



Image: Austinmer Sunrise

Wollongong City Council

Quarterly Review Delivery Program 2025-2029 and Operational Plan 2025-2026

April-June 2026

Adopted 24 August 2026





*Image: Aboriginal Smoking Ceremony,
Sculpture in the Garden, Wollongong Botanic Garden*

Acknowledgement of Country

We acknowledge the Traditional Custodians of the land on which our city is built, Dharawal Country. We recognise and appreciate their deep connection to this land, waters and the greater community. We pay respect to Elders past, present and those emerging and extend our respect to all Aboriginal and Torres Strait Islander people who call this city home. We recognise Aboriginal and Torres Strait Islander people as the first people to live in the area. We respect their living cultures and recognise the positive contribution their voices, traditions and histories make to the city.



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Image: Coledale Beach

General Manager's Message

This Quarterly Review Statement (April to June 2026) provides an update on our progress with implementing the Delivery Program 2025–2029 and Operational Plan 2025–2026. Service updates are grouped under the four Community Goals from the Our Wollongong Our Future 2035 Community Strategic Plan, along with Council's internal Support Services. These goals reflect what our community told us matters most: connected and vibrant communities, a liveable and sustainable environment, and a strong economy.

This Delivery Program supports major infrastructure projects and asset renewal to meet the needs of our growing community, while providing opportunities for local contractors, suppliers and businesses. This quarter, we have continued to focus on getting the basics right while balancing the delivery of significant projects.

Work progressed on upgrades to footpaths, roads and stormwater infrastructure, alongside planning for two new combined community centres and libraries in Helensburgh and Warrawong. These projects, together with ongoing investment in active transport options, demonstrate Council's commitment to building safe, inclusive and liveable neighbourhoods.

Highlights from this quarter include:

- Council secured \$10 million in Australian Government funding towards delivery of the Southern Suburbs Community Centre and Library.
- Key strategic planning documents were adopted, including the Delivery Program and Operational Plan, Disability Inclusion Action Plan and Community Safety Plan.
- The Local Government Eight Strategic Partnership was launched, strengthening regional advocacy on housing, connectivity, productivity and community infrastructure.

- Construction progressed on the Southern Suburbs Community Centre and Library, with substructure works completed, including the ground floor slab, vertical columns and walls, and the level one concrete slab.
- Council endorsed a Homes New South Wales planning proposal for Gwynneville to support additional social and affordable housing.
- The Illawarra Indigenous Business Expo received a National Award for Local Government in recognition of its contribution to Aboriginal and Torres Strait Islander communities.

We remain mindful of the economic pressures facing households and the rising costs of service delivery. Council continues to manage its budget responsibly while navigating the ongoing impacts of severe weather events.

Since 2019, seven natural disasters have been declared, causing significant damage to community assets and infrastructure. Recovery work continues to influence Council's financial outlook, but we remain committed to maintaining organisational sustainability and managing resources responsibly.

Customer service also remains a key priority. We are investing in improving your experience with Council, whether you are contacting us about a service, booking a community facility or receiving information about a project in your area. We remain committed to being the best possible local government authority we can be to make Wollongong a great place to live, work and play.

Quarterly Reviews are an important way of keeping our community informed, providing a transparent account of Council's financial position and progress against our plans.

I would like to thank all staff and the community for their contributions to the achievements identified in this Quarterly Review Statement. This Review will inform the Annual Report, due in November 2026.

Greg Doyle | General Manager



About this Report

*Image: Kembla Street, Wollongong
separated cycleway - dedicated
cycling space*

The Quarterly Review provides an update on Council's progress and outcomes against the services and actions outlined in the Delivery Program and Operational Plan. It presents Council's financials and budget and provides the community with the original and revised annual budgets with explanations if any significant adjustments have occurred.

Regular reporting provides transparency and helps keep the community informed about the delivery of Council's plans, highlighting achievements as well as any changes or delays. While Council aims to deliver all services as planned, adjustments may be required due to a range of external or operational factors. This report provides a regular opportunity to share progress updates with our community.

This Quarterly Progress Review reflects activities and outcomes against the Delivery Program 2025-2029 and Operational Plan 2025-2026 for the June 2026 quarter.

Council's services form the foundation of the Delivery Program and Operational Plan. These services are grouped under their best fit community goal. Internal services are included as a group called Support Services to reflect their role in supporting the delivery of all goals.

Council monitors its service delivery as part of a continuous improvement approach informed by community feedback, with a focus on improving efficiency and outcomes for the community.

Progress is reported through this Quarterly Review Statement and annually through the Annual Report. Council also tracks long-term progress towards the Community Strategic Plan through the State of our City Report. These reports are available on Council's website:

<https://www.wollongong.nsw.gov.au/council/council-documents/csp/progress-reports>



Reporting against the Delivery Program 2025-2029 and Operational Plan 2025-2026

We are a sustainable and climate resilient city

We have well planned, connected, and liveable places

We foster a diverse economy, and we value innovation, culture, and creativity

We have a healthy, respectful, and inclusive community

Community Strategic Plan

Resourcing Strategy

Delivery Program and Operational Plan delivered through Council Services

Environmental Services	Development Assessment	Arts and Culture	Aged and Disability Services
Natural Area Management	Emergency Management	City Centre Management	Aquatic Services
Botanic Gardens and Annexes	Land Use Planning	Engagement, Communications and Events	Community Facilities
Floodplain Management and Stormwater Services	Memorial Gardens and Cemeteries	Economic Development	Community Programs
Waste Management	Property Services	Tourist Parks	Corporate Strategy
	Regulatory Compliance		Integrated Customer Service
	Transport Services		Leisure Centres
			Libraries
			Parks and Sports fields
			Public Health and Safety
			Youth Services

Support Services

Employee Services, Financial Services, Governance & Administration, Infrastructure Strategy & Support, Information Management & Technology

This Quarterly Review reports on progress of activities and actions within Council's Services. Council's Services are presented under their best fit goal. Council's internal Services form an additional group called Support Services to demonstrate that these Services support the delivery of all goals.



Image: Coledale Beach

Summary of Progress by Goal Status of Actions for June 2026 Quarter

Status		Goal 1	Goal 2	Goal 3	Goal 4	Support Services	Overall %
On-Track/ Complete Action is progressing or achieved as planned		100% (17/17)	100% (24/24)	95% (21/22)	92% (49/53)	86% (12/14)	94.5% (123/130)
Deferred A decision has been made to reschedule the timing of the project or actions		0% (0/17)	0% (0/24)	0% (0/22)	2% (1/53)	7% (1/14)	1.5% (2/130)
Not scheduled to commence The action was not due to commence during the reporting quarter		0% (0/17)	0% (0/24)	0% (0/22)	0% (0/53)	0% (0/14)	0% (0/130)
Delayed Unforeseen event has changed the timing of a project or action		0% (0/17)	0% (0/24)	5% (1/22)	6% (3/53)	7% (1/14)	4% (5/130)

GOAL 1 | WE ARE A SUSTAINABLE AND CLIMATE RESILIENT CITY

June Quarter Highlights



The Green Team reached over 450 residents as part of International Compost Awareness week with a stall at the Mother's Day Makers Market at the University of Wollongong's Innovation Campus.



The Botanic Garden Week open day on 24 May 2026 was attended by over 300 people who enjoyed the Umbirra Bonsai society display and putty printing activities amongst many other activities.

GOAL 1 | WE ARE A SUSTAINABLE AND CLIMATE RESILIENT CITY

Botanic Garden & Annexes

Responsibility Manager Open Space and Environmental Services

About this Service

The Botanic Garden and Nursery service involves managing and promoting the conservation, education, recreation and aesthetic values of the main 30 hectare site in Keiraville, including the maintenance of the Gleniffer Brae grounds and the three natural area annexes of Mt Keira, Puckey's Estate and Korrungulla Wetland. Environmental education programs and interpretation are conducted at the Botanic Garden Discovery Centre.

Quarterly Progress Update

The Botanic Garden recorded 116,980 visitors during the quarter. Our active volunteer Friends of the Botanic Garden contributed to Willing Weeders, Buggy Tours, Education Centre, Budding Bookworms and Propagation activities. The Nursery produced plants for Greenplan customers, Council restoration and Urban Greening projects. All plants are locally sourced natives.

Annex inspections and scheduled maintenance activities were completed as planned.

Operational Plan 2025-2026 Update

Actions	Status	Comment
Deliver Botanic Garden visitor programs, interpretation, education, events, and priority actions	On-Track 	During the quarter, the Botanic Garden launched the new <i>Leaf Hoppers</i> school holiday trail, complementing the summer <i>Seed Seekers</i> trail and providing the community with another free, interactive way to explore the Garden's botanical and horticultural displays. The autumn school holiday program, Out of School Hours excursions and Torchlight Tours were all fully booked. Botanic Garden Week, held from 18-24 May 2026, attracted more than 9,000 visitors. The week culminated in a community day at Gleniffer Brae featuring a bonsai display by the Illawarra Bonsai Society, interactive theatrical garden history tours and clay printing. The Garden's new Cycad Collection was also featured on Gardening Australia, while monthly coverage on Australian Broadcasting Corporation Local Radio continued to promote the Garden.
Implement priority actions from the Botanic Garden Masterplan	On-Track 	A Request for Proposals process to identify commercial and community activation opportunities was completed and reported to Council on 25 May 2026, with unanimous support to progress suitable proposals. The proposals included education providers, markets and food festivals, and a commercial ecotourism venture. The proposed ecotourism venture, TreeClimb, incorporates a high ropes course, education activities and a small café, and will now progress through further negotiations and approvals. The Kawasaki Bridge was removed from site on 17 June 2026 for repairs and repainting before being reinstated later in the year.

GOAL 1 | WE ARE A SUSTAINABLE AND CLIMATE RESILIENT CITY

Botanic Garden & Annexes continued

Operational Plan 2025-2026 Update

Actions	Status	Comment
Manage the Mount Keira Summit Park in accordance with the Plan of Management	On-Track 	Consent is being finalised for vegetation management works at Mt Keira (Djeera) Summit Park. This will involve the removal of dead trees around the carpark, encroachments along the entry road and targeted management of vegetation impacting views from the lookout.
Deliver priority actions from the Urban Greening Program	On-Track 	Council previously secured a \$482,658 Greening Our City grant from the New South Wales Government to accelerate delivery of the Urban Greening Program. The funding will support approximately 13 urban greening projects over the next 30 months, with a focus on increasing tree planting in areas with low canopy cover and high urban heat. Since funding was confirmed, projects have been scoped and packaged for procurement and delivery. Initial projects are scheduled for delivery in spring 2026, with remaining works continuing through to autumn 2027.

GOAL 1 | WE ARE A SUSTAINABLE AND CLIMATE RESILIENT CITY

Environmental Services

Responsibility Manager City Strategy

About this Service

This service involves Council working with the community in relation to local climate change mitigation, adaptation, monitoring and reporting, coastal and estuary management, biodiversity planning, contaminated lands management, development assessment for environmental impacts, environmental education, volunteer management and partnerships, waste minimisation and environmental advocacy.

Quarterly Progress Update

Council continued to lead climate change mitigation and adaptation, education, monitoring and reporting, including securing funding for the Sustainability and Climate Action Acceleration Program, progressing the draft Energy Equity Framework, engaging with the New South Wales Government on future electric vehicle charging opportunities, and delivering community programs to support household electrification and reduce energy costs.

Development Assessment continued to be supported by ensuring environmental impacts were appropriately considered and legislative requirements met. Key activities included environmental assessment of development applications and property referrals, expert witness services in Land and Environment Court matters, and collaboration with the Environment Protection Authority on Environmental Undertakings at Coomaditchie Lagoon and Port Kembla to support ecological restoration and public health.

Coastal, water quality and biodiversity initiatives were progressed, including updating coastal hazard mapping, finalising the Aboriginal Coastal Cultural Values risk assessment for the Wollongong Coastal Management Program, progressing Stage 3 management actions, implementing the Lake Illawarra Coastal Management Program, advancing foreshore erosion works at Windang, preparing for West Dapto Biodiversity Certification, and monitoring Lake Illawarra water quality and estuary health.

Environmental Services also delivered community education and engagement programs promoting waste reduction, recycling, biodiversity and environmental stewardship through workshops, events, volunteer activities and partnerships with community organisations.

Operational Plan 2025-2026 Update

Actions	Status	Comment
Implement priority actions in the certified Coastal Management Program for Lake Illawarra including progressing the Entrance Options Study	On-Track 	Work progressed on finalising the Water Sensitive Urban Design Engineering Drawing Series, and an audit of 15 gross pollutant traps within the Lake Illawarra catchment was completed to inform improvements to stormwater quality management. Analysis of the 2025-2026 Estuary Health Monitoring Program indicates Lake Illawarra received an overall grade of C (Fair), representing a decline across most sampled sites compared with the previous year. The reasons for this decline are being investigated. Council's Rise and Shine team continued responding to clean-up requests around the Lake, including removing a significant volume of illegally dumped waste from the Yallah Bay boat ramp car park. The Marine Estate Champions Program concluded with 27 participants graduating and presenting community project proposals, with Council continuing to support delivery of selected initiatives. Council also worked with Crown Lands and relevant agencies to accelerate emergency works for the Windang Embankment.

GOAL 1 | WE ARE A SUSTAINABLE AND CLIMATE RESILIENT CITY

Environmental Services Continued

Operational Plan 2025-2026 Update		
Actions	Status	Comment
Carry out sustainability and environmental education programs	On-Track 	Council continued delivering sustainability education and communication programs to help residents reduce energy use, improve household energy efficiency and adopt renewable energy. This included the Net-zero Heroes, Go-Electric and Community Renewables campaigns, together with energy-saving seminars delivered in partnership with local community groups. To further support residents, energy testing kits and thermal imaging cameras were made available for loan through Wollongong Libraries, helping households better understand and reduce their energy consumption.
Deliver commitments made under the Global Covenant of Mayors including the implementation of Council's Climate Change Mitigation Plan 2023-2030	On-Track 	Council progressed a range of initiatives supporting the transition to net zero emissions. Planning and approvals advanced for seven new public electric vehicle charging sites, while engagement with the New South Wales Government continued to support future funding and network expansion. The draft Energy Equity Framework, updated community emissions profile and net zero target tracking were prepared for reporting under the Global Covenant of Mayors. Climate change mitigation was also embedded in strategic planning through the adoption of the Flinders Street Urban Design Framework. The Sustainability and Climate Action Acceleration Program governance framework was finalised, supported by a \$750,000 investment over three years to accelerate organisational emissions reduction initiatives. Initial work commenced on a renewable energy development program, alongside investigations into waste sector decarbonisation opportunities, including gas capture, waste-to-hydrogen and advanced waste screening technologies.
Prepare and deliver the Wollongong Coastal Management Program	On-Track 	Stage 2 of the Wollongong Coastal Management Program has been completed, including finalisation of risk assessments relating to coastal hazards and environmental, social and cultural coastal values. The completed studies and reports have been published on the project webpage, and relevant mapping and planning information has been updated. Work has commenced on the next stage of the process, focusing on developing management options to address identified risks in consultation with the community.

GOAL 1 | WE ARE A SUSTAINABLE AND CLIMATE RESILIENT CITY

Environmental Services Continued

Operational Plan 2025-2026 Update		
Actions	Status	Comment
Update and deploy the Urban Greening Strategy Action Plan 2025-2029	On-Track 	Planning is underway to align the Urban Greening Strategy Action Plan 2025-2029 with the expanded Urban Greening Program, following Council's successful \$482,658 Greening Our City grant. Engagement with key community stakeholders is also continuing to support implementation. The expanded program will deliver initiatives including tiny forests, woodland plantings, verge and street tree planting, and shade planting along active transport corridors, residential streets, parks, sportsgrounds and public open spaces, contributing to increased shade, improved amenity and long-term canopy growth.

GOAL 1 | WE ARE A SUSTAINABLE AND CLIMATE RESILIENT CITY

Floodplain Management and Stormwater Services

Responsibility Manager Infrastructure Strategy and Planning

About this Service

This service strategically plans for a coordinated approach to floodplain risk management and stormwater management including protection of waterways, beaches, lakes, lagoons and creeks. This service manages and maintains 835 kilometres of stormwater drainage and associated infrastructure assets across the city that aim to be safe, efficient, effective, and sustainable.

Quarterly Progress Update

This quarter focused on asset condition and renewal, risk reduction and network performance. Significant technical input was provided to the Barina Park, Lake Heights, detention basin outlet pipe renewal project, with construction scheduled to commence early in the 2026-2027 year. Once completed, the works are expected to improve the basin's functionality and enhance safety for the community.

Twenty-nine stormwater-related customer requests were investigated and resolved during the quarter, including site inspections, drainage assessments, and coordination of minor works and maintenance where required. No major storm or rainfall events occurred during the period, and no widespread network performance issues were identified.

Operational Plan 2025-2026 Update

Actions	Status	Comment
Develop and implement the Floodplain Risk Management Plans	On-Track 	Community engagement for the Minnegang Creek, Hospital Creek, Kully Bay and Brooks Creek Floodplain Risk Management Studies and Plans, covering Warrawong, Lake Heights, Port Kembla and Dapto progressed through public exhibition during April and May 2026. Community information sessions were held at Dapto Ribbonwood Centre and Warrawong Library to gather feedback and update the community on the final stages of the studies and plans. A key milestone was achieved in June 2026 with the Floodplain Risk Management Committee – Northern Area endorsing the Hewitts Creek Floodplain Risk Management Study and Plan for progression to Council for adoption.
Plan and design new stormwater infrastructure	On-Track 	The design for Byarong Creek Embankment Repairs, Mount Keira, was finalised and handed over for construction in April 2026. The design for O'Briens Road, Figtree, creek bank stabilisation and path safety improvements was also completed and issued for construction, bringing the total number of projects handed over during the quarter to two. Design development also continued for other projects, including Ursula Road, Bulli, where proposed solutions were refined in response to community feedback received during consultation. A practical solution was implemented to address a localised flooding issue in Carlotta Crescent, Warrawong, through the installation of a non-return valve. The works resolved a long-standing drainage issue and demonstrated effective collaboration between engineering staff, field crews and affected residents. Positive customer feedback acknowledged the team's communication and engagement throughout the project.

GOAL 1 | WE ARE A SUSTAINABLE AND CLIMATE RESILIENT CITY

Natural Area Management

Responsibility *Manager Open Space and Environmental Services*

About this Service

Manage Council's natural areas restoration works program, carry out weed and pest management, and coordinate volunteer programs in natural areas. Management of natural areas under Council care and control and conservation of endangered ecological communities and threatened species. These activities are funded through a combination of Council's own operating funds, external grants, partnerships with other organisations, and the support of community volunteers.

Quarterly Progress Update

Natural area restoration continued across bushland reserves during the quarter. Successful Crown land funding applications secured \$255,000 for works across five sites.

A Review of Environmental Factors mapping project was completed to support planning for future Natural Area projects. Online volunteer registration forms were also developed in response to recent safety audit recommendations.

Following negotiations, the 2025-2026 Service Level Agreement with South East Local Land Services was finalised, enabling deer culling operations to resume. A draft 2026-2027 Service Level Agreement has also been prepared.

Operational Plan 2025-2026 Update

Actions	Status	Comment
Implement annual bushfire hazard reduction works program for Asset Protection Zones on Council managed lands	On-Track 	Maintenance of Asset Protection Zones continued through programmed slashing and contracted works in accordance with Council's maintenance program. Fuel reduction works, including an environmental burn at Purrungully Reserve, Horsley, were completed during the quarter. Council also applied for approximately \$70,000 in Rural Fire Service funding to support the 2026-2027 program.

GOAL 1 | WE ARE A SUSTAINABLE AND CLIMATE RESILIENT CITY

Waste Management

Responsibility Manager Open Space and Environmental Services

About this Service

Deliver high quality, value for money, sustainable, customer focused municipal waste services including collection services and the Whytes Gully Wollongong Waste and Resource Recovery Park.

Collections services include general waste, recycling, Food Organics Garden Organics (FOGO), kerbside on-call and community drop off events scheduled throughout the year, and education activities for the community are aimed at awareness of these services and opportunities to encourage responsible waste diversion actions.

Litter and public bin collection at 1,300 locations and cleaning of public toilet facilities.

Deliver key actions identified in the Wollongong Waste and Resource Recovery Strategy 2024-2034.

Quarterly Progress Update

Preparation continued for the Independent Environmental Audit of the Whytes Gully site and annual reporting to the New South Wales Environment Protection Authority and the New South Wales Department of Planning, Housing and Infrastructure.

Council also submitted an application to recover more than \$1 million in Environment Protection Authority waste levy payments relating to the approved onsite use of operational materials.

Operational Plan 2025-2026 Update

Actions	Status	Comment
Educate, incentivise, and continue to deliver waste diversion programs aligned with problematic and high emissions waste streams	On-Track 	An open day was held at the Soilco processing facility, giving the community an opportunity to learn how the city's Food Organics and Garden Organics are processed. Community education also continued through pop-up information stalls and the 'Never Bin a Battery' campaign, promoting the safe disposal of batteries and other problematic waste items.
Continue to develop and implement the landfill gas management system at Whytes Gully	On-Track 	The landfill gas system at Whytes Gully resulted in 5,209 tonnes of carbon dioxide equivalent emissions being abated during the June 2026 quarter.
Develop and deploy Emergency and Natural Disaster Waste Management Plan	On-Track 	The drafting of an Emergency and Natural Disaster Waste Management Plan continues to progress.

GOAL 1 | WE ARE A SUSTAINABLE AND CLIMATE RESILIENT CITY

Waste Management Continued

Operational Plan 2025-2026 Update

Actions	Status	Comment
Provide opportunity for the community to participate in the diversion of problematic and high emissions waste streams	On-Track 	Efforts to increase waste diversion continued through initiatives encouraging greater use of Food Organics and Garden Organics services in multi-unit dwellings. Preparations also commenced for the second Household Chemical CleanOut event of the year, to be held in September 2026, while embedded batteries continued to be collected through the Community Recycling Centre.
Transition to a circular economy through the update of the service delivery model within the Community Recycling Centre, per the Wollongong Waste and Resource Recovery Strategy 2034	On-Track 	The MobileMuster program was re-established through the Community Recycling Centre, expanding opportunities for the community to recycle and recover mobile phones. Council also participated in local circular economy workshops and initiatives to support collaboration and resource recovery.

GOAL 1 | WE ARE A SUSTAINABLE AND CLIMATE RESILIENT CITY

Measuring Success

Measure	Target/ Desired Trend	June 2025	June 2026
1.1 Number of visitors to Wollongong Botanic Garden	360,000 per annum	392,446 (annual result)	458,421 ¹ (annual result)
1.2 Residents' average satisfaction score with Botanic Garden	Maintain	4.60*	4.60 [#]
1.3 Number of participants in environmental education programs	4,000 per annum	4,213 (annual result)	6,931 (annual result)
1.4 Number of participants in environmental programs	Increase	20,815 (annual result)	34,861 (annual result)
1.5 Number of engagements in environmental programs	At least 85,000 per annum	New Measure	264,006 (annual result)
1.6 Residents' average satisfaction score with environmental programs and education	Increase	3.40*	3.30 [#]
1.7 Percentage reduction in Council's greenhouse gas emissions	100% by 2030	13% ² reduction since 2021	22% ³ reduction since 2021
1.8 Number of hours worked by volunteers in Bushcare, Dunecare and FiReady sites	Increase	13,840 (annual result)	11,300 (annual result)
1.9 Number of participants in Council tree planting activities	Increase	New Measure	3,519 (annual result)
1.10 Ratio of trees planted versus trees removed on public land	2 : 1 minimum	2 : 1	20 : 1 (annual average)

* Data from Wollongong City Council Community Satisfaction Survey 2023.

[#] Data from Wollongong City Council Community Satisfaction Survey 2025.

¹ Excludes Gate 1 main pedestrian entrance for September 2025.

² Data from 2023-2024 financial year (data collected annually).

³ Data from 2024-2025 financial year (data collected annually).

GOAL 1 | WE ARE A SUSTAINABLE AND CLIMATE RESILIENT CITY

Measuring Success

Measure	Target/ Desired Trend	June 2025	June 2026
1.11 Residents' average satisfaction score with protection of our natural environment	Increase	3.30*	3.40 #
1.12 Number of engagements in waste education programs (formal and online)	Increase	New measure	205,314 ⁴ (annual result)
1.13 Percentage of residential waste diverted from landfill	Increase	53% (annual result)	55% (annual result)
1.14 Percentage of contamination in Food Organics Garden Organics bin	Less than 10% (contract figure)	1.5%	1.5%
1.15 Percentage of contamination in recycling bin	Less than 10% (contract figure)	10.7%	10.3%
1.16 Percentage of material diverted from landfill via recycling and FOGO kerbside bins	Increase	55% (annual average)	53% (annual average)
1.17 Residents' average satisfaction score with Domestic Waste Collection service (i.e. red bin)	Maintain	4.40*	4.30 #
1.18 Residents' average satisfaction score with Recycling Waste collection service (i.e. yellow bin)	Maintain	4.30*	4.20 #

* Data from Wollongong City Council Community Satisfaction Survey 2023.

Data from Wollongong City Council Community Satisfaction Survey 2025.

⁴ An administrative error resulted in data being reported in December 2025 and March 2026 as a quarterly result only. Data presented in this report reflects the year-to-date total. The June quarter engagement numbers increased significantly from previous quarters as a result of 'Never Bin a Battery' direct mailout, and higher number of participants in Waste education programs.

GOAL 1 | WE ARE A SUSTAINABLE AND CLIMATE RESILIENT CITY

Measuring Success

Measure	Target/ Desired Trend	June 2025	June 2026
1.19 Residents' average satisfaction score with Green Waste (including FOGO collection service i.e. green bin)	Maintain	4.40*	4.30#
1.20 Residents' average satisfaction score with public bin collection	Maintain	4.00*	3.90#
1.21 Residents' average satisfaction score with waste disposal depot facilities	Maintain	3.80*	4.00#
1.22 Residents' average satisfaction score with street cleaning	Maintain	3.60*	3.40#

* Data from Wollongong City Council Community Satisfaction Survey 2023.

Data from Wollongong City Council Community Satisfaction Survey 2025.

To learn more about how we're tracking, our *Delivery Program Measures Dictionary* outlines definitions, targets, trends, baseline and current data (where available), along with data sources and how often they're collected. The dictionary can be found on Council's website:

[Home](#) | [Council](#) | [Council Documents](#) | [Our Wollongong Our Future](#) | [Delivery Program and Operational Plan](#)

https://www.wollongong.nsw.gov.au/__data/assets/pdf_file/0020/286004/Delivery-Program-2025-2029-Measures-Dictionary.pdf

GOAL 2 | WE HAVE WELL PLANNED, CONNECTED, AND LIVEABLE PLACES

June Quarter Highlights



Council crews working in Dapto town centre as part of a new cleaning and maintenance initiative. The Blitz Program is a one-day glow up for town and village centres focusing on maintenance, landscaping, cleaning, parks and gardens.



Lord Mayor of Wollongong Councillor Tania Brown (right) with Wollongong City Council employee at Austinmer where improvements to the Grand Pacific Walk are underway.

GOAL 2 | WE HAVE WELL PLANNED, CONNECTED, AND LIVEABLE PLACES

Development Assessment

Responsibility Manager Development Assessment and Certification

About this Service

The service undertakes assessment and determination of planning matters to facilitate balanced planning outcomes to serve the current and future community. This includes development applications; construction certificates; complying development; building and subdivision certificates; pre-lodgement advice, managing review panels; Fire Safety Statements and upgrades; building compliance inspections; audits on completed buildings; providing expert evidence in Land and Environment Court Appeals and advice to Council and stakeholders in all aspects of the development assessment process.

Quarterly Progress Update

Council continued to assess a diverse range of development applications during the quarter, including the approval of three childcare centres providing 299 places. No applications for hotel accommodation, residential aged care facilities or medical uses were lodged or determined during the period.

Improving development assessment timeframes and customer service remained a focus, including implementation of recommendations from the Customer Experience Service Optimisation. A customer survey on updated development information received predominantly positive feedback.

Pre-lodgement advice continued to support applicants in preparing well-considered development applications. Council also continued to provide Principal Certifier services for building and subdivision works as an alternative to the private sector.

The Design Review Panel considered two matters, supporting design excellence across the city. The Wollongong Local Planning Panel determined five matters and provided advice on a further three matters. The Southern Regional Planning Panel ceased operation during the quarter and, therefore, had no determinations or briefings.

Operational Plan 2025-2026 Update

Actions	Status	Comment
Progress outcomes resulting from the Service Optimisation review of customer experience in accessing information related to Development Assessment	Complete 	All of the recommendations of the Service Optimisation review have been implemented. The post-implementation customer experience survey was conducted with external stakeholders between 17 March and 6 April 2026. The survey received predominantly positive feedback and provided valuable insights into the customer experience of the development assessment process. System enhancements will continue, with further refinements to Council's website to be considered in response to the survey findings.

GOAL 2 | WE HAVE WELL PLANNED, CONNECTED, AND LIVEABLE PLACES

Development Assessment Continued

Operational Plan 2025-2026 Update

Actions	Status	Comment
Administer the Design Review Panel in relation to key sites or significant development	On-Track 	The Design Review Panel provided advice on two matters during the June 2026 quarter. Panel engagement continues to support design excellence outcomes in the assessment of significant Development Applications, with pre-lodgement involvement helping to resolve design issues early in the process.
Administer the Wollongong Local Planning Panel	On-Track 	The Wollongong Local Planning Panel determined five matters and provided advice for three matters during the June 2026 quarter. Council continues to support the Panel's functions, including preparation of assessment report and coordination of Panel meetings in accordance with statutory requirements.
In conjunction with the Department of Planning, Housing and Infrastructure, administer the Southern Regional Planning Panel	On-Track 	Council completed its final work with the Southern Regional Planning Panel in the assessment and determination of development applications. There were no determinations or briefings during the June 2026 quarter, following the cessation of the Panel on 16 January 2026 as part of the New South Wales Government's planning panel reforms.

GOAL 2 | WE HAVE WELL PLANNED, CONNECTED, AND LIVEABLE PLACES

Emergency Management

Responsibility *Manager Infrastructure Strategy and Planning*

About this Service

The service provides support in the planning and preparation for significant emergencies that may impact the safety and security of residents and visitors to the city. This involves Council's operational response to support Emergency Service Agencies during incidents and emergencies.

Quarterly Progress Update

Council continued to meet its core emergency management responsibilities, supporting both the Illawarra Local Rescue Committee and the Illawarra Local Emergency Management Committee to undertake their core functions. Council also supported emergency management planning and preparedness through exercises with New South Wales Ports and the New South Wales Port Authority, as well as state planning for disaster mitigation through workshops and project control groups.

Council staff participated in the research phase of the Regional Disaster Adaptation Planning project under the New South Wales Reconstruction Authority Disaster Ready Fund Round Two. The project will identify and assess regional disaster risks, prioritise measures to reduce vulnerability to natural hazards, inform long-term infrastructure, land use and community resilience planning, and align local government planning with state disaster resilience objectives.

Planning, preparedness and training activities were also undertaken to support Council's readiness for the current fuel security situation and Avian Influenza (H5N1). In addition, two Council officers completed training as Liaison Officers, increasing Council's capacity to support the Emergency Operations Centre.

Operational Plan 2025-2026 Update

Actions	Status	Comment
Develop and deploy a Disaster Adaptation pilot and collaborate with the NSW Government on implementation	On-Track 	Council continued to participate in project control group meetings supporting delivery of the Disaster Ready Fund Round Two projects led by the Illawarra Shoalhaven Joint Organisation, including ongoing disaster adaptation planning. Council also participated in the Disaster Resilience Social Asset Assessment and Economic Disaster Resilience Assessment forum led by the New South Wales Reconstruction Authority.
Partner with the State Emergency Service to upgrade Wollongong Unit facilities at Montague Street	On-Track 	New South Wales State Emergency Services and Council are refining the proposed scope of works to Council for the upgrade of the Montague Street Facility.
Continue to advocate for policy reform and funding from the State and Federal Governments to support disaster recovery and future resilience	On-Track 	Council participated in the Disaster Resilience Social Asset Assessment and Economic Disaster Resilience Assessment forum led by the New South Wales Reconstruction Authority, advocating for increased funding across prevention, preparedness, response and recovery activities at the local level. A review of the Illawarra Emergency Management Committee, involving Wollongong, Shellharbour and Kiama Councils, commenced during the quarter with a focus on strengthening regional recovery arrangements.

GOAL 2 | WE HAVE WELL PLANNED, CONNECTED, AND LIVEABLE PLACES

Land Use Planning

Responsibility *Manager City Strategy*

About this Service

Land Use Planning manages the plans, policies and certificates assisting our community to understand the role and function of lands within Wollongong Local Government Area (LGA).

The team develop longer term strategies and plans to ensure we live, work, and play sustainably, protecting what we value and ensuring development contributes to great places for our community.

Quarterly Progress Update

Council continued to progress strategic priorities, including housing initiatives, CBD planning, West Dapto planning and delivery, and partnerships with a range of agencies and stakeholders on significant precincts across the city.

During the quarter, the Flinders Street Urban Design Framework and the Conservation Management Plan for Flagstaff Hill and Smiths Hill Forts were formally adopted, providing clear direction for heritage conservation and urban design outcomes.

A suite of strategic planning documents was placed on public exhibition, including the City Centre Planning Proposal, a revised draft Development Control Plan chapter, proposed amendments to development contributions, the revised draft Planning Agreement Policy and the draft Wollongong City-wide Development Contributions Plan 2026.

Council also endorsed a submission on the draft State-wide Community Participation Plan and progressed planning initiatives to support housing, tourism and investment across the city. Details of these projects are provided in the action updates below.

Operational Plan 2025-2026 Update

Actions	Status	Comment
Implement key priorities of the Wollongong Housing Strategy 2023	On-Track 	The Wollongong Housing Strategy includes a broad range of initiatives to address housing needs over the short, medium and long term. Activities progressed during the quarter included ongoing planning for housing delivery in new release areas, with a focus on infrastructure planning, delivery and advocacy for infrastructure funding. Council also continued engagement with the Property Council of Australia and Urban Development Institute of Australia. The upzoning of Homes New South Wales lands at Bellambi Point and Gwynneville will be important additions to the local supply of social, affordable and market housing. Centres planning to support increased residential capacity continued, including collaboration with the New South Wales Department of Planning, Housing and Infrastructure on updating planning controls for the Wollongong Hospital precinct. State housing policy initiatives, including Housing Delivery Authority determinations, continued to be monitored, and Council staff engaged with the New South Wales Department of Planning, Housing and Infrastructure on State Significant Development Application assessment processes.

GOAL 2 | WE HAVE WELL PLANNED, CONNECTED, AND LIVEABLE PLACES

Land Use Planning Continued

Operational Plan 2025-2026 Update		
Actions	Status	Comment
Partner with external agencies on regionally significant precinct planning projects	On-Track 	During the quarter, the New South Wales Department of Planning, Housing and Infrastructure rezoned the Bellambi Point precinct to increase social, affordable and private market housing. Council also endorsed a Homes New South Wales planning proposal to increase residential density within a precinct of Gwynneville to support the delivery of additional social and affordable housing. Council continued to work with the New South Wales Department of Planning, Housing and Infrastructure through the Illawarra Shoalhaven Urban Development Program to support the monitoring of housing supply, development capacity and infrastructure sequencing across the region, while contributing to preparatory work for the Draft Illawarra Shoalhaven Regional Plan 2026. Collaboration also continued on updating planning controls to implement the Wollongong Health Precinct Master Plan, regional transport projects with Transport for New South Wales, and the next stage of planning for the Illawarra Sports and Entertainment Precinct following the New South Wales Government's funding commitment.
Review and finalise the Local Strategic Planning Statement	Complete 	On 28 July 2025, Council adopted the Local Strategic Planning Statement 2025-2045, a 20-year land use planning vision for the Local Government Area. The Statement identifies key planning priorities that focus on protecting and retaining many elements that make Wollongong unique, as well as embracing the future with the aim to support healthy communities and liveable places. The Statement is used to guide land use planning across the city and will inform changes to planning controls.
Prepare stage 1 implementation of the City Centre Urban Design Framework	On-Track 	The Planning Proposal, draft Development Control Plan Chapter D13 City Centre and amendments to the Wollongong City-wide Development Contributions Plan were placed on public exhibition for 60 days, closing on 6 July 2026. Community awareness was supported through the engagement webpage, letters to landowners, Council's Local Business e-newsletter, social media and a newspaper advertisement. A drop-in session at Wollongong Library on 18 June 2026 also provided an opportunity for community members to discuss the proposal and seek clarification.
Undertake studies to inform the periodic review of the West Dapto Development Contribution Plan	On-Track 	Work continued on the West Dapto Water Management Master Plan and the second phase of the West Dapto Infrastructure and Development Strategy. Both projects remain priorities to inform the ongoing review of the West Dapto Development Contributions Plan.

GOAL 2 | WE HAVE WELL PLANNED, CONNECTED, AND LIVEABLE PLACES

Land Use Planning Continued

Operational Plan 2025-2026 Update		
Actions	Status	Comment
Develop a Local Infrastructure and Development Strategy for the West Dapto Urban Land Release Area	On-Track 	The project will guide the prioritisation of infrastructure delivery to support growth across the West Dapto Urban Land Release Area. Given the area's competing infrastructure needs and development fronts, the framework will establish a methodology to prioritise future infrastructure delivery. Work continued during the quarter, with the final Infrastructure and Development Framework expected to be completed during the 2026 calendar year.

GOAL 2 | WE HAVE WELL PLANNED, CONNECTED, AND LIVEABLE PLACES

Memorial Gardens and Cemeteries

Responsibility *Manager Commercial Operations and Property*

About this Service

This service provides memorial, burial and funeral service facilities at six sites across the Local Government Area. These include Wollongong Memorial Gardens, Wollongong Lawn Cemetery, Wollongong Cemetery, Bulli Cemetery, Scarborough Cemetery and Helensburgh Cemetery. The service also maintains three non-operational sites of historical and cultural significance. These include Berkeley Pioneer Cemetery, Settler's Cemetery and Waterfall General Cemetery.

Quarterly Progress Update

Memorial Gardens and Cemeteries underwent an audit by Crematoria and Cemeteries New South Wales to assess compliance with the Cemeteries and Crematoria Act 2013, the Cemeteries and Crematoria Regulation 2022 and the Industry Interment Scheme introduced in 2023.

In preparation for the audit, staff completed a comprehensive review of processes, with only minor adjustments required to ensure full compliance with legislative and regulatory requirements. These changes primarily involved standardising terminology across documentation and enhancing reporting to ensure information required by Crematoria and Cemeteries New South Wales can be readily provided.

Staff also continued implementing the promotions plan, with a focus on the Anzac Day service in April and the expanded Volunteers' Day at Wollongong Cemetery in May. Both events were well attended, with approximately 20 participants at Volunteers' Day and more than 50 attendees at the Anzac Day service. Positive feedback highlighted the success of both events and their contribution to community engagement.

Operational Plan 2025-2026 Update

Actions	Status	Comment
Manage the commercial operations of the Wollongong Memorial Gardens and cemeteries	On-Track 	Identifying additional burial space within the older cemeteries at Bulli and Scarborough remained a focus during the quarter, with a further 10 sites made available at Scarborough Cemetery for at-need interments. This work has been supported by Council's collaborative mapping project, which continued during the year to locate and record interments across all cemeteries. The project has helped identify vacant sites for investigation and, where suitable, made them available for use.

GOAL 2 | WE HAVE WELL PLANNED, CONNECTED, AND LIVEABLE PLACES

Property Services

Responsibility *Manager Commercial Operations and Property*

About this Service

This service manages over 325 commercial leases and licenses and 800 parking licenses on behalf of Council and includes the management, development, maintenance, and disposal of Council owned property in order to meet Council's statutory requirements and contribute to the expansion of Council's revenue base. Leases and licenses also ensure the effective management and coordination of community and business use of Council's public spaces, buildings, and facilities.

Quarterly Progress Update

Council progressed several key property matters during the quarter, including negotiating 58 commercial leases at market rent, with a further 92 agreements expected to be finalised by the end of the year.

The Minister for Local Government provided consent for Council to grant the lease of the North Wollongong Beach Café and Kiosk.

Council also progressed several significant property transactions, resolving to acquire 18 Ajax Avenue, North Wollongong, for a future road link, Lot 303 DP 1315556 at Amy Street, Thirroul, for public reserve purposes, and land at Reef Avenue, Wombarra, for road widening.

Council resolved to dedicate land at Seventh Street, Scarborough, as public road, approved a proposed land swap at Cleveland Road, Cleveland, granted easements for drainage along George Hanley Drive, North Wollongong, access at Princes Highway, Bulli, and support at West Dapto Road, Stream Hill, and approved the disposal of land at 1 Nolan Street, Berkeley.

Council also resolved to acquire an easement to support drainage infrastructure at Figtree Sports Club, which has since been finalised, and an easement for access and batter to support drainage infrastructure along Whartons Creek on Franklin Avenue, Bulli. Settlement was completed on the sale of land at Range Place, Bulli.

Commercial leasing remained strong, maintaining a 98 per cent occupancy rate across the portfolio. The tender process for the Thirroul Beach Kiosk was finalised, and new commercial agreements were entered into for the Berkeley and Woonona Baby Health Centres, Units 12 and 13 Kembla Terrace, and the childcare centre at Hinkler Avenue, Fairy Meadow.

The Outdoor Dining Policy and Guidelines were reviewed and updated, improving clarity and accessibility for applicants and businesses. Council's city centre car parks also continued to perform strongly, with demand and occupancy remaining high throughout the quarter.

Operational Plan 2025-2026 Update

Actions	Status	Comment
Identify and implement business improvement initiatives to deliver commercial returns on Council's property portfolio	On-Track 	Property Management continued to improve business processes, including streamlining the OneCouncil Property system with a focus on the parking portfolio. The Outdoor Dining Guidelines were also updated and published on Council's website, with hard copies made available for new applications.

GOAL 2 | WE HAVE WELL PLANNED, CONNECTED, AND LIVEABLE PLACES

Regulatory Compliance

Responsibility *Manager Regulation and Enforcement*

About this Service

This service involves environment and development compliance, animal control, and parking in accordance with statutory requirements and Council Policy. Education programs and information to raise community awareness also forms part of this service.

Quarterly Progress Update

Council responded to a high volume of customer requests across general compliance, parking, animal management, and illegal and kerbside dumping during the quarter. This included 645 abandoned vehicles, 1,093 parking incidents, 203 stray animals, 326 reports of illegal and kerbside dumping, and a range of other compliance matters. Council continued to promote compliance through education where appropriate and enforcement action where required.

Officers also delivered development and environmental compliance programs, responding to 372 customer requests relating to potential breaches of the Environmental Planning and Assessment Act, Local Government Act and Protection of the Environment Operations Act. Investigations included unauthorised building works, pollution incidents, non-compliant land uses, tree and vegetation removal, and stormwater management issues.

The swimming pool safety program continued with 51 Compliance Certificate applications completed, 48 customer requests responded to, and community education delivered through industry engagement and the distribution of swimming pool safety resources.

Council's Animal Care and Impounding Service continued to respond to strong demand, caring for more than 90 dogs and 180 cats, while achieving positive rehoming outcomes through adoptions, foster care and transfers to approved rehoming organisations.

Council was also recognised as a finalist in the Community Partnerships category of the 2026 New South Wales Local Government Excellence Awards for the continued development of its Companion Animal Wellbeing Programs.

Operational Plan 2025-2026 Update

Actions	Status	Comment
Complete feasibility studies to inform future companion animal care and rehoming operations	On-Track 	Council staff continued to work with the appointed consultant to progress the feasibility study into long-term options for delivering Council's Animal Care and Impounding Service. A draft final report was received during the quarter and reviewed by Council. Formal feedback was provided, with the final report expected to inform the next steps.
Carry out proactive surveillance and inspection program of known dumping hot spots	On-Track 	A total of 156 investigations of illegal dumping incidents were conducted during the quarter. As a result, four verbal clean up directions and three cautions/warnings were provided, and 10 fines totalling \$111,350 were issued.

GOAL 2 | WE HAVE WELL PLANNED, CONNECTED, AND LIVEABLE PLACES

Regulatory Compliance Continued

Operational Plan 2025-2026 Update

Actions	Status	Comment
Target compliance of subdivision and residential building sites for sediment and erosion control, hours of operation, waste management (including storage and management of building materials), and dust control	On-Track 	Council's Building Sites Compliance Program continued during the quarter, with staff undertaking proactive inspections of building sites across the Wollongong Local Government Area. Inspections focused on erosion and sediment controls, dust and noise management, waste management, and hours of operation. During the quarter, 123 building site inspections were completed. Where appropriate, officers issued fines and warnings and provided education to builders about their responsibilities. Officers also liaised with private certifiers to manage issues at sites under private certification. Community education also continued during the quarter through industry events hosted by Bunnings and the Master Builders Association. These events provided opportunities to engage with the building industry, distribute educational resources, and promote compliance and environmental protection initiatives for building sites.
Maintain a proactive compliance program for companion animals in public places, including beaches, foreshore areas, and parks	On-Track 	Council staff conducted more than 400 patrols of beaches and foreshore areas, and more than 300 patrols of parks, to monitor dog and owner behaviour. Education remained a key focus, with more than 70 educational discussions or verbal warnings provided to dog owners during beach patrols and more than 50 during park patrols. A total of 117 fines were issued for Companion Animal offences, including offences relating to animal registration.

GOAL 2 | WE HAVE WELL PLANNED, CONNECTED, AND LIVEABLE PLACES

Transport Services

Responsibility Manager Infrastructure Strategy and Planning

About this Service

This service provides the delivery, management, and advocacy of transport services and associated infrastructure. The service aims to provide a transport network that is safe, efficient, equitable, effective, and sustainable. The service supports the community through creating the provision of transport access for residential, business, recreation, leisure, and tourism activities.

This service also includes provision of road safety, traffic and integrated transport planning support, and advice. Road Safety Education Programs and change behaviour programs are a critical activity implemented across all aspects of our transport services.

Quarterly Progress Update

Council progressed a range of transport planning, road safety and traffic management initiatives during the quarter. Work continued on the Safer Routes to School program, including onsite audits, engagement with school communities, and the preparation of costed action plans to support advocacy with Transport for New South Wales and the Department of Education.

Council secured funding through the New South Wales Level Crossing Improvement Program and continued to pursue additional grant opportunities to support the Infrastructure Delivery Program.

During the quarter, more than 267 National Heavy Vehicle Request consents were processed. Council also continued to work with Transport for New South Wales on the Heavy Vehicle Automated Access Program to improve approval processes and reduce manual consent requests.

Three Wollongong Local Transport Forum meetings were held, with a range of traffic and road safety matters referred to New South Wales Police through the Dob in a Hoon program. Design and infrastructure initiatives also progressed, including Wollongong Foreshore pedestrian improvements, the Bellambi Reconciliation Walk and parking changes to support turnover in town and village centres.

Council responded to more than 270 customer requests, with speeding, hooning, road safety around schools, traffic calming, and improved pedestrian infrastructure among the key issues raised. Council also continued to work with the New South Wales Government on major transport and land use planning projects, including the Mount Ousley Interchange, M1 South Facing Ramps (Dapto), Albion Park to Yallah Spine Road, Wollongong Health Precinct and BlueScope Surplus Lands Planning Proposal.

Operational Plan 2025-2026 Update

Actions	Status	Comment
Collaborate with the New South Wales Government to fund and deliver the Safe Routes to School Program	On-Track 	The Safer Routes to School Working Group continued to engage with principals, parents and carers from schools across the Wollongong Local Government Area. During the quarter, two school meetings were held, six draft reports were provided to schools for comment, and 25 investigations were underway. Sign and line renewal works were completed at Koonawarra Public School, Koonawarra; Otford Public School, Otford; Holy Spirit College, Bellambi; Figtree Public School, Figtree; St Patrick's, Port Kembla; Bulli High School, Bulli; Waniora Public School, Bulli; and Wollongong Public School, Wollongong.

GOAL 2 | WE HAVE WELL PLANNED, CONNECTED, AND LIVEABLE PLACES

Transport Services Continued

Operational Plan 2025-2026 Update		
Actions	Status	Comment
Develop and implement the Integrated Transport Strategy	On-Track 	Infrastructure projects identified through these plans have been added to Council's Infrastructure Request List for future funding. The strategic directions are also informing submissions on Transport for New South Wales draft Illawarra Shoalhaven Strategic Regional Integrated Transport Plan and draft e-micromobility regulations. Council has commenced scoping for the High Demand Parking Policy and is applying the Strategy to a range of initiatives, including Smart Parking meter replacement and development referrals.
Review the management of road signage as part of the Service Optimisation Program	Complete 	The Road and Regulatory Signage Service Optimisation has been completed, and the findings and recommendations report endorsed. Implementation of this Service Optimisation will commence in 2026-2027.
Work with the NSW Government to deliver the Bourke Street/Virginia Street to Cliff Road, Wollongong, shared path	On-Track 	This project is continuing through Council's Infrastructure Delivery Program. In May 2026, Council issued a community update on the section between North Wollongong Station and Virginia Street, North Wollongong, outlining the outcomes of community consultation.
Implement actions from the Wollongong Cycling Strategy 2030	On-Track 	Work continued on scoping and delivering projects through the Infrastructure Delivery Program, including community engagement to inform project scopes and progress funded projects at Coledale, Military Road, Port Kembla, Elliotts Road, Fairy Meadow, and bike parking improvements. Construction also commenced on the Grand Pacific Walk, Austinmer, and Murray Road, East Corrimal. The draft Lake Illawarra Shared Path Plan is being finalised and is expected to be released as a public document for the community and visitors during 2026. Council's commitment to the Union Cycliste Internationale (UCI) Bike City program continued through education campaigns, collaboration with Destination Wollongong on the Wollongong Cycling Festival, and the ongoing delivery of improved cycling infrastructure.

GOAL 2 | WE HAVE WELL PLANNED, CONNECTED, AND LIVEABLE PLACES

Measuring Success

Measure	Target/ Desired Trend	June 2025	June 2026
2.1 Number of undetermined development applications	250	218	205
2.2 Percentage of undetermined development applications over 90 days	20%	17%	9%
2.3 Average net determination days for development applications	100	81	89
2.4 Residents' average satisfaction score with planning controls for development in your local area/town centre	Increase	2.80*	2.80 [#]
2.5 Occupancy rate of commercial buildings	90%	97% (annual average)	99% (annual average)
2.6 Percentage of regulatory programs/patrols undertaken versus programmed/statutory	100%	New measure	100% (annual average)
2.7 Percentage of residents aware of Council's animal care and impounding service	Increase	New measure	53% [#]
2.8 Residents' average satisfaction score with domestic animal control in public places	Minimum score of 3.75	3.50*	3.40 [#]
2.9 Residents' average satisfaction score with maintenance of local roads	Increase	2.80*	2.80 [#]
2.10 Residents' average satisfaction score with maintenance of footpaths	Minimum score of 3.75	New measure	3.10 [#]
2.11 Residents' average satisfaction score with maintenance of cycleways	Minimum score of 3.75	New measure	3.60 [#]
2.12 Residents' average satisfaction score with maintenance of shared use paths	Minimum score of 3.75	New measure	3.40 [#]

* Data from Wollongong City Council Community Satisfaction Survey 2023.

[#] Data from Wollongong City Council Community Satisfaction Survey 2025.

GOAL 2 | WE HAVE WELL PLANNED, CONNECTED, AND LIVEABLE PLACES

Measuring Success

Measure	Target/ Desired Trend	June 2025	June 2026
2.13 Residents' average satisfaction score with availability of footpaths	Minimum score of 3.75	New measure	3.30 [#]
2.14 Residents' average satisfaction score with availability of cycleways	Minimum score of 3.75	New measure	3.60 [#]
2.15 Residents' average satisfaction score with availability of shared paths	Minimum score of 3.75	New measure	3.40 [#]
2.16 Length (lineal metres) of pathways renewed at end of life (includes footpaths and shared paths)	Decrease in lineal metres assessed as Condition 5 ¹	New measure	2,019 (annual result)
2.17 Length (lineal metres) of newly constructed pathways (includes footpaths and shared paths)	Increase	New measure	1,607 (annual result)

* Data from Wollongong City Council Community Satisfaction Survey 2023.

Data from Wollongong City Council Community Satisfaction Survey 2025.

¹ Wollongong City Council Internal Data.

To learn more about how we're tracking, our Delivery Program Measures Dictionary outlines definitions, targets, trends, baseline and current data (where available), along with data sources and how often they're collected. The dictionary can be found on Council's website:

Home | Council| Council Documents| Our Wollongong Our Future| Delivery Program and Operational Plan

https://www.wollongong.nsw.gov.au/__data/assets/pdf_file/0020/286004/Delivery-Program-2025-2029-Measures-Dictionary.pdf

GOAL 3 | WE FOSTER A DIVERSE ECONOMY, AND WE VALUE INNOVATION, CULTURE, AND CREATIVITY

June Quarter Highlights



The Creative Dialogues 2026 was held on 20 June at Wollongong Town Hall, Art Gallery and the Creative Wollongong Studios. Over 33 local artists, ecologists, designers and futurists came together as part of a packed program themed around Creativity, Ecology and the Future.

Photos: Billie Aye.



VOICES – an interactive light sculpture and event was held in Crown Street Mall from 19 to 21 June.

GOAL 3 | WE FOSTER A DIVERSE ECONOMY, AND WE VALUE INNOVATION, CULTURE, AND CREATIVITY

Arts and Culture

Responsibility Manager Community Culture and Engagement

About this Service

Provide support and showcase arts and creative industries, and community participation in creative life and celebrate our unique places and spaces.

Quarterly Progress Update

Arts and Culture continued to deliver a diverse program of creative, cultural and community initiatives during the quarter, with progress across Arts and Culture, Public Art, Merrigong and Wollongong Art Gallery.

The Creative Wollongong Studio program concluded its 12-month residencies in April 2026 before transitioning to the Green Room residency, supporting a diverse cohort of local artists and culminating in activations through Creative Dialogues. The project brought together creatives and scientists across more than 20 sessions, generating paid opportunities and fostering interdisciplinary collaboration.

The Public Art program progressed major commissions and conservation works, including the Mining Memorial and Wentworth Street mosaics. Milestones were achieved on projects at the Southern Suburbs Community Centre and Library and MM Beach, Port Kembla, while new public artworks continued to activate public spaces.

Wollongong Art Gallery maintained delivery of its exhibition, education and public programs, continuing to strengthen community engagement, partnerships and collection management.

Cultural programming also remained strong, with high audience participation at Illawarra Performing Arts Centre performances and community events, including the Schools Choral Festival, which marked the final use of the Town Hall before its refurbishment.

Operational Plan 2025-2026 Update

Actions	Status	Comment
Contribute to the vibrancy, growth and sustainability of the 24-hour economy through programming, partnerships, policy reform and advocacy	On-Track 	Council continued its representation on the New South Wales Office of the 24-Hour Commissioner Advisory Council and the New South Wales Council's Night-Time Economy and Community Committee. Council endorsed an application for the New South Wales Special Entertainment Precinct Kickstarter Grant to support the pilot establishment of Special Entertainment Precincts. While the application was unsuccessful, options for progressing the initiative continue to be explored. The Uptown District Groups also continued to be supported during the quarter.
Deliver community cultural development festival	On-Track 	Culture Mix 2025 was successfully delivered on 20 September 2025, celebrating the city's cultural diversity and attracting more than 20,000 people to the city centre. During the quarter, planning progressed for Culture Mix 2026, with cross-organisational working groups advancing workforce planning, logistics, budgeting and programming. Business engagement also commenced, and key approval milestones for traffic management and emergency services were achieved.

GOAL 3 | WE FOSTER A DIVERSE ECONOMY, AND WE VALUE INNOVATION, CULTURE, AND CREATIVITY

Arts and Culture Continued

Operational Plan 2025-2026 Update

Actions	Status	Comment
Implement actions from the Cultural Plan - Creative Wollongong 2024-2033	On-Track 	Planning and promotion continued for Creative Dialogues, held on 20 June at Wollongong Town Hall and surrounding locations. The event featured more than 20 sessions and activations, generating more than 20 paid opportunities for local artists. Bringing together creatives and scientists, it explored themes of creativity, ecology and the future through talks, panel discussions, participatory activities and exhibitions. The six Creative Wollongong Studio artists completed their 12-month residencies at the end of April. With the program on hold during Town Hall refurbishment works, the short-term Green Room residency (4 May-21 June 2026) reactivated the studios, supporting nine local artists, designers and ecological activists who presented activations as part of Creative Dialogues. Six films commissioned with support from Wollongong City Council received national and international recognition during the quarter. This included <i>MiMiC</i>, which was officially selected for multiple Australian and international film festivals.
Implement the funding agreement with Illawarra Performing Arts Centre Limited	On-Track 	Illawarra Performing Arts Centre recorded some of its highest ticket sales during the quarter, with strong audiences attending Melbourne Theatre Company's production of <i>My Brilliant Career</i>. The production attracted new and returning patrons, with audiences spanning a broad range of age groups. During the final week of the quarter, Wollongong Town Hall hosted the Wollongong Schools Choral Festival, showcasing performances by local public school choirs. The festival provided young performers with the opportunity to perform in front of a live audience and marked the final performances at the Town Hall before it closed for Heating, Ventilation and Air Conditioning refurbishment works.

GOAL 3 | WE FOSTER A DIVERSE ECONOMY, AND WE VALUE INNOVATION, CULTURE, AND CREATIVITY

Arts and Culture Continued

Operational Plan 2025-2026 Update

Actions	Status	Comment
Implement the 'Animating Wollongong: Public Art Strategy 2022-2032'	On-Track 	Routine maintenance and conservation continued across key public art assets, including the Mining Memorial outside the Council Administration Building and the Wentworth Street pavement mosaics in Port Kembla. Maintenance capacity was also expanded, improving flexibility in program delivery. The <i>Magari</i> artwork at MM Beach, Port Kembla, progressed to production following completion of the detailed design and engineering certification. Progress also continued on the three public art components for the Southern Suburbs Community Centre and Library. Jason Phu commenced detailed design for the Atrium artwork, concept proposals were developed for the Community Laneway, and Coomaditchie progressed designs and community engagement to inform new artworks. New public artworks also continued to activate the city, with Daisy Knight's <i>Welcome to My World</i> transforming the Globe Lane light boxes into immersive display spaces, and a new three-storey mural completed in Globe Lane.
Implement priorities from Framing our Future: Wollongong Art Gallery Strategic Plan 2020-2025	On-Track 	Wollongong Art Gallery continued to deliver against its strategic priorities of Place, Program, Collection, Visitor Experience, Profile and Partnerships. During the quarter, the Gallery presented 10 exhibitions, welcomed 10,671 visitors, and delivered 43 education and public programs, engaging 1,756 participants.

GOAL 3 | WE FOSTER A DIVERSE ECONOMY, AND WE VALUE INNOVATION, CULTURE, AND CREATIVITY

City Centre Management

Responsibility Manager Community Culture and Engagement

About this Service

From Wollongong Station to the Wollongong Foreshore, City Centre Management supports the activation of the Wollongong Central Business District and works with partners to improve its attractiveness and increase visitation. This service delivers a range of activation, marketing, and placemaking strategies/initiatives and works with a range of business stakeholders to identify opportunities for collaboration. This service also ensures the smooth operation of the City Centre and, particularly, Crown Street Mall which is funded by the Special Mall Levy.

Quarterly Progress Update

The City Centre continued to deliver a diverse program of events, activations and marketing initiatives during the quarter, supporting visitation, local businesses and community participation. Additional free activities were delivered in response to cost-of-living pressures, encouraging people to visit and spend time in the Wollongong CBD.

Council also continued to work with law enforcement, community organisations and support services to respond to community safety and rough sleeping through coordinated initiatives aimed at improving safety, wellbeing and amenity.

Business engagement remained a priority, with ongoing support for the Uptown District Groups and marketing initiatives promoting the Wollongong CBD.

Operational Plan 2025-2026 Update

Actions	Status	Comment
Deliver an integrated marketing campaign that reflects the 'city experience'	On-Track 	A coordinated marketing campaign across refreshed web content, targeted Meta and Google advertising, organic social media, and aligned Council and Wollongong CBD communications delivered consistent messaging throughout the customer journey. Updated parking and transport webpages attracted more than 4,000 views. The campaign promoted accessibility and day and night experiences across the Wollongong CBD, supported by coordinated stakeholder communications. Strong results included 366,401 Meta impressions, a reach of 142,060, 1,479 link clicks, and a 9.97 per cent Google Search click-through rate.
Deliver increased City Centre marketing and activation initiatives to support the local and regional economy	On-Track 	Marketing activities supported <i>Jazz in the City</i> , a free multi-venue event designed to increase visitation and support local businesses across the Wollongong CBD. Promotion across digital, social media, radio, print, outdoor advertising and partner networks generated strong community awareness and engagement. The campaign attracted more than 6,500 views on the Wollongong CBD website, delivered more than 105,000 social media impressions, and generated more than 600 event responses. Participating venues reported strong attendance throughout the day, contributing to increased visitation and a vibrant atmosphere across the city centre.

GOAL 3 | WE FOSTER A DIVERSE ECONOMY, AND WE VALUE INNOVATION, CULTURE, AND CREATIVITY

City Centre Management Continued

Operational Plan 2025-2026 Update

Actions	Status	Comment
Implement a range of activation initiatives across the City Centre Precincts	On-Track 	A diverse program of free activations continued across the Wollongong Central Business District (CBD) during the quarter. City Skate returned to Crown Street Mall during the school holidays, delivering a free, family-friendly pop-up experience. The Chilli Festival attracted visitors with food, entertainment and family-friendly activities. Winter activations included VOICES, an immersive sound and light installation complemented by an after-dark program of performances and interactive experiences. <i>Jazz in the City</i>, delivered in partnership with the Wollongong Conservatorium of Music, featured 13 live jazz ensembles across six venues, attracting hundreds of attendees and increasing visitation to local businesses. Make Music Day also activated Crown Street Mall and lower Crown Street, showcasing hundreds of performers as part of the global celebration of live music. The weekly Live@Lunch program continued across four Wollongong CBD locations, delivering more than 40 performances by local musicians and encouraging people to spend more time in the city centre.
Develop and implement Placemaking projects	On-Track 	Consultation with local businesses identified creating a more vibrant night-time atmosphere and improving visibility and safety as key priorities. In response, decorative light projectors (gobo projectors) were installed in Crown Lane, adding colour and vibrancy while improving the night-time experience and contributing to a more inviting laneway environment.

GOAL 3 | WE FOSTER A DIVERSE ECONOMY, AND WE VALUE INNOVATION, CULTURE, AND CREATIVITY

Economic Development

Responsibility *Director Planning and Environment*

About this Service

This service promotes sustainable economic development across the Wollongong Local Government Area through implementation of the Economic Development Strategy 2019-2029. The service contributes to a number of economic development programs and initiatives in partnership with business, government, the University of Wollongong, and a range of business and industry stakeholders.

Quarterly Progress Update

Council supported local economic growth through 23 business enquiries and engagements during the quarter, ranging from assistance for existing businesses to investment facilitation through Invest Wollongong.

Council's monthly business e-newsletter continued to connect with the local business community, reaching around 25,000 contacts across the Wollongong Local Government Area and maintaining an average open rate of 40 per cent.

In partnership with Service New South Wales, Council launched Free Business Advice Sessions to support local businesses in response to current trading conditions. The program will continue over coming months, including expansion into suburban locations. Council also made a submission to the Review into a New Small Business Advisory Service, highlighting the value of the program for local businesses.

Operational Plan 2025-2026 Update

Actions	Status	Comment
Deliver the Economic Development Strategy 2019-2029	Complete 	The Economic Development Strategy 2019-2029 was successfully completed, with the mid-term review confirming all three strategic objectives had been achieved. This included the creation of 10,500 new jobs, exceeding the target four years ahead of schedule. Council adopted the Economic Development Strategy 2025-2035 on 15 December 2025.
In partnership with NSW Government and the University of Wollongong, deliver the Invest Wollongong program	On-Track 	Invest Wollongong continued to promote Wollongong as a premier business destination through its ongoing marketing program. During the quarter, the website attracted 21,102 unique visitors, with 97 per cent of visits originating outside the Wollongong Local Government Area, demonstrating strong national reach. Online marketing generated 3.34 million impressions across LinkedIn and Google Search, 381 prospectus downloads and 143 new LinkedIn followers. Invest Wollongong also released the latest <i>Made in Wollongong</i> business leader profile featuring Professor Caitlin Keighley, Chief Executive Officer of Southern IML Pathology.

GOAL 3 | WE FOSTER A DIVERSE ECONOMY, AND WE VALUE INNOVATION, CULTURE, AND CREATIVITY

Economic Development Continued

Operational Plan 2025-2026 Update

Actions	Status	Comment
Collaborate with external agencies on regional economic development and tourism initiatives	On-Track 	On 7 May 2026, the Local Government Eight Strategic Partnership was launched at Parliament House, bringing together Wollongong, Wollondilly, Camden, Campbelltown, Wingecarribee, Shellharbour, Kiama and Shoalhaven councils. The partnership provides a stronger regional voice to support State and Commonwealth Government priorities, including improving connectivity, enabling housing, supporting communities, growing the visitor economy, strengthening health services and increasing productivity.
Complete a mid-term review of the Economic Development Strategy 2019-2029	Complete 	Council completed the mid-term review of the Economic Development Strategy 2019-2029, confirming all three strategic objectives had been achieved and that 84 per cent of the Strategy's 56 actions had been completed or were in progress. The review informed the development of the Economic Development Strategy 2025-2035, which was adopted by Council on 15 December 2025.
Develop and deploy an updated funding agreement with Destination Wollongong	On-Track 	Council finalised the Destination Wollongong Funding Agreement 2026-2031 during the quarter. The agreement was executed on 15 June 2026 and will commence on 1 July 2026.

GOAL 3 | WE FOSTER A DIVERSE ECONOMY, AND WE VALUE INNOVATION, CULTURE, AND CREATIVITY

Engagement, Communications and Events

Responsibility Manager Community Culture and Engagement

About this Service

The service is responsible for communications and marketing including; proactive and reactive communications; community engagement; delivery of major community events; management of Sister City Relations; coordination of Council's Financial Assistance Policy; and the provision of communications, marketing, graphic design, digital content, print, and signage needs for the organisation.

Quarterly Progress Update

Community engagement continued through the Let's Talk pop-up program, increasing awareness of opportunities for the community to learn about Council projects and services. During the quarter, Council also introduced a new online engagement platform, complementing face-to-face engagement and expanding opportunities for community participation. Council supported Wollongong Returned and Services League in delivering the annual ANZAC Day Dawn Service and Parade, which again received strong community support.

Operational Plan 2025-2026 Update

Actions	Status	Comment
Develop and deliver an organisational Brand Strategy		Work continues applying research findings to Council's messaging, positioning and broader narrative work. A refreshed visual identity continues to be rolled out and applied across organisational designs and new signage.
Deliver a diverse range of community engagement opportunities to receive feedback and guide Council's services		Community input was sought on a range of projects during the quarter, including safer routes along Military Road, Port Kembla; flood risk management in the Brooks Creek, Minnegang, Hospital Creek and Kully Bay Creek catchments; the re-establishment of Alcohol-Free Zones and the draft Wollongong City-Wide Development Contributions Plan 2026. Several plans and policies were also placed on public exhibition, including the Draft Planning Agreements Policy 2026, <i>A City for People</i> Wollongong City Centre Planning Review, the Draft Disability Inclusion Action Plan 2026-2030, the Draft Delivery Program 2025-2029 and Operational Plan 2026-2027, and the draft Revised Risk Management Framework. Targeted engagement with local Aboriginal communities informed a range of projects, including updates on the Dogs on Beaches and Parks Policy, the Brooks Creek and Minnegang Floodplain Risk Management Studies and Plans, the upcoming Lake Illawarra Flood Study, works to protect Windang Foreshore, the Helensburgh Community Centre and Library designs, and National Aboriginal and Islanders Day Observance Committee events. Let's Talk Expos were held in Dapto, while Let's Talk Pop-ups continued in Tarrawanna, Wollongong CBD, Thirroul, Port Kembla, Cringila and Berkeley.

GOAL 3 | WE FOSTER A DIVERSE ECONOMY, AND WE VALUE INNOVATION, CULTURE, AND CREATIVITY

Engagement, Communications and Events Continued

Operational Plan 2025-2026 Update

Actions	Status	Comment
Deliver civic activities which recognise and celebrate the city's people	On-Track 	The City of Wollongong ANZAC Day Dawn Service was held in MacCabe Park, attracting approximately 4,000 attendees, while around 7,000 people attended the march. The Vietnamese Commemorative Service was also successfully delivered and well attended, led by the 2026 Wollongong Citizens of the Year, Teresa Tran OAM and H. Phong Le OAM.
Host six major events reflecting priority sectors and contribute to the acquisition and management of signature events	On-Track 	Destination Wollongong supported seven events in the Sports and Great Outdoors sectors. Four of the acquired events were new to the region, including the inaugural Sandon Point, Bulli, Teams Challenge. All seven of the supported events were Tier 3 - regional events.
Prepare and implement a Major Events Strategy	On-Track 	Consultants undertook community and stakeholder engagement during March and April 2026. A draft report was received during the quarter, with a workshop involving the consultants, Destination Wollongong and Council scheduled for early July 2026. The final report is expected to be presented to Council during the September 2026 quarter.
In partnership with the NSW Government's Permit Plug Play Pilot Program, implement initiatives that simplify and reduce the cost of holding street-based events for local community and business groups	Delayed 	All acquisitions related to the program have been finalised. The online booking system will be implemented over the coming four months. Grant acquittal timeframes have been varied to September 2026. It is proposed the timing of this action be amended and included in the 2026-2027 Operational Plan.

GOAL 3 | WE FOSTER A DIVERSE ECONOMY, AND WE VALUE INNOVATION, CULTURE, AND CREATIVITY

Tourist Parks

Responsibility *Manager Commercial Operations and Property*

About this Service

Wollongong City Tourist Parks provide beachside accommodation for visitors to the Wollongong Local Government Area at Bulli, Corrimal and Windang. The three Tourist Parks compete in a commercial environment and operate accordingly to ensure they remain commercially viable and provide an acceptable return to Council.

Quarterly Progress Update

Council continued to improve visitor services during the quarter by streamlining check-in processes and progressing improvements to information sharing across its tourist parks. Planning also continued to enhance park amenity through additional landscaping, natural site screening and increased green space to improve the visitor experience.

Operational Plan 2025-2026 Update

Actions	Status	Comment
Manage Council's three commercial tourist parks at Bulli, Corrimal and Windang to optimise service delivery and contribute to Council's financial sustainability	On-Track 	Income generation across Council's tourist parks remained strong during the quarter despite ongoing cost-of-living pressures and higher fuel costs. Income is forecast to reach \$9.8 million, with a net budget result approximately 30 per cent above the 2025-2026 forecast. This performance was driven by stronger than expected powered site income, new kiosk leases, and continued monitoring and management of key expenditure, including casual staffing costs. Customer satisfaction also remained high, with more than 91 per cent of visitors reporting a positive experience across all three parks. Post-stay surveys identified ease of booking, customer service and cleanliness as key contributors to visitor satisfaction.

GOAL 3 | WE FOSTER A DIVERSE ECONOMY, AND WE VALUE INNOVATION, CULTURE, AND CREATIVITY

Measuring Success

Measure	Target/ Desired Trend	June 2025	June 2026
3.1 Number of Crown Street Mall inbound people movements via public domain entrances	Increase	3,753,641 (annual result)	3,273,381 (annual result)
3.2 Residents' average satisfaction score with graffiti prevention and removal	Maintain	3.40*	3.30 #
3.3 Number of visitors to the Wollongong Art Gallery	Increase	52,265 (annual result)	48,029 (annual result)
3.4 Residents' average satisfaction score with Wollongong Art Gallery exhibitions	Minimum score of 3.75	New measure	3.80#
3.5 Number of visitors to the Illawarra Performing Arts Centre and Town Hall	Increase	129,480 (annual result)	119,563 (annual result)
3.6 Residents' average satisfaction score with Illawarra Performing Arts Centre and Town Hall	Maintain	4.30*	4.30#
3.7 Number of visits to Wollongong City Council's website	Increase	New measure	5,128,904 ¹ (annual result)
3.8 Residents' average agreement score with the statement 'it is easy to find information on Council's website'	Increase	3.60*	3.60 #
3.9 Percentage of residents using Council e-newsletter, social media channels and website to get information	Increase	New measure	37%#
3.10 Percentage growth in audiences using Council-owned channels (e.g. e-newsletter, social media, website) to get information	Increase	New measure	20.4% since July 2025
3.11 Percentage of residents participating in Council community engagement activities	Increase	47%*	37% #

* Data from Wollongong City Council Community Satisfaction Survey 2023.

Data from Wollongong City Council Community Satisfaction Survey 2025.

¹ December 2025 data represented users of Council's website. The calculation of this measure has been updated to reflect the number of visitors to Council's website over the financial year

GOAL 3 | WE FOSTER A DIVERSE ECONOMY, AND WE VALUE INNOVATION, CULTURE, AND CREATIVITY

Measuring Success

Measure	Target/ Desired Trend	June 2025	June 2026
3.12 Residents' average satisfaction score with Council informing the community about its services and facilities	Minimum score of 3.75	3.10*	3.30 [#]
3.13 Number of new business enquiries/ engagements	120 per annum	New measure	85 (annual result)
3.14 Number of jobs located within the Wollongong Local Government Area	Increase	102,957 ²	102,523 ³
3.15 Occupancy rate of tourist park powered sites	Greater than 50%	50% (annual average)	51% (annual average)
3.16 Occupancy rate of tourist park cabins	Greater than 65%	65% (annual average)	64% (annual average)
3.17 Percentage of tourists satisfied with Council's tourist parks (Bulli, Corrimal and Windang)	Greater than 85%	New measure	90% (annual average)

*Data from Wollongong City Council Community Satisfaction Survey 2023.

[#] Data from Wollongong City Council Community Satisfaction Survey 2025.

² National Institute of Economic and Industry Research (NIEIR) ©2025. (2023/24 data).

³ National Institute of Economic and Industry Research (NIEIR) ©2025. (2024/25 data).

To learn more about how we're tracking, our Delivery Program Measures Dictionary outlines definitions, targets, trends, baseline and current data (where available), along with data sources and how often they're collected. The dictionary can be found on Council's website:

Home | Council| Council Documents| Our Wollongong Our Future| Delivery Program and Operational Plan

https://www.wollongong.nsw.gov.au/__data/assets/pdf_file/0020/286004/Delivery-Program-2025-2029-Measures-Dictionary.pdf

GOAL 4 | WE HAVE A HEALTHY, RESPECTFUL, AND INCLUSIVE COMMUNITY

June Quarter Highlights



Molloy Park Playground, West Wollongong, received a refresh as part of Council's playground renewal program.



Wollongong Youth Week Awards celebrated a range of outstanding young people aged 12 to 24 years who are inspiring their community through their achievements, talents and contributions to society. Pictured are the 2026 Recipients with Lord Mayor of Wollongong Councillor Tania Brown.

GOAL 4 | WE HAVE A HEALTHY, RESPECTFUL, AND INCLUSIVE COMMUNITY

Aged and Disability Services

Responsibility *Manager Community Culture and Engagement*

About this Service

Build the capacity of older people and people with disability to participate fully in community life.

Promote access to services for frail, older people and people with disability and their carers to enable them to continue to live independently in the community.

Quarterly Progress Update

Council continues to support older people and people with disability through the delivery of the Disability Inclusion Action Plan strategies, engagement on the development of the new Disability Inclusion Action Plan, a range of community projects and programs such as Seniors Festival, Tech Savvy Seniors and advocacy.

Operational Plan 2025-2026 Update

Actions	Status	Comment
Support the delivery of programs providing social connection for older people and their carers	Complete 	Social support services previously delivered by Council for older people and their carers were transitioned to local aged care service providers from 1 December 2025.
Prepare a transition plan to exist Social Support Services prior to 30 June 2027 to ensure effective and appropriate transition of service users to new services	Complete 	In late June 2025, the Department of Health, Disability and Ageing was formally notified of Wollongong City Council's decision to transition its social support services to local aged care providers by 30 November 2025. Transition tasks were undertaken, including engagement with all clients and volunteers. The new providers commenced on 1 December 2025.

GOAL 4 | WE HAVE A HEALTHY, RESPECTFUL, AND INCLUSIVE COMMUNITY

Aquatic Services

Responsibility *Manager Sport and Recreation*

About this Service

Wollongong City Council operates 17 patrolled beaches, two heated swimming pools at Dapto and Corrimal, six free public swimming pools located at Helensburgh, Thirroul, Western Suburbs (Unanderra), Continental Baths (Wollongong), Port Kembla and Berkeley. We have nine ocean rock pools situated at Coalcliff, Wombarra, Coledale, Austinmer, Bulli, Woonona, Bellambi, Towradgi and Wollongong Gentleman's pool. Aquatic Services also provides ocean and pool lifeguard services, and surf education programs.

Quarterly Progress Update

The shoulder patrol season concluded during the quarter, with five of Council's community pools and 16 of the 17 patrolled beaches closing for the season. Helensburgh Pool remained open for an additional four weeks, extending swimming opportunities beyond the usual season, although attendance was lower than anticipated.

Operational focus has now shifted to end-of-season reviews, maintaining year-round operations at North Wollongong Beach and other open facilities, and completing maintenance and preparation works ahead of the next season.

Operational Plan 2025-2026 Update

Actions	Status	Comment
Develop and deploy the Beach Services and Surf Sports Strategy	On-Track 	Council staff have reviewed the Engagement Report and Situation Analysis and is undertaking further internal engagement and stakeholder workshops to refine the key themes and priorities for the Beach Services and Surf Sports Strategy. This work will inform Councillor engagement before the draft Strategy is prepared for public exhibition later in 2026.
Develop and deploy the Aquatic and Indoor Sport Strategy	On-Track 	Following completion of the Engagement Report and Situation Analysis, Councillor engagement was undertaken to explore the strategic direction for the Aquatic and Indoor Sport Strategy. The project is now progressing through internal stakeholder workshops to refine emerging themes and priorities ahead of preparing the draft Strategy for public exhibition.
Implement funded actions from the Beach and Foreshore Access Strategy 2019-2028	On-Track 	Construction of Stage 2 of the North Beach Sea Wall Project commenced in early 2026 and is progressing on schedule. The works will improve accessibility through a Disability Discrimination Act-compliant beach access ramp and upgraded terracing. The project remains on track for completion in March 2027.

GOAL 4 | WE HAVE A HEALTHY, RESPECTFUL, AND INCLUSIVE COMMUNITY

Aquatic Services Continued

Operational Plan 2025-2026 Update		
Actions	Status	Comment
Work with the North Wollongong Surf Life Saving Club to explore storage options	On-Track 	Council continued to work with North Wollongong Surf Life Saving Club to identify suitable storage solutions that respond to the Club's operational needs. As development of the Beaches and Surf Sports Strategy progresses, storage requirements across the surf club network are being considered to help inform future opportunities and potential locations, including options that support the Club's longer-term needs and broader coastal facility planning.
Progress concept plans, investigations, and detailed designs for a Community Recreation & Aquatic Centre in Cleveland to service the Southern Suburbs	On-Track 	Development of the Aquatic and Indoor Sports Strategy is underway to guide future provision of facilities in the West Dapto and Southern Suburbs areas. The Strategy is anticipated to be completed by mid-2026, with implementation actions to be considered and prioritised following its completion.
Implement funded actions from The Future of Our Pools Strategy 2014-2024 including facility upgrades	Complete 	The Future of Our Pools Strategy 2014-2024 has been largely implemented, with many upgrades delivered across the city. These include the redevelopment of Port Kembla Pool amenities with contemporary accessible features, the renewal of the Corrimal Pool concourse, heating system replacement at Dapto Pool, and new infrastructure at Continental Pool. Accessibility has also been improved with mobile disability lifting devices provided at five community pools. Alongside facility upgrades, Council has expanded learn to swim opportunities, partnered with local artists to enhance pool environments, and undertaken asset planning to guide future upgrades. The Helensburgh Pool project was also completed by February 2026 and is providing an improved swimming experience for all users, including those with accessibility requirements. The development of a new Aquatic Facilities and Indoor Sports Strategy, currently underway and progressing through the draft options and analysis, will build on these achievements and guide investment for the next 20 years, including planning for the future West Dapto Leisure Centre.
Plan, design and undertake renewal works at Council's Community, Commercial Pools and Ocean Rock Pools in accordance with the Infrastructure Delivery Program	Complete 	Renewal projects programmed under the 2025-2026 Infrastructure Delivery Program have been completed. No renewal works were scheduled during the June 2026 quarter.

GOAL 4 | WE HAVE A HEALTHY, RESPECTFUL, AND INCLUSIVE COMMUNITY

Community Facilities

Responsibility *Manager Libraries and Community Facilities*

About this Service

This service manages and operates 76 Council-owned community facilities across the Wollongong Local Government Area. This includes Neighbourhood Centres Senior Citizens Centres; Childcare Centres; Libraries; Community Centres; and Community Halls.

Quarterly Progress Update

Community participation and facility hire remained strong during the quarter, with continued demand across Council's district and community facilities. Dapto Ribbonwood and Thirroul District Community Centres continued to attract strong bookings from community groups, small businesses and casual users, while Corrimal District Community Centre and Library remained well utilised before closing on 11 May 2026 for planned refurbishment. Six new regular hirers were welcomed and six fee waivers were approved during the quarter.

Community facilities hosted a diverse range of community events, cultural activities, health initiatives and citizenship ceremonies throughout the quarter.

Upgrades, maintenance and renewal works continued across Council's community facilities, including the commencement of the Corrimal District Community Centre and Library refurbishment, together with ongoing inspections and asset improvements across the portfolio.

Operational Plan 2025-2026 Update

Actions	Status	Comment
Plan and deliver a new Community Centre and Library at Warrawong to serve Wollongong's southern suburbs	On-Track 	Construction of the Southern Suburbs Community Centre and Library continued, with substructure works completed, including the ground floor slab, vertical columns and walls, and the level one concrete slab. Car park works also progressed, with bulk earthworks completed and below-ground services and the pad mount concrete slab installed. Public art and placemaking planning also continued, with appointment of a contract artist underway. The Stakeholder Reference Group met during the quarter.
Plan and deliver a new Community Centre and Library to meet the needs of the community in Helensburgh and surrounding suburbs	On-Track 	Design of the new Helensburgh Community Centre and Library continued during the quarter. The Engagement Report and detailed design are being finalised to support lodgement of the Development Application early in the new financial year. Safety by Design workshops also informed the project during this phase.
Deliver 'Places for People' Forward Directions Plan 2023-2036 (Implementation Plan)	On-Track 	Implementation of the Places for the Future Social Infrastructure Future Directions Plan 2023-2036 continued during the quarter, with the majority of identified projects progressing through planning, design and delivery. The plan provides a strategic framework to guide the planning, maintenance and renewal of community facilities across the Local Government Area.

GOAL 4 | WE HAVE A HEALTHY, RESPECTFUL, AND INCLUSIVE COMMUNITY

Community Facilities Continued

Operational Plan 2025-2026 Update

Actions	Status	Comment
Progress planning and renewal of community facilities across the portfolio	On-Track 	Planning and renewal works continued across the community facilities portfolio during the quarter. Detailed design commenced for the Balgownie Community Centre roof replacement, including associated structural works, while design continued for the Figtree Community Hall. A Development Application was approved and a Construction Certificate obtained for Stage II of the Port Kembla Community Hall refurbishment, with construction expected to commence early in the new financial year. The Development Application for the Otford Community Centre was approved by the Local Planning Panel, refurbishment works at Wongawilli Community Hall are scheduled to commence early in the new financial year, and concept design continued for roof and floor upgrades at Wollongong Senior Citizens Centre.

GOAL 4 | WE HAVE A HEALTHY, RESPECTFUL, AND INCLUSIVE COMMUNITY

Community Programs

Responsibility Manager Community Culture and Engagement

About this Service

Community programs deliver support to people living in the Wollongong Local Government Area. These services deliver community programs, building community capacity and wellbeing.

Quarterly Progress Update

Community connection and inclusion remained a priority during the quarter. Placemaking activities continued in Warrawong, while Council strengthened inclusive engagement practices to better involve children and young people in decision-making.

Council continued to support reconciliation through National Aboriginal and Islanders Day Observance Committee (NAIDOC) Week planning, community grants and initiatives recognising Aboriginal and Torres Strait Islander cultures. The Illawarra Indigenous Business Expo also received a National Award for Local Government in the Aboriginal and Torres Strait Islander People's Recognition category.

Specialist advice was provided across a range of projects through development application referrals, Crime Prevention Through Environmental Design assessments and community safety audits. Council also coordinated a multi-agency response to support vulnerable community members, including outreach for people experiencing homelessness and ongoing collaboration with housing and support services.

Council continued to strengthen accessibility, inclusion and community safety outcomes through partnerships, interagency collaboration and advice across Council projects and initiatives.

Operational Plan 2025-2026 Update		
Actions	Status	Comment
Review and deliver the 'Innovate' Reconciliation Action Plan	On-Track 	Aboriginal Reference Group meetings continued during the quarter, alongside relationship building and the promotion of Reconciliation Week and National Aboriginal and Islanders Day Observance Committee (NAIDOC) resources across Council facilities. Council progressed its commitment to reconciliation, with the Innovate Reconciliation Action Plan 2026-2028 endorsed by Reconciliation Australia and launched at the Lord Mayor's Reconciliation Week Morning Tea. Council also supported community-led reconciliation activities, including local Reconciliation Walks across Warrawong, Koonawarra and Bellambi. Partnerships and capacity building were strengthened through initiatives such as the Beyond the Bush: Little Learners - BIG Connections symposium, while Council also provided in-kind support to the Bimbala Collective to deliver the Illawarra Indigenous Business Expo, which received a 2026 National Award for Local Government in the Aboriginal and Torres Strait Islander People's Recognition category. Cultural awareness continued to be embedded across Council programs and services through National Aboriginal and Islanders Day Observance Committee (NAIDOC) Week activities at Wollongong Art Gallery, Aboriginal storytelling programs delivered through Libraries, and community events including the Bundaleer Saltwater Festival.

GOAL 4 | WE HAVE A HEALTHY, RESPECTFUL, AND INCLUSIVE COMMUNITY

Community Programs Continued

Operational Plan 2025-2026 Update		
Actions	Status	Comment
Deliver a range of community development activities and programs that focus on diversity, access, inclusion, and capacity building	On-Track 	Programs supporting children and families included the Bright Sparks Birthday event in Dapto, which engaged more than 100 children and carers in low-cost early literacy activities, including culturally inclusive activities led by local Aboriginal students. Council continued to support culturally diverse and emerging communities through initiatives including Refugee Challenge programs for local students, workshops with Myanmar women, and ongoing collaboration with refugee and multicultural networks. Community participation was also strengthened through Living Books events and engagement with the Illawarra African community. Inclusion and wellbeing initiatives continued through participation in World Elder Abuse Awareness Day, support for food security networks, accessible information and translated resources, together with participation in the Marine Estate program and the Illawarra Regional Food Hub project. Community capacity building was further strengthened through grants, festival development support and partnerships across government and the community sector.
Implement strategies to embed Child Safe standards	On-Track 	During the quarter, staff awareness was strengthened through training and communications, while policies and procedures were reviewed to support child safe practices. Council also continued embedding child safe principles across programs, events and partnerships to help create safe and welcoming environments for children and young people.
Deliver the Disability Inclusion Action Plan 2020-2025	On-Track 	The Community Advisory Group continued to guide development of the Disability Inclusion Action Plan, ensuring it reflects lived experience and best practice. The group met three times during the quarter to review engagement findings, identify priorities and provide feedback on the draft Plan and implementation actions. Council supported funding applications for community-led initiatives, including a Dementia Memory Garden, and continued promoting accessible information through distribution of the Easy English Customer Service Guide, which is also being adopted as a teaching resource. Capacity building and social procurement were advanced through a regional workshop involving social enterprises, Aboriginal businesses and partner councils, alongside implementation planning for the newly endorsed Social Procurement Policy. Council also strengthened partnerships with local social enterprises, including delivery of a community workshop with Greenacres and continued collaboration to embed inclusive and innovative service delivery approaches.

GOAL 4 | WE HAVE A HEALTHY, RESPECTFUL, AND INCLUSIVE COMMUNITY

Community Programs Continued

Operational Plan 2025-2026 Update		
Actions	Status	Comment
Initiate opportunities and projects to support the community	On-Track 	Council administered the ClubGRANTS program during the quarter, supporting services and projects that improve outcomes for people experiencing disadvantage. Council partnered with Library Services and local blind and low vision knitting groups to deliver an inclusive community project creating hand-knitted sensory spice pockets for the 2026 Culture Mix Festival, encouraging community connection through shared sensory experiences. Council also delivered engagement sessions at Stuart Park playgrounds with children who are blind or have low vision, specialist educators and researchers to inform future accessible playground design and identify opportunities to expand inclusive community participation.
Prepare and deliver a new Community Safety Action Plan 2026-2030	On-Track 	The draft Community Safety Plan 2026-2030 was placed on public exhibition during the quarter and adopted by Council on the 29 June 2026.
Deliver the Community Safety Action Plan 2021-2025	Complete 	Council delivered targeted graffiti prevention initiatives during the quarter, including completion of a mural at the Fairy Meadow amenity block and delivery of graffiti education and prevention activities in partnership with Wollongong Police. Place-based safety initiatives included Crime Prevention Through Environmental Design assessments at Figtree Soccer Club and Kanahooka Park, together with strategies to improve safety at Kanahooka Boat Ramp. The Central Business District Safety Project also progressed through continued outreach and engagement with vulnerable community members in partnership with housing and support services. Council maintained strong partnerships through the Community Safety Interagency, Wollongong Liquor Accord and ongoing collaboration with New South Wales Police on local initiatives. Additional work included awareness activities for World Elder Abuse Awareness Day, re-establishment of Alcohol-Free Zones and contribution to the peer review of the New South Wales Crime Prevention Through Environmental Design Guidelines. The Community Safety Action Plan 2026-2030, which supersedes this action, was adopted by Council on 29 June 2026.

GOAL 4 | WE HAVE A HEALTHY, RESPECTFUL, AND INCLUSIVE COMMUNITY

Corporate Strategy

Responsibility *Chief Financial Officer*

About this Service

Corporate Strategy responds to the community's needs from engagement, prepares, monitors, and reports on Council's progress to our community, coordinates research and performance measurement, and carries out strategic and business improvement projects.

Quarterly Progress Update

A key achievement this quarter was the adoption of Council's Delivery Program 2025-2029 and Operational Plan 2026-2027. These important planning documents include the Budget, Infrastructure Delivery Program and Revenue Policy, Rates, Annual Charges and Fees.

The March 2026 Quarterly Review was adopted by Council on 18 May 2026, providing the community with a range of updates and reporting Council's progress on the implementation of the Delivery Program and Operational Plan.

Work continued to embed Council's Project Management Framework across the organisation, with a tailored training program for Project Sponsors delivered during the quarter, as well as a project management session for staff.

Operational Plan 2025-2026 Update

Actions	Status	Comment
Coordinate Council's Service Optimisation Program	On-Track 	The Customer Service - Service Optimisation continues to progress. During the June quarter, the analysis and stakeholder engagement component of the Graffiti Service Optimisation was completed, with recommendations being developed. The Public Bins Service Optimisation has also progressed through data analysis and stakeholder engagement, with opportunity identification underway. The Service Optimisation process for end-to-end Road and Regulatory Signage was also completed. Recommendations have been endorsed and will now move into implementation.
Coordinate the review and preparation of Council's Delivery Program and Operational Plan	Complete 	The draft Delivery Program 2025-2029 and Operational Plan 2026-2027, including attachments were exhibited during the period 22 April to 19 May 2026. A total of 54 submissions were received from the community during the exhibition period that assisted and informed the finalisation of the Plan. On the 29 June 2026, Council adopted the Delivery Program 2025-2029 and Operational Plan 2026-2027 including attachments: Budget 2026-2027, Infrastructure Delivery Program 2026-2027 to 2029-2030 and Revenue Policy, Rates, Annual Charges and Fees 2026-2027. Adoption by Council marks the completion of this Operational Plan action.

GOAL 4 | WE HAVE A HEALTHY, RESPECTFUL, AND INCLUSIVE COMMUNITY

Integrated Customer Service

Responsibility *Manager Customer and Business Integrity*

About this Service

Provision of a professional and efficient customer service experience with Council through a variety of methods.

Quarterly Progress Update

Council continued to strengthen customer service across the organisation. This included embedding the updated Customer Service Policy and Customer Service Charter, promoting consistent service standards and improving understanding of how individual customer interactions contribute to the overall customer journey. This work also supported development of the Customer Experience Strategy, helping to deliver a more consistent and customer-focused approach across Council.

Operational Plan 2025-2026 Update

Actions	Status	Comment
Review Council's customer service and engagement channels with a focus on inclusion, participation and the overall customer experience	On-Track 	This quarter, improvements have centred on clearer and more accessible communication, including the release of a plain English writing guide for customer request closures, now being embedded into responses. Alignment across the Service Optimisation Program (SOP), Customer Experience (CX) Strategy, and Disability Inclusion Action Plan (DIAP) has also been strengthened to ensure inclusion is consistently considered. Collaboration with Engagement team increased through participation in "Let's Talk" community events, supporting broader reach and connection with diverse groups. Ongoing improvements to online customer request forms continued to inform future service improvements and development of the Customer Experience Strategy.
Review the customer service journey across targeted, high priority operations as part of the Service Optimisation Program and identify opportunities for improvement	On-Track 	Council continued reviewing high-priority customer service journeys through the Service Optimisation Program to identify opportunities for improvement. During the quarter, work commenced with Snap Send Solve to better understand end-to-end service delivery and identify future integration opportunities. Improvements also continued to high-volume customer request processes, including enhancements to online request forms and email integration. These changes have improved internal efficiency while supporting a more streamlined customer experience. Insights from this work will continue to inform implementation of the Customer Experience Strategy. This action will continue through the 2026-2027 Operational Plan.

GOAL 4 | WE HAVE A HEALTHY, RESPECTFUL, AND INCLUSIVE COMMUNITY

Integrated Customer Service Continued

Operational Plan 2025-2026 Update

Actions	Status	Comment
Prepare and implement customer experience strategy	On-Track 	Development of the Customer Experience Strategy continued during the quarter, with work focusing on refining the action plan and strengthening key initiatives to support implementation. Extensive internal engagement, including workshops and feedback sessions with staff and stakeholders, has largely been completed, with insights now being incorporated into the draft Strategy. Work also commenced on the document design and presentation ahead of public exhibition to support a clear and engaging document. The project remains on track, with preparation underway to present the draft Strategy to Council for exhibition during 2026-2027.

GOAL 4 | WE HAVE A HEALTHY, RESPECTFUL, AND INCLUSIVE COMMUNITY

Leisure Centres

Responsibility *Manager Sport and Recreation*

About this Service

This service involves the provision of commercially operated recreation centres at Beaton Park, Wollongong and Lakeside Leisure Centre, Kanahooka.

Quarterly Progress Update

Council's leisure facilities continued to perform strongly, with Beaton Park and Lakeside Leisure Centres recording a combined 145,810 visits, an increase of 7.9 per cent compared with the same period in 2024-2025. Growth was recorded across all three months, with visitation increasing by 15.8 per cent in April, 1.3 per cent in May and 9.2 per cent in June.

Strong participation continued across gym, aquatic, learn-to-swim and group exercise programs, with group exercise occupancy remaining above 74 per cent throughout the quarter. Gym usage remained the highest across the network, while athletics carnivals and events contributed to increased track utilisation.

Swim School performance also remained strong, finishing the financial year with 1,875 active students and annual income exceeding \$1.14 million, reflecting continued growth in participation and demand for aquatic programs.

Operational Plan 2025-2026 Update

Actions	Status	Comment
Undertake detailed design planning for the Beaton Park Aquatic and Recreation Centre	On-Track 	During the quarter, concept plans for the Beaton Park Aquatic and Recreation Centre were further refined, building on stakeholder feedback and internal review completed in the previous quarter. Councillors were also engaged to present progress and seek feedback to inform the next stage of the project. Refinement of the concept plans will continue ahead of presenting the final concept to Council in 2026, in accordance with the adopted Master Plan process.
Review and implement industry leading technologies to provide cost effective and efficient and seamless experience for customers	On-Track 	The new digital landowner consent application form was successfully trialled through two grant processes during the quarter, with further trials planned. Early feedback indicates the streamlined process is improving usability for clubs and increasing transparency in application handling. Digital display screens at Council's leisure centres were also renewed and upgraded, providing improved information for customers and visitors. At Beaton Park Leisure Centre, improvements to the Swim School telephone system now directs calls to the Swim School team in the first instance, improving response times for enquiries and reducing pressure on the broader customer service team during peak periods.

GOAL 4 | WE HAVE A HEALTHY, RESPECTFUL, AND INCLUSIVE COMMUNITY

Libraries

Responsibility *Manager Libraries and Community Facilities*

About this Service

Wollongong City Libraries delivers information, learning outcomes, and access to resources for residents and visitors to the Wollongong Local Government Area. The service is delivered from seven libraries and through the Home Library Service, and a range of online services.

Quarterly Progress Update

Library collections continued to be well used in both physical and digital formats, with ongoing investment in diverse collections, including Lesbian, Gay, Bisexual, Transgender, Queer or Questioning, Intersex, Asexual and other identities (LGBTQIA+) and First Nations resources.

Local Studies continued to improve community access to local history, digitising 577 items and cataloguing a further 240 items. Two exhibitions were launched, *Postcards of the Illawarra* and *Wadi Wadi Mixed Tribe Dance Troupe*, while Local Studies staff also delivered tours and hands-on activities for participants in the PosAbilities program.

Libraries delivered a diverse program of community events and activities throughout the quarter, including Pride Month celebrations, creative workshops, author talks, National Simultaneous Storytime, technology support sessions, health and wellbeing programs, and Paint the Gong REaD outreach activities.

Community participation remained strong, with more than 100 program surveys completed. Results showed 96 per cent overall satisfaction, 94 per cent of participants felt libraries were inclusive, safe and welcoming spaces, 91 per cent felt more connected to their community, and 83 per cent reported learning something new.

Operational Plan 2025-2026 Update

Actions	Status	Comment
Deliver tailored library programs to facilitate access and participation of people with disability	On-Track 	Libraries continued delivering inclusive programs for people with disability during the quarter, including a Sensory Concert at Wollongong Library, providing a welcoming live classical music experience for individuals and families. Other initiatives included the Vision Impaired Yarners group in partnership with Guide Dogs New South Wales, Colour, Coffee, Calmer sessions at Warrawong and Dapto libraries, Greenacres visits to Warrawong Library, a Social Night at Wollongong Library, and a partnership workshop with IMAGINE Homewares, a social enterprise operated by Greenacres Disability Services. Local Studies delivered tours and hands-on activities for 14 students, and four students from the PosAbilities program.

GOAL 4 | WE HAVE A HEALTHY, RESPECTFUL, AND INCLUSIVE COMMUNITY

Libraries Continued

Operational Plan 2025-2026 Update

Actions	Status	Comment
Deliver library programs that recognise, reflect and celebrate the cultural diversity of our community	On-Track 	Libraries continued delivering programs celebrating the cultural diversity of the community through partnerships with the Multicultural Communities Council of Illawarra, including the Homework Club and weekly high school tutoring program, which supported 77 young people from culturally and linguistically diverse communities. English conversation classes delivered in partnership with The Salvation Army continued at Warrawong Library, while citizenship preparation courses were delivered with the Multicultural Communities Council of Illawarra at Wollongong Library. Library staff also participated in the Bundaleer Saltwater Festival, engaging with more than 132 community members, while Budding Bookworms Storytimes at Wollongong Botanic Garden continued to support early literacy.

GOAL 4 | WE HAVE A HEALTHY, RESPECTFUL, AND INCLUSIVE COMMUNITY

Parks and Sports Fields

Responsibility *Manager Sport and Recreation*

About this Service

This service operates more than 1,300 parks, reserves and open space areas including 220 playing fields, seven outdoor fitness stations, nine turf wickets, and 154 playgrounds across the Wollongong Local Government Area and includes Russell Vale Golf Course. Provision of passive access to community parks and playgrounds, and affordable and equitable access to sports fields and facilities. Service planning for diverse public amenity and recreational opportunities. These services are supported through facilitating casual hire and bookings of parks and sports fields. Twenty-two sports fields are licensed by volunteer or semi-professional sporting clubs.

Quarterly Progress Update

Council continued developing the 20-year Play Strategy during the quarter. Councillor engagement was undertaken to review emerging directions, supported by further mapping and site inspections across the Local Government Area. This work is informing refinement of the draft Strategy, which is scheduled to be reported to Council in the September 2026 quarter.

Council participated in the Future of Sport Volunteering workshop, hosted in Wollongong in partnership with the Australian Sports Commission. The workshop brought together local sporting clubs to explore opportunities to strengthen volunteer capacity and support the long-term sustainability of community sport.

The Regional Tennis Centre continued to attract strong participation and major events following its opening. This included hosting the 2026 J250 Wollongong Junior Tournament in June 2026, which attracted approximately 260 emerging players from across Australia over four days and demonstrated the facility's capacity to support regional and national competition.

Operational Plan 2025-2026 Update

Actions	Status	Comment
Implement Landscape Masterplan recommendations for Hill 60 Reserve, Port Kembla	On-Track 	Detailed design for the Hill 60 precinct lower car park continued during the quarter and is nearing completion. Preparation of the Hill 60 Tunnels report also progressed and remains on track for presentation to Council in 2026. This work will help inform future planning and decision-making for the precinct. Delivery of the masterplan will continue to be progressed through future Infrastructure Delivery Programs.
Increase percentage of tree cover and vegetation in passive recreation areas aligned with Urban Greening Strategy and Climate Change Adaptation Plan	On-Track 	Delivery of the Greening Our City grant program will support increased tree cover in passive recreation areas in alignment with the Urban Greening Strategy and Climate Change Adaptation Plan. Planned works include shade tree planting along shared pathway networks at Fred Finch Park, Berkeley, Guest Park, Fairy Meadow and Darcy Road, Port Kembla. These plantings will improve thermal comfort and usability for pathway users while also enhancing adjacent passive and active recreation areas, including sports fields and spectator spaces. During the quarter, 198 trees were planted and 82 removed that includes 36 trees removed from within Natural Areas site.

GOAL 4 | WE HAVE A HEALTHY, RESPECTFUL, AND INCLUSIVE COMMUNITY

Parks and Sports Fields Continued

Operational Plan 2025-2026 Update		
Actions	Status	Comment
Implement the Landscape Masterplan for Stuart and Galvin Parks, North Wollongong.	On-Track 	Council progressed to the next phase of the project during the quarter, with test investigation pits now underway on site. This represents a key milestone following approval of the Aboriginal Heritage Impact Permit and completion of the associated preparatory studies. This work will continue through the 2026-2027 Operational Plan.
Implement the adopted Masterplans including: Figtree Oval Recreational Masterplan; King George V Oval; Port Kembla; and Cringila Hills Recreation Masterplan	On-Track 	Community engagement was undertaken during the quarter for a proposed shared pathway along Military Road within King George V Park, Port Kembla. The pathway will improve connectivity along the park edge, with construction scheduled to commence in the 2026-2027 financial year. The Port Kembla Chamber of Commerce secured external funding to support further improvements to the skate space. Planned works include a new shelter and improved pedestrian connections, increasing the functionality and activation of the precinct. Tender documentation for renewal of the sportsfield amenities building at King George V Oval, Port Kembla, has been finalised and procurement will commence shortly.
Progress the development of the Lang Park Masterplan	Delayed 	Council continued to monitor developments associated with the Wollongong Entertainment Centre and Stadium Precinct and work with Venues New South Wales to support the coordinated planning of both projects. Progression of the Lang Park Masterplan will continue to be informed by the future planning and integration of the precinct.
Progress the planning and development of a Wollongong City Centre Skate Park	On-Track 	During the quarter, the project progressed with finalisation of the scope for both the City Centre Skate Park at MacCabe Park, Wollongong and the Northern Suburbs skate park at Thirroul. Tender documentation is now being prepared to support procurement. Council remains on track to go to market for both skate park projects in the September 2026 quarter, progressing the projects towards detailed design and construction.

GOAL 4 | WE HAVE A HEALTHY, RESPECTFUL, AND INCLUSIVE COMMUNITY

Parks and Sports Fields Continued

Operational Plan 2025-2026 Update

Actions	Status	Comment
Deliver complementary infrastructure to support increased visitation and activation resulting from the Illawarra Escarpment Mountain Bike Network	On-Track 	In partnership with New South Wales National Parks and Wildlife Service, Council progressed community engagement for the proposed Balgownie Mountain Bike Network. Community information sessions were held during the quarter, providing residents with an opportunity to discuss the proposed trail network, including the connection to Corrimal Street, Wollongong. Council continues to work closely with New South Wales National Parks and Wildlife Service to plan complementary infrastructure to support the network. Specifications are being developed and locations finalised for supporting infrastructure associated with the Mount Kembla Trails, aligning with further track works planned by New South Wales National Parks and Wildlife Service over the next 12 months. This work will continue through the 2026-2027 Operational Plan.
Subject to Transport for NSW plans for the proposed Bulli Bypass, undertake detailed design planning for Bulli Showground and future use	Deferred 	The draft Bulli Showground Master Plan continued to be refined, incorporating information and advice provided by Transport for New South Wales. This includes consideration of broader traffic flow and connectivity investigations associated with the Bulli Town Centre to support an integrated approach to future planning. Progression of the Master Plan remains subject to Transport for New South Wales planning for the proposed Bulli Bypass. A detailed report is scheduled to be presented to Council later in 2026 for consideration.
Collaborate with Destination Wollongong and the Australian Baseball League to establish Wollongong as a home base location for a National Baseball League team	Complete 	Baseball Australia has advised Wollongong is not currently being considered as a location for a future Australian Baseball League home base in the short to medium term. Council will continue to work with state and national baseball organisations as part of the Sportsfields and Sporting Facilities Strategy review over the next 12 months.

GOAL 4 | WE HAVE A HEALTHY, RESPECTFUL, AND INCLUSIVE COMMUNITY

Parks and Sports Fields Continued

Operational Plan 2025-2026 Update

Actions	Status	Comment
Identify and collaborate with sporting clubs and associations on future planning priorities	On-Track 	Council continued to engage with local sporting clubs and associations to inform future planning priorities across the Wollongong Local Government Area. A key focus during the quarter was planning for the proposed Darkes District Sports Facilities in West Dapto. Council is working closely with sporting associations to help shape the design, staging and delivery of new sports fields and supporting infrastructure, ensuring the facilities meet current and future community needs. Council also collaborated with local sporting clubs to support applications for external funding. This included assessing and approving a significant number of landowner consents, enabling clubs to seek grant funding for the renewal, upgrade and expansion of sporting infrastructure.
Deliver funded and sportsfield irrigation and drainage infrastructure projects	Complete 	Drainage works at JJ Kelly Park, Wollongong, and St James Park, Coledale, have been completed as part of this year's Infrastructure Delivery Program.
Deliver amenities upgrade at Figtree Oval, Figtree	On-Track 	Tender documentation for the Figtree Oval amenities upgrade was finalised during the quarter, completing the project's preparation phase. The project is scheduled to go to market in the September 2026 quarter, with procurement to be followed by construction.
Install funded sportsfield lighting at priority locations in accordance with the Sportsgrounds and Sporting Facilities Strategy 2023-2027	On-Track 	The Towradgi Sportsfield floodlighting project reached practical completion during the quarter, with only minor commissioning and defect rectification works remaining. Construction commenced on the Ocean Park floodlighting project following completion of the tender process last quarter. Council is also progressing planning for future floodlighting upgrades at Webb Park, Koonawarra, Berkeley Park, Mount Kembla, and the outer fields at Towradgi Park, which are currently in the early scoping phase. This work will continue through the 2026-2027 Operational Plan.

GOAL 4 | WE HAVE A HEALTHY, RESPECTFUL, AND INCLUSIVE COMMUNITY

Parks and Sports Fields Continued

Operational Plan 2025-2026 Update		
Actions	Status	Comment
Support the Illawarra Stingrays Football Club with establishing a home ground location at Lakelands Oval, Dapto by delivering funded drainage upgrades, finalising a long-term licence and supporting the Club with carrying out their grant funded works	Complete 	Works have now been completed, and this site is in operation by the Illawarra Stingrays.
Establish a suite of policies and licence agreements to guide the usage of sporting space and infrastructure by both unstructured recreation activities and structured sport	On-Track 	Council continued to develop policies and supporting documentation to guide the use of sporting spaces and infrastructure for organised sport and informal recreation. This includes refining wet weather sportsfield closure procedures, along with broader policies and licence documentation informed by operational needs and stakeholder feedback. Council commenced development of a standardised Surf Life Saving Club agreement template to streamline negotiations and improve the consistency and timeliness of agreements across facilities. Council also continued developing a more accessible, digital and customer-friendly application process for access to Council land to improve the customer experience and administrative efficiency.
Adopt a set of minimum standards for the design and construction of new sports amenity buildings	Delayed 	Council staff presented to the Sports Facilities Reference Group on a range of relevant sporting association guidelines, historical provision, and the current condition and capacity of existing facilities. The session also included discussion on emerging needs and priority considerations across sporting clubs and codes. Following this engagement, Council will finalise the proposed facility standards and circulate them to the Sports Reference Group ahead of the next meeting, with the intention of seeking consideration and adoption of the standards in the upcoming quarter.
Deliver amenities upgrade at Thomas Gibson Park, Thirroul	Complete 	This project has been delivered and is in operation for the 2026 winter season.

GOAL 4 | WE HAVE A HEALTHY, RESPECTFUL, AND INCLUSIVE COMMUNITY

Parks and Sports Fields Continued

Operational Plan 2025-2026 Update		
Actions	Status	Comment
Implement the Sportsgrounds and Sporting Facilities Strategy 2023-2027	On-Track 	Council continued implementing the Sportsgrounds and Sporting Facilities Strategy 2023-2027 through priority infrastructure projects and service improvements. This included progressing projects funded through the Sports Facilities Grants Program and supporting sporting clubs to deliver funded works in line with grant requirements. Council also partnered with the Illawarra Stingrays to deliver facility improvements at Lakelands Oval, Dapto, and progressed sportsfield drainage upgrades at JJ Kelly Park, Wollongong, and St James Sportsfields, Coledale. Council finalised the tender for a new digital booking and management platform that will provide online visibility of sportsground availability and bookings, improving access, transparency and utilisation across the Local Government Area.
Implement recommendations of the Public Toilet Strategy 2019-2029 to improve accessibility	On-Track 	Accessibility improvements to public toilet facilities continue to be delivered through Council's Infrastructure Delivery Program. As public amenities are renewed or replaced, they are upgraded to meet contemporary accessibility standards, including the requirements of the Disability Discrimination Act. Council will commence a review of the Public Toilet Strategy during 2026-2027 to ensure it remains aligned with the adopted Asset Management Plan and future service priorities.
Prepare the Bellambi Foreshore Precinct Plan	Delayed 	Concept precinct plan progressed with consideration of the Homes New South Wales Planning Proposal and the Wollongong Coastal Management Program Stage 2 Coastal Hazard Risk Assessment Report.

GOAL 4 | WE HAVE A HEALTHY, RESPECTFUL, AND INCLUSIVE COMMUNITY

Public Health and Safety

Responsibility *Manager Regulation and Enforcement*

About this Service

This service conducts and manages the registration, inspections, and monitoring of regulated public and environmental health premises including public swimming pools and On-site Sewage Management systems with the aim of ensuring compliance.

The service provides environmental and public health related assessment and referrals as part of the development assessment process. It also involves the development of environmental and public health policies, community education programs, and customer information.

Quarterly Progress Update

A range of public health and safety services were delivered during the quarter, including inspections of onsite wastewater systems, skin penetration and beauty premises, and cooling towers.

Council staff visited 66 skin penetration and beauty businesses and inspected 115 cooling towers. Customer requests were responded to in a timely manner throughout the quarter.

The onsite wastewater management program continued across the Wollongong Local Government Area, with 17 approvals issued for the installation of onsite wastewater systems.

Council also continued the school zone parking program to improve the safety of school children. During the quarter, more than 70 patrols of primary schools were undertaken and 36 fines were issued for illegal and unsafe parking.

Regulation of abandoned and unattended motor vehicles also continued. Council received more than 568 customer requests during the quarter, with five fines issued for breaches of the Public Spaces (Unattended Property) Act.

Operational Plan 2025-2026 Update

Actions	Status	Comment
Inspect all medium and high-risk retail food premises annually	On-Track 	Council's food safety program continued during the June quarter. Staff completed inspections of fixed, mobile and temporary food businesses. A total of 672 inspections of food businesses were completed, with 12 Improvement Notices issued under the Food Act 2003 to address minor non-compliances. Staff also responded to 65 customer requests relating to food businesses during the quarter.
Maintain inspection programs for public swimming pools, places of shared accommodation and, mortuaries	On-Track 	Council completed inspections of 36 public swimming pools, 18 shared accommodation premises and one mortuary during the quarter. Three Notices were issued to address non-compliances identified at a public swimming pool.

GOAL 4 | WE HAVE A HEALTHY, RESPECTFUL, AND INCLUSIVE COMMUNITY

Youth Services

Responsibility *Manager Community Culture and Engagement*

About this Service

Youth Services provides a program of recreation, cultural and education activities to meet the needs of young people aged 12-24 at Wollongong Youth Centre and across the Wollongong Local Government Area.

Council funds the Neighbourhood Youth Work Program in Port Kembla and Berkeley to support the needs of young people in the community.

Quarterly Progress Update

A range of recreation, cultural and educational activities continued to be delivered for young people aged 12 to 24 at Wollongong Youth Centre and across the Wollongong Local Government Area.

National Youth Week was celebrated through events including the Youth Week Awards, Youth Markets, Dare to Dream music events, the Young + Heard podcast launch, the Through Our Lens exhibition, the E-Scape artwork launch, and creative workshops.

Council continued to support the youth sector through coordination of the Wollongong Youth Network, funding for the Neighbourhood Youth Work Program, and hosting sector and network meetings at Wollongong Youth Services.

Staff visited local high schools, alternative education providers and the University of Wollongong to promote Youth Services programs and activities.

Young people were engaged through a range of initiatives, including consultation on the Wollongong Youth Centre forecourt revitalisation.

Operational Plan 2025-2026 Update

Actions	Status	Comment
Deliver a range of youth development opportunities with a focus on engagement, inclusion, skill development, sector development, and support	On-Track 	A range of youth development opportunities were delivered during the quarter, including Bellambi Connect, Dapto Connect, Bundaleer Connect, Teenz Connect, Dungeons + Dragons, Be Proud + Empowered, Rainbow League, and work readiness and wellbeing workshops. School holiday activities included drawing and painting, Dungeons + Dragons and sewing workshops, while the Pride Formal celebrated Pride Month. Thrills N Skills, a bike riding and safety awareness program, was delivered at Warrawong High School. Council also partnered with the Office for Youth and the Australian School of Entrepreneurship to deliver two full-day workshops focused on life skills and leadership.

GOAL 4 | WE HAVE A HEALTHY, RESPECTFUL, AND INCLUSIVE COMMUNITY

Youth Services Continued

Operational Plan 2025-2026 Update

Actions	Status	Comment
Provide opportunities for young people to develop skills, experience, and exposure in creative industries	On-Track 	Season one of the Young + Heard podcast was released on Spotify, featuring stories from young people about significant turning points in their lives. The Our Journeys, Our Stories podcast was also released during Refugee Week, sharing the experiences of four young female refugees. Team Ignite continued to meet at Wollongong Youth Centre, delivering Dare to Dream Youth Week events, two live music events and an extended play launch featuring five local bands recorded at Wollongong Youth Services. A fully equipped music rehearsal space and fortnightly performance program continued to support emerging local musicians through band performances and open mic nights. Crafts + Chat continued throughout the quarter, providing young people with opportunities to develop creative skills with support from the Youth Services Artist in Residence.

GOAL 4 | WE HAVE A HEALTHY, RESPECTFUL, AND INCLUSIVE COMMUNITY

Measuring Success

Measure	Target/ Desired Trend	June 2025	June 2026
4.1 Number of visitors to Council commercial heated pools (Beaton Park, Corrimal, Dapto)	At least 180,000 per annum	243,866 ¹ (annual result)	422,790 ² (annual result)
4.2 Residents' average satisfaction score with Council commercial heated pools (Beaton Park, Corrimal, Dapto)	Maintain	4.10*	4.10 [#]
4.3 Residents' average satisfaction score with public swimming pools (free) (Continental, Port Kembla, Berkeley, Unanderra, Thirroul, Helensburgh)	Maintain	4.10*	4.10 [#]
4.4 Residents' average satisfaction score with patrolled beaches	Maintain	4.50*	4.40 [#]
4.5 Residents' average satisfaction score with tidal rock pools	Maintain	4.20*	4.30 [#]
4.6 Residents' average satisfaction score with lifeguard services	Minimum score of 3.75	New measure	4.40 [#]
4.7 Number of hours Council managed district centres are used (Thirroul, Corrimal and Dapto)	Increase	36,002 (annual result)	35,587 (annual result)
4.8 Number of visitors to Council managed district centres (Thirroul, Corrimal and Dapto)	Increase	228,976 (annual result)	198,756 (annual result)
4.9 Residents' average satisfaction score with managed district centres (Thirroul, Corrimal and Dapto)	Maintain	4.30*	4.10 [#]
4.10 Residents' average satisfaction score with customer service centre	Maintain	3.90*	3.70 [#]
4.11 Percentage of customer enquiries resolved at the first point of contact	Increase	51%	78% (annual average)

*Data from Wollongong City Council Community Satisfaction Survey 2023.

[#] Data from Wollongong City Council Community Satisfaction Survey 2025.

¹ Data includes Corrimal and Dapto (excludes Beaton Park).

² Data tracking higher due to absence of usual two week shutdown at Corrimal Pool in July 2025.

GOAL 4 | WE HAVE A HEALTHY, RESPECTFUL, AND INCLUSIVE COMMUNITY

Measuring Success

Measure	Target/ Desired Trend	June 2025	June 2026
4.12 Percentage of customer requests actioned within 10 working days	80%	New measure	88% (annual average)
4.13 Residents' average satisfaction score with leisure centres (Beaton Park, Lakeside)	Maintain	3.90*	4.00 #
4.14 Number of visitors to Council libraries	Increase	521,207 ³ (annual result)	537,786 (annual result)
4.15 Number of active library members	Increase	New measure	65,029
4.16 Number of physical and digital library loans	4.49 per capita per annum ⁴	6.28 per capita 1,382,610 Total Loans (annual result)	5.96 per capita 1,336,220 Total Loans (annual results)
4.17 Number of participants in library learning programs	Increase	53,947 (annual result)	58,978 (annual result)
4.18 Number of library learning programs	Increase	2,691 (annual result)	2,751 (annual result)
4.19 Residents' average satisfaction score with libraries	Maintain	4.40*	4.30 #
4.20 Residents' average satisfaction score with library services	Maintain	4.20*	4.30 #
4.21 Residents' average satisfaction score with parks and open spaces	Minimum score of 3.75	New measure	4.20#
4.22 Residents' average satisfaction score with sports fields and facilities	Minimum score of 3.75	New measure	3.90 #
4.23 Residents' average satisfaction score with children's playgrounds	Increase	3.90*	3.90#
4.24 Residents' average satisfaction score with Russell Vale Golf Course	Maintain	4.20*	3.90 #

*Data from Wollongong City Council Community Satisfaction Survey 2023.

Data from Wollongong City Council Community Satisfaction Survey 2025.

³ Result for the period October to June 2025. Data unavailable for July to September 2024 due to a system outage.

⁴ Target updated to reflect the NSW Median for Circulation per capita.

GOAL 4 | WE HAVE A HEALTHY, RESPECTFUL, AND INCLUSIVE COMMUNITY

Measuring Success

Measure	Target/ Desired Trend	June 2025	June 2026
4.25 Residents' average satisfaction score with condition/cleanliness of public toilets	Minimum score of 3.75	3.00*	3.00 #
4.26 Residents' average satisfaction score with the location/availability of public toilets	Minimum score of 3.75	New measure	3.10 #
4.27 Number of participants in programs and activities delivered to young people through the youth centre	24,000 per annum	24,297 (annual result)	26,859 (annual result)

* Data from Wollongong City Council Community Satisfaction Survey 2023.

Data from Wollongong City Council Community Satisfaction Survey 2025.

To learn more about how we're tracking, our *Delivery Program Measures Dictionary* outlines definitions, targets, trends, baseline and current data (where available), along with data sources and how often they're collected. The dictionary can be found on Council's website:

Home | Council| Council Documents| Our Wollongong Our Future| Delivery Program and Operational Plan
https://www.wollongong.nsw.gov.au/__data/assets/pdf_file/0020/286004/Delivery-Program-2025-2029-Measures-Dictionary.pdf

SUPPORT SERVICES

June Quarter Highlights



Councillor David Haden pictured with Lord Mayor of Wollongong Councillor Tania Brown, took the affirmation of office on 20 April having been elected to represent the residents of Ward 3 following a countback election. The position filled the vacancy left following the resignation of Councillor Tiana Myers in March 2026.



As part of Refugee Week, Council attended the Multicultural Pathways Expo at Wollongong TAFE. The event was focussed on supporting people from a migrant and refugee background to connect with education, training, and employment providers.

SUPPORT SERVICES

Employee Services

Responsibility *Senior Manager People and Culture*

About this Service

Council's Employee Services provides support, advice and information to staff, including Staff Talent Identification and Talent Management, Preventative Health and Wellbeing initiatives, and ongoing Capability development. Employee Services provides tools and resources supporting Employee Relations, Change Management and Payroll Services. Our service fosters a safe and equitable work environment through the adoption of Diversity and Inclusion and Remuneration and Benefits programs with a focus on skill development enhancing the employee experience.

Quarterly Progress Update

Council continued to progress workforce initiatives that support organisational capability, compliance and service delivery. During the quarter, this included strengthening workforce planning, learning and development programs, digital human resources systems and employee support services. Improvements to people systems and processes enhanced efficiency and accessibility, while capability development supported leaders and employees to deliver services for the community. This work supports the Workforce Management Strategy 2025-2029.

Operational Plan 2025-2026 Update

Actions	Status	Comment
Deliver Council's Equal Employment Opportunity Management Plan	On-Track 	Council continued implementing the Equal Employment Opportunity Management Plan, embedding diversity, equity and inclusion across workforce practices. Engagement with the Australian Human Rights Commission continued through the Equality at Work pilot program, while workplace adjustments were further supported through development of a policy and passport approach. Council continued to enhance the Leading @ Council program to strengthen leadership capability. The onboarding process for new employees continued to be refined, with a focus on employee experience, inclusion and accessibility. Planning also commenced for the 2027 Cadets, Apprentices and Trainees intake.

SUPPORT SERVICES

Employee Services Continued

Operational Plan 2025-2026 Update

Actions	Status	Comment
Implement the Workforce Management Strategy 2025-2029	On-Track 	Council continued implementing the Workforce Management Strategy 2025-2029, with a focus on maintaining a safe, capable and future-ready workforce. During the quarter, 10 Mental Health First Aid Officers completed refresher training and reaccreditation, while an additional 10 officers were trained and joined the established peer network. Development of the Safety for Employees eLearning package was completed and is ready for launch. Implementation of the Work Health and Safety Management System continued through the rollout of critical risk training, including chemical management and sun protection for high-risk work areas. The Occupational Violence Program also progressed, with training expanded to community centres and libraries through a champion model. Additional workforce initiatives included expanding the Employee Recognition Program to incorporate community recognition of staff, increasing the use of tailored assessments, assessment centres and group interviews to strengthen recruitment, and delivering a Veterans Employment Deep Dive session for leaders in partnership with the New South Wales Government. Council also developed standardised performance objectives for approximately 700 positions for the 2026-2027 performance cycle, commenced a review of performance review resources and documentation, expanded the Leading @ Council program, and rolled out updated cyber security training across the organisation.
Refresh Council's Talent Strategies	On-Track 	Council continued to strengthen its talent acquisition approach to support business priorities and attract a skilled and diverse workforce. Proactive recruitment activities were undertaken across key workforce areas, supported by improvements to recruitment processes and the candidate experience. Hiring managers were supported to improve role definition and promote consistent recruitment practices. Council will continue to strengthen recruitment processes and attract high-quality candidates in a competitive labour market in accordance with the Employee Services service plan.

SUPPORT SERVICES

Employee Services Continued

Operational Plan 2025-2026 Update

Actions	Status	Comment
Deliver Safety and Wellbeing Programs	On-Track 	Work Health and Safety Operations prioritised the rollout of critical risk controls for sun exposure and confined spaces. Progress was monitored through Tier 1 (operational observations) and Tier 2 (Work Health and Safety observations) audits. The Work Health and Safety Governance Team completed development of the Work Health and Safety eLearning package, with rollout scheduled following completion of divisional safety plans. The psychosocial hazard procedure underwent consultation, while workshops were delivered to prepare high-risk work areas for implementation.

SUPPORT SERVICES

Financial Services

Responsibility *Chief Financial Officer*

About this Service

Wollongong City Council is a large and diverse organisation that provides services from the funding it receives from its community through rates, grants, fees, and charges. Financial Sustainability, conservation of Council's capital and operational efficiency are aims of this service. This is achieved through financial strategy, policy, budgets and controls; while ensuring Council meets its taxation obligations, investment return, and internal and external reporting that provides transparency about decision-making. A key focus of the service is to maintain a high level of customer service to its internal and external stakeholders.

Quarterly Progress Update

Council has finalised and adopted the Integrated Planning and Reporting documents following community engagement. These include the Delivery Program 2025-2029 and Operational Plan 2026-2027, which includes the Budget 2026-2027 and Infrastructure Delivery Program 2026-2027 to 2029-2030, and the Revenue Policy, Rates, Annual Charges and Fees 2026-2027.

Council also submitted the annual Fringe Benefits Tax return to the Australian Taxation Office and met all taxation compliance requirements for the quarter. Financial planning and reporting functions have been delivered as scheduled, including the annual budget, quarterly reviews and monthly financial reporting. Financial support services to the organisation continued as required.

Supplier payments have remained consistent, with weekly payment cycles maintained for suppliers. Monthly financial and investment reports have been provided to both Council and the community. Council's Rates and Sundry Debtors have been managed effectively with rate notices issued as agreed and debt recovery and hardship practices considerate of customer needs.

Operational Plan 2025-2026 Update

Actions	Status	Comment
Review the rating structure to align to legislative changes	Deferred 	Council has reviewed its rating structure and pricing as part of the Integrated Planning and Reporting process and determined its Revenue Policy based on that review (adopted 30 June 2025). The rating structure remained unchanged as the anticipated legislative change, that is required to provide further relevant options for Council, has not been progressed.
Progress outcomes from the Service Optimisation review to enhance the rates customer experience	On-Track 	Implementation of the Rates Service Optimisation review continued during the quarter, with work progressing to improve the customer experience. Testing of Electronic Funds Transfer refund payments to replace cheques continued, while associated templates and supporting documentation were also progressed. Mapping of the debt recovery process commenced, with significant amount of work to continue.

SUPPORT SERVICES

Governance and Administration

Responsibility *Manager Customer and Business Integrity*

About this Service

The Governance and Administration Service includes policy, internal audit, legal, insurance and claims management, procurement, risk management, Council meeting functions, and corporate governance. The service also captures the Office of the General Manager and Executive Group, support for Councillors and the Professional Conduct Coordinator.

Quarterly Progress Update

Governance and Administration continued to provide corporate support services across Council, including procurement, fleet management, stores, governance and risk management. These services support the effective delivery of Council operations and organisational priorities.

Operational Plan 2025-2026 Update

Actions	Status	Comment
Deliver the Internal Audit Program	Delayed 	All internal audits within the 2025-2026 Internal Audit Program have been undertaken. Six audits have been completed, with two final audit reports still to be received from the Internal Auditor before the program can be finalised.
Administer the Destination Wollongong 2021-2026 Funding Agreement	On-Track 	The 2021-2026 Funding Agreement has been administered in accordance with the requirements outlined in the agreement for this quarter.
Deliver Council's advocacy program, including seeking funding support and legislative reform to achieve the best possible outcomes for our community	On-Track 	On 7 May 2026, the Local Government Eight (LG8) Strategic Partnership was launched at the New South Wales Parliament. The partnership gives the region a strong collective voice by bringing together neighbouring councils from Wollondilly, Camden, Campbelltown, Wingecarribee, Shellharbour, Kiama and Shoalhaven. The eight councils are committed to working together to support State and Commonwealth Government priorities, including strengthening connectivity, enabling housing, supporting communities, growing the visitor economy, improving access to equitable clinical health services, and increasing productivity.

SUPPORT SERVICES

Information Management and Technology

Responsibility *Chief Digital and Information Officer*

About this Service

This service delivers digitally enabled, information driven and secure services that empower our customer community.

Quarterly Progress Update

The Information Management and Technology team continued to support Council operations and service delivery through information management, technology services and cyber security. During the quarter, the team responded to Government Information (Public Access) requests, enhanced the OneCouncil and Customer Contact Centre systems, responded to requests for Closed-Circuit Television footage, and commenced implementation of the Enterprise Booking Project across Libraries, Sport and Recreation, and Events.

Operational Plan 2025-2026 Update

Actions	Status	Comment
Implement the Cyber Security Strategy	On-Track 	Phase 1a implementation, aligning with Australian Signals Directorate Essential Eight Maturity Level 1, was completed during the quarter, achieving Maturity Level 1 in May 2026. This strengthens Council's cyber security controls and resilience against cyber threats. Work has now commenced on Phase 1b to progress towards Maturity Level 2.
Pilot and expand the use of robust SMART technologies across Council	On-Track 	All sensors associated trenching and cabling have been installed at the Barina Park, Lake Heights pilot site for the declared dams monitoring system. Data processes for flood event alerts have been validated, with email notifications implemented and Short Message Service (SMS) notifications to be introduced following vendor onboarding. People counting technology has been installed across all selected Council pools, with real-time analytics now available to support business operations and improve the accuracy of visitation data. The Mobile Enforcement System trial commenced on 23 February 2026 across Wollongong, North Wollongong, Fairy Meadow, Keiraville and Gwynneville. Planning is underway for Phase 2, including the addition of another vehicle and expansion into additional suburbs. A fuel consumption dashboard was developed to support fleet and plant management. The analysis has informed the Fuel Crisis Working Group.
Implement the Operational Security Strategy	On-Track 	Implementation of the Operational Security Strategy continued during the quarter, including the rollout of a role-based building access framework, alignment of existing access controls and proxy cards to the new framework, and upgrades to Closed-Circuit Television (CCTV) infrastructure. These initiatives strengthen the security of Council facilities and access management.

SUPPORT SERVICES

Infrastructure Strategy and Support

Responsibility *Manager Infrastructure Strategy and Planning*

About this Service

This service includes the strategic management and technical planning of Council's infrastructure that supports all Council Services.

Quarterly Progress Update

Infrastructure Strategy and Support leads the strategic planning and coordination of Council's infrastructure program, including identifying and securing external funding to support the delivery of community infrastructure.

Council finalised the Infrastructure Delivery Program 2026–2027 to 2029–2030 following public exhibition and adopted the program at the Council meeting on 29 June 2026. Council also continued to pursue external funding opportunities, submitting applications totalling more than \$2.8 million for projects including the Northern Illawarra Active Lifestyles Project, the Shared Use Path and Footpath at Military Road, Port Kembla, Semaphore Road and J.J Sweeney Park, Russell Vale playgrounds, the Thirroul Library study room, and the Wongawilli Hall refurbishment. During the same period, Council secured more than \$700,000 in funding for three sports field irrigation projects and three level crossing improvement projects.

Operational Plan 2025-2026 Update

Actions	Status	Comment
Update Council's Asset Management Plan to maintain optimum investment in Council's asset portfolio	On-Track 	Implementation of key actions supporting the Asset Management Plan 2025–2035 continued during the quarter, with significant work progressing through Council's Open Space and Pools Infrastructure revaluation project. The revaluation is improving the quality and accuracy of asset information to support better long-term asset planning and investment decisions. An Asset Steering Committee was established to provide strategic oversight and recommendations on priorities for strengthening Council's asset management capability.
Implement the Asset Management Improvement Program	On-Track 	Implementation of the Asset Management Improvement Program continued during the quarter. An assessment of Council's asset management maturity was completed to support implementation of the Asset Management Plan 2025–2035. A consolidated action register was developed to bring together improvement initiatives identified through the Asset Management Plan and the maturity assessment, providing a coordinated framework for program delivery.

SUPPORT SERVICES

Measuring Success

Measure	Target/ Desired Trend	June 2025	June 2026
S.1 Average days to pay creditors	7 days	6.7 (annual average)	8.2 (annual average)
S.2 Residents' average satisfaction score with Wollongong City Council's overall performance	Increase	3.50*	3.40 #
S.3 Formal Government Information Public Access applications processed within 20 days	100%	98% (annual average)	100% (annual average)

*Data from Wollongong City Council Community Satisfaction Survey 2023.

Data from Wollongong City Council Community Satisfaction Survey 2025.

To learn more about how we're tracking, our Delivery Program Measures Dictionary outlines definitions, targets, trends, baseline and current data (where available), along with data sources and how often they're collected. The dictionary can be found on Council's website:

Home | Council| Council Documents| Our Wollongong Our Future| Delivery Program and Operational Plan

https://www.wollongong.nsw.gov.au/__data/assets/pdf_file/0020/286004/Delivery-Program-2025-2029-Measures-Dictionary.pdf

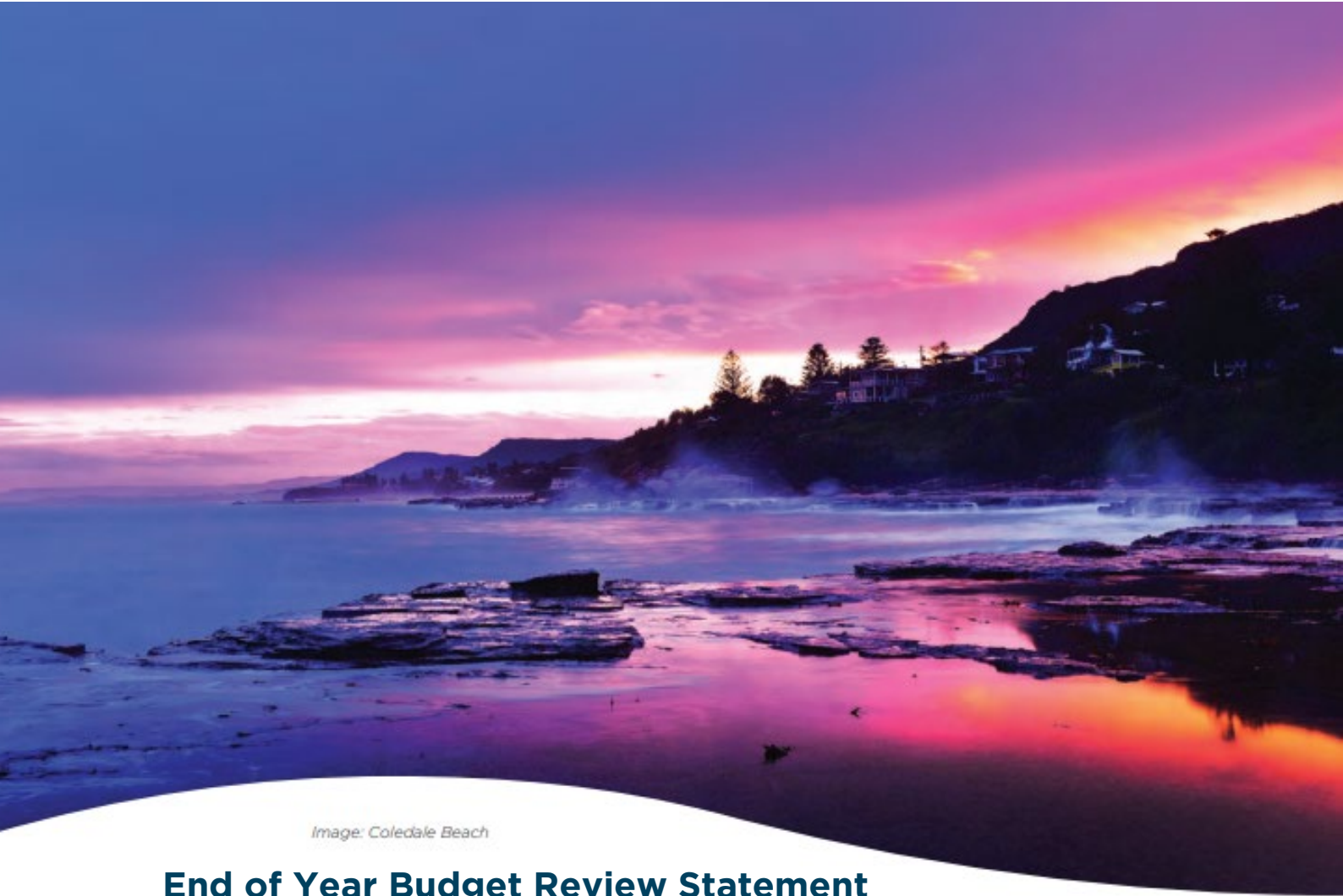


Image: Coledale Beach

End of Year Budget Review Statement

As at 30 June 2026

Introduction

The End of Year Budget Review Statement provides financial information and updates to the Council and the community on income and expenses in comparison with the approved annual budget. It outlines the Original Budget, Current Budget and preliminary pre audit actual results, as well as details of variations between the Current Budget and the actuals at 30 June 2026.

Changes to Council's income and expenses occur throughout the financial year due to both external and internal factors. This report provides the mechanism to communicate the impact of such changes to Councillors and the community in a transparent manner. The End of Year Budget Review Statement is composed of the following budget review components:

- 1 Income and Expenses and Capital Budget Commentary
- 2 Income and Expenses Statement
- 3 Summary of Budget Variations – Operational and Capital
- 4 Budget Review Cash and Investments Position
- 5 Budget Review Key Performance Indicators
- 6 General Manager Approved Tenders

1 Income and Expenses and Capital Budget Commentary

This Budget Review Statement includes preliminary pre-audit performance of income and expenses for the 2025-2026 financial year. The Income and Expenses Statement can be found in Table 1.

Commentary: Council commenced 2025-26 with a budgeted Operating Result [pre-capital] deficit of \$13.3 million. Following budget reviews throughout the year, the forecast result improved to a deficit of \$1.5 million. Preliminary pre-audit results indicate an Operating Result [pre-capital] surplus of \$11.5 million, representing a favourable variance of \$13.0 million against the current budget.

From a funding perspective, Council delivered a preliminary pre-audit Funds Result deficit of approximately \$2.9 million compared with a budgeted deficit of \$19.8 million, representing a favourable variance of \$16.9 million.

The improved Funds Result reflects a combination of favourable operational and capital outcomes. Key operational contributors included the early receipt of the 2026-27 Financial Assistance Grant (\$19.6 million), the finalisation of historical Aged and Disability Services funding arrangements (\$3.8 million), Infrastructure Delivery Program operational underspend (\$1.7 million), the sale of surplus land (\$1.6 million), and a range of other operational budget variations.

These favourable results were partially offset by a number of year-end adjustments and operational variations, including the transfer of prior-year West Dapto funds to restricted assets (\$2.8 million), higher employee leave payments (\$1.2 million) and lower net interest contributions to available funds (\$0.4 million).

The Capital component of the Infrastructure Delivery Program delivered a favourable net funds outcome of \$11.3 million. This outcome largely reflects project timing and expenditure that was lower than anticipated at year end.

Included in the result is also a management recommendation that \$16.7 million of the favourable year-end outcome be transferred to the Strategic Projects Restricted Asset, comprising:

- Infrastructure Delivery Program Capital Budget favourable funds outcome: \$11.3 million
- Aged and Disability Services funding outcome: \$3.8 million
- Surplus land sale proceeds: \$1.6 million

These proposed transfers reflect management's view that these funds are either one-off in nature or should be preserved to support future strategic priorities, infrastructure delivery and long-term financial sustainability.

Separately, Council recognised approximately \$53.2 million of contributed assets during the year, primarily associated with development activity within the West Dapto Urban Release Area and across the broader Local Government Area. While these contributed assets significantly improved Council's operating result and asset base, they are non-cash in nature and therefore do not contribute to the favourable Funds Result. The budget variance attributable to contributed assets was approximately \$47.3 million, reflecting recognition above budget assumptions.

A table of variations is included in the report below.

Capital Budget Expenditure

The Capital Budget Statement provides the Original and Current Budget as well as preliminary pre-audit Actuals as at 30 June 2026. Additional Project Capital Budget Reports and variations by asset classes are provided in Appendix 1.

Commentary: The preliminary pre-audit results include delivery of a Capital Program of approximately \$99.8 million against a current budget of \$104.6 million, resulting in a favourable variance of \$4.8 million in expenditure.

2 Income and Expense Statement

Table 1

Wollongong City Council 1 July 2025 to 30 June 2026 Income Statement				
	2025-2026 Original Budget \$'000	2025-2026 Current Budget \$'000	2025-2026 Full Year Actuals \$'000	Current Variance \$'000
Income from Continuing Operations				
Rates and Annual Charges	258,973	259,833	260,522	689
User Charges and Fees	40,870	41,298	41,837	538
Other Revenues	6,128	6,324	37,931	31,607
Grants and Contributions Provided for Operating Purposes	28,960	19,657	40,790	21,133
Grants and Contributions Provided for Capital Purposes - Existing Assets	29,080	29,848	21,334	(8,514)
Grants and Contributions Provided for Capital Purposes - New Assets	41,136	27,127	71,248	44,121
Interest and Investment Revenues	6,240	12,255	11,747	(508)
Other Income	7,759	7,929	8,360	431
Net Gain from Disposal of Assets	0	28,516	0	(28,516)
Total Income from Continuing Operations	419,147	432,787	493,768	60,981
Expenses from Continuing Operations				
Employee Benefits & On-Costs	146,197	157,527	158,103	(576)
Materials & Services	100,607	105,668	102,343	3,325
Borrowing Costs	1,028	1,125	937	188
Depreciation	88,185	88,484	87,777	707
Other Expenses	26,217	24,529	24,196	333
Net Loss from Disposal of Assets	0	0	16,330	(16,330)
Total Expenses from Continuing Operations	362,235	377,333	389,686	(12,353)
Operating Result from Continuing Operations	56,912	55,455	104,083	48,628
Net Operating Result for the Year [Pre Capital]	(13,304)	(1,520)	11,501	13,021
FUNDING STATEMENT				
Surplus (Deficit) [Net Operating Result for the Year]	56,912	55,455	104,083	48,628
- Non-cash Operating Transactions	108,577	80,936	124,247	43,311
- Restricted Cash Used for Operations	11,963	21,642	17,943	(3,699)
- Income Transferred to Restricted Assets - Operating	(9,586)	(19,680)	(53,020)	(33,340)
- Income Transferred to Restricted Assets - New Assets	(46,945)	(79,043)	(106,798)	(27,755)
- Payment of Right of Use Leases	(514)	(514)	(453)	61
- Payment of Employee Entitlements	(16,354)	(18,404)	(19,589)	(1,184)
Advances (Made By) / Repaid To Council	0	(240)	(246)	(7)
Funds Available from Operations	104,052	40,152	66,166	26,014
Income transferred to Restricted Assets - Existing Assets	(9,080)	(9,080)	(9,080)	0
Proceeds from sale of assets	1,399	30,399	2,585	(27,814)
Restricted Assets used for Asset Replacement	5,610	8,243	10,603	2,360
Funds Available for Asset Replacement	(66,437)	(55,719)	(60,553)	(4,834)
Available Funds Applied to New, Upgraded & Expanded Assets	35,544	13,994	9,720	(4,275)
Capital Budget				
Assets Acquired - Replacement	(66,437)	(55,719)	(60,553)	(4,834)
Assets Acquired - New, Upgraded & Expanded Assets	(72,728)	(48,712)	(39,020)	9,692
Payment from Tip Rehabilitation Provision	(250)	(190)	(191)	(1)
Contributed Assets	(5,871)	(5,871)	(53,208)	(47,337)
Funds From:				
- Available Funds Applied to New, Upgraded & Expanded Assets	35,544	13,994	9,720	(4,275)
- Funds Available for Asset Replacement	66,437	55,719	60,553	4,834
- Internally Restricted Cash	8,898	9,093	8,224	(869)
- Borrowings	0	0	0	0
- Capital Grants	6,017	(9,461)	(897)	8,564
- Developer Contributions	22,345	14,589	16,266	1,677
- Other Externally Restricted Cash	400	737	1,163	426
- Other Capital Contributions	5,871	6,024	55,000	48,976
Total Funds Surplus / (Deficit)	226	(19,797)	(2,944)	16,853

3 Summary of Budget Variations – Operational and Capital

This section outlines material budget variations from actuals, by financial statement line item, as detailed in Table 1 – Income and Expense Statement. Positive variances represent favourable movements, indicating an improvement in the Funds Result, while negative variances represent unfavourable movements, indicating a deterioration in the Funds Result.

Variations between Current Budget and Actuals include the following material items:

Variations	Net by Type \$000's +ve /(-'ve)
Rates & Annual Charges The favourable result is primarily attributable to domestic waste charges exceeding budget assumptions (\$0.6 million), together with minor favourable movements across annual charges.	689
User Fees and Charges The favourable position in User Fees and Charges is mainly associated with Leisure Centres (\$0.6 million), Russell Vale Golf Course (\$0.3 million), Tourist Parks (\$0.3 million) and Development Assessment and Certification (\$0.2 million) and other minor variations, offset by unfavourability in Waste Management (\$1.0 million) driven primarily from lower than expected Commercial/Industrial Tipping Fees.	538
Interest and Investment Revenues This favourable position is mainly based on performance of the investment portfolio throughout the financial year (\$0.1 million) and interest on unpaid Rates (\$0.2 million).	271
Other Revenues The favourable result is primarily associated with the settlement of the Stream Hill land sale in West Dapto (\$29.0 million). In accordance with accounting standards, the sale proceeds have been recognised as Other Revenue as the land was held as inventory for development purposes. The transaction was originally budgeted within Profit/Loss on Disposal of Assets and, as a result, the accounting classification has created an offsetting variance between these two financial statement line items. In addition, Council recognised \$2.7 million of revenue previously recorded as deferred revenue following the finalisation of Community Transport and Social Support service arrangements.	31,650
Rental Income The unfavourable position in Rental Income is primarily due to \$0.4 million of licence revenue being recognised in the prior financial year following the early receipt of cash. This represents a timing difference between years and has no impact on Council's underlying Funds Result.	(391)
Grants & Contributions (Operating) The favourable position is related to the early payment of part of the 2026-2027 Financial Assistance Grant (\$19.6 million), Transport Services (\$0.9 million) and Natural Areas Management (\$0.4 million) grant funding and other minor variations.	21,133

Variations	Net by Type \$000's +'ve /(-'ve)
Profit/Loss on Disposal of Assets The unfavourable variance is primarily attributable to the accounting treatment of the Stream Hill land sale in West Dapto. The adopted budget included \$29.0 million within Profit/Loss on Disposal of Assets, however, the transaction was recognised in Other Revenue as the land was held as inventory for development purposes. The variance also includes a \$16.3 million non-cash loss on disposal arising from the derecognition of assets replaced through Council's capital renewal program, as required under Australian Accounting Standards.	(44,846)
Employee Costs The favourable result is primarily due vacancy management throughout the year offset by increased leave provisions and other employment related costs.	788
Borrowing Costs The favourable result reflects lower than anticipated interest and financing costs associated with lease liabilities and borrowings during the year.	188
Materials, Services & Other Expenses The favourable position in Materials, Services & Other Expenses is mainly associated with Infrastructure Delivery Program operational budgets (\$3.9 million) that were not fully utilised at the end of 2025-2026 and unused contingency. These outcomes were partially offset by a range of favourable and unfavourable variations across divisional budgets.	4,163
Other Expenses The favourable variance relates primarily to lower Waste Levy expenditure (\$0.6 million) and the reversal of expected credit losses (\$0.1 million), partially offset by recognition of the cost of real estate development inventory sold (\$0.5 million).	333
Depreciation The variance in Depreciation relates to the finalisation of assets during 2025-2026.	707
Internal Charges The unfavourable variance in internal charges is mainly associated with less internal labour being utilised for capital than anticipated.	(2,202)
Operating Result [pre capital] Variation	13,021
Non-cash Operating Transactions The favourable variance in Non-cash Operating Transactions was primarily driven by a \$44.8 million favourable movement in gains and losses on the disposal of assets, primarily reflecting the accounting treatment of the Stream Hill as a cash transaction, increased by \$16.3 million. This outcome was partially offset by the recognition of \$5.4 million in non-cash land carrying costs associated with the Stream Hill land sale, the expensing of \$4.3 million of prior year work in progress, and movements in employee leave and other accounting provisions.	43,311
Restricted Cash used for Operations The additional Restricted Cash used for Operations is mainly associated the finalisation of Community Transport and Social Support services to alternative providers and the transfer of \$3.8 million to Restricted Cash.	(3,699)

Variations	Net by Type \$000's + 've / (- 've)
Income Transferred to Restricted Assets - Operating The variance largely attributable to the recognition of contributed assets received through subdivision development, particularly within the West Dapto Urban Release Area (\$47.3 million) and higher Developer Contribution and Planning Agreement income (\$3.0 million), offset from lower recognition of State and Federal Grants for new and existing assets (\$15.4 million).	(33,340)
Income Transferred to Restricted Assets - New Assets The variance relates to the allocation of the proceeds from the net proceeds Stream Hill of \$28.5 million that was originally budget for in the Proceeds from sale of assets line below.	(27,755)
Payment of Right of Use Leases	61
Payment of Employee Entitlements The budget for the variation in payment of employee entitlements reflects higher leave taken or paid on termination during the year.	(1,184)
Advances (Made By)/ Repaid To Council	(7)
Funds Available from Operations	26,016
Proceeds from sale of assets This unfavourable variance relates to the sale of Stream Hill - West Dapto that was budgeted, however is included in the Income Transferred to Restricted Assets - New Assets above given the change in accounting for this transaction.	(27,814)
Capital Program Council delivered a Capital Program of \$99.8 million against a budget of \$104.6 million. The favourable variance primarily reflects project timing and delivery scheduling across a number of infrastructure projects.	4,847
Capital Funding The variance in capital funding relates primarily to an underspend on capital program projects funded general revenues and additional funding being applied from internal and external restricted assets.	12,006
Funds Result	16,859

4 Budget Review Cash and Investments Position

The Budget Review Cash and Investments Position (Table 2) shows the Original and Current estimates for cash and investment positions, Available Cash and Available Funds against the actuals as at 30 June 2026.

The Available Funds for 2025-2026 is \$23.4 million compared to a budget of \$17.3 million. This result has been adjusted for the early payment of part of the 2026-2027 Financial Assistance Grant to reflect funds already allocated within the 2026-2027 operating budgets.

The following table shows the movements in the Available Funds for the 2025-2026 financial year.

Table 2

Wollongong City Council				
30 June 2026				
Cash, Investments and Available Funds				
	Actual 2024/25 \$M	Original Budget 2025/26 \$M	Revised Budget 2025/26 \$M	Actuals 2025/26 \$M
Total Cash and Investments	214.5	206.3	243.6	272.1
Less Restrictions:				
External	103.2	105.3	114.9	118.0
Internal	67.6	86.2	103.6	124.2
CivicRisk Investment	3.7			3.7
Total Restrictions	174.5	191.6	218.6	245.9
Available Cash	40.0	14.7	25.0	26.2
Adjusted for :				
Prepayment of Financial Assistance Grant				(19.6)
Payables	(27.5)	(32.6)	(30.1)	(23.8)
Receivables	30.2	32.7	32.5	33.6
Other	3.8	1.9	(10.1)	7.0
Net Payables & Receivables	6.5	2.0	(7.7)	(2.8)
Available Funds	46.5	16.7	17.3	23.4

All investments held at 30 June 2026 were invested in accordance with Council's Investment Policy. Bank reconciliations have been completed as at 30 June 2026. Year to date cash and investments are reconciled with funds invested and cash at bank.

Table 3

WOLLONGONG CITY COUNCIL			
Statement of Financial Position			
as at 30 June 2026			
		YTD Actual 2025/26 \$'000	Actual 2024/25 \$'000
Current Assets			
Cash Assets		37,989	49,586
Investment Securities		78,202	67,365
Receivables		33,620	30,216
Inventories		6,066	6,511
Current Contract Assets		7,781	5,366
Other		4,569	3,144
Total Current Assets		168,227	162,188
Non-Current Assets			
Non Current Cash Assets		88,000	46,250
Non Current Investment Securities		67,939	51,309
Non-Current Receivables		246	0
Property, Plant and Equipment		4,273,330	4,133,991
Investment Properties		5,900	5,650
Right-Of-Use Assets		1,829	2,276
Total Non-Current Assets		4,437,244	4,239,475
TOTAL ASSETS		4,605,470	4,401,663
Current Liabilities			
Current Payables		23,754	27,485
Current Contract Liabilities		28,442	23,174
Current Lease Liabilities		32	395
Current Provisions payable < 12 months		24,120	20,711
Current Provisions payable > 12 months		39,076	40,809
Total Current Liabilities		115,425	112,573
Non-Current Liabilities			
Non Current Interest Bearing Liabilities		0	0
N/C Lease Liabilities		2,391	2,072
Non Current Provisions		48,853	50,603
Total Non-Current Liabilities		51,244	52,675
TOTAL LIABILITIES		166,668	165,248
NET ASSETS		4,438,802	4,236,415
Equity			
Accumulated Surplus		1,575,590	1,522,371
Asset Revaluation Reserve		2,650,195	2,561,571
Restricted Assets		213,018	152,473
TOTAL EQUITY		4,438,802	4,236,415

Table 4

WOLLONGONG CITY COUNCIL Cash Flows and Investments as at 30 June 2026		
	YTD Actual 2025/26 \$ '000	Actual 2024/25 \$ '000
Cash Flows From Operating Activities		
Receipts		
Rates & Annual Charges	261,680	247,522
User Charges & Fees	37,957	39,909
Interest & Interest Received	10,358	9,061
Grants & Contributions	141,467	97,659
Bonds, deposits and retention amounts received	271	167
Other	59,835	31,727
Payments		
Employee Benefits & On-costs	(158,516)	(153,952)
Materials & Contracts	(116,955)	(126,741)
Borrowing Costs	(145)	(141)
Other	(29,216)	(22,192)
Net Cash provided (or used in) Operating Activities	206,736	123,019
Cash Flows From Investing Activities		
Receipts		
Sale of Investments	47,947	50,649
Sale of Infrastructure, Property, Plant & Equipment	2,526	2,068
Payments:		
Purchase of Infrastructure, Property, Plant & Equipment	(151,289)	(89,795)
Deferred Debtors & Advances Made	(246)	-
Net Cash provided (or used in) Investing Activities	(217,936)	(117,306)
Cash Flows From Financing Activities		
Payments:		
Repayment of Borrowings & Advances	-	(657)
Repayment of Finance Lease Liabilities	(397)	(370)
Net Cash Flow provided (used in) Financing Activities	(397)	(1,027)
Net Increase/(Decrease) in Cash & Cash Equivalents	(11,597)	4,686
plus: Cash & Cash Equivalents - beginning of year	49,586	44,900
plus: Investments on hand - end of year	234,142	164,301
Cash & Cash Equivalents and Investments - year to date	272,131	213,887

Table 4 Continued

WOLLONGONG CITY COUNCIL		
Cash Flows and Investments		
as at 30 June 2026		
	YTD Actual 2025/26 \$ '000	Actual 2024/25 \$ '000
Total Cash & Cash Equivalents and Investments - year to date	272,131	213,887
<u>Attributable to:</u>		
External Restrictions (refer below)	116,643	103,184
Internal Restrictions (refer below)	125,534	67,583
Unrestricted	29,954	43,121
	272,131	213,887
External Restrictions		
Developer Contributions	74,055	73,967
RMS Contributions	232	402
Specific Purpose Unexpended Grants	23,883	13,381
Special Rates Levy Wollongong Mall	1,091	1,062
Special Rates Levy Wollongong City Centre	94	94
Unexpended Loans	1,025	973
Domestic Waste Management	10,297	6,033
Private Subsidies	2,145	2,898
Housing Affordability	3,238	3,120
Stormwater Management Service Charge	583	1,254
Total External Restrictions	116,643	103,184
Internal Restrictions		
Property Investment Fund	5,817	5,532
Strategic Projects	65,292	31,700
Sports Priority Program	1,109	856
Car Parking Strategy	1,522	1,372
MacCabe Park Development	(64)	2,190
Darcy Wentworth Park	18	18
Garbage Disposal Facility	1,219	5,982
West Dapto Community Facilities	29,249	5,700
West Dapto Development	20,714	13,559
Natural Areas	173	173
Lake Illawarra Estuary Management Fund	485	501
Total Internal Restrictions	125,534	67,583

5 Budget Review Key Performance Indicators

The long term forecasts presented below are indicative of our existing budgeted position. Council has a continuous budget process that revises the long term forecasts in line with quarterly changes and resets assumptions and indices annually or where new information leads to an immediate requirement to change the indices.

Indicator 1 – Total Funds Result

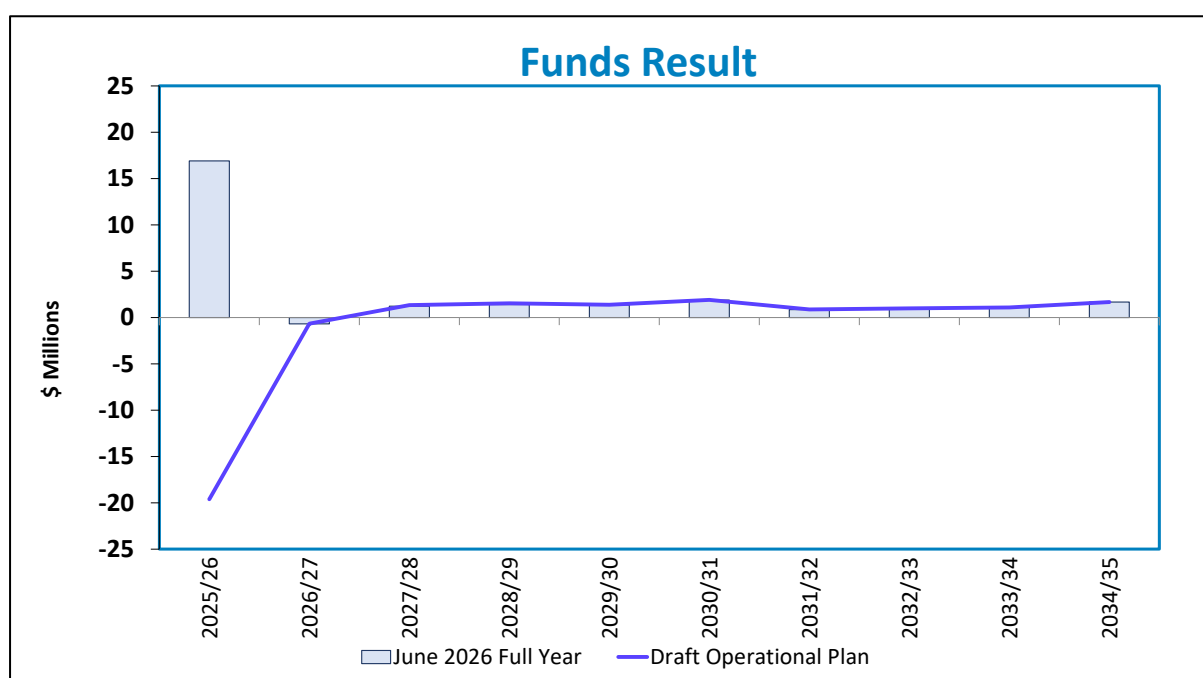
Definition: The Total Funds Result provides an indication that the forecast budgets for the 10 year period are affordable and that cash can be managed to ensure that payments can be made as required. By holding a level of Available Funds and planning for near breakeven or better funds results, Council can maintain this position into the future so long as it also maintains its assets to ensure they are fit for purpose. The total funds result is inclusive of financial cash flow and movements in Restricted Assets.

Commentary on Current Result: The preliminary pre-audit Funds Result for 2025-2026 is a deficit of approximately \$2.9 million, representing a favourable variance of \$16.9 million against the current budget deficit of \$19.8 million. The favourable financial outcome was primarily driven by the early receipt of part of the 2026-2027 Financial Assistance Grant (\$19.6 million), the release of previously deferred Community Transport and Social Support funding (\$2.7 million), stronger than anticipated investment earnings and favourable corporate budget outcomes throughout the year.

The Capital Program concluded with expenditure of \$99.8 million against a budget of \$104.6 million, resulting in a favourable variance of \$4.8 million, while associated capital funding movements contributed a further favourable variance of approximately \$12.0 million. These favourable outcomes were partially offset by transfers to restricted assets and reserve allocations in accordance with legislative requirements, funding conditions and Council resolutions.

Across the Long Term Financial Model, the Funds Result has improved relative to forecast due primarily to favourable operational outcomes and capital program timing differences recognised at 30 June 2026.

Graph 1

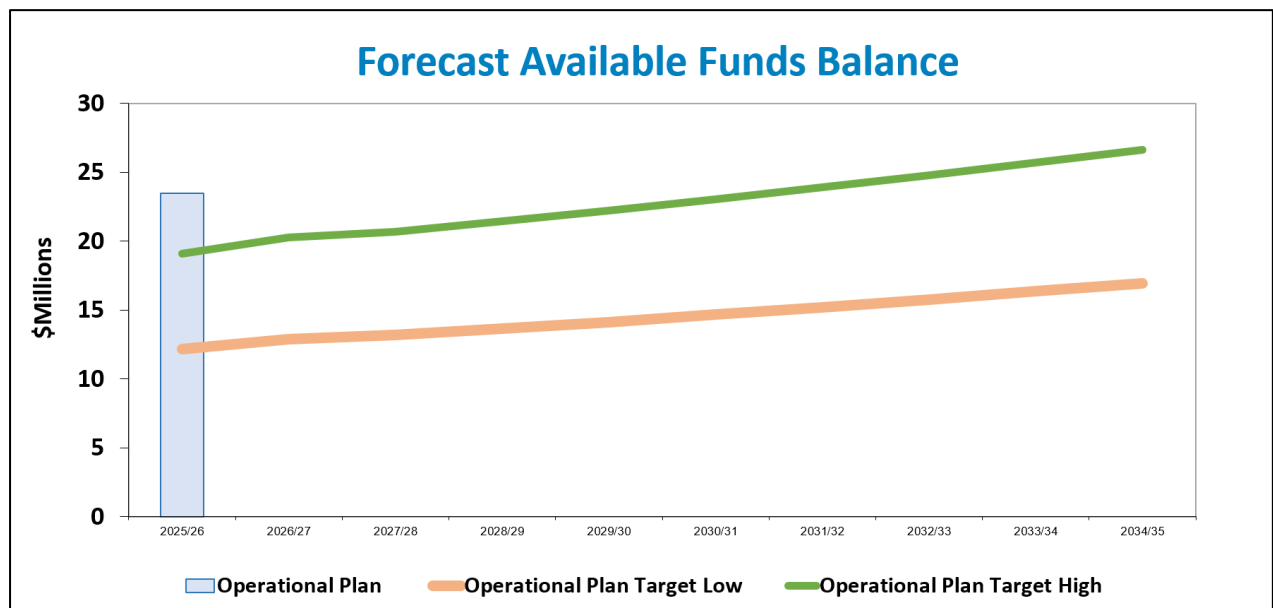


Indicator 2 - Available Funds

Definition: Available Funds are the uncommitted funds of an organisation that assist in meeting the short term cash requirements, provide contingency for unexpected costs or loss of revenue and provide flexibility to take advantage of opportunities that may arise from time to time.

Commentary on Current Result: Council's Financial Sustainability Policy has a target to achieve and maintain an Available Funds position between 3.5% and 5.5% of operational revenue [pre capital]. The target range for Available Funds adopted at March 2026 is between \$12.2 million and \$16.9 million (lower range) and between \$19.1 million and \$26.6 million (upper range) over the life of the Long Term Financial Plan.

Graph 2

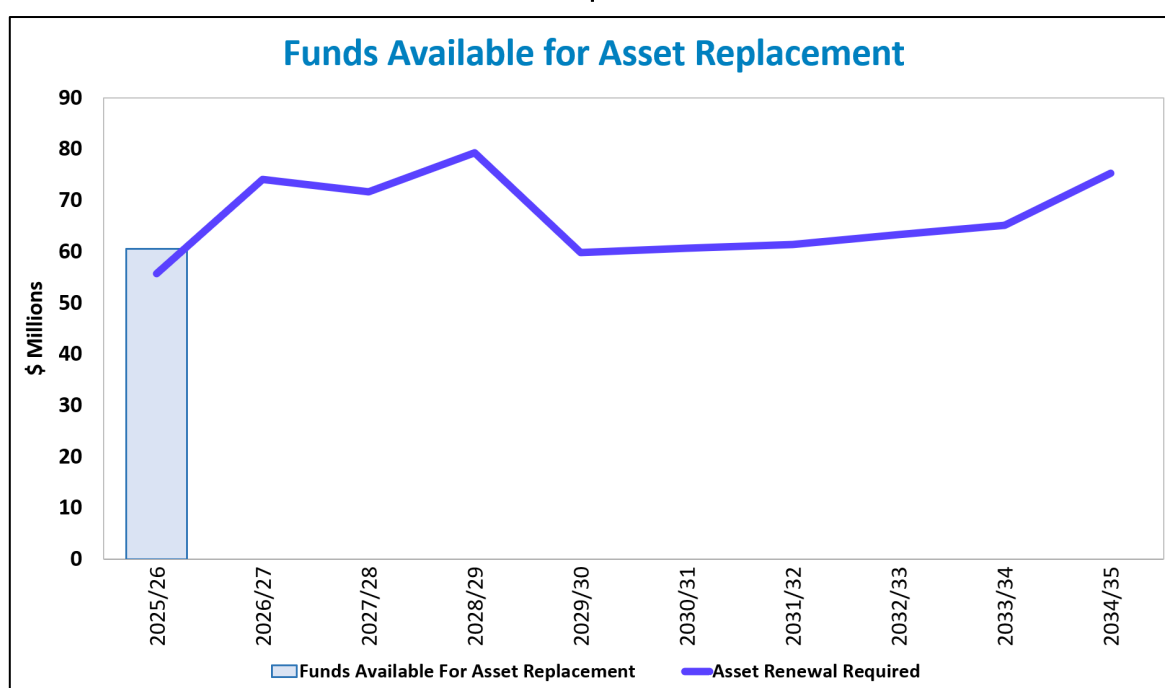


Indicator 3 – Asset Management Replacement Ratio

Definition: The Asset Management Replacement Ratio measures the estimated cost of required asset replacement over the period and indicates the level to which funds are available from operations to complete these works. Council's Financial Sustainability Policy prioritises the requirement to at least provide sufficient funds to replace assets as they fall due. The Asset Management Strategy and Plans are used to determine the amount required for Asset Replacement. So long as Council is producing sufficient revenue to cover its operating costs and have remaining funds available, that coupled with proceeds from asset sales and Restricted Assets can fund the required asset replacements, the ratio would be one to one. Should Council not meet this funding requirement it would not be able to replace assets as required which would not meet the sustainability requirements.

Commentary on Current Result: The following graph shows the forecast Funds Available for Replacement against the Asset Renewal Requirements. This indicator resulted ended up being \$4.8 million above the March 2026 Quarterly Review budget.

Graph 3



6 General Manager Approved Tenders

The following tenders approved by the General Manager during the June Quarter 2025-2026 under delegation of authority granted by Council.

Table 5

Tender Number	Summary	Parties	Date Awarded	Value (inc. GST)
T1000255	Bellambi Boat Ramp Jetty Refurbishment	Cadifern Pty Ltd	29-Jun-26	286,588.50
T1000247	Kawasaki Bridge Refurbishment	Cadifern Pty Ltd	18-May-26	183,040.00
T1000236	Ocean Park Woonona Sportfield Lighting	REES Electrical Pty Ltd	15-May-26	288,200.00
T1000230	Footpath and Stair Reinstatement 127 Lawrence Hargrave Drive, Austinmer	Dynamic Civil Pty Ltd	28-Apr-26	417,835.00
T1000242	Information Technology Service Management Software	Process Panda Pty Ltd	1-Apr-26	225,005.00

Glossary and Naming Conventions

Term	Definition or Explanation
Current Budget	Current Budget, as revised and adopted by Council.
Original Budget	Adopted Budget as at the adoption of the Operational Plan in June (adoption of Attachment 1 – Budget 2025-2026).
Proposed Budget	Revised budget proposed before Council at the current quarterly budget review. Once adopted by Council, this will become ‘Current Budget’