



### Acknowledgement of Country

Wagga Wagga City Council (Council) acknowledgement the Traditional Custodians of this land, the Wiradjuri people, and pays respect to Elders past, present and emerging.

We honour the living heritage of the world's oldest continuous culture, and we celebrate the contemporary creativity of our First Nations communities. We acknowledge the ongoing connection between First Nation communities and this land.



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### **Community vision, principles and priorities**

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

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

To ensure that we achieve the community vision in the future, it is necessary that we start embedding elements of that vision into today's planning. Four (4) key words have been chosen by the community to be used as guiding principles in planning for our future.

- Thriving
- Innovative
- Connected
- Inclusive

The document contains five (5) strategic directions for the city based on the consultation undertaken. The five (5) strategic directions are:

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



### Council's mission, vision and values

#### **Our mission**

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

#### **Our vision**

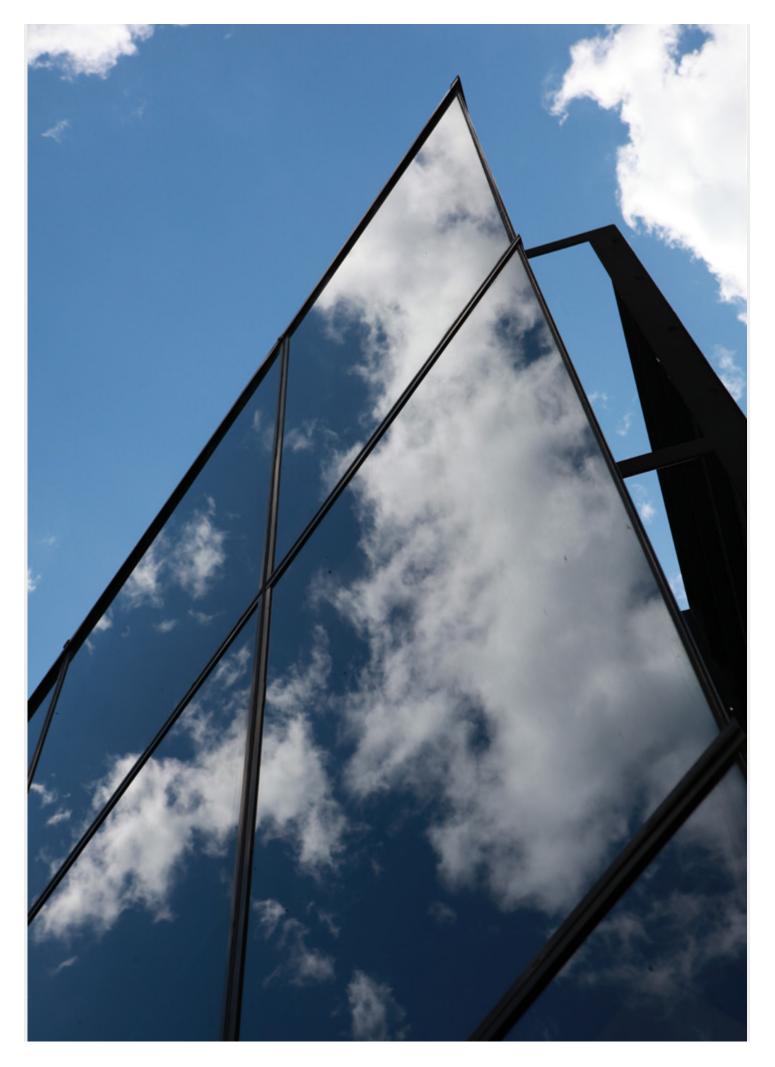
To be acclaimed by our community for our passion, professionalism and performance.

#### **Our values**

Council's corporate values are the guiding principles on which Council bases its beliefs and behaviour. They underpin all that Council does as an organisation.

Our four (4) corporate values are:

- Trust
- Respect
- Innovation
- Teamwork



### COVID-19

COVID-19 has had a significant impact on global, domestic and local economies, and as a result, Council's operations and finances have been largely impacted. As part of Council's response to this pandemic, our business practices have changed including introducing remote work opportunities and the closure of a number of Council owned and operated facilities including the Oasis Aquatic Centre, cultural facilities, sportsgrounds, rural halls, city neighbourhood community centres, and the administration building (Civic Centre).

Despite our challenges, Council has reframed and shown adaptability to offer multiple services in varying engagement platforms to support our community and the local economy, including the introduction of both community and business support programs.

### **Community Support Program**

In April 2020, Council approved to set aside a \$10,000 budget for the purposes of supporting a food security community program in response to COVID-19. The aim was for Council to work with Carevan to assist other community organisations, who would normally as part of their funded service provision, provide meals, staples and hampers to our most vulnerable community members.

Council also coordinated a working group between Carevan and other supporting agencies, including The Salvation Army, St Vincent de Paul, Anglicare, Sunflower House, Red Cross, Mission Australia, RivMed and Communities and Justice. In this, Council staff were redeployed to cover previous volunteer labour for the delivery of meals to the community including assistance with Meals on Wheels and additional financial assistance was made available from the allocated budget.

It is acknowledged that we are currently in a very challenging environment which is significantly affecting our community, partnering agencies and staff themselves; and even in these times there was still an overwhelming interest, care and commitment from everyone to support the most vulnerable members of our community.

### Meals on Wheels

Eight (8) Council staff assisted in the delivery of meals and food to and from Carevan, delivering an average of 250-500 meals to approximately 75 households a week, many of which were delivered to elderly and highly vulnerable community members.

Council staff provided approximately 587 hours to Meals on Wheels at an estimated cost of \$21,675.

When Council staff returned to Council duties in June 2020, Council continued to cover the cost of one (1) Chef (displaced from a food outlet in the CBD during the COVID-19 shutdown) to work with Carevan until 31 August 2020.

Moving forward, Council will continue to work with community groups to ensure ongoing food security and welfare support to our local community.

#### **Business Support Program**

In response to COVID-19 and the subsequent impact on our local economy, Council brought together a Business Support group. This team of local business leaders provided feedback from the business sector and the community, along with valuable insights into how to support the local economy. This has now been integrated into a Live local. Be local. Activation Plan.

The intent of this Plan is for it to be a business, community and Council collaborative.

The three (3) main elements of this Plan are:

- 1. Main Street Live which aims to bring vibrancy back into the heart of our city.
- 2. Main Street Local made great, in Wagga, which aims to create a thriving main street through the enhancement of creative spaces.
- **3.** Main Street Hub innovation leads to growth, which aims to create supportive spaces for business leaders to make their businesses a reality.

### **Financial relief**

- We have increased the small business category of the Annual Grants Program by \$20K
- There was a 50% reduction in parks and sportsground fees and charges
- The framework for Commercial lease agreements was amended to align with the National Cabinet mandatory Code of Conduct
- A COVID-19 relief package is currently being considered with three (3) key sections:
  - Defer contributions for 12 months
  - · Waive Section 64 sewer infrastructure contributions, and
  - Section 64 contributions conditioned at construction of commercial and industrial buildings only
- There was 0% interest charged on overdue property rates



Liz Cox, Executive Assistant to the Mayor, has been working to support Carevan, the lead agency coordinating the preparation and delivery of meals.

### 150 anniversary

#### From small town to regional city

March 2020 marked 150 years since Wagga Wagga was officially recognised as a township and formed its first Council.

To celebrate the occasion, Council's Museum of the Riverina teamed up with Charles Sturt University Regional Archives to uncover a treasure trove of images and information dating back to 1870. The images, together with a timeline of Wagga's history, were displayed in the Civic Centre.

The Civic Theatre created three (3) short films depicting the people and places of Wagga Wagga, using rarely-seen footage gathered from the National Film and Sound Archive of Australia, the Charles Sturt University Regional Archives, Museum of the Riverina and Prime Television. The films were shown at two (2) free community concerts featuring the Australian Army Band Kapooka, and shared widely online.

In commemoration of this milestone, at a Council meeting in March, we celebrated with the unveiling of the 150th Anniversary plaque.

Wagga Wagga Town Hall, circa 1910: Records discovered from 1872 show the District Surveyor, Mr C.F. Bolton, had reserved the site for a Town Hall / Council Chambers after receiving an application for the block from the Sons of Temperance Society. In assessing their application, Mr Bolton discovered that the block 'comprises one of the most valuable building sites in the town of Wagga Wagga, and the whole of the high ground on this reserve.' Speaking in 1904, the Mayor said that by this act, Mr Bolton had secured for the Council the land on which the Town Hall was now erected. Reference: Wagga Wagga Advertiser, 23 July 1904.



### **Our Councillors**



Councillor Greg Conkey OAM (Mayor)

Councillor Greg Conkey OAM was elected to Council in 2012 and was elected Mayor in September 2016 and 2018.



Councillor Dallas Tout (Deputy Mayor)

Councillor Dallas Tout was elected to Council in 2012 and was elected Deputy Mayor 2014, 2015, 2016 and 2018.



#### **Councillor Yvonne Braid OAM**

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



**Councillor Paul Funnell** 

Councillor Paul Funnell was elected to Council in 2012.



**Councillor Dan Hayes** 

Councillor Dan Hayes was elected to Council in 2016.



Councillor Vanessa Keenan Councillor Vanessa Keenan was elected to Council in 2016.



**Councillor Rod Kendall** 

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



**Councillor Tim Koschel** 

Councillor Tim Koschel was elected to Council in 2016.



**Councillor Kerry Pascoe** 

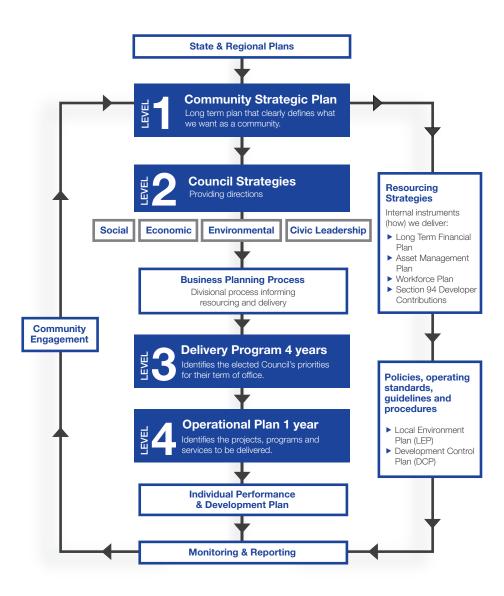
Councillor Kerry Pascoe was elected to Council in 2004 and was elected Mayor 2004 – 2009 and 2011.

### Our planning and reporting framework

In consultation with the Local Government sector, the Office of Local Government developed the Integrated Planning and Reporting (IP&R) framework for local Councils.

This framework is intended, amongst other things, to help Councils to strengthen community participation in decision-making and strengthen Council's strategic focus.

The Annual Report sits under 'Monitoring and Reporting' in this framework.



#### Key strategic documents

Council's IP&R framework contains documents used to make both short-term and long-term plans for Council services, projects and resources.

These documents include:

#### The Community Strategic Plan

Our Community Strategic Plan addresses four (4) key elements:

- Where we are now
- Where we want to be in 10 years
- How we will get there
- How we will know when we arrive

#### The Delivery Program

The Delivery Program identifies the elected Council's priorities for their term in office, and the action required to meet the communities long-term strategic vision, as identified in the Community Strategic Plan.

#### The Operational Plan

This Operational Plan is a sub-plan of the Delivery Program and sets out the projects, programs and activities to be undertaken in a single financial year.

#### The Workforce Plan

The Workforce Plan ensures we have the right people, in the right role, at the right time to ensure sustainable service delivery.

#### The Long Term Financial Plan

The Long Term Financial Plan outlines the future finances of Council's operations taking into consideration key elements such as rate movements, services levels, infrastructure needs, asset replacement and renewals as well as loans and cash reserves.

#### The Asset Management Plan

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

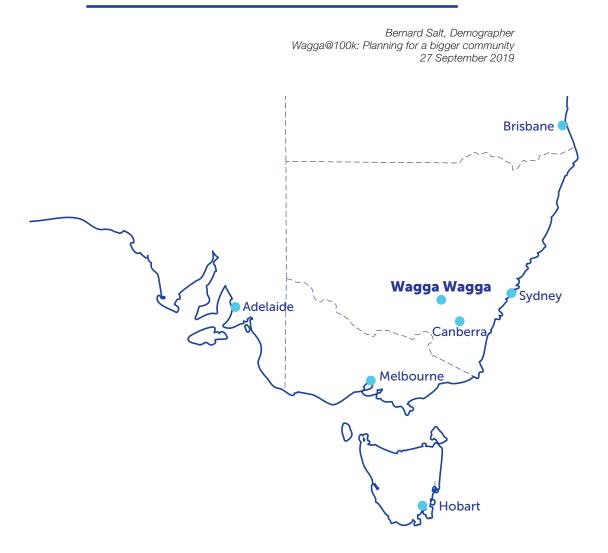


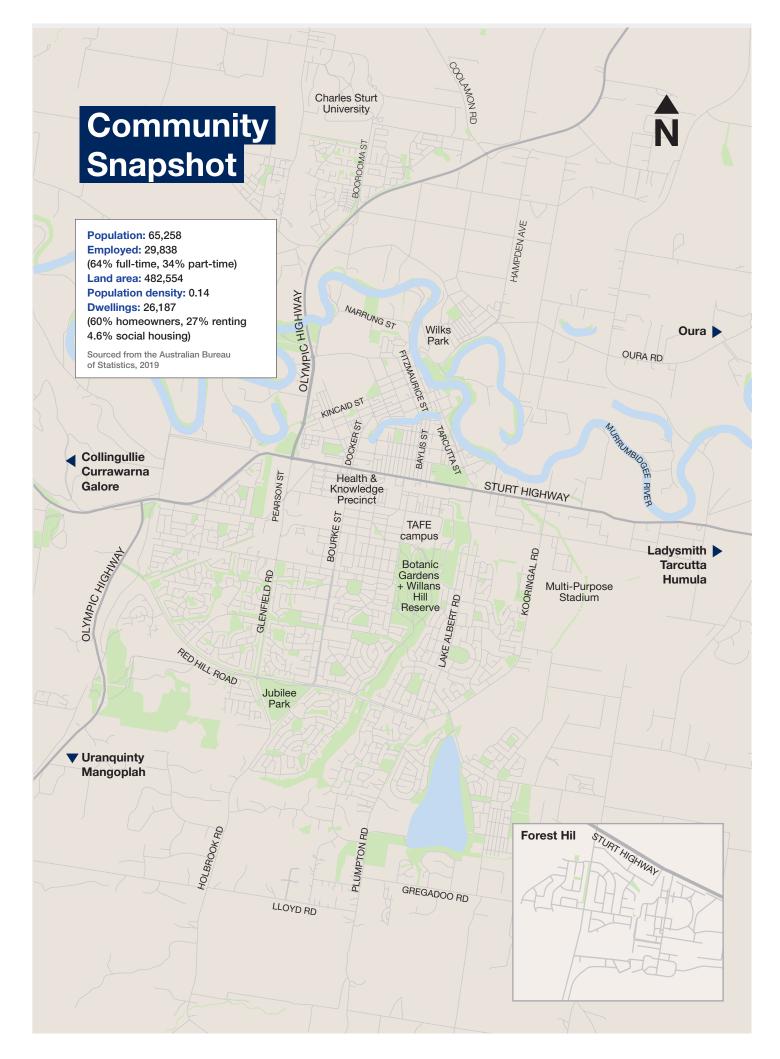
### About our city

As the regional capital of Southern NSW, Wagga Wagga is a hub for industry, healthcare, education, cultural and recreational offerings. Through a skilled and reliable workforce, combined with high quality education and training facilities, we have created a strong and diverse economy driving growth and investment.

Vibrant is an often overused term when describing a region, but the activity in the Riverina has naturally developed an energy and vibrancy that leave visitors with a positive experience. Locals are proud of their region and welcome everyone with open arms. With more time for an active lifestyle, over 150,000 people across the region enjoy a wide array of events, activities, restaurants, arts, culture and recreation facilities.

#### "Wagga Wagga already functions like a capital city"





### **Community engagement**

### **Engagement highlights**

#### Health and Knowledge Precinct

- Three (3) community drop in sessions (190 community members engaged)
- Two (2) specialist medical sessions (approximately 45 community members engaged)
- Youth forum (approximately 20 youth of our community engaged)

#### Morgan Street Development

- Our connect.wagga website had 4,391 page views and 1,710 visitors during the exhibition period
- Over the duration of this period we engaged with community members through the use of digital platforms, social media, one-on-one meetings, community meetings, surveys and feedback forms

#### Cultural Plan 2020-2030

- Over 70 focus groups, meetings and public forums, engaging 600+ people in face-to-face discussion
- 844 written submissions and comments received during the consultation period
- Multi-platform marketing campaign with a marketing reach of 140,000+ people
- 1331 people visited our Cultural Plan consultation website



87,680 people visited our Council website



On average **736** people interacted with us on social media each day



**Digital engagement** 

**1,690** people visited our connect.wagga website



We posted **905** times on Facebook



Over the year we reached 2,793,550 people



Reaching an average of **7,632** people per day

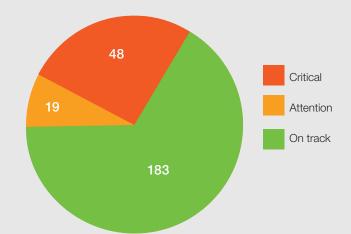
### **Our Performance**

The following section provides a snapshot of Council's performance against the 2019/2020 Combined Delivery Program and Operational Plan inclusive of the Disability Inclusion Action Plan performance measures for this period.

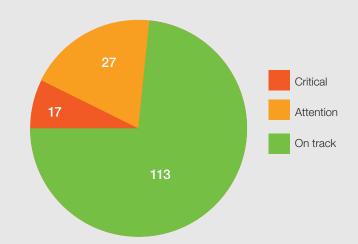
The detailed performance report for the 2019/2020 financial year can be found on our Council website.

### **Operating Performance**

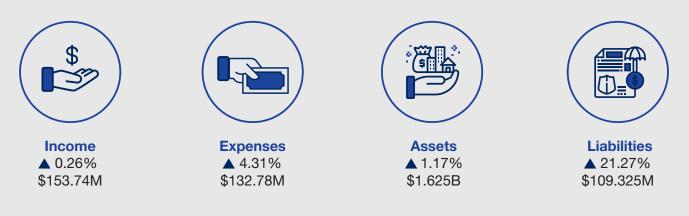
Actions



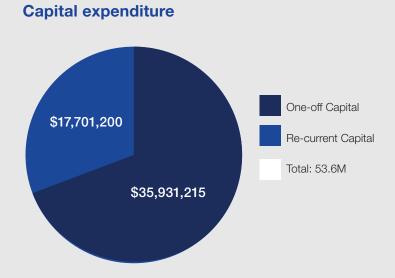
**Measures** 



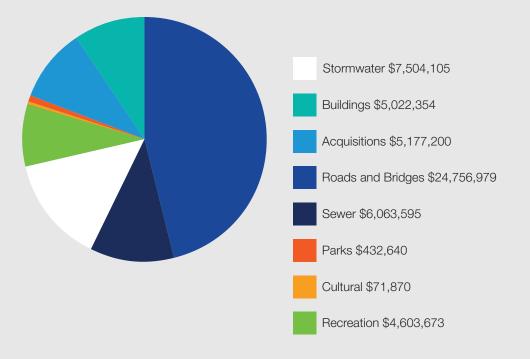
**Financials** 



### **Project performance**

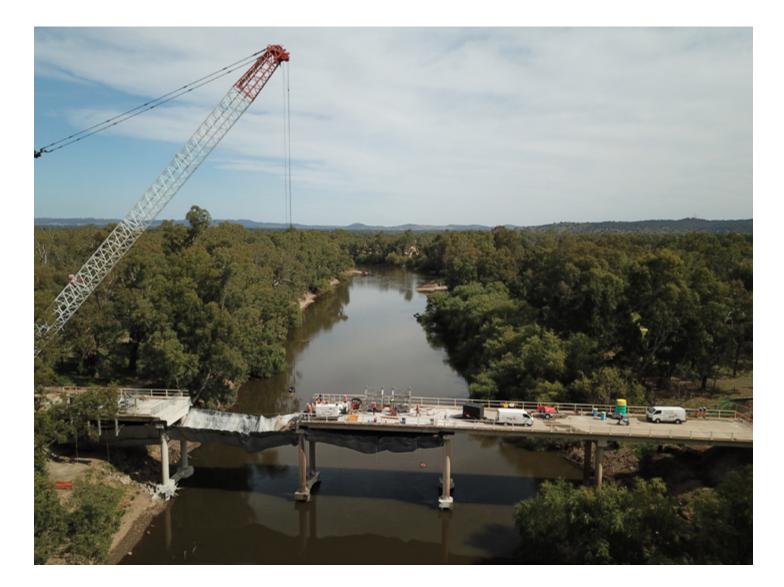


Capital expenditure by category



### **Project highlights**

- Eunony Bridge Replacement \$7,997,751
- Main City Levee Stage 2 \$6,981,462
- Farrer Road Improvements \$4,487,205
- Pavement Rehabilitation Program \$3,618,012
- Implement Sewer Mains Rehabilitation Program \$2,227,530
- Capital renewal Reseal Program \$1,840,174
- Conduct Urban Asphalt Program \$1,752,044
- Equex Capital works (Kooringal Road Exit) \$1,731,605
- SPS15 to Kooringal Treatment Works Rising Main \$1,699,041
- Active Travel Plan \$1,427,354
- Energy Savings Project \$878,952 (approx.)
- Cat Isolation Room \$150,770
- Accessible Adult Change Room Stage 2 \$106,017



### **Community leadership and collaboration**

- Council implemented a new **performance reporting system** ensuring continued transparency and accountability in Council's performance
- Council implemented a new **corporate bookings system**, making it easier for community members to book Council spaces
- Council adapted to the everchanging COVID-19 restrictions by holding our Council meetings remotely
- A surveyed portion of our community were 95% satisfied with the quality of Councils
   Customer Service
- **Council staff helped local charities** amid the pandemic as part of their 'new' daily work routines
- 27 items from the **Disability Inclusion Action Plan** were completed in this financial year.



The new **Council** website was made live



The 2020/2021 Operational Plan and Long-Term Financial Plan was adopted



Council rolled out our 2020/2021 corporate training plan with the aim to increase the skills and capabilities of our staff, to in turn meet the needs of our community

### **Disability Inclusion Action Plan**

It has been three (3) years since Council's Disability Inclusion Action Plan (DIAP) was adopted and over this period Council has been working hard to deliver on the actions outlined in this Plan.

The DIAP was developed following an extensive community engagement process that involved ongoing consultation with advocacy groups, service providers and Council. This four (4) year Plan gives Council a strong strategic direction to be able to provide facilities and services that people living with a disability need to maintain independence and engage with everyday community life.

This Plan identifies a number of actions to be implemented over the four (4) year period to improve attitudes and behaviours, accessibility and inclusion, meaningful employment options and access to information about available services.

### **Highlights**

#### Wheelchair accessible lift

Our latest refurbishment at the Civic Theatre means that the whole theatre is now accessible for all community members whether they are on stage or in the audience. Recently a member of the Riverina Comedy Club provided us some great feedback on our facility improvements.

#### Playground upgrades

Our recent park upgrades saw the upgrade of seven (7) local playgrounds include replacing old equipment, installing connection pathways and installing rubber softfall within the playgrounds to make them more accessible.

#### Levee Bank Project

As a part of the Levee Bank Project Council installed five (5) accessible ramps leading up to the walkway along the levee at multiple locations including near the Visitors Information Centre, Narrung Street, between Wiradjuri and Hampden Bridge, Hammond Avenue and Mason Street.

"Oliver has been a part of our comedy club for 4 years and recently used the Civic Theatre's wheelchair lift. It was easy to use and made every feel safe and comfortable. Oliver really enjoyed his time at the Civic Theatre and said it is one of the best venues"

> Dane Simpson, Riverina Comedy Club



### **Performance report**

Table 1: DIAP Performance Report outlines Council's progress in implementing the year three (3) (2019/2020 financial year) and ongoing action items from the DIAP.

No.	Action item	Status
NO.		Status
-	Stage 2 A permanent accessible lift is fitted to the access stage area and accessible backstage toilet	Completed
1.10	Promote the recharge scheme with local businesses and shopping centres to increase access for people with mobility devices through promoting locations to recharge their devices.	Completed
1.3	A suite of inclusive programs are offered across the City of Wagga Wagga's cultural facilities that include targeted programs, shows and exhibitions for people with disabilities	Completed
1.4	Promote programming in cultural facilities to services working with people with disabilities and included in council news	Completed
1.5	Include images that represent the diversity of our community in future plans and publications e.g. people with disabilities and culturally, socially diverse groups	In progress
1.7	Promote days and weeks that celebrate ability and diversity such as Mental Health Month, International Day of people with a disability to our community	Completed
1.8	Work with local agencies and organisations that provide awards e.g. Wagga Wagga Seniors festival community service awards, service clubs, business chamber to advocate for an accessibility award to recognise businesses increasing access through redesign, policies and process to increase access for people with disabilities	Completed
1.9	Raise awareness with local services and businesses about how they can become more inclusive in the layout of their design (e.g. shops) and how they can attract the business of people with a disability.	Completed
2.11	Review options to increase accessibility to Lake Albert for recreational fishing etc.	Completed
2.13	Increase number of accessible parking spaces to reflect proportion of permit holders in the community.	Completed
2.14	Improve connections of footpaths to increase connectivity to community infrastructure	Not started
2.17	Supply and install of 1 fixed accessible adult change facility is located in the CBD	Completed
2.20	Supply and install accessible toilet in the Bolton Park precinct to service the all abilities playground	Completed
2.21	Promote subsidised schemes and community transport	Completed
2.23	Improve bus shelters to be accessible (rolling scheme upgrades)	Completed
2.30	Promote what council has achieved in accessibility in the community through council news and online.	Completed
2.31	Publicise the availability of accessible facilities through online mapping e.g. accessible parking spaces and toilets and hearing loops	Completed
2.6	Upgrades to existing parks and playgrounds are undertaken in line with existing works schedule to increase accessibility where possible	Completed
2.7	Support funding for community groups and services to improve accessibility and apply principles of universal design in buildings and service delivery	Completed
2.8	Undertake an audit of civic centre and key facilities owned by council where accessibility devices e.g. counter loops, are utilised and or required and develop implementation schedule	Not started
2.9	Develop a maintenance schedule to ensure all access devices are well signed and maintained to appropriate standards or updated when required	Completed
3.10	Provide training to all employees on bullying and harassment	Completed

Table 1: DIAP Performance Report				
No.	Action item	Status		
3.12	Provide mental health first aid training to identified employees	Completed		
3.2	Review recruiting and volunteering policies and procedures to include equitable provisions for improved access by people with a disability	Completed		
3.4	Undertake annual employee opinion survey of employees to gauge workplace diversity and employees attitudes to inclusion and accessibility	Not started		
3.5	Maintain support to employees through the training of Employee Support Officers (ESO) and through the provision of the Employee Assistance Program (EAP)	Completed		
3.6	Provide Equal Employment Opportunity training to all employees as part of corporate training package	Completed		
4.7	Develop the Council website to level AAA on all consultation forums	Completed		
4.9	Conduct annual consultation both internally and externally to monitor Councils progress in delivering commitments outlined in the Disability Inclusion Action Plan and inform the community of these.	Completed		
4.11	Amend Events guide to include an accessibility checklist for anyone organising an event include recommendation for accessibility resources and support services Auslan Interpreters	Completed		
4.12	Promote the companion card to reduce cost for carers required to accompany a person with a disability	Completed		



### Safety and health

- 10 learn to swim programs and 24 swimming carnivals were held at the Oasis
- Council commenced installation of **new streetlights** around Wagga with the aim to make community members feel safer around our city of a night
- The Reflect Respect community-wide equity and respect campaign was rolled-out
- Council implemented an internal **Workplace Equity Strategy** in line with theDVproject:2650 project milestones
- 4 **sharps smart workshops** were held educating the community on the safe disposal of sharps
- The Chain of Responsibility system was implemented, assisting to keep us and our community safe
- 100% of food vendors around Wagga were compliant upon their public health inspections
- A new **community directory** was published. Our community directory provides residents, visitors and organisations the opportunity to easily find contact information for community-based services in the local area
- · Council maintained our 5-star Royal Lifesaving rating at the Oasis
- Stage 2 of the levee upgrade was completed
- Council staff acted on the frontline as bushfires ravaged surrounding areas in early 2020
- Council's Health and Knowledge Precinct Masterplan was adopted.



### **Growing economy**

- The **Civic Theatre ran 32 workshops** ranging from developing stage confidence to Bell Shakespeare with a total of 412 participants
- Wagga Wagga **Economic Snapshot** was published. Wagga Wagga is the economic hub and regional capital of NSW, the City hosts a large, growing, modern and diverse economy
- A **new road** exiting onto Kooringal Road from the Exhibition Centre was built, easing congestion when exiting the sporting complex after major events
- Council started upgrading our bus shelters across the community with the aim to aid travelling around the city with ease, in addition, as part of the Wagga Wagga Integrated Transport Strategy and in collaboration with Transport NSW we delivered more bus services in our city
- A **memorandum of understanding** was established between Wagga Wagga City Council and the Wagga Business Chambers providing a vital link in promoting Wagga Wagga as a regional target for growth and investment
- Council trialed a mobile food vending permit that allowed local businesses to expand their market, or even start something new with the permit anticipated to have positive social, economic and security impacts. A surveyed portion of our community indicated 98% positivity with the initiative
- The Events Strategy and Action Plan 2020-2024 was adopted
- Council delivered **five (5) major community events**, both physical and virtual, with an audience reach exceeding 40,000
- Council secured **\$40K in funding for Spring Jam and Lost Lanes** through Destination
   NSW Regional Events Program
- Council continued to **establish strong, collaborative relationships** with local tourism businesses through the 150 member Wagga Tourism Partner Program



The Economic Development Strategy was adopted. This strategy outlines the city's **economic growth** objectives and outlines a high-level plan for how we intend to achieve them



Council's Livestock Marketing Centre celebrated 40 years



The 'Live local. Be local' campaign acted as a support base for local business, helping them to find a way forward under the challenging conditions resulting from COVID-19



Better broadband for Bomen businesses – in the 2019/2020 Council initiated a \$1.4M digital connectivity project that is anticipated to benefit 57 businesses within the Bomen Business Park

#### **Boosting our local economy**

More than \$208,000 in funding was awarded to 57 community projects through Wagga Wagga City Council's Annual Grants Program 2019/2020. With a great mix of projects and initiatives this year, Council's ongoing commitment to helping foster a growing, vibrant community is strong.

Over this period Council worked to support local entrepreneurs with more than \$30,000 awarded in the new Small Business category, along with \$15,000 in the Youth Led Initiatives category that was introduced in the 2018/2019 financial year.

### Annual Grants Program 2019/2020

#### Total funding awarded: \$208,391

Funding awarded per grants category:

Category	Amount
Events	\$20,000
Youth Led Initiatives	\$15,000
Natural Environment	\$2,897
Arts & Culture	\$25,000
Local Heritage	\$12,000
Small Business	\$30,234
Community Health and Welbeing (Recreational Facilities)	\$28,415
Community Health and Welbeing (Community Programs and projects)	\$30,000
Connected Rural and Urban Communities (Neighbourhood and Rural Villages)	\$20,950
Connected Rural and Urban Communities (Rural Halls)	\$23,895

### **City events**



### Council run events

### 5,800

attendees at **Spring Jam** September 2019

### 8,000

attendees at FUSION October 2019

### 250

attendees at **#9 Top 20 Australian Beaches in 2020** December 2019

### 1,500

attendees at **New Year's Eve** December 2019

### 800

attendees at Australia Day celebrations January 2020

### 10,000

attendees at NSW Junior Touch Football Southern Cup Conference February 2020

### 3,300

attendees at AFLW: GWS Giants vs Richmond Tigers March 2020

### 6,556

attendees at AFL: GWS Giants vs Richmond Tigers March 2020

### 20,000+

virtual attendees at LOST LANES June 2020

\*Overcoming the challenges of COVID-19 with an online community event.



# Community events supported by Council

## 8,000

attendees at Wagga Swap Meet July 2019

### 60

attendees at Showall Rural Ball and Show Skills July 2019

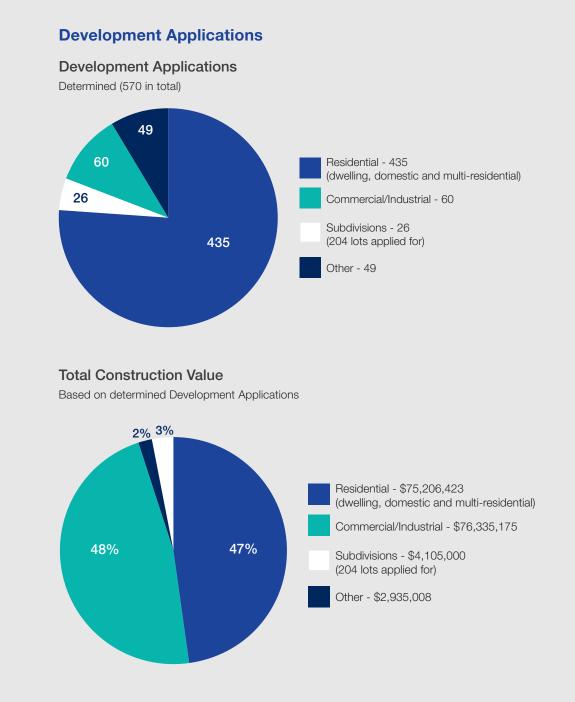
### 350

attendees at Australian Agronomy Conference August 2019

### 2000+

attendees at Wagga Wagga Corroboree October 2019

### **City development**

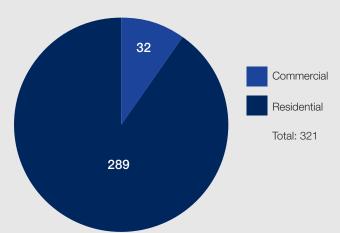


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### **Construction Certificates**

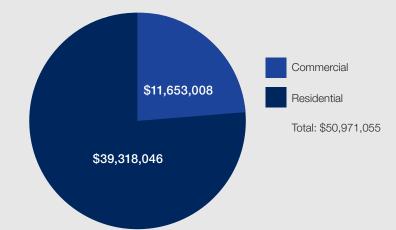
#### **Construction Certificates**

Determined



#### **Total Construction Value**

Based on determined Construction Certificates



### **Complying Development Certificates**

• 83 Complying Development Certificates (Determined) = \$9,993,281

#### **Modifications (minor / major)**

• 97 Development Application modifications (Determined) = \$14,286,735

#### **Determined by type**

- Council = 11
- Staff = 559

### Our identity and sense of place

- Council supported persons from culturally diverse backgrounds through a variety of projects, programs and partnerships each year, and each year we alongside many key organisations held events such as Refugee Week, Sorry Day, Reconciliation Week and NAIDOC Week; along with hosting 11 citizenship ceremonies over each financial year
- In line with the **Enliven Public Art Plan** Council commissioned 'Living Spaces' Public Art Project in targeted neighbourhoods
- The Wagga City Library was recognised for implementing the National Indigenous Science Education Program as part of the National Science Week Festival, improving our communities' access to multicultural services
- The **Entwine Project** was in its final stages, a project that aims to revitalise the Wagga Wagga Botanic Gardens and deliver new community infrastructure and facilities that will be inclusive and accessible for all community members and visitors to enjoy



Council coordinated 3 youth forums with a total of 72 participants, providing an opportunity for young people to shape the future of our city



The 2020-2030 Cultural Plan was published. This Plan is a blueprint for a creative city that puts arts and culture at the heart of a thriving, innovative, connected and inclusive community



2,250 people joined out city library, and45,905 library resources were loaned



The Hampden Bridge Legacy Project was well on it's way to completion with sections of the former bridge conserved to be used in the construction of the new bridge, taking care to preserve Wagga's history in the development

### **Our environment**

- **2500km of roadside weeds were controlled** and **200 rural weed inspections** were undertaken with the aim to reduce the impact on our natural environment
- 1400 native trees and shrubs, and 900 new nature strip trees were planted, increasing our local biodiversity
- 6 environmental community workshops and 80 environmental school workshops and tours were conducted with the aim to educate our community on our local biodiversity and ways community members can help our natural environment
- The **Biodiversity Strategy: Maldhangilanna** went out for community review and comment. This Strategy aims to increase awareness and address a wide range of key threatening processes impacting our biodiversity (the variety of all living things on earth)
- With the aim to **decrease heat island effect** in our city and increase local biodiversity Council implemented the urban canopy strategy which aims to increase shade along highusage pathways
- Planning and design of the **Energy Savings Project (stage two)** is close to being finalised, with solar panels planned to be installed over the Civic Centre precinct and Bomen in the 2020/2021 financial year
- FOGO success hit 10,000 tonne target The continued success of Councils food organics garden organics (FOGO) system has revealed an increase in the amount of compost being produced and kept out of landfill



In July 2019 Council's Reconciliation Action Plan (RAP) was adopted, a Plan which demonstrates Council's commitment to our Wiradjuri and First Nations community members.

Whilst some actions that formed part of the Plan's year one (1) deliverables have been rescheduled due to the COVID-19 pandemic, other actions well and truly exceeded expectations.

In the 2019/2020 financial year Council planned to have a minimum of one identified position in an identified area for future growth working within Council, and within this year four (4) positions have been developed as identified positions, working above and beyond expectations to reflect our commitment to an inclusive workplace.

Over this period Council also delivered a number of new public art opportunities to create site specific art that shares First Nations Peoples stories with our local community – some of these art works were created by Wiradjuri men, through a partnership with the GEO group and Aunty Kath Withers, and are located at various entrances and exits to the levee bank.

"a place of dance and celebration"

Senior Wiradjuri Elder, Uncle Stan Grant, co-author of the Wiradjuri Dictionary and co-founder of Charles Sturt University course in Wiradjuri Language, Culture and Heritage



Image: 26 July 2019 following the Reconciliation Action Plan receiving endorsement by Council. Meeting was attended by over 20 students from the Charles Sturt University School of Indigenous Australian Studies and First Nations community members.

### **Executive Management team**



#### Peter Thompson General Manager

#### **Governance Directorate**

- Executive and Councillor Support
- Audit, Risk and Governance
- Communications
- People and Culture
- Riverina Regional Library
- Town Planning (Development Assessment, Building Certification and Plumbing)



#### Caroline Angel Director Commercial Operations

#### **Commercial Directorate**

- Project Management
- Technical and Strategy
- · Sewer and Stormwater
- Civil
- Parks and Strategic Operations
- Subdivisions



#### Janice Summerhayes Director Community

#### Community Directorate

- Social Planning and Community Development
- Family Day Care Service
- Cultural Facilities and Public
   Programs
- Events
- Tourism / Visitor Economy
- Environmental Services
- Regulatory Services
- Animal Shelter



#### Natalie Te Pohe Director Corporate Services

#### **Corporate Services Directorate**

- Financial Services
- Procurement
- Corporate Planning
- Information Technology
- Corporate Systems
- Customer Service

### Executive remuneration

The Executive remuneration is broken down by General Manager and Senior Executives. The total amounts are inclusive of total salary package, superannuation, value of any non-cash benefits and fringe benefits tax where applicable.

- General Manager: \$389,161.32
- Senior Executives: \$1,032,153.72



#### Michael Keys Director Regional Activation

#### **Regional Activation Directorate**

- Strategic Land Use Planning
- Economic Development
- Urban Design
- Recreation Planning
- Asset Planning
- Developer Contributions
- Property Management
- RIFL
- Bomen Enterprise Area

### Our workforce

#### Achievements snapshot

Some of our Council wide achievements this year

- The implementation of the Cultural Plan
- The roll-out of the Reflect Respect Community-wide campaign
- Coordination of the 'Enlighten for Equity' Project delivering more than 25 sessions to schools across Wagga Wagga
- The implementation of the Events Strategy and Action Plan
- · Council started works on the Eunony Bridge strengthening and widening works
- The implementation of the Workplace Equity Strategy (Internal)
- Re-opening of the Library, Art Gallery, Museum and Visitors Information Centre - Mid-pandemic
- Council moved to compostable mailbags



We played a significant role in the **bushfire crisis** at the start of 2020



The **Biodiversity Strategy** was released for public review

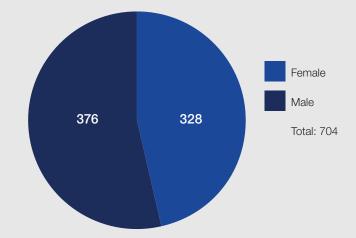


The roll-out of the **Park Smart Campaign** in collaboration with the NSW Police Force



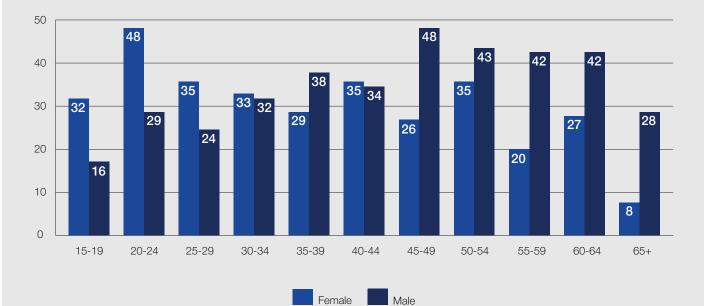
We celebrated Council News producing 300 editions

### Workforce summary



### Employment type breakdown





### Age distribution

## **Equal Employment Opportunity**

As an Equal Opportunity Employer Council's workplace culture promotes diversity and inclusiveness, builds respect and recognises the true potential of all employees.

Along with Council's Equal Employment Opportunity (EEO) Management Plan, we have implemented key strategies to further support EEO in our workplace and community. These include the Disability Inclusion Action Plan (DIAP), Reconciliation Action Plan (RAP), Aboriginal and Torres Strait Islander Cultural Protocols, and the Workplace Equity Strategy.

### Promoting a gender equitable, safe and respectful community

Council's Equity and Respect team continues to promote the role gender equity and respect play in the prevention of violence against women and their children.

A number of initiatives have been undertaken to promote and support gender equity in our workplace and community.

To date, the Equity and Respect team have:

- Implemented the Workplace Equity Strategy
- Delivered training in unconscious bias, inclusivity and active bystander prevention
- Rolled out internal micro-learning modules
- Celebrated key events including International Women's Day, Movember and the 16 Days of Activism
- Rolled out the **Reflect Respect** community-wide campaign
- Partnered with the Southern Sports Academy to roll out sport focused e-learning modules, educating athletes on respectful relationships, gendered norms and bystander behaviours
- Rolled out the 'Enlighten for Equity' school based Equity and Respect Program



Over this period, COVID-19 has tested Council's control environment, prompting an organisational and community response to new and emerging risks.

Despite our challenges in managing the effects of a global pandemic, we have continued to show resilience by delivering key activities (managing current and potential risks) including a new Fraud Control Action Plan and revised Corporate Risk Register, each incorporating risks related to COVID-19, review of business continuity arrangements in this new operating environment and adoption of revised organisational policies.

These activities have been supported by the implementation of a new organisation-wide risk management reporting system, better managing the organisational and community risks we encounter.

2019/2020, a year of unique challenges and new opportunities

# Access to information

### Access to information

In the 2019/2020 financial year Council received three (3) formal access applications. All applications were decided within the statutory timeframe of 20 days.

Council received zero (0) public interest disclosures during the 2019/2020 financial under Government Information Public Access (GIPA).

### Information made publically available

- Economic Development Survey Report
- POL 075 Investment Policy
- Wagga Wagga City Council Disclosure Log
- POL 102 Financial Hardship Policy
- Food for Thought April 2020 Coronavirus Edition
- Protecting Victims of Domestic and Family Violence Fact Sheet
- Can We Help Flyer
- Supporting gender equality in the workplace
- LGPro Gender Equity Policy March 2020
- OLG Circular 20-10 Postponement of 2020 L.G. Elections
- 2019/2020 First Half Performance Report
- Gendered / Inclusive Language Guide
- Barriers to Empowerment and Gender Equality Fact Sheet
- Collection Calendar 2020 Zone 2
- Collection Calendar 2020 Zone 1
- Annual Grants Guidelines 2020
- City of Wagga Wagga Sponsors and Partners
- NSWEC LG Elections Bulletin No.1
- POL 103 Complaints Handling Policy
- OLG Stand for Your Community Candidate Guide
- Livestock Marketing Centre Pollution Incident Response Management Plan
- Australia Day Committee Terms of Reference
- Wagga Wagga City Council Agency Information Guide
- POL 118 Roadside Memorial Policy
- Wagga Wagga City Council Code of Conduct
- EF 738 Notice of Appointment of Official Agent
- EF 732 Application to Register a Group of Candidates
- EF 729 Application to Register as a Candidate
- Get Elected Workshop Outline
- LGNSW Pre-Election Candidate Briefing Overview
- POL 097 Public Interest Disclosures Policy
- Code of Meeting Practice
- POL 062 Mobile Food Vendors Trading in Public Places
- POL 110 Procurement and Disposal Policy
- Mobile Food Vendor Operational Plan of Management
- 2018/2019 Audited Financial Statements
- POL 059 Temporary Event Signage Policy
- Temporary Event Signage Guidelines
- 2019 ClubGRANTS Recipients
- POL 060 Delegations Policy
- Citizenship Ceremony Fact Sheet
- 80:20 Calculation Plan for Watson Boulevard, Preston Crescent, Olley Close & Fenner Drive
- Wagga Wagga MFV trial report
- Building Near Sewer or Stormwater Lines
- Food Safety Newsletter July 2019
- Food Safety Newsletter Nov 2018
- Web Recruitment Instructions

- Wagga Wagga City Council Work Health and Safety Contractor Handbook
- Voluntary Planning Agreement Genista Place
- Wagga Wagga City Council Privacy Management Plan
- Code of Conduct Procedures
- Major Events, Festivals and Films Sponsorship Guidelines 2019/2020
- Wagga Wagga Local Infrastructure Contributions Plan 2019-2034
- Events Strategy and Action Plan 2020-2024
- Cultural Plan 2020-2030
- Wagga Wagga Economic Snapshot 2020
- Delivery Program and Operational Plan 2019/2020
- Long Term Financial Plan 2018/2028
- Annual Report 2018/2019
- Operational Plan Performance Reports 2019/2020
- Fees and Charges 2020/2021

# **Animal management**

# Our responsibilities

Our City Compliance team are responsible for:

- The operation of the Glenfield Road Animal Shelter
- Rehoming abandoned animals
- Microchipping and lifetime registration
- Roaming and stray dogs
- Animal noise complaints
- Nuisance dogs
- Reducing incidents of dog attacks
- Trapping feral cats, and
- · Community education and awareness of responsible pet ownership

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

Companion Animals impounded under the Act are delivered to the Glenfield Road Animal Shelter. The animal shelter is open to the public Monday to Saturday from 1pm to 4:15pm. This facility reunites dogs/cats with their owners, rehomes dogs/cats where possible and provides advice and information about companion animal management.

The rehoming of impounded or surrendered animals is a priority for Council. The rate of rehoming is high thanks to the continued hard work of staff liaising with animal rescue and welfare groups as well as supporting these initiatives:

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

"Again, thank you and everyone who helped bring him here. I stayed up until 3am watching him sleep as I just couldn't believe it was true!" - Kayla



Hachi

Seven years ago, Hachi's owner Kayla suffered a stroke at the age of 19. Unbeknown to her, Kayla's mum sold the husky and since that time Kayla had moved to Brisbane. Hachi showed up on the Glenfield Road Animal Shelter's doorstep, and through friends that still lived in Sydney, Kayla received the seizure notice and was thrilled to have the chance to be reunited with her beloved Hachi. Kayla organised to pay Hachi's bail and for the transfers to get him up to Brisbane and he has settled in well back where he belongs. Kayla recently wrote to our Animal Welfare Officers to give an update on how Hachi is going...



Gandalf

Gandalf was our first cat of the year, adopted by a beautiful couple in Sydney.

## **Key services**

### Promote and assist in the de-sexing of companion animals

Council's animal shelter procedures include the de-sexing of all companion animals re-homed from the Glenfield Road Animal Shelter. This reduces unwanted litters and supports the current low rate of animal euthanasia.

Animal Shelter staff actively encourage the community to have their cats and dogs de-sexed through brochures, media promotion and advice from staff.

### Impounded animal management

A report detailing the number of animals arriving at the Glenfield Road Animal Shelter and the way they were released is submitted to the Division of Local Government annually.

### Dog attack reporting

It is mandatory for all dog attack data to be lodged with the Office of Local Government (OLG) in accordance with the Companion Animals Act.

The legislation requires a dog attack incident to be reported to the OLG within 72 hours of the incident and are notified through the NSW Companion Animals Register.

## **Glenfield Road Animal Shelter Improvements**

Council has completed a number of improvements at the Glenfield Road Animal Shelter during the 2019/2020 financial year that will ensure cats and dogs continue to receive a high level of care.

These improvements include:

- Construction of a cat isolation room that will allow monitoring health of new cats when arriving at the Glenfield Road Animal Shelter prior to entering the main facility
- Construction of larger cat cages to provide cats with increased space
- Construction of three (3) additional dog exercise areas

## **Community education programs**

Council appreciates the important role companion animals play in our community and the need to minimise any potential negative impacts on the local environment, non-pet owners and the wider community of Wagga Wagga.

Our objectives include:

- Encouraging and promoting responsible pet ownership through community education
- Identifying and accommodating the needs of companion animals and their owners
- Reducing adverse impacts of companion animals on local residents and the environment
- Reducing the numbers of unwanted and abandoned companion animals.

Community education initiatives during the 2019/2020 financial year included:

- Companion animal information readily available on Council's website
- Promotion on Council's Facebook page
- Distribution of companion animal brochures
- Pet of the week campaign
- · Media releases including newspaper articles and television interviews
- Proactive patrols of complaint areas

### Cost of animal management 2019/2020

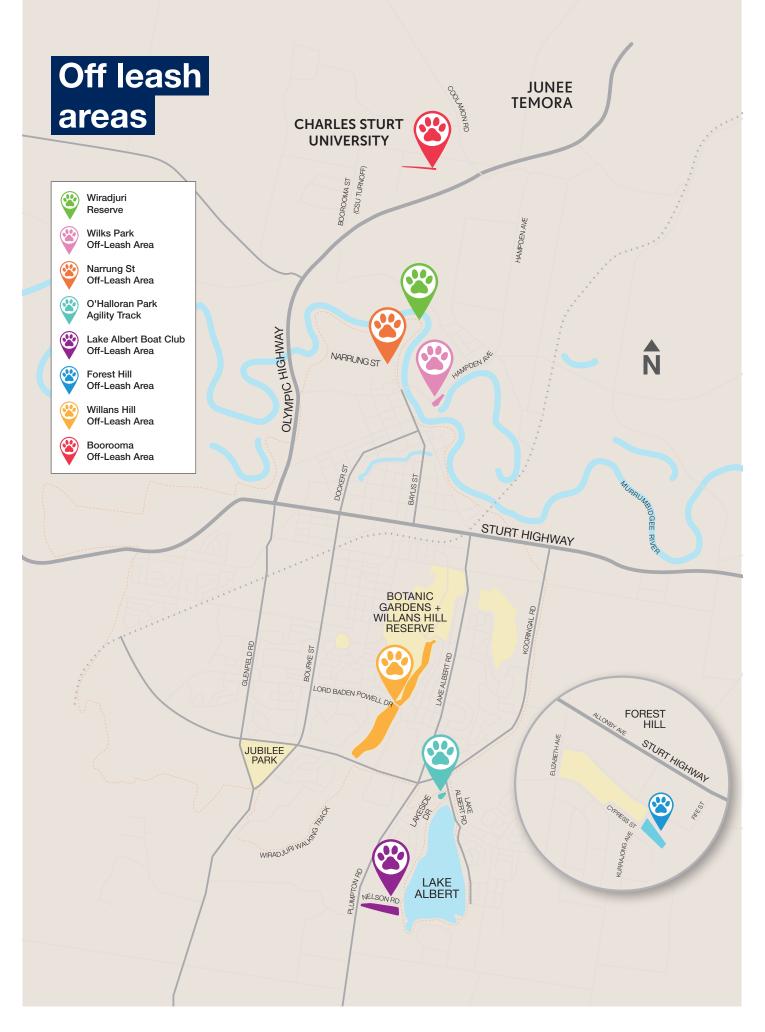
Table 2: Animal management costs provides a breakdown of expenses associated with animal management over the 2019/2020 financial year.

Table 1: Animal management costs	Amount
Staff salaries and on costs	\$341,179
Office expenses	\$5,344
Vehicle operations	\$57,744
Maintenance and repairs	\$37,171
Cleaning expenses	\$47,200
Dog expenses	\$25,745
Cat expenses	\$22,890
Other expenses	\$15,507
Total	\$552,780



Fender

Little Fender was brought in by a member of the public and quickly adopted by a lovely couple. Fender is now enjoying life on a little farmlet outside of Junee.



# Income

### Total income 🔺 0.26% to \$153.739M

Overall income for 2019/2020 increased by \$0.392M up to \$153.739M. Further details on each category of income is provided below.

### Rates and annual charges A 4.83% to \$69.207M

The increase in property numbers from 28,668 in 2018/2019 to 28,970 in 2019/2020 together with the rate peg increase of 2.7% and Council's Special Rate Variation (SRV) for the levee system upgrade has added \$3.19M to operating revenue.

### User charges and fees ▼ 2.47% to \$26.303M

Revenue from user charges and fees decreased by 2.47% or \$666K for the 2019/2020 financial year. The main contributing factors to the reduction relate to decreased income for specific user charges mainly due to the COVID-19 pandemic, including reduced fees of \$682K from the Airport operations; a reduction in income of \$355K from the Oasis swimming complex and \$360K less fee hire income from parks and sportsgrounds.

### Other revenues **V** 36.14% to \$2.179M

Other revenues decreased by 36.14% or \$1.233M in 2019/2020. This is mainly attributable to a change in accounting standards, with rental income transferring out from within the other revenue's category to its own separate category in the income statement.

### Grants and contributions ▼ 0.78% to \$51.021M

The total income Council has received in 2019/2020 for both operating and capital grants was \$51.021M. This compares to the \$51.424M received in total for 2018/2019 for operating and capital grants - a \$403K overall decrease in comparison to last year.

### Interest and investment revenues ▼ 30.52% to \$3.437M

Council's interest and investment revenue decreased by 30.52% or \$1.51M compared to the 2018/2019 financial year. This result is due to the global downturn in financial markets. Council has however outperformed the AusBond Bank Bill index by 1.38%, with Council's investment portfolio returning 2.23% over the past year to 30 June 2020.

### Rental Income - \$1.506M

As noted above in the 'other revenues' section, due to a change in accounting standards, rental income has moved out of the other revenues category and into its own category for the 2019/2020 financial year.

# **Expenses**

### Total expenses **▲** 4.31% to \$132.779M

Overall expenditure for 2019/2020 increased by \$5.487M, which is mainly attributed to a \$3.253M increase in employee benefits and on-costs and an increase in net losses on disposal of assets of \$3.33M which is related to asset revaluations undertaken during 2019/2020. Further details are provided below.

### Employee benefits and on-costs A 8.06% to \$43.636M

Total employee costs increased by \$3.253M for 2019/2020. The key factor contributing to the increase was increased salaries and wages and employee leave entitlements due to an increase in the number of full-time equivalent employees when compared to the 2018/2019 year (483 for 2019/2020 increased from 466 for 2018/2019).

### Borrowing costs ▼ 34.44% to \$3.233M

Council saw a significant decrease in borrowing costs of \$1.698M for 2019/2020 which is a result of Council undertaking loan refinancing for a number of existing loans within its portfolio during the previous financial year, with Council required to pay economic break costs to payout these loans prior to refinancing at lower rates. The loan refinancing results in significant savings over the life of the loans and a better overall result for Council.

### Materials and contracts ▼ 0.27% to \$34.067M

The total costs to Council for materials and contracts remained stable in 2019/2020 at \$34.0667M, a \$93K reduction compared to 2018/2019.

#### Depreciation, amortisation and impairment **A** 4.28% to \$35.029M

Depreciation is a non-cash expense that reduces the value of an asset over time due to wear and tear, ageing of an asset or obsolescence. The depreciation rates are set out in Note 11 of the Financial Statements. The Australian Accounting Standards Board (AASB) requires that a revaluation of an asset class is undertaken at least every five (5) years. As a result of recently completed capital works, asset revaluations and the implementation of a new accounting standard for leases, Council's depreciation expense increased for 2019/2020 by \$1.438M when compared to the 2018/2019 financial year.

### Other expenses **7**.40% to \$9.304M

Other expenses decreased by 7.40% or \$743K in 2019/2020 when compared to 2018/2019 and can mainly be attributable to a decrease in street lighting costs (\$1.214M for 2019/2020 down from \$1.589M for 2018/2019) and a decrease in Electricity and heating costs (\$1.888M for 2019/2020 down from \$2.159M for 2018/2019).

# Local Government Industry Indicators

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

Table 3: Industry performance indicators summarises Council's results of these performance measures for the 2019/2020 financial year.

Ratio	Purpose	WWCC Ratio	OLG benchmark	Meet benchmark
Operating Performance Ratio	Measures Council's achievement of containing operating expenditure within operating revenue.	-4.98%	Minimum 0.00%	×
Own Source Operating Revenue	Measures fiscal flexibility. Degree of reliance on external funding such as operating grants and contributions.	66.78%	Minimum 60.00%	$\checkmark$
Unrestricted Current Ratio	Assesses adequacy of unrestricted working capital and Council's ability to meet short term obligations as they fall due.	2.43 times	Minimum 1.50 times	~
Debt Service Cover Ratio	Measures the availability of operating cash to service debt including interest, principal and lease payments.	4.56 times	Minimum 2.00 times	✓
Rates and Annual Charges Outstanding Ratio	Assess the impact of uncollected rates and annual charges on Council's liquidity and the adequacy of recovery efforts.	5.20%	Rural and Regional - < 10% Metro - < 5%	~
Cash Expense Cover Ratio	Liquidity Ratio that indicates the number of months that Council can continue paying its immediate expenses without additional cash flow.	11.75 months	Minimum 3.00 months	~

# Assets

Total Assets ▲ 1.17% to \$1.625B Infrastructure, Property, Plant and Equipment ▲ 0.2% to \$1.447B Net Assets ▼0.02% to \$1.516B

### **Cash position**

An analysis of Council's cash holdings at 30 June 2020 highlights that cash and investments increased by \$13.817M for the year.

Council's total portfolio returned 2.23% for the 2019/2020 year. This is considered strong given the Reserve Bank of Australia's (RBA) cash rate ended the financial year at an all-time low of 0.25%. Councils investment portfolio also outperformed the AusBond Bank Bill Index by 1.38% for the year.

Council, as at 30 June 2020, held 14.9% of its entire investment portfolio in cash and cash equivalents to ensure funds are immediately available for working capital and cash flow purposes. This is a decrease from the 30 June 2019 position of 11.27%.

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

#### Reserves

Council operates a number of internally and externally restricted reserves. External restrictions relate to those funds held for a specific purpose and include developer contributions, specific purpose unexpended grants, sewer services, stormwater management, domestic waste services and levee upgrade special rate variation. External restrictions decreased by \$1.198M.

Council continues to maintain a wide variety of internal reserves as detailed in Note 7c of the Annual Financial Statements. These reserves have been established by Council resolution and include provisions for future major projects and operations. Internal restrictions increased by \$8.482M and is mainly attributable an increase in the Fit for the Future reserve of \$3.633M for the year, and the Livestock Marketing Centre reserve of \$2.340M.

### Unrestricted current ratio

The unrestricted current ratio for 2019/2020 is 2.43 times. This ratio decreased marginally from the 2018/2019 ratio of 2.88 times, still reflecting Council's strong level of liquidity.

### Receivables

Receivables for 2019/2020 totalled \$14.341M, a decrease of 21.82% on the previous year. This is mainly due to a decrease in outstanding accounts due to Council for Government grants and User charges and fees.

Rates and annual charges outstanding was 5.20% at 30 June 2020, an unfavourable increase of 0.57% on the previous year however still significantly lower than the benchmark for regional and rural councils of 10%. The 0.57% increase can mainly be attributed to the global COVID-19 pandemic, with some property holders experiencing reduced income levels in the last quarter of 2019/20, and therefore unable to pay their forth quarter rates instalment, which was due 31 May 2020.

This outstanding percentage of 5.20% still reflects the effectiveness of the debt recovery team and the strategies implemented to ensure successful debt recovery for Council. At the start of the 2017/2018 financial year, Council set itself a target of less than 5% outstanding and will endeavour to work with property holders to bring the outstanding percentage back under this target.

### Infrastructure, property, plant and equipment

Infrastructure, property, plant and equipment (IPP&E) increased slightly for the year by 0.02% to \$1.447B. Note 11 of the 2019/2020 Financial Statements shows the detail of the asset classes that contribute to the total amount of IPP&E. During the 2019/20 financial year, Council recognised total asset additions of \$63.913M, including new assets of \$40.297M and renewals of \$23.616M.

# Liabilities

Total liabilities 🔺 21.27% to \$109.325M

- Payables ▲ 54.21% to \$20.208M
- Borrowings ▲ 7.88% to \$64.055M
- Provisions ▲ 4.85% to \$16.387M
- Contract and Lease Liabilities \$8.675M

### Payables

Council's payables at 30 June 2020 totalled \$20.208M, an increase of \$7.104M on the previous year. This is mainly due to Council having an increased value of invoices outstanding for goods and services than in the previous year.

### Borrowings

Total borrowings for Council now stand at \$64.055M, an increase of \$4.678M from 2018/2019. Council has a significant borrowing program projected for future years, which aims to address required upgrades to infrastructure and provide additional community facilities to be used by current and future generations.

### Provisions

Council's total provisions at 30 June 2020 total \$16.387M. Council's provision for employee leave entitlements (i.e. annual leave and long service leave) increased by \$722K (5.55%) for 2019/2020. Council's provision for asset remediation increased for 2019/2020 by \$36K (1.38%) due to a review of future remediation requirements for these assets.

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

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

Council operates three (3) distinct business activities being the sewerage network, the Livestock Marketing Centre and the Wagga Wagga Airport.

## Sewerage network

Council's sewerage network serviced a permanent population of 65,258 people. The network consists of in excess of 684.7 kilometres of gravity and pressure mains and 43 permanent pump stations. Last year 5,276.5 ML of sewerage was transported through the Wagga Wagga Local Government Area sewerage network.

### Income 🔺 3.79% to \$19.97M

Income for sewer for 2019/2020 has increased on the 2018/2019 financial year by 3.79%, or \$729K. This is due to annual increases from Sewer Rates and Annual charges.

### Expenses **▲** 7.78% to \$20.623M

Sewer expenditure for 2019/2020 increased \$1.488M from the 2018/2019 financial year. This increase in expenditure is mainly attributable to staff salary award increases and increases with materials and contracts.

# Net operating result (after taxation equivalent) - ▼ 38.92% to \$2.406M surplus

The sewer business achieved a \$2.406M surplus result for the 2019/2020 financial year, a 38.92% reduction from the 2018/2019 result of \$3.939M surplus result. This is mainly due to a decrease in capital grants and contributions received and an increase on loss on disposal of assets.

### Assets **A** 1.04% to \$318.878M

Total assets for the year increased by \$3.272M up to \$318.878M as a result of increased receivable asset additions and renewals completed during the year.

### Liabilities **V** 0.51% to \$32.513M

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

### Reserve balance ▼ 16.81% to \$25.467M

The decrease in the reserve balance is mainly due to the loan drawdown from the Sewer Reserve for the Bomen land purchase. The loan required Ministerial approval, and will be repaid from General Purpose Revenue in future years back to the Sewer Reserve.

# Livestock Marketing Centre

The Wagga Wagga Livestock Marketing Centre (LMC) continues to lead the way and remain considered by industry as the premier livestock selling centre in Australia for the marketing of cattle, sheep and lambs. The LMC was established in 1979. The facility is located approximately 10km North of the City in Bomen, a key business and industrial growth location as has been identified by being listed as one of the state's Special Activation Precincts by the NSW Government. The LMC remains a major driver of agribusiness, employment and economic growth in the Wagga Wagga regional economy and community.

The LMC is wholly owned by Council and operates on a completely self-funded financial model that delivers a significant dividend to Council annually and is distributed to a number of rural and regional projects. Through a broad cross-sectional series of internal service recharges the LMC itself is continually increasing its support as a major customer to Council. The LMC continues to rank as the largest sheep and lamb selling centre in Australia having eclipsed its previous record by selling an astonishing 2,029,09 head in the 2019/2020 financial year. The LMC also sold 190,145 head of cattle for the same period cementing it's ranking in the top group of cattle yards throughout Australia. A staggering \$593,191,596.95 worth of livestock was sold through the LMC in the 2019/2020 financial year.

Major planning works took place throughout the year to prepare for project deliveries in the 2020/2021 financial year. Project planning for within the LMC as identified within the Strategic Master Plan will see increased sheep yard capacity and a more streamlined and efficient way of delivering cattle post sale. Works will also include installation of shade precincts within new and current sheep yards along with increased stock watering facilities. These works will assist in providing Council and LMC stakeholders the opportunity to maintain and build on the operations success.

### Income 🔺 26.36% to \$7.33M

Income for the LMC has increased by 26.36% when compared to 2018/2019 with the LMC continually receiving high volumes of sheep and cattle sold through the facility.

### Expenses **V** 0.11% to \$4.412M

The operating expenses for the year remained stable at 4.412 when compared to the previous year (4.417M).

### Net operating result (after taxation equivalent) - \$2.116M surplus

The net operating surplus result for the 2019/2020 year has increased by 1.113M when compared to the 2018/2019 financial year.

### Assets **A** 9.27% to \$36.452M

LMC total assets have increased this year because of increased cash and cash equivalents.

### Liabilities 🔺 37.6% to \$516K

Liabilities for the LMC have increased by \$141K for 2019/2020 mainly due to an increase in current and non-current provisions.

### Reserve balance A 42.17% to \$3.3M

The \$2.34M increase in the reserve balance from 2018/2019 is reflective of the increased level of income the LMC experienced during the 2019/2020 financial year.

## Airport

The Riverina continues to be serviced by the Wagga Wagga Regional Airport (Airport) with QantasLink and Regional Express (Rex) providing return services to Sydney, and Rex providing return flights to Melbourne. Year to date (YTD) passenger movements by the end of February 2020 were tracking towards 208,000 for the 2019/2020 financial year. However, since COVID-19 restrictions came into effect, passenger numbers decreased by 98%. Regular public transport schedules were equally affected by the COVID-19 restrictions and have decreased by 90% from the forecasted 6,600 movements, although total movements have increased to 46,230 across all categories. Most aircraft movements consisted of 32,901 training movements, with 8,230 general aviation, emergency services and military movements.

The public car park management system continued to provide a good return on investment with a forecasted \$360,000 in revenue generated. The significant drop in passenger movements from March 2020 has had a knock-on effect on the use of, and revenue generated, by the car park, with a total revenue of only \$261,000 for the financial year.

Security screening operations at the airport are contracted to an external provider and have continued to be compliant and meet or exceed the expectations of the Department of Home Affairs, Aviation and Maritime Security (AMS) Division. Council's significant investment in the future of regional aviation, through the development of the Commercial Aviation Precinct and Light Aircraft Precinct will continue to grow business, economic development, jobs and flying activity in the region.

The Airport continues to be a leader in regional aviation, contributing significantly to the Gross Regional Product (GRP) and employment as well as achieving its vision of being a centre of national aviation significance. The Airport generated a deficit from ordinary activities of \$2.008M and has a closing balance of \$325K in the Airport Reserve as at 30 June 2020.

### Income **v** 16.06% to \$3.434M

Income for the Airport decreased for the 2019/2020 financial year due to a reduction in passenger charges and security screening income due to the significant downturn in passenger movements in the last quarter of 2019/2020 as a result of the COVID-19 pandemic.

### Expenses **v** 5.14% to \$5.515M

The decrease in operating expenses for the 2019/2020 year is mainly due to reduced costs associated with the security screening income as a result of the COVID-19 pandemic.

### Net operating result (after tax) - \$2.008M deficit

The net operating result for the Airport including depreciation for 2019/2020 was a deficit of \$2.008M.

### Assets **V** 40.39% to \$20.645M

Airport assets have decreased for 2019/2020 by \$13.988M due to the revaluation of assets undertaken at the Airport to better reflect the Airport's asset base.

### Liabilities **V** 6.32% to \$11.908M

Airport liabilities have decreased by \$803K for the year. This is mainly attributable to a reduction in non-current liabilities due to loan repayments made.

### Reserve balance ▼ 26.47% to \$325K

The reserve balance for the Airport decreased by \$117K for 2019/2020 to a closing balance of \$325K. This is mainly attributable to the reduced income received for the Airport due to the COVID-19 pandemic.

## Stormwater management

Stormwater charges during 2019/2020 applied to all properties, with the following exemptions as specified under the Local Government Act:

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

### Residential standard stormwater

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

### Residential medium / high density stormwater

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

### **Business stormwater**

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

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

#### Business strata stormwater

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

#### Stormwater management

Council's Stormwater Management Plan 2013/2017 outlined Council's plans to improve the management of stormwater within the Local Government Area.

# **Special Rate Variation**



Wagga Wagga City Council (Council) has been planning an upgrade to the levee system since 2007 for the Main City and North Wagga Levees. Following extensive community consultation, Council resolved to upgrade the Main City Levee to a 1 in 100-year level of protection.

In 2016/2017 Council applied the approved Special Rate Variation (SRV) application of 3.83% for the Wagga Wagga flood levee system. In this year the SRV raised \$1.44M for the levee project with \$0.3M being spent on the project that year.

The upgrade of the Main City Levee will ensure the protection of both residences and businesses in Central Wagga in the event of a 1 in 100-year flood. This will reduce the likelihood that the area will need to be evacuated during a flood event, which can also have an immediate social and economic impact. In some flood events the upgrade will mean that flood levels in parts of the floodplain upstream and outside of the Main City Levee will increase slightly.

The upgrade of the Main City Levee Bank project commenced in October 2017 and was completed in early March 2020 with the levee now capable of protecting the city against a 1 in 100-year flood event. The Main City Levee Bank was officially opened on 21 September 2020, marking a significant upgrade to one of the City's most important pieces of infrastructure.

The Floodplain Risk Management Advisory Committee recently resolved to commission an independent peer review of the North Wagga component of the overall Floodplain Risk Management Study and Plan. The review will look at the process surrounding the risk assessment strategy and consultation processes for all flood mitigation options proposed for North Wagga and will extend to the methodology used to select the mitigation options for further investigation and conformance to Office of Environment and Heritage processes, procedures and guidelines.

Table 4: Levee costs provides a breakdown of the budgeted cost of upgrading the Main City Levee to a 1 in 100-year level of protection and upgrading the North Wagga Levee to a 1 in 20-year level of protection is \$23.3M.

Location	Level of Protection	Estimated Cost
Main City Levee System	1 in 100-year	\$14,840,757
North Wagga Levee System	1 in 20-year	\$8,419,811
	Total Estimated Cost	\$23,260,568

Table 4: Levee costs

The funding ratio for the project is 2:1, with two-thirds (\$15.5M) funded by Federal and State Grants and one third (\$7.8M) funded by Council via a temporary SRV over a five (5) year period. This SRV commenced on 1 July 2016. Due to the extensive drought farmers have experienced over the past decade, Council resolved to charge the Farmland rate category a lower percentage than all other rate categories (as shown in Table 5: Rating categories).

Rates Category	SRV – Levee Upgrade component
Farmland	1.9%
All other rates categories	4.1%

Table 5: Rating categories

As the SRV is a temporary variation, at the end of the five-year period, rates payable in 2021/2022 will revert back to the equivalent level to that if a SRV had not occurred.

# Rates and charges written off

During the 2019/2020 financial year Council wrote-off \$11,035.27 in rates and charges. This amount has been broken down by debtor type in the Table 6: Rates and charges (written off)

Debtor type	Amount (\$)
Property Fees (Sewer Charges)	4,001.37
Regulatory Fees	6,749.71
Livestock Marketing Centre Fees	260.19
Other Fees	\$24.00
Total Rates and Charges (written off) 2019/2020	\$11,035.27

Table 6: Rates and charges (written off)

## **Employment practices matters**

Proceedings No.	Matter	Status	Total costs to Date	
2018/00297060	Alan Eldridge v Wagga Wagga City Council	Ongoing matter in the Supreme Court of NSW	\$5,000 – Insurance Excess	Nil

Table 7: Employment practices matters

### **Public liability matters**

Proceeding No.	Matter	Status	Total Costs this year	Costs recovered
PL13005	Public Liability – Trip & Fall – Tarcutta Truck Stop	Ongoing	\$12,500 – Insurance Excess	Nil
LI0016143	Public Liability – Personal Injury – French's Field	Ongoing	\$12,500 – Insurance Excess	Nil
LI0047759	Public Liability – Personal Injury at Wagga Airport	Ongoing	\$12,500 – Insurance Excess	Nil

Table 8: Public liability matters

# **Financial assistance and contributions**

In total, Council provided \$1,979,647 in financial assistance and contributions which has been broken down into the following categories:

Categories		Contributions
Community Lease Rental Subsidy		\$1,533,928
Fees and Charges Waivers		\$105,399
Contributions		\$56,276
Annual Grants Program		\$214,268
Road Closures		\$9,730
Major Events Sponsorship		\$60,045
	Total	\$1,979,647

Table 9: Total financial assistance and contributions in 2018/2019

### **Fees and Charges Waivers**

Beneficiary	Amount
Ashmont Public School	\$752
Best Friends Pet Rescue Association Inc	\$132
Borambola Wines	\$1,818
Cancer Council	\$866
Climate Rescue of Wagga Inc.	\$160
Collingullie Soldiers Memorial Hall	\$548
Combined Riders of Wagga Toy Run	\$260
Department of Family & Community Services	\$90
Estella Progress Association	\$95
Friends of Botanic Gardens	\$1,082
Gunni Thakun Cultural Association	\$196
Henwood Park Soccer & Sporting Club Inc.	\$548
Kurrajong Therapy Plus	\$320
Ladysmith Memorial Hall Committee	\$1,096
Legion of Mary	\$90
North Wagga Residents Association	\$548
NSW Sports Federation Inc	\$348
Oasis Community Free Admission - 41 degree and over	\$71,494
Oura Village Septic Upgrade Financial Assistance Pro-gram	\$500
PCYC Wagga	\$95
Red Hill Public School	\$720
Riding for the Disabled Association (RDA) Wagga	\$99
Riverina Medical & Dental & Dental Aboriginal Corpora-tion	\$95
Riverina Medical & Surgical Symposium	\$655
Royal Far West	\$620
Sisters Housing Enterprises Inc	\$199
Society of St Vincent De Paul	\$1,430
South Wagga Apex	\$250
Southern Cross Austero	\$95
Specialist Medical Resources Foundation Riverina	\$95

Beneficiary		Amount
St Johns Church		\$76
Step4U		\$318
Suicide Prevention Network		\$95
Tarcutta Memorial Hall Trust Committee		\$260
Vigil at Wagga Victory Memorial Gardens		\$95
Wagga Autism Support Group		\$90
Wagga Inter Church Council		\$250
Wagga Mardi Gras Festival		\$625
Wagga Seven Day Adventist Church		\$480
Wagga Wagga & District Family History Society		\$643
Wagga Wagga Pink Stumps Committee		\$95
Wagga Wagga Show Society Inc		\$11,231
Wagga Wagga Water Polo		\$2,207
Wagga Women's Bowling Club		\$3,384
Women in Business		\$95
World Suicide Prevention Day		\$160
	Total Fees and Charges Waivers	\$105,399

Table 10: Total fees and charges waivers

### Contributions

Beneficiary	Amount
Booranga Writers' Centre	\$4,500
City of Wagga Wagga Eisteddfod Society	\$3,090
Committee 4 Wagga	\$6,863
Eastern Riverina Arts	\$21,746
Parkes Shire Council Event	\$500
Riverina Conservatorium of Music	\$8,727
Rotary Club of South Wagga	\$2,400
Southern Sports Academy	\$4,000
Wagga Inter Church Council	\$1,950
Wagga School of Acts Community Theatre Inc	\$2,500
Total Contributions	\$56,276

Table 11: Total contributions

## **Road Closures**

Beneficiary	Amount
Gears & Beers	\$2,290
Light Horse Parade	\$640
City to Lake Fun Run	\$4,400
Town & Gown	\$2,400
Total Road Closures	\$9,730

Table 12: Total road closures

## Sister City visits

### Nordlingen, Germany

In September 2019, the Mayor led a Wagga Wagga delegation to our sister city of Nordlingen in Germany to attend the Stadtmaurefest. The Stadtmaurefest is held every three (3) years and attracts between 70,000 and 90,000 people (depending on the weather) from a wide area around the city, as well as many overseas visitors.

The visit was a great opportunity to further the goodwill and international understanding between Wagga Wagga and Nordlingen. Over the past 50 years many hundreds of Wagga Wagga people have visited Nordlingen and in turn Wagga Wagga has hosted many hundreds of people from Nordlingen including members of bands and choirs.

Council covered all delegation costs for the Mayor inclusive of travel, gifts, meals and associated sundries with total expenses coming to \$3,143.57.

### Kunming, China

In December 2019, the Mayor and the General Manager led a Wagga Wagga delegation to our sister city of Kunming, China.

The visit was to attend the 4th Kunming International Sister City Seminar. The seminar had an education theme with an objective to strengthen exchange and cooperation between Kunming and their international sister cities through basic education, senior education and vocational education.

Council covered all delegation costs for the Mayor and the General Manager inclusive of travel, gifts, meals and associated sundries with total expenses coming to \$2,883.64.

# **Councillor expenses**

Table 13: Councillor expenses provides a breakdown of costs associated with Councillors over the 2019/2020 financial year.

Expense	Cost (\$)
Councillor Allowance	\$182,519
Mayoral Allowance	\$44,250
Telephone	\$3,164
Conferences	\$15,829
Information Technology Costs	\$5357
Travelling - Intrastate	\$3681
Travelling - Interstate	\$710
Travelling - Overseas	\$5,221
Total	\$260,731

Table 13: Councillor expenses

# **Councillors training and attendance**

During the 2019/2020 financial year the following Councillor training sessions were held:

- Code of Conduct 24 July 2020
- Equity and Diversity 2 September 2020
- Code of Meeting Practice 27 November 2019

In addition to these training sessions, Councillors attended various conferences as outlined below.

### **Councillor Yvonne Braid**

• Local Government NSW Annual Conference, 14-16 October 2010 - \$1620

### **Councillor Greg Conkey**

- Inland Rail Conference, 21 22 August 2019 \$2870
- Local Government NSW Annual Conference, 14-16 October 2019 \$1620
- ArtState Conference, 31 October 3 November 2019 \$746

### Councillor Vanessa Keenan

- Executive Certificate for Elected Members (UTS / LGNSW) \$3500
- Local Government NSW Annual Conference, 14-16 October 2019 \$1620

### **Councillor Rod Kendall**

- LGNSW Water Conference in Albury, 2 4 September 2019 \$850
- Local Government NSW Annual Conference, 14-16 October 2019 \$1620

### Councillor Dallas Tout

• NSW Public Libraries Association SWITCH Conference, 19 – 22 November 2019 - \$1636

### Contracts awarded for amounts greater than \$150,000

Table 14: Contracts awarded provides a breakdown of contracts awarded in the 2019/2020 financial year exceeding \$150,000 in value provides detailed of the contractor, the goods and services received and the value of the contract or the amount paid as per the Schedule of Rates (SoR), between 1 July 2019 and 30 June 2020.

Contract Number	Contractor	Contract detail and purpose	Contract value Inc GST	Award date
2019-30	Online Communications Systems Pty Ltd	Communications upgrade and consolidation unify 4000	\$255,486.00	22-07-19
2019-31	AC Electrics NSW Pty Ltd	Civic Centre lighting upgrade	\$591,947.40	22-07-19
2019-34	Dutch Media Pty Ltd	The DVProject2650: Equity and Respect primary prevention pro-ject	\$250,000.00	22-07-19
2019-554	Fulton Hogan Industries Pty Ltd	Supply and lay densely graded asphalt	\$1,658,417.46	13-08-19
PE08631	Wagga Rugby League	McDonald's Park seating and hill	\$742,211.42	10-09-19
2019-559	Norman McMahon Patches Pty Ltd	Sprayed bituminous surfacing	SOR (est \$6,911,861)	24-09-19
2020-02	Excell Gray Bruni Pty Ltd	Farrer Road widening design and construct	\$4,092,726.00	09-10-19
2020-509	Khan Signs, Littlewood Sign Solutions	Specialist signs and services	SOR (\$160,000)	14-10-19
2019-35	Biogas Systems Australia Pty Ltd	Gregadoo Waste Management Centre (GWMC) gas collection	\$272,894.87	17-10-19
2019-33	BMD Constructions Pty Ltd	Strengthening and widening Eunony Bridge	\$10,073,609.70	29-10-19
2020-08	Independent Cement & Lime Pty Ltd and Stabi-lised Pavements of Aus-tralia Pty Ltd	Road stabilisation products supply	SOR (est \$200,000)	29-10-19
PE09626	D&L McCallum Pty Ltd	Sheet piling McDonalds Park	\$208,389.50	08-11-19
PE09731	Aquatic Maintenance Pty Ltd	Oasis UV Upgrade - supply and installation	\$196,790.00	15-11-19
2020-07	KGM Services Pty Ltd	Wagga Wagga City Council solar projects	\$320,432.20	25-11-19
2020-527	CRS (NSW) Pty Ltd	Active Travel Plan Holbrook Road to Glenfield Road	\$254,160.50	09-12-19
2020-12	Rocky Point Quarries Pty Ltd	Winning and crushing of gravel	SOR (\$1,093,214)	17-12-19
2020-14	FB Contracting Pty Ltd	Relocation of rising main (RP15)	\$1,488,914.76	17-12-19
2016- 008B (PE10244)	WSP Australia Pty Ltd	RIFL Hub project management services	\$299,513.50	18-12-19
2020-20	Ladex Construction Group Pty Ltd	Equex access road	\$321,431.33	19-12-19
2020-513	Ladex Construction Group Pty Ltd	French Field car park construction	\$162,969.68	20-12-19
2020-520	Renrow Steel Pty Ltd	Zoo fencing construction	\$177,134.76	07-01-20
PE10615	Essential Energy	Wagga LED street lighting up-grade	\$3,227,073.30	20-01-20
2020-13	Centre for International Economics	Feasibility study for flood mitigation	\$190,725.00	21-01-20
2020-517	Wagga Trucks Pty Ltd	Supply two (2) tip and tilt tray trucks	\$340,797.07	21-01-20

Contract Number	Contractor	Contract detail and purpose	Contract value Inc GST	Award date
2020-519	Wagga Trucks Pty Ltd	Supply 4 x 6m trucks with fire-fighting capability	\$358,494.40	21-01-20
2020-534	Wagga Trucks Pty Ltd	Supply 4 x 4 x 2 crew cab tipper trucks	\$374,467.37	10-02-20
2020-541	Bidgee Welding Pty Ltd	Marshalls Creek pedestrian bridge Equex	\$186,989.00	14-02-20
2020-536	Cadman Machinery Pty Ltd	Supply of backhoe loader	\$247,500.00	25-03-20
PE11747	NBN Co Ltd	Bomen National Broadband Network (NBN) area switch project	\$1,395,291.00	09-04-20
2020-25	Bald Hill Quarries Pty Ltd, Burgess Earthmoving Pty Ltd, Rocky Point Quarries Pty Ltd	Road pavement material supply	SOR (\$5,045,700)	14-04-20
2020-535	Capital Construction Equipment Pty Ltd	Supply of two (2) skid steer loaders	\$373,890.00	15-04-20
2020-27	Burgess Earthmoving Pty Ltd	Stormwater, sewer truck mains and detention basins	\$1,581,570.73	28-04-20
2020-538	Fulton Hogan Industries Pty Ltd	Active Travel Plan Cycle Way construction	\$3,696,134.00	28-04-20
2020-547	Coffey Services Pty Ltd	Contaminated land monitoring	\$183,359.00	08-05-20
2020-19	Navman Wireless Australia Pty Ltd	Supply of telematics global positioning system	\$448,844.00	11-05-20
2020-09	Ladex Construction Group Pty Ltd	Bolton Park amenities building design and construct	\$966,581.00	14-05-20
2020-21	Proway Livestock Equipment Pty Ltd	Cattle fan draft construction Livestock Marketing Centre (LMC)	\$384,974.37	26-05-20
2020-30	Proway Livestock Equiptment Pty Ltd	Sheep yard design and construct Livestock Marketing Centre (LMC)	\$2,495,645.00	26-05-20
2020-15	Quay Civil Pty Ltd	Ashmont pump station, sewer and rising main	\$1,330,693.81	27-05-20
2020-16	Creative Outdoors & More Pty Ltd	Design and construct - entwine botany loves history landscaping	\$780,070.50	28-05-20
2016- 008B (PE12269)	WSP Australia Pty Ltd	RIFL Hub project management services	\$761,282.50	11-06-20
2020-546	Komatsu Aust Pty Ltd	Supply of one (1) wheel loader	\$372,515.00	15-06-20
2020-553	CJD Equipment	Supply of one (1) large excavator	\$466,180.00	15-06-20
2020-29	Nelmac Pty Ltd	Design and construct two (2) bridges - Mona Vale and Palmers Road	\$506,660.00	22-06-20
2020-551	Barker Ryan Stewart Pty Ltd	Dunn's Road designs	\$220,563.09	22-06-20
2020-05	Colin Joss & Co Pty Ltd	Wagga Wagga Multi Sport Cycling Complex	\$9,851,532.90	29-06-20
2020-23	Ultra Project Services Pty Ltd	Construction weighbridge roads, building and carpark	\$1,178,579.53	29-06-20
2020-24	Aussie Weighbridge Systems Pty Ltd	Design and construct weighbridge	\$453,360.60	29-06-20
2020-32	Ladex Construction Group Pty Ltd	End of trip facilities design and construct (ATP)	\$327,459.18	29-06-20

Table 14: Contracts awarded



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