outcome.

**Local Environment Plan (LEP):** The LEP shows the different development zones indicating where different types of development can occur within the Shire. The plan is a statutory document gazetted by the State Government.

**Performance:** The results of activities and progress in achieving the desired outcomes over a given period of time.

**Private Certifiers:** Accredited private certifiers are able accredited professionals who check that development proposals comply with required tecwww.bnical standards and regulations and issue the relevant certificates under the Environmental Planning and Assessment Act 1979. Previously only local councils had this responsibility. Certifiers need to be accredited under schemes managed by authorised accreditation bodies approved by the Minister of the Department of Planning (DOP).

**Rate and charges income:** Income received from ratepayers in relation to general rates, garbage rates and special rate schemes.

**Australasian Reporting Awards:** National award which aims to improve the standards of financial reporting in Australia.

**Risk Management:** A discipline for developing appropriate procedures to reduce the possibility of adverse effects from future events.

**SoE:** State of the Environment Report.

**Vision:** A statement that embraces the desired future that the organisation is working towards.

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WAGGA CIVIC THEATRE  
Saturday March  
2009  
4pm to 9pm

WAGGA WAGGA  
FOOD AND WINE  
FESTIVAL

WOLLUNDY ROTARY

2WG



## Contact us

We welcome your feedback on Annual Report 2008/09 so we can continually improve our reporting to the community. This can be done in a number of ways:

**Email** [www.wagga.nsw.gov.au](http://www.wagga.nsw.gov.au)

**Contact** Council on 1300 2 WAGGA

**Write to us at:** Wagga Wagga City Council

PO Box 20

Wagga Wagga NSW 2650

For general enquiries, requests, complaints and the following services

please call 1300 292 442

### AFTER HOURS EMERGENCIES

Roads and Footpaths

Sewer

Stormwater

Parks

Environmental Issues

### INFRASTRUCTURE SERVICES

General Depot - Fernleigh Road

Kerbside Waste

Roads/Bridges - Urban & Rural

Sewer/Stormwater

Footpaths

### PARKS AND RECREATION

Bolton Park Stadium

Equex

Bookings (Parks; Sportsgrounds; Community Centres; Halls)

Botanical Gardens

Noxious Weeds

Parks & Sportsgrounds

### OTHER SERVICES

Animal Shelter

Rangers

Customer Service Centre

Regulatory Services

Wagga Wagga Airport

Planning & Development

Community Services

Corporate Services

Copies of our 2008/09 Annual Report including financial statements and the Annual Community Report can be obtained through the above channels or by:

**Accessing our website** [www.wagga.nsw.gov.au](http://www.wagga.nsw.gov.au)

**Visiting the Council Administration Centre** at  
Cnr Baylis and Morrow Streets, Wagga Wagga

**Central Switchboard** Phone 1300 2 WAGGA

Please contact the following services direct:

### COMMUNITY SERVICES

Aged and Disability ..... 6921 5981

(HACC Development Officer)

Civic Theatre Booking Office ..... 6926 9688

(incl. Amphitheatre Bookings)

Family Day Care ..... 6926 9367

Museum - Botanic Gardens..... 6925 2934

Museum - Baylis Street..... 6926 9660

Library ..... 6926 9700

### PARKS AND RECREATION FACILITIES

Oasis Aquatic Centre ..... 6937 3737

### LIVESTOCK MARKETING CENTRE

Administration - 8.30am to 4.30pm ..... 6923 2711

LMC Manager..... 6923 2733

Rural Lands Protection Board..... 6923 2767

Gate House - After 4.00pm Sun/Wed ..... 6923 2764

LMC - After Hours Only ..... 0418 430 680

### OTHER SERVICES

Bob Osbourne Skills Centre ..... 6971 1062

Bob Osbourne Skills Centre FAX..... 6931 1927

Rural Fire Service Control Centre ..... 6931 5855

Sharps Disposal..... 6926 9520

Visitor Information Centre..... 1300 100 122

[www.visitwaggawagga.com](http://www.visitwaggawagga.com)



PO Box 20 Cnr Baylis & Morrow Sts, Wagga Wagga 2650  
Free call: 1300 2 WAGGA | Fax (02) 6926 9159  
Eml: [council@wagga.nsw.gov.au](mailto:council@wagga.nsw.gov.au) | [www.wagga.nsw.gov.au](http://www.wagga.nsw.gov.au)