



Image: Children on Corrimal Beach

Wollongong City Council

Quarterly Review Delivery Program 2022-2026 and Operational Plan 2022-2023

April - June 2023

Adopted 28 August 2023



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General Manager's Message

This Quarterly Review Statement (April to June 2023) reports on progress towards achieving the five Councillor Strategic Priorities from the Delivery Program 2022-2026 and Operational Plan 2022-2023. The June Quarterly Review Statement also reflects on highlights achieved during the 2022-2023 year.

Actions and updates from the Operational Plan 2022-2023 and 33 Council Services, which form the Delivery Program, are reported by the six Community Goals from Our Wollongong 2032 Community Strategic Plan. Highlights from this quarter include:

- 1 Council adoption of the Delivery Program 2022-2026 and Operational Plan 2023-2024.
- 2 The Illawarra Performing Arts Centre reopened after extensive refurbishments were completed.
- 3 Council adoption the 2023-2027 Sportsground and Sporting Facilities Strategy.
- 4 Significant community events delivered including NAIDOC week celebrations, Botanic Gardens Day and the annual Comic Gong festival.
- 5 Council adoption of the Mullet Creek Floodplain Risk Management Study and Plan.
- 6 Council was successful in securing \$3.24M in NSW Government funding to complete the Helensburgh Pool upgrade project.
- 7 The Cringila Hills Recreation Park won the prestigious Park of the Year award at the Parks and Leisure NSW Conference.

This Delivery Program includes a \$400M investment for major projects and maintaining our existing infrastructure and will continue to provide employment opportunities to local contractors, suppliers and businesses. As the community transitions into a new phase of the COVID-19 pandemic, measures continued in 2022-2023 including outdoor dining fee waivers and supporting our creative community with the artist in residence and mentorship program and events re-emergence support as well as enhanced city centre marketing and activation. Council will also continue to apply the Debt Recovery and Hardship Assistance Policy where required.

We continue to focus on improving our customer service to best serve our community and are committed to being the best possible local government authority we can be to deliver on our promise of creating an extraordinary Wollongong.

I would like to thank all staff and the community for their contributions to the achievements identified in this Quarterly Review. This Review will inform the Annual Report due in November 2023. Details of Council's financial performance against its budget for the 2022-2023 year will be presented to Council separately to this report.

Greg Doyle
General Manager



About this Report

The Quarterly Review reports on Council's progress and outcomes against services and actions from the Delivery Program and Operational Plan. Details of Council's financial performance against its budget for the 2022-2023 year will be presented to Council separately to this report. This

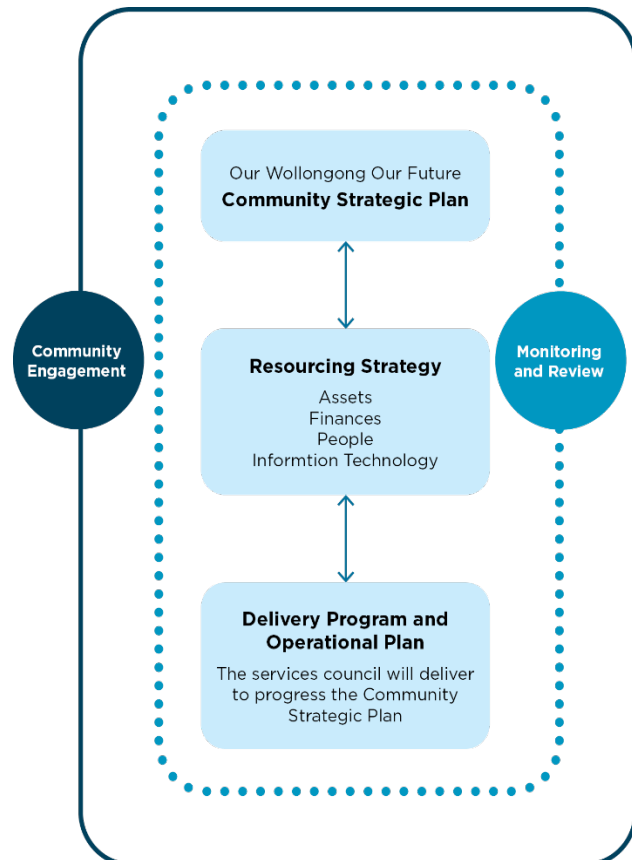
It is important to present regular updates to the community to provide communication on the progress of Council's Plans, including achievements, delays or changes. While Council works to deliver all Services as planned, there can be changes required due to a number of factors that may impact on Council's Services and their delivery. The Quarterly Review Report provides a regular opportunity to provide updates to our community.

This Quarterly Progress Review reports outcomes against Council's Delivery Program and Operational Plan 2022-2023 for the June Quarter and the 2022-2023 year.

Council's 33 Services form the foundation of the Delivery Program and Operational Plan. 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.

Council reviews services as part of a continuous improvement approach based on community feedback with the aim of creating efficiencies and improving service delivery to the community.

Wollongong City Council regularly tracks and monitors the Delivery Program and Operational Plan and reports to the community on progress through this Quarterly Report as well as on an annual basis. Council also tracks progress towards the Community Strategic Plan through the State of the City Report. All reports will be available on Council's website.



STRATEGIC PRIORITIES

Localised
Suburbs and
Places

Sustainable
Wollongong

Active
Transport and
Connectivity

Business and
Investment

West Dapto

Strategic Priorities

Our Councillors have made a commitment to support our organisation and community in making Wollongong a better place to live, work, visit and play. To focus Council's attention to achieve this, Councillors have agreed to five Strategic Priorities. These are outlined in the Delivery Program 2022-2026. A summary of progress made in the June Quarter and 2022-2023 year is outlined below:

Localised
Suburbs and
Places

During the June Quarter an expression of interest process for artwork for the Southern Suburbs District Library and Community Centre construction hoardings was finalised. Paint the Gong REaD mascot, *Bright Spark*, Birthday was held in Dapto and a live music event was held for young people at Corrimal High School.

Women, girls and NSW Police participated in place-based workshops in Wollongong, Port Kembla and Dapto as part of the Safer Cities: Her Way, project to determine safety interventions.

During the year, community connecting events were held in West Dapto and intergenerational cycling events were held in the southern suburbs. Children and young people helped create Tiny Forests in Dapto, Tarrawanna and Wollongong Botanic Gardens and children from Cringila Public School participated in building a Gunyah (traditional Aboriginal hut) at Cringila Hills playground. The *Paint the Gong REaD* reading tent was at various locations.

The *Classic Games Mornings* for older people at Wollongong, Warrawong and Corrimal libraries and outdoor fitness sessions in Helensburgh continued to be delivered.

The *Artward* Artist in Residence program was delivered in Helensburgh, Corrimal, Windang, Puckey's Estate, Wiseman's Park and Bellambi Lagoon and murals were painted on traffic signal boxes throughout the Local Government Area.

Connecting Neighbours Grants were available throughout the year to support an activity that connected people to each other, with a special program offered to celebrate the UCI Road World Championships – Wollongong NSW event in September 2022.

STRATEGIC PRIORITIES

Sustainable Wollongong

A scoping study identifying the priorities and focus of a Coastal Management Program (CMP) for the Wollongong coastline was endorsed by Council on 20 March 2023. A grant funding application has been made to commence Stage 2 technical studies of the CMP preparation.

The *Luv the Lake* litter program was a success with community engagement activities, such as pop-up kiosks and community clean-ups, resulted in an estimated 1,200 kilograms of litter removed from the foreshore and a 40% reduction in instances of litter across targeted sites. Bathymetric surveying of the Lake was completed and will be used to inform future management actions.

The draft Urban Heat Strategy was prepared and endorsed for public exhibition at the June 2023 Council meeting. Council has advocated for improvements in fuel efficiency standards, participated in the *Invest Wollongong Clean Energy Expo* and certain small-scale electricity sites have been transferred to the NSW Government electricity contract delivering 100% green power for those sites.

Community engagement and internal staff engagement to determine appropriate abatement pathways for the next Climate Change Mitigation Plan were completed.

Council adopted the Development Control Plan, Chapters E17 and Tree Management Policy and Procedures.

Council adopted the Electric Vehicle Charging Infrastructure on Public Lands Policy. The Electrify Wollongong campaign was launched in June 2023 on Council's website.

Approximately 431 environmental assessments for development applications were completed this financial year and environmental advice provided for 129 pre-lodgement meetings.

Active Transport and Connectivity

Council has awarded the contract for the Lake Illawarra Active Transport Masterplan. This project is fully funded by the NSW Government Resources for Regions program. This Strategic Plan will set out scope for completing the journey around the Lake. The document will identify the roles and responsibilities addressing the fragmented ownership and will guide infrastructure to be consistent, convenient, safe and inviting for all path users. A draft Plan is anticipated by December 2023.

Council continues to participate in the *National Walking and Cycling Participation Survey* in 2023.

Four e-bikes have been procured to be included within Council's fleet to support active transport options for Council officers to attend site meetings and to inspect infrastructure.

Council was successful with *Get NSW Active* Grant Funding for the design of Grand Pacific Walk Headlands Avenue to Coledale Avenue.

STRATEGIC PRIORITIES

Business and Investment

The June Quarter saw 20 business/investor enquiries ranging from business support and information to facilitating larger projects through *Invest Wollongong*.

Council hosted the annual *Doing Business with Council* procurement showcase on 18 May 2023 with around 180 businesses attending and learning more about the opportunities available for doing business with Council over the next year. The release of the Rider Levett Bucknall (RLB) Crane Index found there was 15 cranes in Wollongong - a figure higher than Newcastle, Hobart, Darwin and the Central Coast.

Invest Wollongong attended the 2023 Australian International Airshow in Avalon, showcasing the region with the newly updated Defence Industry Directory. *Invest Wollongong* also facilitated a range of ongoing major investment enquiries.

This year saw the release of the new *Investment Prospectus 2023*, a successful digital marketing campaign undertaken, targeting external stakeholders and raising awareness of Wollongong as a desirable alternative CBD location for business. *Invest Wollongong* continued to participate in and host various events including *Tech Connect* targeted towards Wollongong's start-ups, a hospitality event for the UCI Road World Championships – Wollongong NSW at the Old Wollongong Courthouse and the end of year event at Lang's Corner.

During the year, there were a number of significant announcements in the Clean Energy sector including: Illawarra being declared as one of five Renewable Energy Zones; NSW Ports revealed concept plans for a large-scale facility at Port Kembla's Outer Harbour and the NSW Government announcement of funding under the Hydrogen Hub Program to construct a 10-megawatt electrolyser to facilitate at least four refuelling stations in and around the Illawarra.

West Dapto

During 2022-2023, staff continued to focus on ensuring improved outcomes for the Urban Release Area, West Dapto, as one of Council's five strategic priorities.

Governance arrangements within Council reflect the strategic priority focus from the West Dapto Review Committee, chaired by the Lord Mayor, the Senior Management West Dapto Steering Committee through to the West Dapto Coordination Group which is attended by all teams relevant to the daily planning needs of West Dapto. The strategic priority and essential decision making continue to be supported by the Executive Management Committee and elected representatives.

Infrastructure Planning remains a core priority and is facilitated through the above-mentioned governance structure. Council staff have a specific focus on infrastructure planning via the Contributions Coordination Group and staff Land Acquisition Group. The 26 June 2023 adoption of the Infrastructure Delivery Program 2023-2027 reflects Council's ongoing commitment to infrastructure planning and delivery through the identification of 13 West Dapto Specific projects from design to construction at a total of \$31M. Staff are committed to ensuring planning reflects contemporary needs with work on the draft West Dapto Development Contributions Plan 2023 progressing to reflect more accurately the scope and cost of infrastructure at West Dapto, informed by projects such as the urban upgrade of Wongawilli and West Dapto Roads.

Delivery of strategic priorities at West Dapto benefited from the successful application of grant funding by Council staff, including:

- Work progressed on the urban upgrade of West Dapto Road, funded under the NSW Housing Acceleration Fund.

STRATEGIC PRIORITIES

- Staff finalised the strategic business case for the Northcliffe Drive Extension during the financial year. This project was funded under the NSW State Voluntary Planning Agreement grant program. Staff were informed in June 2023 work on the strategic business case resulted in a high overall rating as part of the NSW assurance review process meaning that continued work is justified. Staff will now look for opportunity to progress final business case work.
- Staff commenced work on the West Dapto Centres Master planning project, a strategic planning exercise funded under the NSW Regional Housing Strategic Planning fund. This project is allowing Council staff to lead the planning and setting the direction of outcomes for the future Town Centre at Marshall Mount and future Village Centre referred to as 'Fowlers' within stage 3 of West Dapto. Staff will work closely with all relevant stakeholders during the 2023-2024 financial year to finalise the project.

The Mullet Creek Floodplain Risk Management Study and Plan 2023 was adopted by Council in May 2023 which is an important piece of work led by Council in partnership with the NSW Department of Planning and Environment. The work will guide planning decisions within the Mullet Creek catchment.

During 2022-2023, development of residential lots continued at West Dapto along with supporting land use planning decisions and assessments. In summary, the current status of development since West Dapto commenced includes 2,673 residential lots approved and 2,236 subdivision certificates issued. Staff are continuing major neighbourhood plan assessments throughout stage 5 of West Dapto and a major rezoning application is being assessed within stage 3 of West Dapto.

Council staff have had ongoing significant discussions with NSW Government agency counterparts about a variety of key issues including NSW Department of Education, Transport for NSW, NSW Department of Planning and Environment and service providers such as Sydney Water.

Reporting against the Delivery Program 2022-2026 and Operational Plan 2022-2023






This Quarterly Review reports on progress of activities and actions within Council's 33 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.





Summary of Progress by Goal

Status of Actions for June Quarter

Status		Goal 1	Goal 2	Goal 3	Goal 4	Goal 5	Goal 6	Support Services	Total
On-Track		88%	100%	90%	94%	81%	86%	83%	88%
Action is progressing as planned		(35/40)	(12/12)	(9/10)	(33/35)	(38/47)	(6/7)	(15/18)	(148/169)
Complete		8%	0%	10%	6%	8.5%	0%	0%	6%
Action or project achieved as planned		(3/40)	(0/12)	(1/10)	(2/35)	(4/47)	(0/7)	(0/18)	(10/169)
Deferred		2%	0%	0%	0%	2%	14%	11%	3%
A decision has been made to reschedule the timing of the project or actions		(1/40)	(0/12)	(0/10)	(0/35)	(1/47)	(1/7)	(2/18)	(5/169)
Not scheduled to commence		0%	0%	0%	0%	0%	0%	0%	0%
The action was not due to commence during the reporting quarter		(0/40)	(0/12)	(0/10)	(0/35)	(0/47)	(0/7)	(0/18)	(0/169)
Delayed		2%	0%	0%	0%	8.5%	0%	6%	3%
Unforeseen event has changed the timing of a project or action		(1/40)	(0/12)	(0/10)	(0/35)	(4/47)	(0/7)	(1/18)	(6/169)

Result shown as number of actions.

GOAL 1 | WE VALUE AND PROTECT OUR ENVIRONMENT

June Quarter Highlights



Installation new electric vehicle charging infrastructure at Stewart Street East Carpark, facilitated by the Electric Vehicle Charging Infrastructure on Public Land Council Policy.



Farmborough Road Primary School students learning about Urban Greening.

GOAL 1 | WE VALUE AND PROTECT OUR ENVIRONMENT

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 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

During 2022-2023 Council continued to assess a diverse range of development applications. A total of 1,181 development applications were lodged and 1,343 development applications were determined during the year.



Pre-lodgement advice was provided for a variety of stakeholders. Council also continued to provide a service as a Principal Certifying Authority for buildings and subdivisions as an alternative option to the private sector.

Council worked with the Design Review Panel to achieve design excellence through providing advice on 51 matters.

The Wollongong Local Planning Panel considered 26 matters, Southern Regional Planning Panel determined six matters and was briefed on a further six applications.

Council engaged NSW planning on grant funded projects including faster local approvals for development applications which has seen improved determination times for land subdivision applications as well as integration of Council's technology with the NSW planning portal to provide a more streamlined administration of the development assessment process.



Operational Plan 2022-2023 Update

Actions	Status	Comment
Engage with NSW Government, agencies, development/building industry and the broader community to achieve improved development outcomes	On-Track 	Engagement continued with the Department of Planning and Environment on <i>Faster Local Approvals</i> and the evolution of the NSW Planning Portal integration with Council systems, as well as various meetings with the Southern Regional Planning Panel on pending and current applications and potential process improvements.
Administer Design Review Panel in relation to key sites or significant development	On-Track 	Council continues to work with the Design Review Panel to achieve design excellence in the assessment and determination of Development Applications for significant projects across the Local Government Area. The Panel provided advice on 21 matters during the June Quarter and a total of 51 matters during 2022-2023.

GOAL 1 | WE VALUE AND PROTECT OUR ENVIRONMENT

Development Assessment Continued

Operational Plan 2022-2023 Update

Actions	Status	Comment
Administer the Wollongong Local Planning Panel	On-Track 	Council continues to work with the Wollongong Local Planning Panel to finalise the assessment and determination of Development Applications. The Panel considered five matters during the June quarter and a total of 26 applications during the 2022-2023 year. Throughout the year, meetings have been held monthly and operations refined in a post COVID-19 environment. Panel concurrence with staff recommendations remain high, with the panel concurring with 23 out of 26 applications during the year.
In conjunction with the Department of Planning, Industry and Environment, administer the Southern Regional Planning Panel	On-Track 	<p>The Southern Regional Planning Panel was briefed on one application during the June Quarter, with no applications reaching final determination in the Quarter.</p> <p>During the 2022-2023 year, Council and the Panel focused on efficient and early reporting to deliver best outcomes for urban development proposals and applications. The Panel determined six matters and was briefed on a further six applications during the year.</p>

GOAL 1 | WE VALUE AND PROTECT OUR ENVIRONMENT

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 has continued to prioritise emergency management throughout the year, fulfilling its role of providing executive support to the Illawarra Local Emergency Management Committee in accordance with the Illawarra Emergency Management's Memorandum of Understanding (MOU). The Council recognises the importance of effective coordination, preparedness and response in emergency situations.

The Emergency Management Officer (EMO) has played a crucial role in various projects aimed at enhancing the city's resilience. These include the development of a comprehensive recovery operations plan to address the impacts of future weather events and the facilitation of dam safety exercises for the Council's managed prescribed dams. By focusing on these initiatives, Council demonstrates its commitment to proactive emergency planning and ensuring the safety of the community.



Operational Plan 2022-2023 Update

Actions	Status	Comment
Collaborate with Shellharbour City Council and Kiama Municipal Council under the Illawarra Emergency Management Memorandum of Understanding	On-Track 	Council continues to collaborate with Shellharbour City and Kiama Municipal Councils per the current Illawarra Memorandum of Understanding (MOU). The Memorandum outlines the collaboration to support the Illawarra Local Emergency Management Committee (LEMC) by providing the services of LEMC chair, executive support to the Committee and Local Emergency Management Officer (LEMO) duties.

GOAL 1 | WE VALUE AND PROTECT OUR ENVIRONMENT

Emergency Management Continued

Operational Plan 2022-2023 Update

Actions	Status	Comment
Prepare resilience and response plans to respond to unforeseen events	On-Track 	<p>Council has made significant progress throughout the year in enhancing its emergency management capabilities and building resilience against unforeseen events. Council, in collaboration with the NSW Reconstruction Authority, has undertaken project work to develop Natural Disaster Response and Recovery plans. This initiative aims to increase the Council's resilience and preparedness, ensuring a more effective response to natural disasters.</p> <p>Staff efforts have focused on individual agency coordination, collective emergency response planning and resilience building. Community engagement has been prioritised to empower the community and foster a culture of resilience. The Emergency Management Service contributed to the development of the Urban Heat Strategy and the design of community centres evacuation requirements.</p> <p>Council engaged with various stakeholders to identify suitable community buildings that can serve as places of refuge during extreme weather events.</p> <p>Council actively participated in a post-event review following the Tallawarra Substation Fire and conducted a site familiarisation program involving emergency services and the asset owner. Research commenced to develop a safety exercise specifically tailored for Council's prescribed dams.</p>
Continue to progress design and construction of a new Wollongong State Emergency Services unit	On-Track 	<p>Throughout the year, Council has maintained a collaborative partnership with the State Emergency Service (SES) to address SES requirements across the Local Government Area. Council and SES have been actively assessing suitable site locations and determining the necessary functions and designs for the proposed units in Dapto, Wollongong and the Northern Suburbs.</p>

GOAL 1 | WE VALUE AND PROTECT OUR ENVIRONMENT

Regulatory Compliance

Responsibility Manager Regulation + Enforcement

About this Service

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


Quarterly Progress Update

During the June Quarter, Council staff continued delivering Regulatory Compliance services, implementing various programs, this included the management of companion animals, illegal parking compliance and the management of public amenity issues, such as abandoned motor vehicles. There was a high volume of requests received and actioned over the quarter.

Throughout the 2022-2023 year, a total of 11,508 customer requests were received, including 1,263 abandoned motor vehicle requests, 417 aggressive dog/dog attack requests, 1,423 barking dog requests, 923 stray roaming dog requests and 3,209 parking incident requests.

Other projects were undertaken, such as the Christmas & New Year's and Australia Day Compliance programs addressing illegal camping and parking, including a program which focused on providing compliance and regulatory services across the Local Government Area during the UCI Road World Championships – Wollongong NSW event, and the implementation of the Public Spaces (Unattended Property) Act 2021, which involved significant process changes related to managing abandoned motor vehicles, articles and unattended animals.



Operational Plan 2022-2023 Update

Actions	Status	Comment
Maintain a proactive surveillance and inspection program of known dumping hotspots and implement education and awareness raising programs aimed at reducing illegally dumped waste	On-Track 	<p>Council staff conducted a number of investigations of illegal dumping incidents within the Local Government Area and continued to conduct proactive patrols in known illegal dumping hotspots. The Cordeaux and Mount Keira – Enhanced Surveillance and Clean Up Project was completed during this quarter, focusing on illegal dumping in escarpment areas. As a result, dumping incidents have been reduced within the project area by 41.5% compared to the previous 12 months. The project was jointly funded by the NSW Environmental Protection Authority (EPA).</p> <p>During the 2022-2023 year, Council staff conducted 551 investigations of illegal dumping incidents within the Local Government Area. As a result of these investigations, 23 verbal clean-up notices, eight warnings and six fines were issued to offenders. Staff have also continued their collaboration with the Department of Communities and Justice Housing and continue to conduct proactive hotspot patrols to educate the community and decrease illegal dumping incidents in the Local Government Area.</p>

GOAL 1 | WE VALUE AND PROTECT OUR ENVIRONMENT

Regulatory Compliance Continued


Operational Plan 2022-2023 Update

Actions	Status	Comment
Maintain a proactive compliance program for companion animals in public places	On-Track 	<p>During the June Quarter, Council staff conducted a proactive companion animal compliance program. They focused on beach patrols to educate dog owners of their responsibilities under the Companion Animals Act 1988 and the Council Dogs on Beaches and Parks Policy, improved dog access signage in beach and foreshore areas and engaged in educational activities to promote the Council's Dogs on Beaches and Parks Policy.</p> <p>Throughout 2022-2023 year, dog access signage was upgraded at Sandon Point, McCauley's Beach, Scarborough Beach, Wombarra Beach, Coniston Beach, Thomas Gibson Park, MacCabe Park and Beaton Park. The Tiered Beach Patrol Program and the Summer Beach Patrol Program was implemented, conducting 1,907 proactive patrols. As a result of these patrols, 850 actions were taken, including issuing fines, warnings and educational conversations with dog owners. Education stalls were set up at Coledale Rock Platform, Wombarra Beach, Bellambi Beach, Sandon Point and City Beach, The Blue Mile, Port Kembla Beach, the Animal Welfare League Mobile Vet Services event in Kully Park and the West Wollongong Rotary Clubs <i>Paws4aCause</i> Dog Show at JJ Kelly Park.</p>
Develop and implement an education and awareness raising program regarding swimming pool barriers	On-Track 	<p>Work continued throughout the June Quarter with officers actioning compliance certificate applications for private swimming pools, issuing notices and orders to rectify non-compliant pools and responding to customer service requests.</p> <p>Throughout the 2022-2023 year, the swimming pool safety barrier program included social media messaging to promote swimming pool safety and an educational booklet was distributed to schools throughout the Wollongong Local Government Area to assist in promoting the importance of swimming pool safety barrier compliance.</p> <p>During the year, officers processed over 100 compliance certificate applications, responded to 274 customer service requests and issued 30 notices and orders to rectify swimming pools that are not compliant with the Swimming Pool Act 1992.</p>

GOAL 1 | WE VALUE AND PROTECT OUR ENVIRONMENT

Regulatory Compliance Continued

Operational Plan 2022-2023 Update

Actions	Status	Comment
Undertake targeted compliance of subdivision and residential building sites for sediment and erosion control, hours of operation, waste management and dust control	On-Track 	<p>Council's Building Sites Compliance Program continued throughout the quarter with a focus on proactive building sites inspections and education regarding erosion and sediment control, waste management and hours of operation.</p> <p>A media release was issued promoting the program and the need for adequate environmental controls to be in place on building sites to reduce impacts to the environment. Preliminary planning occurred for future education initiatives to be implemented to inform builders of their responsibilities. Throughout the 2022-2023 year, 411 building site inspections were conducted with 212 educational discussions occurring, 33 fines issued and 92 written and verbal warnings issued regarding non-compliances for erosion and sediment control, waste management and hours of operation.</p>

GOAL 1 | WE VALUE AND PROTECT OUR ENVIRONMENT

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 drainage and associated infrastructure assets across the city that aim to be safe, efficient, effective and sustainable.



Quarterly Progress Update

Council has taken a significant step forward by adopting the Mullet Creek Floodplain Risk Management Study and Plan during the quarter.

Council adoption of the Towradgi Creek Floodplain Risk Management Study and Plan will contribute to be the effective management of flood risks to ensure the safety and well-being of the Towradgi community.

Thirteen projects have been designed, acknowledging that challenges and unexpected obstacles, such as natural disasters in 2022, have caused some delay in achieving planned delivery timeframes. In response, Council has prioritised pipe relining projects to ensure asset renewal programs continue to progress.



Operational Plan 2022-2023 Update

Actions	Status	Comment
Develop and implement the Floodplain Risk Management Plans including Voluntary Purchase Scheme	On-Track 	<p>Council adopted the Mullet Creek Floodplain Risk Management Study and Plan on 8 May 2023. The report and associated flood data can be publicly accessed, with the aim to provide a better understanding of flood behaviour, flood risk and wiser decision making for the Mullet Creek catchment.</p> <p>The Towradgi Creek Floodplain Risk Management Study and Plan (FRMSP) was adopted by Council on 26 June 2023. This adoption is a positive step forward in effectively managing flood risks and ensuring the safety and well-being of the community in the Towradgi Creek catchment.</p> <p>Remaining Floodplain Risk Management Studies and Plans continue to progress , with some delays due to consultant workload and recent storm events across NSW.</p>
Plan and deliver stormwater maintenance, renewal and upgrade works	On-Track 	<p>Works continued on projects scheduled in the Infrastructure Delivery Program including the bank support works at Whartons Creek, Bulli and the debris control structures at Gordon Hutton Park and Russell Vale. Stormwater pipe cleaning and clearing works were completed across the quarter, with the balance expected to be complete across July.</p> <p>Sixteen stormwater asset renewal projects and six projects involving upgraded or new infrastructure were constructed during the 2022-2023 year. Additionally, construction of four asset renewal and two water quality projects are underway. Designs for 13 projects were also completed. Due to extreme weather conditions over the past 18 months, some projects have been rephased to schedule high priority works, for example the design of Otford Causeway.</p>

GOAL 1 | WE VALUE AND PROTECT OUR ENVIRONMENT

Stormwater Services Continued

Operational Plan 2022-2023 Update

Actions	Status	Comment
Deliver rolling program of flood and stormwater infrastructure condition and safety inspections	On-Track 	Stormwater pipe Closed Circuit Television (CCTV) and pit inspections continued during the June Quarter. Inspections undertaken were a combination of scheduled and ad hoc inspections required to investigate issues raised by the community. Monthly surveillance inspections for Council's Declared Dams were also completed in accordance with obligations under the Dam Safety Act 2015. Approximately 33,100 metres of stormwater pipe and 1,441 stormwater pits were inspected throughout 2022-2023 providing Council with a better understanding of the condition of the network. This information has been used to support asset maintenance and renewal planning activities in the future.
Enhance the management of Council owned water and wastewater assets	On-Track 	Managed water systems continue to be monitored via telemetry with early warning alerts mitigating potential events.

GOAL 1 | WE VALUE AND PROTECT OUR ENVIRONMENT

Environmental Services

Responsibility Manager Open Space and Environmental Services

About this Service

This service involves Council working with the community in relation to local climate change mitigation, adaptation, monitoring and reporting, environmental education, volunteer management and partnerships, waste minimisation and environmental advocacy.

Quarterly Progress Update

The Bushcare program continues play a vital role in restoring riparian areas and volunteers this year have had opportunity to participate in best practice workshops and cultural awareness / caring for country programs delivered in partnership with the Illawarra Local Aboriginal Land Council. Key Bushcare milestones included 20 years' service to the Bellambi Dunes group and the Rotary Club of Wollongong Celebrated 100 years' service with a tree planting ceremony at Greenhouse Park. Clean up Australia Day saw 46 groups participate to remove rubbish from natural areas across the city, and the broader Rise and Shine program continued to focus on removal of problematic waste from natural areas and riparian zones.

A range of policies have been updated including the Tree Management Policy and review of Development Control Plan Chapters E17 and E18, which are now geared toward protecting vegetation and increasing tree canopy in line with the Urban Greening Strategy. A review of Council's Community Gardens Policy, Asbestos Policy and Electric Vehicles on Public Land Policy were also undertaken during the year.

Tree planting activities continue to focus on high need/low canopy suburbs with street tree plantings and parkland plantings a focus for Council. The Tiny Forest program launched in partnership with local schools celebrated a one year anniversary with extraordinary results in vegetation growth, and engagement at a local level.


Council has continued the Illawarra Feral Deer Management Program for the removal of deer across the Local Government Area and installed deer exclusion fencing to protect natural areas in high priority areas. Research commenced this year that will monitor deer populations along movement corridors at the urban interface.

Grant funded programs focussed on Lake Illawarra improvements continued, including the *Luv the Lake* program which aims to increase community participation, pride, respect and ownership of the lake and its surrounds to tackle litter. The Lake Illawarra Catchment monitoring program continues to measure water quality and estuary health monitoring




Council is supporting the Illawarra Local Aboriginal Land Council with the commencement of a three year natural area rehabilitation program at Purrah Bay and Muddy Bay to restore both coastal salt marsh and Swamp Oak Forest Endangered Ecological Plant Communities.

The combination of ongoing improvements in Food Organics Garden Organics diversion from landfill, and the ongoing Landfill Gas extraction at the Wollongong Waste and Resource Recovery Park continues to reduce Greenhouse Gas emissions.

Operational Plan 2022-2023 Update

Actions	Status	Comment
Deliver commitments made under the Global Covenant of Mayors and support Council's climate emergency declaration	On-Track 	Projects initiated during the June Quarter included the development of the sustainable buildings program, Regional Energy Strategy through the Illawarra Shoalhaven Joint Organisation and Electric Vehicle charging infrastructure feasibility projects. Major actions achieved throughout the 2022-2023 year include the renewable power purchase agreement, partnering to upgrade LED streetlights, adoption of the Electric Vehicle Charging Infrastructure on Public Land Policy and increased landfill diversion rates.




GOAL 1 | WE VALUE AND PROTECT OUR ENVIRONMENT

		All Global Covenant of Mayors' badges and compliance have been maintained throughout the year.
Prepare the Climate Change Mitigation Plan 2022-2026	On-Track 	<p>During the quarter, abatement pathways were analysed and consultation with stakeholders was undertaken in relation to the feasibility of proposed community and operational actions.</p> <p>During the year, the preparation of the draft Climate Change Mitigation Plan (CCMP) 2023-2027 progressed with a draft expected to Council for consideration in the September 2023 Quarter. Comprehensive community engagement has been undertaken and the input received has been analysed to inform the draft CCMP. The current program is on track to fulfill the Global Covenant of Mayors' initiative which has adoption of the revised CCMP due in late 2023.</p>
Implement priority actions from the Climate Change Adaptation Plan 2022	On-Track 	The development of an Urban Heat Strategy is a key action in the adopted Climate Change Adaptation Plan 2022. During the year, a consultant was engaged and a draft Strategy developed in consultation with internal and external stakeholders. On 26 June 2023, Council endorsed the draft Urban Heat Strategy for public exhibition.
Coordinate Council's waste, volunteer, environmental and conservation programs, activities and events	On-Track 	<p>During the quarter, the Rise and Shine program and World Enviro Day events were delivered and tree plantings and maintenance continued at Greenhouse Park by volunteers.</p> <p>The waste wise event management plan approach was reviewed, with bins delivered to several events including the Thirroul Seaside Festival and Family Fun Run. Garden waste drop off events were held at Berkely, Corrimal and Helensburgh.</p> <p>National Volunteer week was celebrated with a recognition event for Botanic Garden, Rise and Shine and Natural Areas volunteers at the Towri Centre.</p> <p>The Green Team delivered their first online webinar through one of the larger Strata managers across the region to discuss the Food Organics Garden Organics (FOGO) program for multi-unit dwellings. Two competitions to promote FOGO to residents, as well as to students, were completed.</p> <p>A new recycling talk was developed for adults with the first delivery to 100 Probus attendees at Dapto. Large scale events attended by the Green Team included Saltwater Festival at Warrawong and Thirroul Seaside Festival.</p>

GOAL 1 | WE VALUE AND PROTECT OUR ENVIRONMENT

Environmental Services Continued

Operational Plan 2022-2023 Update

Actions	Status	Comment
Implement priority actions of the certified Coastal Management Program for Lake Illawarra	On-Track 	<p>During the June Quarter, a Community Engagement and Participation Strategy was finalised, which includes a program of activities to promote community involvement in Lake initiatives to be implemented over the coming years.</p> <p>Litter prevention initiatives undertaken at hotspot locations as part of the <i>Luv the Lake</i> EPA campaign were successful in achieving up to a 40% reduction in key littered items between February and June 2023. This project was finalised during the quarter.</p> <p>Water quality monitoring continued at 21 sites around the Lake catchment. Stage 2 weed removal and revegetation works over 37 hectares of Lake foreshore reserve areas were completed, with 3,000 native seedlings planted over the last year.</p> <p>Sediment and erosion controls at development sites has improved significantly as a result of educational and enforcement initiatives delivered during the 2022-2023 year.</p>
Develop a Coastal Management Program for the Open Coast	On-Track 	<p>During the June Quarter, a grant application was lodged with the NSW Government Coastal and Estuary Program for funding to undertake the Stage 2 coastal hazard studies. These studies include: coastal hazards mapping; littoral rainforest and coastal wetlands mapping; identification of Aboriginal heritage values and assets, and vulnerability assessment; and options assessment for management of windblown sand at Port Kembla Beach.</p> <p>During the 2022-2023 year, a scoping study was prepared to identify the priorities and focus of a Coastal Management Program (CMP) for the Wollongong coastline. This Study was Stage 1 of the CMP process and reviewed past management actions, gained a contemporary understanding of management through engagement with the community and stakeholders and identified knowledge gaps to be completed in Stage 2. Council endorsed the Wollongong Coastal Management Program Scoping Study, allowing work to progress to Stage 2 of the process.</p>
Council support local food security outcomes through advocacy, sponsorship, partnering and local initiatives	On-Track 	<p>Council continues to deliver a range of services to promote food security within Wollongong. These include delivery of education on food waste avoidance, facilitation of enquiries relating to community gardens and publication of the Low Cost and Free Meals Directory.</p> <p>Public interest in communal gardening activities is supported by Council's Community Gardens Policy. There are currently 14 community gardens operating in our Local Government Area with seven located on Council managed land.</p>

GOAL 1 | WE VALUE AND PROTECT OUR ENVIRONMENT

Natural Area Management

Responsibility *Manager Open Space + Environmental Services*



About this Service

This service includes the management of natural areas under Council care and control. Activities undertaken as part of this service include restoration of natural areas, weed management, pest management, bushfire management as well as the 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

During the year, a new tender panel of ecological contractors was established, with 61 active contracts across the city. There were a total 166 active restoration sites across the city, including Bushcare sites. Volunteers contributed 9,289 hours with an estimated value of \$278,000. Over 20,000 trees, shrubs and groundcovers were planted in natural areas. Six vegetation Management Plans were completed for priority sites. The Vertebrate Pest management program continued with Council supporting South-East Local Land Services in the Illawarra Feral Deer Management Program, while Council led the Mynah Bird Program and the control of rabbits and foxes.


Operational Plan 2022-2023 Update

Actions	Status	Comment
Coordinate natural area restoration works at priority sites	On-Track 	Final grant reporting and acquittals were undertaken for nine projects, with four Sydney Water funded projects commencing on ground works. The Pest species program undertook Pindone (rodenticide) release at Ian McLennan Park and Wollongong Memorial Gardens targeting high density rabbit populations. The Illawarra Feral Deer Management Program saw an increase in operational nights with 336 deer removed. Council and Local Land Services are partnering with Symbio Zoo to undertake thermal monitoring of deer as part of the broader Koala survey in the region. 9,543 native trees, shrubs and grasses were planted as part of the natural areas program during the quarter.
Continue implementation of priority actions from the Dune Management Strategy	On-Track 	Dune management continued across the Local Government Area with vegetation management occurring across patrolled beaches. Works as part of the Sydney Water Agreement have now commenced at City Beach, Perkins Dunes and East Corrimal in accordance with the Vegetation Management Plans for each site. Safety continued to be a key focus following storm activity throughout the year, with erosion scarps managed as required to ensure public safety for beach users.

GOAL 1 | WE VALUE AND PROTECT OUR ENVIRONMENT

Natural Area Management Continued

Operational Plan 2022-2023 Update

Actions	Status	Comment
Implement annual bushfire hazard reduction works program for Asset Protection Zones on Council managed lands	On-Track 	<p>The Bushfire program consultant review neared completion with key milestones delivered. All contracted projects have been completed for the year with all sites managed to Rural Fire Service (RFS) standards. Council staff inspected and carried out maintenance of eight Council owned fire trails including surface works, drainage, vegetation and signage. The 2022-2023 RFS funded works have been completed with outcomes of new funding pending.</p> <p>Council staff attended bushfire committee and planning workshops, submitted an Ignition Prevention Plan, prepared Hazard Reduction Burn proposals, attended the two day Nature Conservation Council Bushfire Conference, assisted with the installation of a new Fire Danger Rating sign at Darkes Forest and removed two redundant signs from Bulli Tops. Ongoing support of the FireReady program continued, with 104 hours completed over 11 sites by 25 volunteers.</p>

GOAL 1 | WE VALUE AND PROTECT OUR ENVIRONMENT

Waste Management

Responsibility Manager Open Space + Environmental Services

About this Service

Waste management includes the environmentally responsible, customer focused resource recovery, recycling and solid waste management. The service includes community education programs, waste collection and recycling, operation of the Wollongong Waste and Resource Recovery Park, public domain waste collection and facilities cleaning.





Quarterly Progress Update

Environmental compliance at Council's waste management facility continues to improve with upgrades to the site's stormwater and leachate management systems assisting through another year with significant rainfall events. The Vegetation Management Plan has also seen improved vegetation cover on the boundaries of the site and significant project design has been completed in readiness for construction of the next landfill cell which will be operational mid-2025.

Commercial waste received increased during the year, whilst the Food Organics Garden Organics (FOGO) program continues to divert organic material from landfill, with a total 37,000 tonnes of FOGO material processed. Residents using the FOGO service continue to utilise this service well, with contamination of the FOGO stream at 1% and well below the NSW average. Landfill gas extraction has continued across the site with 19,042 tonnes of carbon dioxide equivalent methane removed from the landfill.

Council approved an extension to the current waste collection services contract and a joint tender proposal with Shellharbour City Council that will secure waste collection services for residents well into the next decade.



Operational Plan 2022-2023 Update

Actions	Status	Comment
Continue to monitor environmentally sustainable actions for charitable waste	Complete 	Since the introduction of Waste Management Plans for Community Service Organisations including charities, over 500 tonnes of charity waste have been diverted from Whytes Gully landfill compared to the previous financial year.
Implement a research and development program targeting waste diversion from landfill with the University of Wollongong	Complete 	The University of Wollongong (UOW) completed its research project into Automated Waste Contamination Detection. The project focused on plastic bags as a contamination source and delivered a 63% detection accuracy related to white plastic bags in recycling collected. Council will continue to investigate technology applications to assist with reducing waste contamination.
Deliver options for a Food Organics Garden Organics (FOGO) trial for multi-unit dwellings	Delayed 	Council is working with the Environmental Protection Authority to determine the best way to progress this project given the challenges experienced. FOGO services continue to be expanded in multi-unit dwellings through normal service delivery.
Deliver a Food Organics Garden Organics (FOGO) program across the LGA	On-Track 	Waste audits completed in February indicate that 74% of households are participating in FOGO program. 37,000 tonnes of FOGO material were collected and diverted from landfill during the 2022-2023 year.

GOAL 1 | WE VALUE AND PROTECT OUR ENVIRONMENT

Waste Management Continued

Operational Plan 2022-2023 Update

Actions	Status	Comment
Continue to educate the community on waste principles – avoid, reduce, reuse, recycle to increase waste diversion from household waste streams	On-Track 	<p>Green Team delivered their first webinar through one of the larger strata Managers across the region promoting the Food Organics Garden Organics program (FOGO). Two competitions were held to promote FOGO to residents as well as to students.</p> <p>Other activities undertaken in the June Quarter include the commencement of a FOGO Roadshow on 26 June, waste education and data capture at Helensburgh, Berkely and Corrimal as part of Green Waste drop off events and a new recycling talk was developed for adults with first delivery to 100 attendees at Dapto.</p> <p>There were 16 Waste education workshops with 670 participants, and 10 Waste promotion events with a reach of 816 participants.</p>
Continue to develop and implement the landfill gas management system at Whytes Gully	On-Track 	During the 2022-2023 year, the monthly average of carbon dioxide equivalent avoided was 1,596 tonnes which equates to over 19,000 tonnes per year. Planning continues with Council's supplier regarding the expansion and enhancement of the overall landfill gas capture system.

GOAL 1 | WE VALUE AND PROTECT OUR ENVIRONMENT

Land Use Planning

Responsibility Manager City Strategy

About this Service

Land Use Planning manages the plans, policies and certificates that help our community understand the role and function of land within Wollongong. The team undertakes detailed studies to make long term plans for how we can live, work and play sustainably, protecting what we value and ensuring development contributes to great places for our community.

Quarterly Progress Update

During the year, there was a strong focus on establishing strategic land use policies for the Local Government Area. These included the adoption of the Wollongong Housing Strategy in February 2023, adoption of the Wollongong Retail and Business Centres Strategy in March 2023 and endorsement of the draft Industrial Lands Strategy for public exhibition in June 2023.

A range of Planning Proposals were progressed over the year, including endorsement to rezone the former Port Kembla Public School site for residential development and another to amend the foreshore building line at Corrimal Coke Works to enable development consistent with the zoning and master plan for the site. A draft Planning Proposal to heritage list Miala Housing at Marshall Mount was exhibited through May-June 2023 and another three draft Planning Proposals were supported to progress, including proposals to:

- permit an Outdoor Recreation - Miniature Railway use at Stanwell Tops
- increase development opportunities at Wilga Street, Corrimal
- review zonings of large residential sites on the Illawarra Escarpment foothills as identified in the adopted Wollongong Housing Strategy.

A range of Development Control Plan amendments were made through the year including a site-specific Development Control Plan (DCP) chapter to guide development of the former Port Kembla Public School site (February 2023), a revised DCP chapter E17 Preservation and Management of Trees to align with the adopted Tree Management Policy (April 2023) and a revised DCP chapter B4 Retail Centres and Peripheral Sales Centres (June 2023).

Other policies and plans progressed during the year include the adoption of an updated Planning Agreement Policy and endorsement of an updated draft City Wide Development Contributions Plan for public exhibition.

Approximately 6,969 Planning Certificates were issued during the year which are necessary to support property transactions across the Local Government Area.

Operational Plan 2022-2023 Update

Actions	Status	Comment
Local Government Area Wide Retail Centres Study and South West Sydney Development Impacts Study	On-Track 	<p>The Retail and Business Centres Strategy was adopted by Council on 20 March 2023. Implementation has commenced with Council resolving to exhibit an updated draft DCP chapter B4 Development in Centres and Peripheral Sales Centres.</p> <p>The South-West Sydney Development Impacts Study progressed with a consultant report in preparation. The report will include information relating to the current and projected visitation patterns for selected popular locations in the Wollongong Local Government Area, owned or managed by Council. Detailed Place Audits for 10 locations will also be included.</p>

GOAL 1 | WE VALUE AND PROTECT OUR ENVIRONMENT

Land Use Planning Continued




Operational Plan 2022-2023 Update

Actions	Status	Comment
Prepare a Local Government Area Industrial Lands Study	On-Track 	On 26 June 2023, Council endorsed the draft Industrial Lands Study for community feedback. The formal exhibition process will commence in the September 2023 Quarter. Following the exhibition period, any submissions received will be considered and the Study reported to Council for finalisation.
Review the Local Strategic Planning Statement	On-Track 	<p>The Wollongong Housing Strategy and Wollongong Retail and Business Centres Strategy were recently adopted by Council. The draft Industrial Lands Study was also endorsed by Council for public exhibition. All three documents will inform a review of Council's Local Strategic Planning Statement.</p> <p>Review of the Local Strategic Planning Statement will align with preparation of the draft Illawarra-Shoalhaven City Plan by the Department of Planning and Environment.</p>
Continue the review of West Dapto Land Release Area by developing a Local Infrastructure Plan	On-Track 	<p>Development of the West Dapto Local Infrastructure Plan is being informed by the West Dapto Social Infrastructure Needs Assessment and preparation of the revised West Dapto Development Contributions Plan. Both pieces of work progressed during the 2022-2023 year with public exhibition of the draft West Dapto Social Infrastructure Needs Assessment occurring in February 2023.</p> <p>During the year, Council staff also completed a task to improve the monitoring of funds collected, allocated and expended under the Contributions Plan at an infrastructure project level.</p>
In collaboration with key agencies, facilitate the West Dapto Review Committee to deliver the West Dapto Urban Release Area	On-Track 	The West Dapto Review Committee is a component of Council's governance arrangements for delivery of the West Dapto Urban Release Area. The Committee is Chaired by the Lord Mayor and includes Ward 3 Councillors. The NSW Department of Planning and Environment has an ongoing invitation to attend committee meetings. Several standard items are presented to the Committee for information. Any issues requiring strategic input from the Committee are highlighted by staff and discussed at meetings.
Review West Dapto recreation needs in line with the bi-annual review of the West Dapto Development Contribution Plan	On-Track 	Following Council's endorsement of the draft West Dapto Social Infrastructure Needs Assessment for public exhibition in November 2022, the study exhibition was undertaken for a month ending on 28 February 2023. The draft assessment identifies the open space and recreation needs for the release area once fully developed. The draft needs assessment is also informing development of the updated West Dapto Development Contributions Plan 2023. During the June Quarter, Council staff reviewed submissions received to the exhibition of the draft Assessment. Finalisation of the West Dapto Social Infrastructure Needs Assessment is anticipated for early in the 2023-2024 financial year.

GOAL 1 | WE VALUE AND PROTECT OUR ENVIRONMENT

Land Use Planning Continued

Operational Plan 2022-2023 Update

Actions	Status	Comment
Progress the City Centre Planning Strategy	Deferred 	In December 2020, Council resolved to defer the draft City Centre Planning Strategy pending progression of other informing projects. Two major studies were raised as actions in the Council resolution. One of the supporting strategies, the Wollongong Retail and Business Centres Strategy, is now complete and was adopted by Council during the March 2023 Quarter. The City Centre Movement and Place Plan (Access and Movement Study) is being prepared in conjunction with the Wollongong Integrated Transport Strategy with a draft report expected by the end of 2023.
Develop and install the Sandon Point Aboriginal Place Interpretive Strategy and Indigenous Art Project	On-Track 	Four interpretative signs have been erected as part of the Sandon Point Aboriginal Place Interpretive Strategy. Consultation is continuing with stakeholders on the proposed installation of artworks that tell appropriate stories relating to the Aboriginal place and culture.
Finalise the development of the Housing Strategy and commence implementation on initial priorities	Complete 	On 27 February 2023, Council adopted the Wollongong Housing Strategy, which had been exhibited in 2022. During the June Quarter, implementation of Strategy actions commenced with Council resolving to prepare and exhibit a draft Planning Proposal for certain properties in the Illawarra Escarpment foothills in April 2023. In May 2023, Council also resolved to exhibit the draft Wollongong City-Wide Development Contribution Plan incorporating a development contributions deferral mechanism for developments that provide emergency, accessible and affordable rental housing.

GOAL 1 | WE VALUE AND PROTECT OUR ENVIRONMENT

Measuring Success


Measure	Target/Desired Trend	Comparative Data Where Available – June 2022	Result June 2023
Development Assessment			
Outstanding DAs < 90 days	200	319	155
Outstanding DAs >90 days	50	118	122
Median net determination days	50	New Measure	39
Environmental Services			
Participation rate in education programs [#]	Increase	New Measure	8,700
Tonnes of waste collected from clean-up activities [#]	Decrease	60	34.53
[#] Figures (including comparatives) have been prepared on an accumulative, annual basis.			
Natural Area Management			
Participation rate in environmental programs [#]	Increase	21,526*	66,468
Number of volunteers worked at Bushcare, Dunecare and FIREady sites [#]	Increase	374*	939
[#] Figures (including comparatives) have been prepared on an accumulative, annual basis. *Comparative result impacted by COVID-19			
Waste Services			
Waste diverted from landfill	Decrease	New Measure	53%
Waste Education Workshops and Events - number [#]	Increase	New Measure	271
Waste Education Workshops and Events - Participants [#]	Increase	New Measure	19,616
Waste Removed from Our Creek and Waterway SQIDs and Trash Racks	Decrease	New Measure	146 Tonnes
Recycling Contamination In Public Waste Bins	Decrease	New Measure	64%

[#] Figures have been prepared on an accumulative, annual basis.

Performance measures from the Delivery Program are reported in the Quarterly Review where data is available on a quarterly or annual basis. Performance measures that are tracked every two years will be reported in the State of the City Report.

GOAL 2 | WE HAVE AN INNOVATIVE AND SUSTAINABLE ECONOMY

June Quarter Highlights



**WOLLONGONG CBD NIGHT TIME ECONOMY
COUNCIL POLICY**

ADOPTED BY COUNCIL: 29 MAY 2023

PURPOSE

Wollongong City Council determines the operating hours for businesses seeking to trade at night in the Wollongong CBD through the development assessment process.

Whilst businesses trading at night have the potential to create environmental and social impacts, this policy recognises that many businesses are low impact premises that make an important contribution to the diversity and vitality of Wollongong's Night Time Economy.

This policy seeks to provide clarity regarding appropriate locations and hours of operation for these businesses.

POLICY INTENT

- Establish appropriate hours of operation for businesses in the Wollongong CBD.
- Concentrate low impact businesses which trade at night in appropriate locations.
- Provide clarity to proponents, regulatory bodies and the community regarding trading at night.
- Mitigate potential impacts of businesses trading at night on residents and other business.
- Establish requirements for development applications for businesses seeking to trade at night.

The main objectives of this policy are to:

- Enable the ongoing cultural evolution of the Wollongong CBD Night Time Economy.
- Provide a consistent, clear and transparent assessment process for proponents.
- Encourage a safe Night Time Economy that is comprised of vibrant and diverse businesses.
- Foster good relations between residents of the Wollongong CBD and businesses which trade at night.
- Concentrate appropriate venues within Wollongong LGA's established night trading precinct.

WOLLONGONG 2032 OBJECTIVES

This policy supports the following Wollongong 2032 objectives:

- We have an innovative and sustainable economy.
- We have a creative, vibrant city.



'Wander Wollongong – Art', a new self-guided tour of some of the best local art in the City of Wollongong, May 2023.

Council adopted the Wollongong CBD Night Time Economy Policy on 29 May 2023.



'Doing Business with Council' information session held in May 2023

GOAL 2 | WE HAVE AN INNOVATIVE AND SUSTAINABLE ECONOMY

City Centre Management

Responsibility Manager Community Cultural and Economic Development

About this Service

From Wollongong Station to the foreshore, City Centre Management supports the revitalisation of the City Centre through the coordination and delivery of a range of strategies in collaboration with various stakeholders. The service also ensures the smooth operation of the City Centre, particularly Crown Street Mall, which is funded by the Special Mall Levy. This includes day-to-day management, security, CCTV operations, graffiti removal, events and activation opportunities and marketing.


Quarterly Progress Update

During the June Quarter, City Centre operations, cleanliness, maintenance and security continued to be delivered. Community activations and business support continued to be strategic priorities with Wander Wollongong Art being a key outcome.

Throughout the year, activation strategies focused on attracting visitors back into the Wollongong CBD post lifting of COVID-19 restrictions, through vibrant activations and promoting the Wollongong City Centre experience. Key activations included improved amenity within the Crown Street Mall, implementation of the Globe Lane creative wayfinding sign and seating, Christmas 2022 and Wander Wollongong Art.

The CBD business environment continued to be monitored resulting in a number of precinct-based food and beverage businesses. Working groups have been established to allow for a collaborative approach to information-sharing and improving the customer experience.




Operational Plan 2022-2023 Update

Actions	Status	Comment
Deliver increased City Centre marketing and activation initiatives to support local and regional economic recovery in response to COVID-19	On-Track 	<p>To support local economic recovery, marketing and activation focused on promoting businesses and engaging new audiences, reaching more than 284,000 people and directly engaging viewers more than 20,000 times during the quarter. Top performing digital content included: reels created for food and beverage businesses Cow and Moon and Glass Alley Cafe, the Globe Lane Wayfinding Project, How to Commemorate ANZAC Day in the Wollongong CBD, and the <i>Wander Wollongong – Art Trail</i>.</p> <p>Key communication included promotion of the 'Autumn Family Fun' activation in Crown Street Mall and local business promotion and <i>Wander Wollongong – Art</i> which showcased the rich artistic talent found within the Wollongong CBD. The initiative featured 16 studios, galleries and creative spaces as well as a selection of public art.</p> <p>Outdoor dining support continued to be a focus area during the year. The extended live entertainment program to complement the 2022 UCI Road World Championship event, <i>SpinFest</i>, was staged throughout Wollongong CBD. The <i>Luminous Culture Festival</i> included a community festival, creative programming and lighting projections. The Christmas 2022 activities included working with 25 businesses within the Crown Street Mall to decorate and add vibrancy to business shopfronts. The <i>We Shop the Gong</i> buy local campaign was reactivated in November 2022 and widely promoted.</p>

GOAL 2 | WE HAVE AN INNOVATIVE AND SUSTAINABLE ECONOMY

City Centre Management Continued

Operational Plan 2022-2023 Update

Actions	Status	Comment
Implement a range of pilot projects and activation initiatives across the City Centre precincts	On-Track 	<p>Celebrating Reconciliation Week, the Nandhi Ngara event was launched in the Crown Street Mall featuring community performances and banners created by local school children and pre-schoolers with Aboriginal Elders and Aboriginal artists.</p> <p>Music continued to be a focus through the staging of live outdoor DJ performances, the <i>Live@Lunch</i> music program and additional Crown Street Mall busking sites.</p> <p>The Crown Lane temporary road closure and outdoor dining areas were extended due to positive business feedback. Other initiatives include working with businesses to pilot the Globe Lane World Cup Soccer 'fan zone', the outdoor dining spaces in Crown Street Mall/Lower Crown Street and delivery of the <i>Autumn Family Fun</i> weekend in partnership with Wollongong Central, featuring amusements and entertainment.</p>
Deliver an integrated marketing campaign that reflects the 'city experience'	On-Track 	<p>The Wollongong CBD social media followers and engagement increased by over 105,000 users during the quarter. Viewers engaged over 20,000 times via comments, likes, shares and link clicks. Key performing social and web content included short-form videos on the <i>Wollongong CBD</i> food and beverage offerings, the <i>Globe Lane Wayfinding Project</i>, 'How to Commemorate ANZAC Day in the Wollongong CBD' and the <i>Wander Wollongong – Art project</i>.</p> <p><i>Wollongong CBD</i> website received more than 47,000 site visits this quarter, providing more than 5,000 direct leads to local business websites. Growth in page views and outbound clicks in the June Quarter increased by 40% and 25% respectively.</p>
Develop and implement City Centre Wayfinding	On-Track 	<p>The Globe Lane Creative Wayfinding Project was completed in April 2023. The combination of creative and vibrant bespoke seating together with illuminated signage has elevated the profile of Globe Lane as a destination. The feasibility study into Ethel Hayton Walk as the next creative wayfinding location also progressed during the June Quarter.</p>

GOAL 2 | WE HAVE AN INNOVATIVE AND SUSTAINABLE ECONOMY

Economic Development

Responsibility Manager Community Cultural and Economic Development



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 facilitated 20 new business and investment enquiries during the June Quarter and 76 enquiries throughout the 2022-2023 year. Council continues to facilitate many longer-term ongoing projects, via Council's Major Project process.



Operational Plan 2022-2023 Update

Actions	Status	Comment
Deliver the Economic Development Strategy 20219-2029	On-Track 	<p>The June Quarter saw 20 business/investor enquiries ranging from business support and information to facilitating larger projects through <i>Invest Wollongong</i>.</p> <p>Council hosted its annual <i>Doing Business with Council Procurement</i> showcase on 18 May 2023, with around 180 businesses attending.</p> <p>Latest job numbers saw 64% of the Local Government Area-wide 10,500 jobs target achieved this year, resulting in 6,370 additional jobs since 2019. Advocacy continued throughout the year on a number of key projects, including enhanced transport connectivity, employment lands and business attraction projects. BlueScope announced the appointment of Bjarke Ingels Group to develop a master plan for the company's 200 hectares of surplus industrial land. Within the Wollongong CBD, the new Lang's Corner building, Wollongong's largest ever commercial office building opened and Mercer Financial Services joined in September as their major tenant.</p>
Continue to support growth of our local small business sector	On-Track 	<p>Council continued its enhanced business engagement via the monthly newsletter to over 10,000+ local businesses. Council hosted its annual <i>Doing Business with Council Procurement</i> event in May 2023 as well as endorsing the revised CBD Nighttime Economy Policy during the quarter.</p> <p>The 2022 Business Survey was undertaken, which indicated that while some of our local businesses have experienced declines in growth during 2022, they are, however, generally optimistic about future performance. The survey also provided insights on a range of issues impacting businesses across the Local Government Area. Council also sponsored the 'Excellence in Innovation' award category at the annual Business Illawarra Awards and was the major sponsor of the i3Net Manufacturing Showcase event.</p>

GOAL 2 | WE HAVE AN INNOVATIVE AND SUSTAINABLE ECONOMY

Economic Development Continued




Operational Plan 2022-2023 Update

Actions	Status	Comment
Work with other levels of government and the business community to respond to the post COVID-19 pandemic economic recovery	On-Track 	<p>In a new collaboration between Council and <i>Enterprise Plus</i>, the June Quarter saw the promotion of a 'business health check' available for local businesses. The health checks will provide free advice on a range of topics for businesses.</p> <p>Council continued to support local business through its Buy Local Campaign, <i>We Shop the Gong</i>, in the leadup to Christmas 2022. The program encourages residents to think local first, buy local and support local businesses. The campaign ran via Facebook and Instagram reaching 93,119 people in the target audience. Several Outdoor Dining initiatives continued support for local economic recovery post COVID-19, providing additional dining areas outdoors as well as a waiver of outdoor dining fees across the Local Government Area.</p>
In partnership with NSW Government and the University of Wollongong, deliver the Invest Wollongong program	On-Track 	<p>Invest Wollongong continued to facilitate a number of significant enquiries in the clean energy sector.</p> <p>Invest Wollongong also participated in the development of the Regional Defence Strategy by KPMG in collaboration with Business Illawarra and a range of other key stakeholders.</p> <p>Invest Wollongong released the new Investment Prospectus 2023, profiling key sectors such as tech, clean energy and advanced manufacturing. A successful digital marketing campaign was delivered, targeting external stakeholders and raising awareness of Wollongong as a desirable alternative CBD location for businesses. Council launched new videos profiling 'Scalapay', 'FinoComp' and the Wollongong CBD.</p> <p>Invest Wollongong continued to participate in and host various events, including Tech Connect, targeted towards Wollongong's start-ups, a hospitality event for the UCI Road World Championships – Wollongong NSW at the Old Wollongong Courthouse and the end of year event in Mercer's offices at Lang's Corner.</p> <p>Invest Wollongong also facilitated a range of visiting international delegations during the year.</p>

GOAL 2 | WE HAVE AN INNOVATIVE AND SUSTAINABLE ECONOMY

Economic Development Continued

Operational Plan 2022-2023 Update

Actions	Status	Comment
Deliver against the five pillars of the Destination Wollongong Funding Agreement 2021-2026 including: Marketing, Major Events, Business Visitor Economy, Tourism Infrastructure and Product Development and Cycling.	On-Track 	<i>Destination Wollongong</i> continued to deliver work regarding the Grand Pacific Drive, Wollongong as a Bike City, facilitating a range of business events and conferencing and social media campaigns highlighting the Wollongong Local Government Area as a key destination.
Seek funding for key iconic tourism infrastructure	On-Track 	<p>During the June Quarter, Council awaited the outcomes of several grant applications including: the Flood Recovery and Resilience Grant for the Bellambi Gully Flood Mitigation Scheme Stage Three, the Community Asset Program for the Towradgi Surf Club Reroof, the Infrastructure Betterment Fund for the Betterment of The Avenue, Figtree Culvert – Debris Control Structure and the Caring for State Heritage Grant for Diggies Cafe.</p> <p>Throughout the year, Council has submitted applications for a range of grants and funding initiatives, aiming to enhance resilience, upgrade facilities and preserve important heritage sites.</p> <p>Other highlights throughout the 2022-2023 year include successful grant applications for Illawarra Performing Arts Centre upgrades, Helensburgh Park Multisport Facility upgrades, refurbishment of Fred Finch Netball Courts, Berkeley and amenity and lighting upgrades at Lindsay Mayne Park, Unanderra.</p>
Support the ongoing development of key target sectors	On-Track 	Council continued to work in collaboration with a range of stakeholders across various key target sectors including Clean Energy, Tech, Manufacturing and Knowledge Services. Council has also been working closely with Screen Illawarra regarding the development of an industry strategy for the sector locally.

GOAL 2 | WE HAVE AN INNOVATIVE AND SUSTAINABLE ECONOMY

Tourist Parks

Responsibility *Manager Property + Recreation*

About this Service

Wollongong City Tourist Parks provide beachside accommodation for visitors to the Wollongong Local Government Area. Our Tourist Parks are located at Bulli, Corrimal and Windang and include annual sites and tourist accommodation. 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

The June Quarter saw staff working towards five yearly licence to operate as well as finalising compliance to 200 plus annual site holders. Work continued on the implementation of Council's marketing strategy to ensure occupancy continues to remain strong through the quieter winter months.

Tourist Parks experienced significant growth throughout the year with occupancy levels of cabins above 70% and site occupancy above 50%, equating to a return of over \$2M to Council.

Three new cabins were also welcomed at Windang Tourist Park in October from Council's long-standing TAFE partnership. The Tourist Parks also played host to a number of teams and officials during the UCI Road World Championships – Wollongong NSW event in September and welcomed over \$350,000 of Stay NSW and Parents NSW Vouchers provided by the NSW government to stimulate the economy post COVID-19.

Operational Plan 2022-2023 Update

Actions	Status	Comment
Contribute to the promotion of tourism in the Wollongong Local Government Area through the management of Council's three Tourist Parks at Bulli, Corrimal and Windang	On-Track 	Occupancy fell slightly as the winter months commenced, however, the parks saw record occupancies during the year. Works in the June Quarter centred around grounds and cabin maintenance to ensure all sites are well prepared for the busy summer season.

GOAL 2 | WE HAVE AN INNOVATIVE AND SUSTAINABLE ECONOMY

Measuring Success

Measure	Target/Desired Trend	Comparative Data Where Available – June 2022	Result June 2023
City Centre Management			
Number of People Movements Within Crown Street Mall [^]	1,000,000 (annual)	New Measure	-
[^] Data unavailable due to system outage.			
Economic Development			
Business Enquiries Facilitated [#]	Increase	81	75
[#] Figures (including comparatives) have been prepared on an accumulative, annual basis.			
Tourist Parks			
Tourist Park occupancy rate of cabins	Greater than 60%	68%	63%
Tourist parks occupancy rate of powered sites	Greater than 50%	39%	43%

Performance measures from the Delivery Program are reported in the Quarterly Review where data is available on a quarterly or annual basis. Performance measures that are tracked every two years will be reported in the State of the City Report.

GOAL 3 | WOLLONGONG IS A CREATIVE, VIBRANT CITY

June Quarter Highlights



Artist James Gulliver in front of his new mural making a colourful splash at Wollongong's MacCabe Park.



Hooka Point Berkely, work commenced on replacing the ageing timber deck of the jetty and footbridge as well as working with artists to repair and maintain as many of the existing artworks as possible.

GOAL 3 | WOLLONGONG IS A CREATIVE, VIBRANT CITY

Engagement, Communication and Events

Responsibility Manager Community Cultural and Economic Development

About this Service

The service is responsible for internal and external communications including media, community engagement, delivery of major community events (in particular New Year's Eve and Australia Day), management of Sister City Relations, coordination of Council's Financial Assistance Policy and the provision of graphic design, digital content, print and signage needs for the organisation.

Quarterly Progress Update

During the quarter, Council supported the delivery of Wollongong's ANZAC Dawn Service and march, working in partnership with the Returned and Services League.

Communication with the community was enhanced with 32 more news stories shared this quarter in comparison to the March 2023 Quarter with more audiences reached on social media.

Further refinements to the organisational Communications Strategy were made with a view to enhance Council's unique voice in the community.

Throughout the year, a diverse range of online engagement tools were explored and implemented. Strategies were used to increase accessibility and hear the voice of our harder to reach community members. The Community Engagement Policy was updated to reflect Council's commitment to social justice principles of equity, access, participation and rights. This was supported with over 1,700 signage, print, graphic design and audio-visual jobs to support the organisation in communicating with the community. Council's two largest community events, New Year's Eve and Australia Day, were held, with the New Year's Eve event hosting the largest crowds seen in four years.

The 2022 UCI Road World Championships – Wollongong NSW was held from 18 to 25 September 2022 and was the largest cycling event to be held in NSW since the 2000 Olympics.



Operational Plan 2022-2023 Update

Actions	Status	Comment
In conjunction with the Local Organising Committee, prepare for and support the delivery of the 2022 UCI Road World Championships – September 2022	Complete 	In September 2022, Wollongong hosted the 2022 UCI Road World Championships – Wollongong NSW. During the June Quarter, the Host City Post Event Summary, reporting on impacts and legacies of the event, was endorsed by Council.
Host six major events reflecting priority sectors and contribute to the acquisition and management of signature events	On-Track 	During the June Quarter, Wollongong hosted the Gridiron NSW State Challenge, Wollongong Triathlon Festival, <i>Spiegel tent</i> , and National Dancesport Championships. Major events acquired over this period include the NSW Field State Hockey Championships, Men's Master's Indoor State Hockey Championships, Football Australia National Youth Championships (Girls) and <i>Yours and Owls</i> Festival. Destination Wollongong estimated in 2022-2023 major events contributed \$27M in economic benefit to the area.

GOAL 3 | WOLLONGONG IS A CREATIVE, VIBRANT CITY

Engagement, Communication and Events Continued

Operational Plan 2022-2023 Update

Actions	Status	Comment
Deliver civic activities which recognise and celebrate the city's people	On-Track 	Council delivered and hosted the Illawarra Academy of Sport Scholarship Reception, recognising young, up and coming athletes. There were over 90 scholarships awarded at a ceremony attended by recipients, dignitaries and family members. Throughout the year, Council delivered a number of other civic receptions and events including; Mayoral Welcome Reception for the UCI Road World Championships – Wollongong NSW event, Freedom of Entry for HMAS Wollongong, hosting the Consul General of India, presentation of Keys to the City to the late Professor Justin Yerbury, the Australia Day Awards and Australia Day Citizenship Ceremony.
Deliver a diverse range of community engagement opportunities to receive feedback and guide Council's services	On-Track 	Opportunity for input was provided for Kembla Community Visioning, Mount Keira Road Safety Upgrade, Mountain Bike Trail Supporting Infrastructure, Safer Cities: Her Way, draft Delivery Program and Operational Plan, Helensburgh Pool Upgrade, Community Needs – Planning for Area 7, Bulli Showground Draft Master Plan, and Improving Transport Options & Access to Foreshore and Recreation Areas. Several plans and policies were also placed on public exhibition including the Development in Centres – Development Control Plan Chapter B4 Update, Revised Community Engagement Strategy, Council-related Development Documents and Revised Community Participation Plan, Draft Crown Reserves Plan of Management for 32 Crown Reserves and Draft Wollongong City.
Engage with the local community regarding the Draft Illawarra Escarpment Mountain Bike Strategy	On-Track 	During the June Quarter, engagement was undertaken on concepts for supporting infrastructure. During the year, the Illawarra Escarpment Mountain Bike Strategy was finalised.
Develop and deliver an organisational marketing framework and Council-wide marketing and branding strategic objectives	On-Track 	Further refinements were made to the organisational Communications Strategy and marketing campaigns for Council activities were developed to promote, inform and educate the community. Marketing and advertising campaigns are now part of Council's ongoing activities to bolster community awareness and understanding about Council activities and services.

GOAL 3 | WOLLONGONG IS A CREATIVE, VIBRANT CITY

Cultural Services

Responsibility Manager Community Cultural and Economic Development

About this Service


This service delivers cultural programs, infrastructure such as public art, exhibitions and events to the community. The service also engages in community cultural development programs, including advocacy for and support of the creative industries sector, development of artists and performers funding opportunities.

Quarterly Progress Update

During the June Quarter, the 2023-2024 Small Cultural Grants and the 'Culture Mix' festival development Grants were allocated. Key new public artwork installations included the 'Hooka Park Place of Healing' renewal project and a mural to complement the cycle path art for MacCabe Park. The refurbished Illawarra Performing Arts Centre re-opened to the public. The project included refurbished foyers, accessibility and lighting upgrades, a new heating, ventilation and cooling system and the replacement of the roof.

Throughout the year, there was a strong focus on revitalising our cultural landscape post the lifting of COVID-19 restrictions. Key highlights included the endorsement of Council's Public Art Strategy 2022-2032, administering the Small Cultural Grants Program, which saw a record number of applicants, *Sculpture in the Garden* exhibition, *Luminous Festival*, 'Coomaditchie: The Art of Place' exhibition celebrating the 30 year anniversary of the Coomaditchie United Aboriginal Corporation and *SpinFest* celebrating the UCI Road World Championships – Wollongong NSW event.



Operational Plan 2022-2023 Update

Actions	Status	Comment
Deliver annual community cultural development festival	On-Track 	Planning for the delivery of a contemporary Multicultural Festival – <i>Culture Mix</i> for Wollongong commenced and is scheduled for Saturday, 21 October 2023. Council is working with the multicultural community to program key locations with 17 Festival grants and two expressions of interest being awarded to develop Festival content. Marketing collateral is being developed. The Festival is part of Council's commitment to celebrating Wollongong's diverse multicultural community. The free one-day event aims to be an inclusive, accessible and family friendly outdoor event full of vibrant music, dance, workshops, installations and food from around the world.
Deliver key strategies from Creative Wollongong Implementation Plan 2019–2024	On-Track 	<p>The <i>Sculpture in the Garden</i> exhibition which extended over March and April was held and attracted over 40,000 visitors. The public programs for adults and families were well-received.</p> <p>The partnership project with Council, Breakwater Battery Museum and Museums and Galleries NSW was completed. The final report will be available in July 2023.</p> <p>Four Creative Dialogue workshops were delivered with over 100 people in attendance across the three Council wards.</p> <p>Two new art works have been commissioned for the 'Hooka Park Place of Healing' renewal project. This included the carved handrail and jetty benches. Two new works have been commissioned and will be installed by the end of August 2023.</p>

GOAL 3 | WOLLONGONG IS A CREATIVE, VIBRANT CITY

Cultural Services Continued

Operational Plan 2022-2023 Update

Actions	Status	Comment
Facilitate the Lower Town Hall as a creative space	On-Track 	<p>The six new artists selected through an Expression of Interest process were inducted in April. As part of the <i>Wander Wollongong</i> Art initiative, two open days were held at the Lower Town Hall studios in late June. Approximately 150 visitors came to see the studios and meet the artists.</p> <p>The refurbished Lower Town Hall studios have had two intakes of artists during 2022-2023. A total of 16 artists have been provided with the opportunity to develop and deliver their creative skills. A total of 180 visitors came to see the studios and meet the artists.</p>
Implement priorities from Framing our Future: Wollongong Art Gallery Strategic Plan 2020-2025	On-Track 	<p>During the June Quarter, Wollongong Art Gallery delivered five exhibitions, 38 tours, 11 artist and curator talks, five school holiday activities, eight <i>ARTsmart</i> programs, three Junior Art Trail activities, four community events and 18 facility hire events. There were 9,299 visitors and 5,330 online interactions on Facebook, Instagram and YouTube. The exhibition, <i>Coomaditchie: The Art of Place</i>, which was the 30 year celebration of the establishment of the Coomaditchie United Aboriginal Corporation continued to be a highlight. A modified version of the exhibition will be exhibited at the Sydney Living Museum in October 2023.</p> <p>During 2022-2023, the Gallery acquired 82 new art works to the collection, presented nine new exhibitions in the main program, 11 community exhibitions, 16 exhibition openings and 10 Council and <i>After Dark</i> events. Over 300 education and public program activities were delivered, with total visitation reaching 42,163.</p> <p>The Gallery contributed to the <i>Luminous Festival</i>, where over four days and nights the Gallery offered a festival of creativity which included light projections and an all-ages program of live music.</p>

GOAL 3 | WOLLONGONG IS A CREATIVE, VIBRANT CITY

Measuring Success

Measure	Target/Desired Trend	Comparative Data Where Available – June 2022	Result June 2023
Cultural Services			
Wollongong Art Gallery Partnership Projects Engaging With First Nations And CALD Communities	2 per annum	New Measure	32
Subsidised Artist Studio Space - Opportunities Accessed	6 per annum	New Measure	6
Wollongong City Gallery visitation [#]	Increase	49,475*	44,449
IPAC and Town Hall Visitation [#]	Increase	New Measure	98,803

[#] Figures (including comparatives) have been prepared on an accumulative, annual basis

* Comparative result includes 19,188 online visits due to COVID-19 restrictions.

Engagement, Communications and Events			
Followers, Reach and Engagement Across Council's Social Media Channels	Increase	New Measure	71,382

Performance measures from the Delivery Program are reported in the Quarterly Review where data is available on a quarterly or annual basis. Performance measures that are tracked every two years will be reported in the State of the City Report.

GOAL 4 | WE ARE A CONNECTED AND ENGAGED COMMUNITY

June Quarter Highlights



Refugee Week celebrated at the Town Hall.



Reconciliation Week -Celebrating the launch of the Nandhi Ngara banners in Crown Street Mall.

GOAL 4 | WE ARE A CONNECTED AND ENGAGED COMMUNITY

Integrated Customer Service

Responsibility *Manager Governance + Customer Service*




About this Service

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

Quarterly Progress Update

The June quarter saw a focus on identifying process and rostering efficiencies. Process efficiencies have been found that releases 15 more staff hours per week for frontline customer service.

Operational Plan 2022-2023 Update

Actions	Status	Comment
Upgrade Customer Contact Centre System	On-Track 	Council is nearing completion of a Tender process for the system. Shortlisted tenderers are progressing through the process with a decision by the Tender Assessment Panel to be made early in the 2023-2024 year.
Review and enhance Council's digital customer service and engagement channels with a focus on inclusion and participation	On-Track 	A review of OneCouncil workflows behind online forms is being undertaken to ensure the request is being directed to the most appropriate team to facilitate the timeliest response.
Identify and implement customer service improvement opportunities	On-Track 	Customer Service has commenced the development of a project scope to outline a multi-year customer experience review and improvement program.

GOAL 4 | WE ARE A CONNECTED AND ENGAGED COMMUNITY

Property Services

Responsibility *Manager Property + Recreation*




About this Service

This service manages over 450 leases and 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

Property Services has progressed a high volume of core business in the June Quarter including statutory, leasing and licencing matters and owner's consent matters. A focus has been on property inspections, with over 100 periodic inspections being progressed in the quarter.

Operational Plan 2022-2023 Projects Update

Actions	Status	Comment
Review, update and deliver the Property Strategy	On-Track 	Council staff continue to review Council's property portfolio and have progressed a review of Council's CBD land holdings in addition to Council's land rationalisation list noting that this information will inform the overall strategy of the review. The additional review is required specifically in light of the changing economic environment in recent years to ensure information and associated positions remains current.
Finalise Land Title requirements for the transfer of private land occupied by Russell Vale Golf Course	On-Track 	Council staff have assessed the matter to understand future implications and liabilities in relation to the land being considered following a meeting with relevant stakeholders. This matter continues to progress.
Continue to undertake Council's surplus land review	On-Track 	Council staff continued to liaise with relevant stakeholders to progress the sale of properties identified as part of the review. Since the action commenced, Council staff have progressed the reclassification and sale of eight properties with 27 being identified to be retained following internal consultation.

GOAL 4 | WE ARE A CONNECTED AND ENGAGED COMMUNITY

Aged and Disability Services

Responsibility Manager Library and Community Services

About this Service



Council works in partnership with government, community and business organisations to provide services for older people, people with disability and their carers, to support them to maintain quality of life and continue to live independently in the community. This includes direct provision of Community Transport Services to people aged over 65 years, or who are transport disadvantaged to maintain access to essential services and participation in community life. Council also directly delivers Social Support Services, including respite, home maintenance, group and individual support programs, which enhance the quality of life of older people living in our community.

Quarterly Progress Update

Aged and Disability Services continued to focus on recovery and rebuilding services following COVID-19 and confirmation from funding bodies of continuity of funding through to June 2024. Service reactivations have included: reconnecting with volunteers and customers who had withdrawn from services due to vulnerability to the virus, recalibrating safety requirements and reviewing service processes and structures to position these services for the future. Improvements are reflected in the increased number of outputs delivered throughout the year compared to the previous year. A highlight from the year includes the trial of new fortnightly bus outings to various destinations to enable customers to socialise with their peers.

At the Volunteering Expo held in May as part of the National Volunteer Week Celebration, 28 people registered their interest in volunteering with Council services, with 17 of those committed to join the volunteer pool. A continued focus during the year has been to promote the service to the local Aboriginal community. Council has engaged with local Elders, Aboriginal specific community groups and service providers who work closely with the Aboriginal Community in Wollongong and Shellharbour.



Operational Plan 2022-2023 Update

Actions	Status	Comment
Support the delivery of programs providing social connection for frail aged people and their carers	On-Track 	Participants enjoyed mornings at the Wollongong Botanic Gardens with a private Buggy Tour of the gardens, arranged through the Friends of the Botanic Garden. Participants in the Town Hall Music in the Morning concert enjoyed sounds of the Town Hall organ. Results of a customer satisfaction survey were released with 76% of respondents indicating a 'very satisfied' score with services. The survey confirmed the value to clients of a wider program of social outings and forward service planning, based on these results is underway.
Deliver Community Transport Services across the Wollongong and Shellharbour Local Government Areas to connect older people to social and recreational activities	On-Track 	Community transport services continued to focus on activities to increase the number of trips delivered to the community with a recent focus on reconnecting with the local Aboriginal community. Engagement commenced with the local Elders, the Aboriginal specific community groups and service providers who work closely with the Aboriginal Community in Wollongong and Shellharbour to promote access. A cultural awareness information session for staff and volunteers was also delivered to assist us in delivering culturally responsive and safe services to this community.

GOAL 4 | WE ARE A CONNECTED AND ENGAGED COMMUNITY

Aged and Disability Services Continued

Operational Plan 2022-2023 Update

Actions	Status	Comment
Promote access to community transport services to meet the needs of eligible consumers	On-Track 	A current service focus is promotion of services to the local Aboriginal community. Planning for transport of community groups to NAIDOC week celebrations being a highlight of the June Quarter. During the 2022-2023 year, community transport has deployed several marketing strategies to promote access to the service. This included website updates, several social media posts and the updating of promotional materials, as well as presentations to community groups, attendance at the Child and Family Interagency and a stand at the Shellharbour Seniors' Expo as part of Seniors' Week celebrations. In addition, the Community Transport website has been reviewed, updated, refreshed and transferred to a Wollongong City Council platform as a major project.
Continue to investigate options for alternative service delivery models for Community Transport, in response to Commonwealth and NSW Government policy	On-Track 	The Commonwealth Government continues to implement reform of the aged care sector in response to the recommendations of the Royal Commission into Aged Care. However, details of new funding and service models for community care services have not been released. Based on information to date, it is anticipated that the new model will entail significant change to existing service funding and delivery arrangements. Council has accepted the extension of the current funding contract until June 2024, with a further extension to 30 June 2025.

GOAL 4 | WE ARE A CONNECTED AND ENGAGED COMMUNITY

Community Programs

Responsibility Manager Library and Community Services

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 related to target groups and communities. Language Services (Interpreter Service and Language Aides), volunteer services, placemaking, community safety and social planning.

Quarterly Progress Update

During the June Quarter, the Nandhi Ngara project was launched and children and young people took part in Kembla Community Visioning engagement.

Access advice was provided for Crown Street footpath renewal, accessible drinking fountain installations and *Culture Mix* cultural festival.

Throughout the year, language services continued with the language aid pool expanded to include basic interpreting in Arabic, Turkish, Farsi and Kurdish. Key documents were translated including waste services, beach safety, collateral for the *250 Stories* project and prevention of older person abuse resources.



Advice was provided to increase access and inclusion at events including appropriate infrastructure and accessible information.

Community safety audits were conducted and internal advice related to social impact and crime prevention through environmental design was provided on a range of development, pre-lodgement and event applications. Information sessions were delivered on the 2021 census data.

Children were engaged to inform the designs for Unanderra Park and Figtree Oval playgrounds, the draft Stuart Park Master Plan, Tiny Forests, climate change and the State of the Children Report.




Children and Family Services Sector Interagency and Illawarra Refugee Issues Forums meetings were convened.

Operational Plan 2022-2023 Update

Actions	Status	Comment
Continue to review and adapt the Volunteering Illawarra program in line with changes to funding contracts and the volunteering sector	Complete 	Volunteering Illawarra services closed in August 2022. Throughout the year, Council continued to deliver some aspects of the service through activities such as the Volunteering Expo and ongoing support to community groups who deliver other services to the community as part of the implementation of aged care reforms.
Initiate opportunities and projects to support the community specifically in response to COVID-19 pandemic	On-Track 	Throughout the year, research into the impacts of COVID-19 on local services was undertaken. The findings indicated the need for digital inclusion for our vulnerable communities and a community of practice was established to address digital disadvantage.

GOAL 4 | WE ARE A CONNECTED AND ENGAGED COMMUNITY





Community Programs Continued

Operational Plan 2022-2023 Update		
Actions	Status	Comment
Implement the Child Safe Implementation Plan	On-Track 	<p>During the June Quarter, child safe posters were displayed in Council facilities, guidelines for online interactions with children and young people were finalised and the Office of the Children's Guardian child safe self-assessment was undertaken.</p> <p>Throughout the year, the Child Safe Responding and Reporting Procedure and the Volunteer Management Policy were updated and an organisational risk assessment developed. A series of videos to promote child safety were developed and work was undertaken with the Office of the Children's Guardian to develop a local government training program.</p> <p>Council participated in the Local Government Child Safe Network and presented at the Child Safe Forum.</p>
Deliver the Reconciliation Action Plan 2021-2023	On-Track 	<p>During the June Quarter, the design for the Aboriginal specific space at Kembla Grange Cemetery was finalised.</p> <p>To celebrate Reconciliation and NAIDOC weeks, Nandhi (Look) Ngara (Listen) was launched. Libraries delivered themed story times and Aboriginal collections and resources were promoted.</p> <p>A two-day Reconciliation Conference was delivered which fostered connections between Aboriginal Elders and organisations and Curjio was contracted to assist with cultural and creative input for the upcoming <i>Culture Mix</i> festival.</p> <p>During the 2022-2023 year, the <i>Dharawal People, Places and Stories</i> short films were launched and <i>Coomaditchie: The Art of Place</i> exhibition was held at Wollongong Art Gallery. Other highlights included the Ngaraba-aan Trail blades installation at Fisherman's Beach, Port Kembla. Aboriginal artists were also engaged in the Hooka Creek refurbishment and Mullet Creek interpretative panels.</p>
Deliver a range of community development activities and programs that focus on diversity, access, inclusion, and capacity building	On-Track 	<p>During the June Quarter, a <i>Living Books</i> event was delivered and the Illawarra Refugee Challenge commenced. Refugee Week 2023 celebrations were held at the Town Hall. Newly arrived former refugees came together to share in performance, workshops and food.</p> <p>Throughout the 2022-2023 year, community connecting events in West Dapto and intergenerational cycling events were held. Other events and initiatives included <i>Living Books</i>, the Illawarra Refugee Challenge, the Lord Mayor's School Starter Picnic, the Reconciliation Conference delivered, the <i>250 Stories</i> project launched as well as a campaign to raise awareness of elder abuse within multicultural communities.</p>

GOAL 4 | WE ARE A CONNECTED AND ENGAGED COMMUNITY

Community Programs Continued



Operational Plan 2022-2023 Update

Actions	Status	Comment
Deliver the Disability Inclusion Action Plan 2020-2025	On-Track 	<p>During the June Quarter, the Easy English Tree Permit Application was updated, a community social procurement workshop was held, a new beach wheelchair hire agreement was completed and the Disability Inclusion Action Plan evaluation framework was finalised.</p> <p>Throughout the year, the Accessible and Inclusive Event Guidelines were finalised and made available to event organisers. The <i>Spin Fest Beach Party</i> featured Auslan interpreters for the duration of the event to complement the Auslan and mobility viewing areas.</p> <p>To celebrate International Day of People with Disability, workshops and an exhibition launch with an Auslan interpreter were delivered with the d/Deaf community at Wollongong Art Gallery.</p> <p>A range of support opportunities for social enterprises that provide employment for people with disability were delivered.</p> <p>People with disability and their family, friends and carers were engaged at the disabled surfers' event at Port Kembla beach.</p> <p>Diversity Awareness and Autism Awareness sessions were provided to Council staff.</p>
Provide support and participate in the Illawarra Domestic and Family Violence Trauma Recovery Centre Consultative Working Group	On-Track 	Council continues to support and participate in the Illawarra Domestic and Family Violence Trauma Recovery Centre Consultative Working Group.
Deliver the Council Resolution for Affordable Housing (targeting of commonwealth funding)	On-Track 	Three rounds of Affordable Housing tender grant funding are being managed to ensure appropriate delivery. Round 3 tender grant funding will be allocated in the second half of 2023.
Explore opportunities to work in partnership with other relevant agencies that provide services for the homeless	On-Track 	<p>The June Quarter saw planning commence to improve coordination of short-term accommodation services for rough sleepers across Wollongong.</p> <p>During the year, Council staff continued to work with Housing NSW, Wollongong Homeless Hub and Housing Services, Mental Health Assessment Team and NSW Police to connect homeless people with accommodation service providers to meet their needs.</p> <p>The Rough Sleeper count was conducted in February 2023. Council participated as a member of the working group.</p>

GOAL 4 | WE ARE A CONNECTED AND ENGAGED COMMUNITY

Community Programs Continued

Operational Plan 2022-2023 Update

Actions	Status	Comment
Deliver the Community Safety Action Plan 2021-2025	On-Track 	<p>During the June Quarter, engagement was conducted with women, girls and NSW Police for the <i>Safer Cities: Her Way</i> project to determine interventions.</p> <p>Graffiti prevention murals have been completed by a diverse range of artists on traffic signal boxes.</p> <p>Community Safety Audits were conducted at Edney Laneway, Rawlinson Laneway, Helensburgh Branch Library, and MacCabe Park.</p> <p>During the 2022-2023 year, graffiti removal kits were distributed to the community and Council's graffiti removal program continued to remove graffiti from non-Council assets. <i>Reclaim the Night</i> event was held, a review of Alcohol Free Zones completed and community safety audits were conducted across the Local Government Area.</p>
Advocate for accessible and appropriate medical services to be available to the community	On-Track 	<p>Council meets on a biannual basis with Illawarra Shoalhaven Local Health District representatives. These meetings are an opportunity to provide advocacy on behalf of the community, updates on relevant projects and strengthen networks and working relationships.</p> <p>A meeting held in November 2022 with Council and Illawarra Shoalhaven Local Health District (ISLHD) staff shared project updates including the urban heat study, social inclusion initiatives, Council's Climate Mitigation Plan and discussed draft Council strategies on public exhibition. ISLHD gave a presentation on the health risks associated with vaping and the impacts on local schools and youth, as well as a COVID-19 update.</p> <p>A meeting held in March 2023 saw the sharing of project updates including the Draft Delivery Program 2022-2026 and Operational Plan 2023-2024 and public exhibition process, an update on the Urban Heat Strategy, West Dapto Draft Social Infrastructure Needs Assessment and a local area public health update.</p>

GOAL 4 | WE ARE A CONNECTED AND ENGAGED COMMUNITY

Libraries

Responsibility Manager Library and Community Services

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 10 street libraries across the city, through the Home Library Service and a range of online services.

Quarterly Progress Update

The annual Comic Gong Festival was delivered during the June Quarter with the event celebrating its 10th birthday with a family friendly event at Corrimal Library where Comic Gong began as well as a Cosplay Ball in the Wollongong Town Hall. Attendees enjoyed dancing to the DJ and the band with their brass instruments and popular songs. The Cosplay Competitions were a highlight of the evening, with attendees proudly wearing their costumes.


During the year, 19 oral history stories were added to the collection, 930 Illawarra Mercury photographs were scanned and catalogued, 36 people were interviewed and added to the Illawarra Stories collection, 96 story transcripts were completed by volunteers and staff and 1,197 negatives were digitised and prepared for cataloguing. Seventeen donations were received this year. One extensive donation includes a wide variety of images, documents, reports, maps and other materials relating to the coal industry in the Illawarra.

Throughout the year, promotional campaigns such as the Reading Challenge, Book Week and Winter Book Sale, were delivered as well as giveaways and regular promotions. A renewed focus was utilising Instagram as a platform distinct from Facebook, resulting in strong follower growth from a younger audience.

The year's physical loans of 962,124 represents the highest consistent loan rate since before COVID-19. eAudiobook and eBook loans for the year totalled 330,586. The online collections continued to be prioritised and marketed to customers, with increased budget being allocated and additional content and extra copies of high demand titles being purchased in digital formats.

714 surveys were completed by customers using the in-library feedback tablets, with an average customer satisfaction rating across the libraries of 92%.



Operational Plan 2022-2023 Update

Actions	Status	Comment
Deliver the annual Comic Gong Festival	On-Track 	<p>Due to the IPAC refurbishment and the closure of the Arts Precinct, the annual Comic Gong Festival was delivered in a different format to previous years through three smaller events. A Comic Gong Cosplay Catch up event on 4 May, with the Star Wars theme (May the 4th Be With You) was held.</p> <p>A Comic Gong Family Fun Day was held at Corrimal Community Centre and Library to mark the 10th anniversary of Comic Gong. The craft, colouring, acrobatic skills, face painting, a photobooth, dancers and cosplay competitions focused on young children up to 12 years.</p> <p>The Cosplay Ball was held in the Town Hall Music Lounge on 19 May. The 120 attendees enjoyed dancing to the DJ and the band, with their brass instruments and popular songs. The Cosplay Competitions were a highlight of the evening.</p> <p>Evaluation of the event is underway and a formal report will be produced in the September 2023 Quarter.</p>

GOAL 4 | WE ARE A CONNECTED AND ENGAGED COMMUNITY




Libraries Continued

Operational Plan 2022-2023 Update

Actions	Status	Comment
Implement the Wollongong Learning City Project based on the United Nations Educational, Scientific and Cultural Organization framework and principles	On-Track 	<p>A new Project Leader was appointed during the June Quarter and will continue to work with internal and external stakeholders towards developing a Learning City Strategy and Plan. The project aims to see Wollongong become a UNESCO Learning City in 2024.</p> <p>During the 2022-2023 year, the Community Education Evaluation Framework was piloted within Council and adopted in the Library to evaluate community learning programs. Council contributed to the University of Wollongong's Global Climate Change Week program in November 2022, curating a catalogue of climate change resources, hosting a film night and an 'Act Now for a Plastic Free Future' event at Thirroul Library.</p> <p>Extensive Community Engagement was undertaken during June-August 2022, including a general community survey, service provider survey and 49 community engagement activities: focus groups, briefings and events. Results and key findings were collated into a preliminary Community Engagement Report and presented to external stakeholders in October. Findings will inform the next steps of drafting a Wollongong Learning Strategy and Plan in further consultation with stakeholders.</p>
Deliver learning programs for employment, digital inclusion, innovation and creativity from 'The Lab' digital learning space	On-Track 	<p>During the June Quarter, six <i>Tech Savvy</i> training sessions were held, nine sessions of <i>Young Yarners</i> were held, four school holiday activities for 12-18 year olds in <i>The Lab</i>, <i>Craft for a Cause</i>, 13 <i>Club Sew</i> and sew sessions were held with 104 people attending. This program has grown in popularity during the quarter, with the purchase of more specialised equipment to meet demand and interest. The Illawarra Teacher Librarians met and held their professional development day in <i>The Lab</i>. This provided staff an opportunity to network with the 20 teachers who attended.</p> <p>Other programs throughout the year were delivered by the Illawarra Historical Society, hosting monthly historical talks, young writers' program from South Coast Writers, the Cosplay Society held monthly sewing sessions, Illawarra Family History Group with a monthly speaker program, mindfulness programs with Beyond Blue, Young Gamers with Youth on Youth and Game On with a local board gaming group.</p> <p>A community volunteer continues to deliver Tech Help one-on-one sessions, with the Library offering over the phone support and more detailed assistance to more complex IT enquiries. Recent <i>Tech Savvy</i> sessions focused on job searching and identity theft. <i>Tech Savvy</i> sessions were also held at Bellambi Neighbourhood Centre.</p>



GOAL 4 | WE ARE A CONNECTED AND ENGAGED COMMUNITY

Libraries Continued

Operational Plan 2022-2023 Update		
Actions	Status	Comment
Deliver customer driven, evolving library collections	On-Track 	<p>During the June Quarter, physical loans totalled 233,109, while eAudiobook and eBook loans totalled 84,063. The LGBTQI+ and English as a second language collections continued to be developed. Customers placed 42,023 reservations this quarter.</p> <p>The year's physical loans of 962,124 represents the highest consistent loan rate since before COVID-19. Audiobook and eBook loans for the year totalled 330,586 confirming that online loans have remained at the rates established during period of COVID-19 related library closures.</p> <p>The online collections continued to be prioritised and marketed to customers with increased budget being allocated and additional content and extra copies of high demand titles being purchased in digital formats. Customer recommendations for purchase are further facilitated by the newly acquired Hoopla platform. Customers placed 164,029 reservations on items during the 2022-2023 year.</p>
Investigate opportunities to enhance Library opening hours	On-Track 	<p>During the June Quarter, after hours access investigations commenced for Helensburgh Library. Council staff liaised with local police and undertook a crime prevention audit of Helensburgh Library during late afternoon/early evening opening hours and is now preparing a Development Application.</p> <p>During the year, from 3 January 2023, the Helensburgh Library was opened throughout the lunch hour each weekday following extensive community consultation and data analysis.</p>
Deliver tailored library programs to facilitate access and participation of people with disability	On-Track 	<p>Three sessions of Vision Impaired <i>Yarners</i> were held during the June Quarter. <i>Sensory Storytime</i> was renamed <i>Welcome Hour</i> as part of a review to encourage families along to join in activities that support the development of social play in an inclusive library space. All libraries welcomed groups from various National Disability Insurance Scheme (NDIS) providers to join in pre-school story times. Corrimal Library welcomed a group of high school students from the <i>Kickstart for Life</i> program (a program designed for students with a NDIS plan) for a tour of the library.</p> <p>Highlights throughout the year include delivery of a Sensory Garden as part of the <i>Luminous Festival</i>, an Aboriginal experience held with an Auslan interpreter for the deaf community and a Samba experience for the vision impaired community.</p> <p>International Day of People with Disability was celebrated across two libraries.</p>



GOAL 4 | WE ARE A CONNECTED AND ENGAGED COMMUNITY

Libraries Continued

Operational Plan 2022-2023 Update		
Actions	Status	Comment
Review and deliver the Wollongong City Libraries Marketing Strategy	On-Track 	<p>During the June Quarter, Expressions of Interest were sought from community artists to create an engaging artwork for a new Street Library (also known as a Book Box) being installed at Luke's Place Playground in Corrimal. A marketing campaign for participation in the National Simultaneous Storytime (NSS) resulted in positive media and social media engagement and strong attendance at NSS events across the libraries.</p> <p>During the 2022-2023 year, Comic Gong 2023 was celebrated with a twist, with three events celebrating the joy of pop culture and Cosplay. A proactive marketing plan effectively managed the public's understanding and expectations. Excellent customer feedback was received for the Comic Gong Cosplay Ball held in the Town Hall.</p> <p>An audit of physical and digital signage was completed, resulting in the removal of obsolete signage from libraries.</p>
Investigate and deploy enhancements to library multimedia, and digital services and technology	On-Track 	<p>During the June Quarter, staff implemented a streamlined marketing request form and program master list to enhance workflow; installed temporary signage templates as an interim minor rebrand solution and investigated remote update capability for library check-out machine promotions to increase the visibility of programs for all locations.</p> <p>During the 2022-2023 year, promotional campaigns such as the Reading Challenge, Book Week and Winter Book Sale, were delivered using structured communications plans, giveaways, regular promotions and enhanced collaboration between Council areas.</p> <p>There was a renewed focus on Instagram as a platform distinct from Facebook, resulting in strong follower growth from a younger audience. A digital social media/promotions calendar was implemented to track project delivery and standardise post times for audience retention. New digital social media and poster templates were designed to streamline promotional delivery and refine WCL's digital presence. Multimedia hardware including mics, lighting and accessories were also purchased enabling more significant video projects, such as those for National Simultaneous Storytime and Harmony Week, to test audience interest.</p>

GOAL 4 | WE ARE A CONNECTED AND ENGAGED COMMUNITY

Libraries Continued

Operational Plan 2022-2023 Update		
Actions	Status	Comment
Collect, analyse and review customer feedback to continually improve the Wollongong City Library customer experience	On-Track 	<p>New customer feedback tablets, with a new question set, were implemented across all libraries resulting in an increase in the number of surveys completed each month. Average customer satisfaction for all libraries is 87%. Results are positive across all questions – with staff performance and service having the highest rating with an average of 92% satisfaction. 57% of respondents selected 'Very Likely' to recommend the library experience to people in their lives. New posters are being designed to prompt customers to leave additional free text feedback.</p> <p>Program evaluation ran throughout the year across regular programs and events, school holiday activities and special events. From the 153 surveys completed, 94% of customers advised that they learned something new from attending the program or event. 100% of respondents advised that the experience was accessible, inclusive and safe.</p>
Deliver library programs that recognise and reflect the cultural diversity of our community	On-Track 	<p>During Refugee Week, a range of programs were held across the libraries including a Persian craft workshop, a guest talk at Corrimal Library, a Burmese <i>Tech Savvy</i> and parenting session, Strategic and Community Assistance to Refugee Families Homework Club, high school tutoring and <i>Let's Chat</i> and a school visit from the Intensive English Class from Warrawong High School at Wollongong and Warrawong Libraries.</p> <p>Warrawong Library continues to offer space to newly arrived community members for English conversation and Australian Citizenship Test tips. Illawarra Shoalhaven Multicultural Health Service provided flu shots for the local refugee community in <i>The Lab</i>.</p>

GOAL 4 | WE ARE A CONNECTED AND ENGAGED COMMUNITY

Youth Services

Responsibility Manager Community Cultural and Economic Development

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. These programs build social connections and inclusion, community engagement, information and referrals. Council funds the Neighbourhood Youth Work Program (NYWP) in three areas (Port Kembla, Berkeley and Dapto and surrounds) to support the needs of young people in the community.

Quarterly Progress Update

During the June Quarter, *Speak. Share. Change.* was delivered at six high schools and Wollongong Youth Centre. Students met with the Lord Mayor and General Manager to discuss ideas. Youth Week activities were delivered, including Youth Week Awards, youth markets, *Music Mayhem* event and workshops. International Day against Homophobia, Biphobia, Intersexism and Transphobia Day at the University of Wollongong and Intensive English Centre assembly were attended to provide information about Youth Services programs and activities.

Throughout the 2022-2023 year, a program of recreation, cultural and education activities was provided for young people aged 12-24 at Wollongong Youth Centre and across the Wollongong Local Government Area. Sector support was provided including coordination of the Wollongong Youth Network and funding and support was provided for the Neighbourhood Youth Work Program.

Operational Plan 2022-2023 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 	In the June Quarter, new programs included a fitness program for young women, resume writing and cooking workshops. Throughout the year, a range of youth development opportunities were delivered, including: <i>Rainbow League</i> ; Girls Café for young women from culturally and linguistically diverse backgrounds, <i>Crafts and Chat</i> , Dungeons and Dragons, Fit Youth, Bundaleer Connect, <i>Teenz Connect</i> and workshops on sport, art, mindfulness, mental health, work readiness, resume writing and cooking.
Provide opportunities for young people to develop skills, experience and exposure in creative industries	On-Track 	In the June Quarter, <i>Team Ignite</i> supported live music and events including Music Mayhem at Corrimal High School, Rainbow Formal in Pride Month and a metal music event. Throughout the year, a range of weekly workshops were delivered including guitar, cartooning, comic book and sound and lighting. A fully equipped music rehearsal space is available and a weekly performance space hosted bands, open mic nights, world music nights and DJ. <i>Team Ignite</i> provided a platform for young people to inform live music, production activities and events at Wollongong Youth Centre. A new 'I love Wollongong because...' exhibition was curated by Warrawong High School students for Refugee Week.

GOAL 4 | WE ARE A CONNECTED AND ENGAGED COMMUNITY

Corporate Strategy

Responsibility *Corporate Strategy Manager*

About this Service

Prepare and report progress on the Community Strategic Plan, Delivery Program and Operational Plan. Report progress to the Councillors and community in a timely and accessible way. Coordinate an organisational approach to Supporting Document (Strategy and Plan) development. Coordinate organisational research as well as facilitate, advise and support management in timely, accurate and accountable strategic and corporate reporting. Respond as required to policy change and local government reform.

Quarterly Progress Update


During the June Quarter, the March Quarterly Review Statement was finalised and adopted by Council on the 29 May.

A significant achievement for the quarter was the adoption of Council's Delivery Program 2022-2026 and Operational Plan 2023-2024 on the 26 June.

The Project Management Framework was refreshed during the year and will continue to be rolled out and promoted throughout the organisation.

The Service Optimisation program for 2023-2024 was adopted as part of the adoption of the Delivery Program and Operational Plan. During the year, significant work occurred on determining the methodology to be used for the optimisation process.


Operational Plan 2022-2023 Update

Actions	Status	Comment
Coordinate the preparation and review of Council's Operational Plan	On-Track 	<p>During the June quarter, Council adopted the Delivery Program 2022-2026 and Operational Plan 2023-2024, including attachments: Budget 2023-2024, Infrastructure Delivery Program 2023-2024 - 2026-2027 and Revenue Policy, Rates, Annual Charges and Fees 2023-2024. This was the culmination of nine months of work, including a cross organisational review of all Supporting Documents and strategic planning workshops held with Councillors in December 2022 and February 2023. This led to the development of a Draft Delivery Program and Operational Plan 2023-2024, which was endorsed by Council to be placed on public exhibition for 28 days from 5 April to 2 May 2023.</p> <p>205 submissions were received from the community during the exhibition period that informed the finalisation of the Plan.</p>

GOAL 4 | WE ARE A CONNECTED AND ENGAGED COMMUNITY

Corporate Strategy Continued

Operational Plan 2022-2023 Update

Actions	Status	Comment
Develop a Service Review methodology	Complete 	<p>During the year, Council embarked upon developing a service review program. In June 2022, staff commenced design of the Service Optimisation Program which supports Council's continuous improvement approach. The approved methodology and approach builds on industry best practice and introduces an evidence-based approach to the prioritisation of services to be included in the program. The June 2023 Quarter saw the following activities undertaken: development of a range of tools and templates to support staff through the optimisation process, training design commenced, engagement of a consultant to deliver training to key stakeholders, significant engagement occurred across the organisation to increase awareness and understanding of what the Program aims to achieve and investigation into a suitable system to track program progress.</p> <p>The Service Optimisation Program is on track to commence in the 2023–2024 financial year.</p>

GOAL 4 | WE ARE A CONNECTED AND ENGAGED COMMUNITY

Measuring Success

Measure	Target/Desired Trend	Comparative Data Where Available – June 2022	Result June 2023
Aged and Disability Services			
People Over 65 Using Community Transport – Number [#]	Increase	New Measure	15,153
Hours of Social Support Provided to People Aged Over 65 [#]	Maintain	11,853*	21,392
Integrated Customer Service			
Telephone calls are answered within 30 seconds	80%	87%	80%
Correspondence Met to Target	80%	92%	93%
Libraries			
Library visitations*	Increase	947,207 [^]	964,827
Library - membership	Increase	New Measure	79,957
Library – total number of loans [#]	Increase	744,327*	1,292,710
Library programs: number of programs [#]	Increase	758*	1,979
Library programs: number of participants [#]	Increase	16,529*	39,343
Property Services			
Occupancy rates of commercial buildings	90%	96%	96%
Youth Services			
Wollongong Youth Services - participation of young people in programs and projects [#]	24,000	New Measure	24,788

[#] Figures (including comparatives) have been prepared on an accumulative, annual basis.

* Comparative figures impacted by COVID-19. [^]Includes online participants.

Performance measures from the Delivery Program are reported in the Quarterly Review where data is available on a quarterly or annual basis. Performance measures that are tracked every two years will be reported in the State of the City Report.

GOAL 5 | WE HAVE A HEALTHY COMMUNITY IN A LIVEABLE CITY

June Quarter Highlights



Cringila Hills Recreation Park Pump track takes out the prestigious Park of the Year awards at the Parks and Leisure Australia NSW Conference Awards.



Botanic Gardens goes Jurassic with plants from the Juassic Period unveiled in May with the new collection making it easy to imagine dinsours roaming the Gardens (left to right: digitally altered image, and Botanic Garden's Cycad Collection).

GOAL 5 | WE HAVE A HEALTHY COMMUNITY IN A LIVEABLE CITY

Public Health and Safety

Responsibility Manager Regulation + 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

During the June Quarter, health programs continued to be implemented and over 480 customer requests responded to covering a range of matters including air, water and noise pollution, food safety, skin penetration, on-site wastewater systems and requests for technical advice.

Staff continued to implement development and environment compliance programs with a focus on non-compliance building works that impact public health and safety and adverse environmental impacts.

Throughout the 2022-2023 year, staff inspected 153 skin penetration premises, completed 127 inspections of on-site wastewater systems, 15 sex industry premises inspections, 163 cooling tower audits and processed related risk-management plans. 72 Development Application referrals were processed. Staff received 1,570 customer requests that resulted in 137 compliance actions being undertaken to rectify non-compliances and protect the safety of our community and prevent environmental harm.


Operational Plan 2022-2023 Update

Actions	Status	Comment
Inspect all medium and high-risk food premises annually	On-Track 	<p>Council's food surveillance program continued throughout the June Quarter with officers conducting inspections of fixed and mobile food businesses and responding to customer requests.</p> <p>Throughout the 2022-2023 year, officers completed a total of 1,892 inspections of medium and high-risk food businesses with 33 improvement notices issued and nine fines issued to businesses for non-compliances with the Food Act 2003.</p> <p>Council's food surveillance program remains on track to meet requirements under the Food Act 2003 and NSW Food Authority's Food Regulation partnership.</p>
Maintain inspection programs for public swimming pools, places of shared accommodation and mortuaries	On-Track 	<p>Council continued to implement a routine inspection program regarding public swimming pools, places of shared accommodation and mortuaries throughout the June Quarter.</p> <p>Throughout the 2022-2023 year, staff conducted water sampling of 30 public swimming pools, identifying and following up a number of non-compliances which were mostly minor in nature. 23 places of shared accommodation were inspected throughout the year and a total of six mortuaries were inspected, all showing a high level of compliance.</p>

GOAL 5 | WE HAVE A HEALTHY COMMUNITY IN A LIVEABLE CITY

Public Health and Safety Continued

Operational Plan 2022-2023 Update

Actions	Status	Comment
Implement a community safety and parking awareness raising programs based on scheduled patrols of schools and identified high risk areas	On-Track 	<p>During the June Quarter, Council implemented a proactive School Zone Parking Compliance Program. Staff conducted patrols during school days at a number of primary schools, raising awareness of parking requirements for parents and caregivers. Educational banners with road safety messages were displayed at a number of primary schools.</p> <p>Throughout the 2022-2023 year, staff conducted patrols during school days at 792 primary schools with educational banners displayed at 31 schools. A total of 1,057 actions were undertaken during these patrols, including issuing fines, warnings and engaging in educational conversations with parents and caregivers. These efforts have greatly improved community safety and parking awareness in school zones across the Local Government Area.</p>

GOAL 5 | WE HAVE A HEALTHY COMMUNITY IN A LIVEABLE CITY

Community Facilities

Responsibility Manager Library and Community Services

About this Service

This service manages and operates 56 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. The service provides accessible community spaces to support the delivery of a diverse range of community programs, activities and events. The service also manages a number of 'direct run' Council facilities supporting community development and enabling community groups to develop and deliver community services. The service includes long term social infrastructure planning and managing a range of functions associated with the maintenance, design, replacement or refurbishment of new and existing community facilities.

Quarterly Progress Update



Community Facilities continue to rebuild community participation and hire post COVID-19. District facilities at Dapto Ribbonwood, Corrimal and Thirroul recorded strong interest in bookings. Seven new bookings were also secured during the June Quarter and one fee reduction/waivers was processed providing support for not for profit groups via provision of affordable access to community assets.

Community events hosted this quarter included *Rainbow Storytime*, Thirroul Seaside Festival, Libyan Association Community of NSW-Eid Festival and Citizenship ceremonies at Corrimal.

A range of facility upgrades and improvements were completed at Corrimal, Dapto and Thirroul to improve the customer experience.

Engagement was held with the community regarding Needs Analysis study for Planning Area 7 (Figtree, Unanderra, Kembla Grange and Cordeaux Heights). The 'Places for the Future Social Infrastructure Future Directions Plan 2023-2036' was adopted by Council on 8 May 2023.






Operational Plan 2022-2023 Update

Actions	Status	Comment
Plan for a new Community Centre and Library at Warrawong to serve Wollongong's southern suburbs	Delayed 	Demolition of existing structures is scheduled for March 2024. Construction drawings and pre-tender estimate is nearing completion while options to re-house existing tenants are continuing. A submission to the Office of Local Government's Capital Works Guidelines is underway with consultant firm engaged to look at economic indicators. Council continues to advocate for NSW and Commonwealth funding for the project.
Plan for a new Community Centre and Library to meet the needs of the community in Helensburgh and surrounding suburbs	Delayed 	Council has received approval to exhibit a draft Plan of Management that would enable the site on Helensburgh Park to be used for the purpose of an integrated Community Centre and Library with the Helensburgh Swimming Pool amenities project. Refinement and finalisation of the scope of the Centre continues.

GOAL 5 | WE HAVE A HEALTHY COMMUNITY IN A LIVEABLE CITY

Community Facilities Continued

Operational Plan 2022-2023 Update

Actions	Status	Comment
Progress planning and construction of Wongawilli Hall extension and refurbishment	On-Track 	Concept design has commenced and progressing, however, potential structural issues with the floor and walls have seen the concept design process placed on hold until a full building condition report can be undertaken. The condition report will inform the concept design.
Complete Community Needs Analysis for City Centre Social Infrastructure	Complete 	Community needs analysis to understand the social infrastructure needs of people living in the Wollongong CBD was completed in October 2022. Findings of this assessment have informed the development of the Places for the Future Social Infrastructure Future Directions Plan: 2022-2036.
Complete Social Infrastructure Feasibility Studies at Bong Bong Road, Yallah/Marshall Mount and Figtree	On-Track 	The project to complete a needs analysis study for Planning Area 7 (Figtree/Unanderra/Kembla Grange/Cordeaux Heights) commenced in March 2023 with the appointment of a consultant. Studies for social infrastructure at Bong Bong Road and Yallah/Marshall Mount will be informed by the West Dapto needs analysis study completed in November 2022. These studies are scheduled to be completed in 2023-2024 (Bong Bong Road) and 2024-2025 (Yallah/Marshall Mount).
Develop and deploy 'Places for People' Forward Directions Plan 2022-2036 (Implementation Plan)	On-Track 	During the June Quarter, an implementation approach has been developed and the plan deployed within Council. A key outcome is to have newly identified projects placed onto the Infrastructure Delivery Program list of unfunded projects for future Council consideration. The Draft 'Places for the Future' - Social Infrastructure Future Directions Plan 2023-2036 was endorsed by Council on 12 December 2022 for public exhibition during January-February 2023. Results of the public exhibition were reported to Council in May 2023, with the Plan subsequently adopted.
Complete Community Needs Analysis for social, cultural and recreational infrastructure for emerging West Dapto communities	On-Track 	The Draft West Dapto Community Facilities and Open Space community needs analysis was endorsed for public exhibition by Council in November 2022. It was placed on public exhibition in January-February 2023. The results of the exhibition will be reported to Council in July 2023.

GOAL 5 | WE HAVE A HEALTHY COMMUNITY IN A LIVEABLE CITY

Memorial Gardens and Cemeteries

Responsibility *Manager Property + Recreation*

About this Service



This service provides memorial, burial and funeral service facilities at six sites across the Local Government Area.

Quarterly Progress Update

During the June Quarter, the first newly identified sites at Scarborough and Bulli Cemeteries utilised by the community. In total, 50 sites have been made available with the identification of further sites currently being explored. New headstone beams have been constructed at Wollongong Lawn Cemetery, providing an additional three years of space for the community. Concept plans were also finalised for the Aboriginal and Children's sections at Kembla Grange.

Throughout the year, staff continued the implementation of education sessions, providing valuable advice to our community through groups such as the Rotary Club, UA3 and Men's Shed. Staff conducted a number of memorial services to commemorate significant days such as Christmas and Anzac Day with activities well attended. Staff continued to identify new areas for development with new beams laid in a number of sections across the cemetery network. At Scarborough and Bulli new sites were also identified for 'at need' sales, giving the local community opportunity to bury within their immediate area. In total, staff have completed over 800 burials or ash placements this year and a further 400 people reserved sites for future use.

Operational Plan 2022-2023 Update

Actions	Status	Comment
Manage Council's commercial businesses to optimise service delivery at Wollongong Memorial Gardens and cemeteries	On-Track 	The June Quarter saw the completion of new burial beams at Kembla Grange Cemetery as well as the first burials at Scarborough and Bulli Cemetery following the identification of new sites. A 'Friends of the Cemeteries' group has also been established this quarter to include opportunities across all Council sites. The identification of vacant sites at a number of closed cemeteries has been a priority for staff throughout the year. Over 50 sites are now available for at-need burials at Bulli and Scarborough Cemeteries with over 200 under investigation. A review of systems and processes continued in preparation for the introduction of the Cemeteries Interment Scheme which will require the cemeteries to meet identified standards in order to be licensed and to continue operating. Construction of new beams and gardens were also completed to ensure sites remained available to meet the ongoing needs of the community.
Reinstate the Cemetery at Waterfall (Garrawarra)	Deferred 	This project is currently on hold pending a decision by the NSW National Parks & Wildlife Service regarding taking ownership of the site from Council.

GOAL 5 | WE HAVE A HEALTHY COMMUNITY IN A LIVEABLE CITY

Aquatic Services

Responsibility Manager Property + 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

During the June Quarter, a number of pools were closed for the winter period, which will reopen in September. Corrimal and Dapto heated pools continue to operate throughout winter. Council is currently planning and completing minor works during the winter shutdown period of the seasonal pools, ready for the 2023-2024 summer season. During the quarter, there were 71,000 visitations across unheated swimming pools and 28,000 visitors at the heated swimming pools.

Throughout the year, Council's eight outdoor swimming pools enjoyed one of the busiest summer periods seen for the last 10 years.

Council will continue to review and improve on the reliability of ocean pools to ensure facilities are fit for purpose for our community.






Operational Plan 2022-2023 Update

Actions	Status	Comment
Plan, design and complete the renewal of the downstairs Lifesaving building of North Wollongong Surf Life Saving Club	Complete 	Construction of the Lifesaving building at North Wollongong Surf Lifesaving Club has been completed during this financial year. Minor works and defects are continuing to be managed moving forward, with the Club able to continue to provide essential lifesaving services moving into the 2023-2024 lifesaving season. Work throughout the June Quarter continued with approvals underway to install a natural gas connection point to the building, as well as an Aboriginal cultural heritage assessment at the building entry point on the ground floor.
Plan, design and undertake renewal works at Council's Community, Commercial Pools and Ocean Rock Pools in accordance with the Infrastructure Delivery Program	On-Track 	Council is currently seeking community input into the future form of Helensburgh Pool following the award of a \$3.24M grant from the NSW Government during the June Quarter. The grant will contribute towards the refurbishment of the pool and sportsfield lighting at the adjoining Helensburgh Park. Short term repairs at the Western Suburbs Toddlers Pool have proven successful and will ensure continuity of service while a review of the design and procurement method for the water play space is undertaken. Throughout the year, Council completed the replacement of intake lines at the Continental Pool Wollongong and installed an accessible ramp at Port Kembla Pool.

GOAL 5 | WE HAVE A HEALTHY COMMUNITY IN A LIVEABLE CITY

Aquatic Services Continued


Operational Plan 2022-2023 Update

Actions	Status	Comment
Implement funded actions from The Future of Our Pools Strategy 2014-2024	On-Track 	<p>During the June Quarter, community consultation was completed on the Helensburgh Swimming Pool redevelopment.</p> <p>The community was supportive of the plan to redevelop the swimming pool with input being provided by the community on the toddler play area and the size and number of lanes being provided.</p> <p>Engagement of the architect will be completed in the September 2023 Quarter.</p>
Implement funded actions from the Beach and Foreshore Access Strategy 2019-2032	On-Track 	<p>During the June Quarter, rectification works are continuing on the access ramp at Port Kembla Beach including adjustments to hand rails.</p> <p>Works continued to improve the booking process for beach wheelchairs with an online booking solution being explored for the upcoming 2023-2024 summer period.</p> <p>Throughout the year, Council delivered a new access ramp at Port Kembla Beach. This access ramp allows beach users to safely enter the sand from an accessible ramp from the promenade. This ramp also allows easier access for beach users to the accessible facilities adjacent to Port Kembla Swimming Pool building.</p>
Design and construct a boat storage shed for North Wollongong Surf Life Saving Club	On-Track 	Council has provided a temporary option for consideration by North Wollongong Surf Lifesaving Club for surf boat storage. This temporary solution enables investigations to continue and source a suitable longer term solution.
Explore and deploy Smart Technology options to better obtain and utilise attendance and event data to inform Lifeguard services provision	On-Track 	<p>Staff are now collecting data from a number of collection points with relation to equipment. These data collection points are currently placed on 'Beach Closed' signs, red and yellow flags, rescue boards and jet skis across six beaches.</p> <p>Council continues to work with the NSW Department of Planning in relation to the installation of Smart people counting technology with the ultimate goal of collecting accurate real-time data to inform service levels and improvements.</p>
Progress concept plans, investigations, and detailed designs for a Community Recreation & Aquatic Centre at Cleveland to service the Southern Suburbs	On-Track 	<p>Council continues to work on progressing the opportunities plan for the Community Recreation and Aquatic Centre in West Dapto to support service provision for the Southern Suburbs.</p> <p>Conceptual plans are currently being completed to identify a suitable layout and sighting of the new facilities.</p>

GOAL 5 | WE HAVE A HEALTHY COMMUNITY IN A LIVEABLE CITY

Aquatic Services Continued

Operational Plan 2022-2023 Update

Actions	Status	Comment
Design and implement the North Wollongong Beach Seawall Renewal	Delayed 	Work is continuing on the construction of Stage 1 of the seawall at North Wollongong Beach. The foundation system buried rock armouring and the reinforced concrete support system which underpins the final precast seating bleachers is complete. The beach vehicle access ramp and associated stairway is substantially complete and works have commenced off site on the precast bleachers, with installation planned to commence in July 2023.

GOAL 5 | WE HAVE A HEALTHY COMMUNITY IN A LIVEABLE CITY

Botanic Garden and Annexes

Responsibility Manager Open Space + 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 Discovery Centre.

Quarterly Progress Update


The Discovery Centre saw an increase in participation rates from schools and education was assisted by volunteers from the Friends of Wollongong Botanic Garden. The School Holiday Program increased education to a further 400 people. Several media interviews were completed for *Tiny Forests*, *Poem Forests* and *Verge Gardens*. *Sculpture in the Garden* concluded on 30 April, seeing over 40,000 visitors. Surveys conducted found that 20% of the participants had never visited the Garden before.

A poetry workshop held in May 2023 saw Farmborough Road Public School students learn from Worimi poet, Nicole Smede, and plant trees with Council staff along Allan's Creek. An environmental Volunteers Week celebration, combining with Bushcare and Rise and Shine groups, was also hosted by the Garden. The Cycad collection was completed 25 May with a special media launch ahead of the Botanic Gardens Day event.

Botanic Gardens Day celebrating the conservation work of botanic gardens nationwide was held 28 May, with several hundred people participating.

During the 2022-2023 year, 51 Botanic Garden tours and events were held with an overall visitation of 316,608 and the nursery distributed 66,203 local native plants.






Operational Plan 2022-2023 Update

Actions	Status	Comment
Deliver priority actions from the Urban Greening Strategy Implementation Plan 2017 2021	On-Track 	<p>Strong community collaboration and support for Urban Greening has been achieved through the year. Council is the primary partner of the National Poetry Red Room prize that results in a new tree planted in Wollongong for every poem submitted nationwide. Planting of these trees in partnership with local school children is also a benefit as demonstrated by the recent mass tree planting by Farmborough Road Public School students at Allan's Creek.</p> <p>The Tiny Forest Program delivered in partnership with local schools has also improved the community's appreciation and understanding of the importance of trees.</p> <p>A highlight of the year was the adoption by Council of a new integrated Tree Management Policy and plain English Customer Guide. This provides a consistent incentive based approach to tree management across both private and public realms and is expected to encourage more new trees across public and private realm which is critical for Council in meeting its canopy cover targets.</p>

GOAL 5 | WE HAVE A HEALTHY COMMUNITY IN A LIVEABLE CITY

Botanic Garden and Annexes Continued

Operational Plan 2022-2023 Update

Actions	Status	Comment
Enhance Botanic Garden visitor experience with programs, interpretation, education and events	On-Track 	<p>The Discovery Centre saw an increase in participation rates from schools and education and was assisted by volunteers from the Friends. The School Holiday Program was run by Creative Ark which increased education to a further 400 people.</p> <p>A poetry workshop held in May 2023 saw Farmborough Road Public School students learn from Worimi poet, Nicole Smede, and plant trees with staff from Council's Natural Areas Team and Wollongong Botanic Garden along Allan's Creek. The Botanic Garden hosted an environmental Volunteers Week celebration combining with Bushcare and Rise and Shine in May. There were also two volunteer working bees in May within the Palm Collection.</p> <p>The Cycad collection was completed on 25 May with a special media launch ahead of the Botanic Gardens Day event.</p> <p>Botanic Gardens Day celebrating the conservation work of Botanic Gardens nationwide was held 28 May, with several hundred people participating.</p>
Finalise the review of the Botanic Garden Plan of Management and Masterplan	On-Track 	The Botanic Garden Plan of Management has been adopted by Council. During the June Quarter, the Gleniffer Brae Conservation Management Plan was endorsed by Heritage NSW. The Botanic Garden Masterplan will be presented to Council for adoption with the Gleniffer Brae Conservation Management Plan following stakeholder consultation.
Implement priority actions from the Botanic Garden Masterplan	On-Track 	<p>Two capital projects remain in design phase during the quarter: a new fully accessible amenities block and new rainforest boardwalk and accessible pathway.</p> <p>Investigations commenced for a planned refurbishment of the Nursery production glasshouses. The draft Botanic Garden Masterplan will be reconfirmed with stakeholders prior to being considered for adoption by Council.</p>
Facilitate future uses of Gleniffer Brae	On-Track 	Council received endorsement of the Gleniffer Brae Conservation Management Plan in March 2023. Council is undertaking stakeholder engagement and finalisation of the Botanic Garden Masterplan. This process is also reviewing future alternate uses for Gleniffer Brae.
Implement actions arising from the Mt Keira Summit Park Plan of Management	On-Track 	During the quarter, Council's partnership with The Illawarra Aboriginal Land Council continued at Djeraa/Mt Keira Summit Park. Plant expertise was provided by the Botanic Garden nursery staff to support on site vegetation works.

GOAL 5 | WE HAVE A HEALTHY COMMUNITY IN A LIVEABLE CITY

Leisure Centres

Responsibility *Manager Property + Recreation*

About this Service





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

Quarterly Progress Update

The June Quarter saw significant recovery across all programs with attendance only 10% below pre COVID-19 levels. Over 90,000 attendances were recorded across all program areas including group exercise, learn to swim, competitive and social swimming, athletics, tennis, squash, fitness, table tennis and badminton.

This year has been one of recovery and the reintroduction of all programs following two years of COVID-19 interruptions. The centres continue to deliver on programs targeted to specific community groups including seniors (15 group exercise classes per week), juniors (over 800 enrolled students in Learn to Swim each week and fitness classes for 12–18 year olds) as well as the general community (over 100 group exercise classes per week). The centres also introduced fitness information sessions designed to educate our community on making good health decisions and also took fitness to the community, delivering classes at community centres as well as at Council's outdoor fitness equipment for free.

Operational Plan 2022-2023 Projects Update

Actions	Status	Comment
Provide a variety of affordable senior programs at the Leisure Centres	On-Track 	Fifteen classes were run specifically for seniors during the June Quarter with class numbers reaching on average 90% capacity across all classes. Four specialised classes were run each week including yoga, active seniors, aquarobics and <i>Health Moves Plus</i> (a low to moderate intensity workout). Staff have visited local community centres this year to deliver programs directly to seniors.
Develop a concept plan for the Beaton Park Regional Precinct	On-Track 	The finalisation of the Master Plan was delayed due to the completion of the Tennis Court development on site. A review of the studies undertaken as part of the work for the Master Plan is currently underway to ensure they remain contemporary.
Pursue the renewal and relocation of Beaton Park Tennis Courts in accordance with the Beaton Park Masterplan	On-Track 	Works commenced on the renewal of the tennis court infrastructure at Beaton Park with an official start recognised during a media event on 2 June. The finalisation of the design for the tennis court renewal was completed throughout 2022-2023 and was followed by the engagement of a contractor. Works commenced in June 2023 with the tennis courts to be completed by June 2024 and ancillary works by October 2024.
Increase utilisation of Council's recreation and leisure assets	On-Track 	Leisure centres recovery post COVID-19 closures and restrictions continued throughout 2022-2023 with the first full year of trade completed. There has been an increase in attendance of over 80% on previous year, reaching 316,000 across both sites in 2022-2023.

GOAL 5 | WE HAVE A HEALTHY COMMUNITY IN A LIVEABLE CITY

Parks and Sports Fields

Responsibility *Manager Property + Recreation*

About this Service

This service operates 493 parks, 65 sports fields, 220 playing fields, 7 outdoor fitness stations, 9 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 the creation of enhanced 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

During the June Quarter, Council received 2,998 bookings. This period predominately winter sports are being played across sportsfields. There were minimal periods of wet weather resulting in limited fields offline during this period.

Throughout 2022-2023, Council received a total of 4,340 bookings with the largest number of cancellations taking place in the July, August and September period of 2022 due to wet weather.

Council has supported a number of events that have taken place on our sportsfields and parks which include a Rock Fishing Safety Workshop at King George V Oval, Port Kembla as well as a number of music festivals at Thomas Dalton Park, Fairy Meadow .






Operational Plan 2022-2023 Update

Actions	Status	Comment
Involve children in the design of public art features within key regional play space renewals	Complete 	Council engaged with children as part of the redevelopment of Figtree Playground. As part of the engagement it was determined the existing piece of public art would be retained as part of the redeveloped play space that has now been completed.
Collaborate with Destination Wollongong to encourage local sporting associations to host and facilitate events	On-Track 	Council has worked with Destination Wollongong on a number of event opportunities including Football Australia Youth League, Veterans Women's Cricket Event and the Gridiron Championships.
Implement the Figtree Oval Recreational Masterplan 2016-2029	On-Track 	Council continues to implement the Figtree Oval Master Plan through the renewal of the playground as part of the 2022-2023 renewal program. Council also worked with the local sporting groups regarding a proposed design for the new amenities building.
Finalise the Bulli Showground Masterplan	On-Track 	Community engagement has taken place during the June Quarter, with a further report proposed to be brought back to Council for adoption later this year. Council staff met with a number of stakeholders as well as attended a number of local events as part of the exhibition period for this plan.

GOAL 5 | WE HAVE A HEALTHY COMMUNITY IN A LIVEABLE CITY

Parks and Sports Fields Continued





Operational Plan 2022-2023 Update

Actions	Status	Comment
Implement the Landscape Masterplan recommendations for Hill 60 Reserve, Port Kembla	On-Track 	Council finalised the detailed plan for Stage 1A of the Hill 60 Landscape Master Plan, with public exhibition commencing June 2023. Construction will commence in 2023-2024 financial year.
Develop and implement the Landscape Master Plan for Stuart and Galvin Parks, North Wollongong	On-Track 	The Master Plan was adopted by Council on 20 March 2023. Council completed a tender process for the construction of all the abilities playground at Stuart Park with this work to be undertaken in 2023-2024.
Progress the staged realignment of the outdoor netball courts at Fred Finch Park, Berkeley	On-Track 	Council continues to progress Stage 2 of Fred Finch Netball Courts which will include the resurfacing of eight netball courts, painting and line marking as well as the extension of lighting and sound infrastructure to incorporate these courts. Works will be undertaken in 2023-2024 year. Stage 1 works, involving the extensive refurbishment of 16 courts was successfully completed in February 2023.
Implement the Landscape Masterplan for King George V Oval, Port Kembla	On-Track 	Council continues to work with a number of stakeholders for the delivery of three projects in the 2023-2024. These projects include: permanent Skate Park within King George V Oval, irrigation and drainage for the football field and renewal of the existing cricket fencing surrounding the main cricket field. Each project will be delivered over the next 18-24 months. These projects have been funded through the Port Kembla Community Infrastructure Funding program.
Provide in principle support to the Illawarra United Stingrays in their planning for a home ground location	On-Track 	Council staff continue to support the Illawarra United Stingrays in planning for their home ground. Council issued a proposed licence agreement for the outer fields of JJ Kelly Park in 2022, however, is yet to be finalised. Additional information was also provided related to potential site constraints. Staff continue to meet with representatives from the Illawarra United Stingrays. An action has been included in Council's adopted Operational Plan 2023-2024, 'Finalise the draft licence agreement with Illawarra Stingrays for a home ground at JJ Kelly Park, Wollongong.'

GOAL 5 | WE HAVE A HEALTHY COMMUNITY IN A LIVEABLE CITY

Parks and Sports Fields Continued





Operational Plan 2022-2023 Update

Actions	Status	Comment
Collaborate with Destination Wollongong and the Australian Baseball League to establish Wollongong as a home base location for a National Baseball League team	On-Track 	Council has completed initial investigations on electrical capacity of Fred Finch Baseball fields to determine suitability for future site improvements. Council continues to collaborate with Destination Wollongong and the Australian Baseball League.
Progress the planning and development of a Wollongong City Centre Skate Park	On-Track 	<p>Council has completed initial site investigations for the Wollongong City Centre Skate Park with community consultation to take place on the design and elements of the skate park during the first half of the 2023-2024 financial year.</p> <p>Council was successful in securing funding through the NSW Government Places to Play program for \$300,000 to support the delivery of the project.</p>
Preparation of the Bellambi Foreshore Precinct Plan	Delayed 	<p>Investigations are continuing into land ownership and planning constraints, including meetings with Land and Housing Corporation who own significant parcels of land in this area.</p> <p>Council has engaged with stakeholders regarding the cultural significance of the area to inform the development of the Master Plan. Measures have been implemented to improve the protection of culturally significant areas.</p> <p>Plans have been prepared for the renewal of amenities at Bellambi Boat Ramp and a building contractor has been engaged to carry out these works in the 2023-2024 year.</p> <p>Investigations and design are underway to repair the jetty adjacent to the boat ramp.</p>
Implement key projects identified in the Cringila Hills Recreation Master Plan	On-Track 	<p>During the June Quarter, works were completed on Stage 2 of the pathways which included an additional 1,575m of pathway.</p> <p>Throughout the year, Council has completed a number of improvements at Cringila Hills in line with Councils Master Plan for the site. These included the pump track, mountain bike skills area and the mountain bike tracks as well as other facility improvements on pathways and parking.</p> <p>Council will continue to work with the community on the management and operations of Cringila Hills Park and investigate funding opportunities for further improvements in line with the Master Plan.</p>

GOAL 5 | WE HAVE A HEALTHY COMMUNITY IN A LIVEABLE CITY

Parks and Sports Fields Continued

Operational Plan 2022-2023 Update

Actions	Status	Comment
Develop and implement the Sportsgrounds and Sporting Facilities Strategy 2022-2026	On-Track 	<p>Council adopted the 2023-2027 Sportsground and Sporting Facilities Strategy in May 2023.</p> <p>The document has been used to inform the new round of Sports Grants that will open in July 2023 to allow sporting groups to apply for funding to support improvements at Council owned or managed sporting facilities.</p> <p>The new Strategy supports the continued development of sporting infrastructure as well as supporting participation across the Local Government Area.</p>
Manage the multi-use criterium cycle track at Lindsay Maynes Park, Unanderra	Complete 	<p>Council continues to manage the multi-use criterium cycle track bookings at Lindsay Maynes Park. During the June Quarter, there was a total of 10 bookings.</p> <p>The Lindsay Maynes Criterium Track opened late 2022. This track has been developed to support the Wollongong Cycling Strategy 2030 and provide a safe space for the community and visitors to cycle on a criterium track within the Wollongong Local Government Area.</p> <p>Council continues to work with the cycling community and club enabling events and bookings to take place at the track.</p> <p>Future works include the delivery of public facilities to support the continued use of the criterium track for events and bookings.</p>
Undertake feasibility assessments for sportsfields drainage and irrigation across priority sites	On-Track 	<p>Three priority site investigations were undertaken at Lakelands Oval, Judy Masters and Cawley Park in regards to sportsfield drainage.</p> <p>These works will inform the tender package that will be finalised in the September 2023 Quarter with works to be undertaken thereafter.</p>
Implement recommendations of the Public Toilets Strategy 2019-2029 to improve accessibility	On-Track 	<p>Council continues to plan for future public toilets as part of the strategy to improve accessibility.</p> <p>Bellambi boat ramp public toilets are continuing to progress, with works to be undertaken in the 2023-2024 year.</p> <p>Planning continues for new amenities at the Unanderra Criterium Track and Figtree Oval, which will provide additional and improved accessible toilet facilities.</p>

GOAL 5 | WE HAVE A HEALTHY COMMUNITY IN A LIVEABLE CITY

Measuring Success

Measure	Target/Desired Trend	Comparative Data Where Available – June 2022	Result June 2023
Aquatic Services			
Total Visits commercial heated pools: Corrimal [#]	At least 180,000 per annum	101,299*	151,809
Total Visits commercial heated pools: Dapto [#]	At least 180,000 per annum	47,924*	77,161
Botanic Garden and Annexes			
Wollongong Botanic Garden - Visitation [#]	At least 400,000 per annum	New Measure	316,608
Community Facilities			
Utilisation of Direct-Run District Level Community Facilities (hours) [#]	Increase	22,332*	32,413
Direct-Run District Level Community Facilities visitation [#]	Increase	124,753*	203,546
Community Hall/ Centre - Hours of Use [#]	Increase	New Measure	9,917
Community Halls/Centres - Visitation [#]	Increase	New Measure	46,732

[#] Figures (including comparatives) have been prepared on an accumulative, annual basis.

* Comparative figures impacted by COVID-19.

Performance measures from the Delivery Program are reported in the Quarterly Review where data is available on a quarterly or annual basis. Performance measures that are tracked every two years will be reported in the State of the City Report.

GOAL 6 | WE HAVE AFFORDABLE AND ACCESSIBLE TRANSPORT

June Quarter Highlights



*Wollongong Lighthouse in yellow for National Road Safety, May 2023.
Image credit: Brendon Reece Comber of R&R Productions.*



West Dapto Road Upgrade Works (Stage 1B) – April 2023.

GOAL 6 | WE HAVE AFFORDABLE AND ACCESSIBLE TRANSPORT

Transport Services

Responsibility Manager Infrastructure Strategy and Planning

About this Service

This service provides the delivery, management and advocacy of transport 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 promotion is a critical activity implemented across all aspects of our transport services.

Quarterly Progress Update

Council staff attended the South East Australian Transport Strategy Annual meeting held on 18 May 2023 while 28 local traffic committee items were prepared for consideration.


The Regional Network Wayfinding Signage design was completed.

Council is now included in the Transport for NSW 'OneRoad' pilot project rollout. This project will allow Council to implement road closures for our works, events or unforeseen impacts on a centralised platform to update live traffic. This is a project Council has been advocating for to have clear communication to our community when changes occur on our roads. Training for Council staff is scheduled for July 2023.

Council continues to contribute as key stakeholders in the Transport for NSW customer behaviour strategy development and in focus groups for the Austroads project *Keeping People Safe When Walking* which will lead to contemporary guidelines and standards across Australia to encourage people to walk and safely.

The bus stop upgrade compliance strategy has been drafted and will be reviewed with an implementation plan prepared to support planned improvements.





Operational Plan 2022-2023 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 have progressed 19 schools. The remainder of 2023 aims to have a detailed consultation period with schools and their Parents and Citizens associations. This will finalise both short and long-term solutions for specific school precincts which can be shared across projects within Council or Transport for NSW.

GOAL 6 | WE HAVE AFFORDABLE AND ACCESSIBLE TRANSPORT



Transport Services Continued

Operational Plan 2022-2023 Update

Actions	Status	Comment
Implement actions from the Wollongong Cycling Strategy 2030	On-Track 	<p>Council has awarded the contract for the Lake Illawarra Active Transport Masterplan. This project is fully funded by the NSW Government Resources for Regions Program. Council will deliver a strategic plan which sets out scope for completing the journey around the lake. The document will identify the roles and responsibilities addressing fragmented ownership of the area and guide infrastructure to be consistent, convenient, safe and inviting for all path users. The project is programmed to have a draft by December 2023.</p> <p>Council is participating in National Walking and Cycling Participation Survey in 2023. Council purchased four e-bikes to be included within Council's fleet. Standard operating procedures and user training is currently under development.</p> <p>Council was successful with <i>Get NSW Active</i> grant funding for the design of Grand Pacific Walk Headlands Avenue to Coledale Avenue.</p>
Subject to funding, explore the installation of tactile and braille street signage to support navigation and wayfinding throughout the Wollongong Local Government Area	Deferred 	Transport for NSW advised that funding may become available after the completion of their Customer Experience Strategy.
Develop and implement the Integrated Transport Strategy	On-Track 	The Integrated Transport Strategy workshops have been completed and draft sections of the document have been received for review. The workshops have involved many community, industry and government agency representatives and the draft document will be prepared for public exhibition.
Advocate for the provision of expanded public transport services and support the provision of existing services	On-Track 	Transport for NSW continues to liaise with Council on plans to support access to public transport, primarily the rail network. Council continues to advocate for expanded services including urban release areas of West Dapto.

GOAL 6 | WE HAVE AFFORDABLE AND ACCESSIBLE TRANSPORT

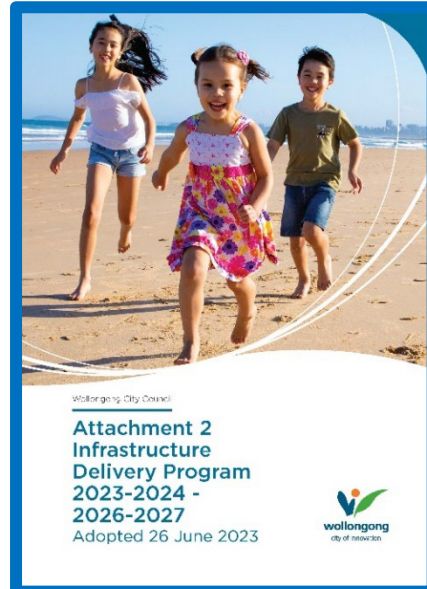
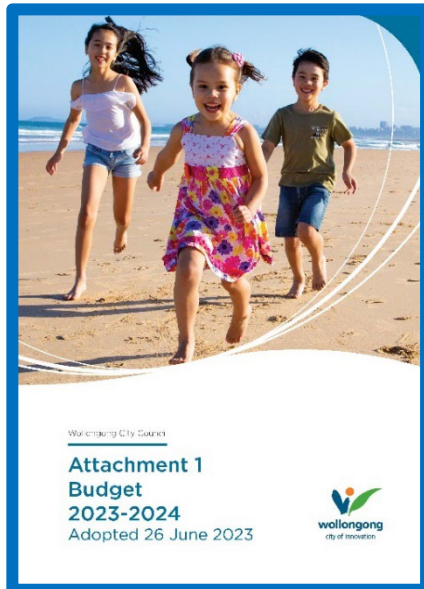
Transport Services Continued

Operational Plan 2022-2023 Update		
Actions	Status	Comment
Work with key agencies and partners to progress the Illawarra Regional Transport Plan	On-Track 	<p>Council has been working towards strategic alignment with Council key transport projects and Transport for New South Wales (TfNSW) committed projects.</p> <p>Wollongong Station Masterplan precinct plan is underway by TfNSW with Council a key stakeholder through its development. Council has been seeking information on timing of TfNSW Illawarra Public Transport Services Plan and the future Transport Strategy. Council continues to advocate for these two pieces of work to be delivered from TfNSW to deliver actions from the Regional Transport Plan.</p>
Develop road safety programs, education and promotion of sustainable multi modal transport options	On-Track 	<p>Council participated in Road Safety Week and turned the Wollongong lighthouse yellow to promote road safety across the City. Council staff also participated in a road safety stall at the Friday markets (Crown Street Mall) and held workshops for parents of learner drivers.</p> <p>Council staff also presented to Strategic and Community Assistance to Refugee Families group to build capacity among multicultural communities of Wollongong with road safety advice and messages, guidance, and support.</p>

Performance measures from the Delivery Program are reported in the Quarterly Review where data is available on a quarterly or annual basis. Performance measures in Goal 6 are tracked every two years via the Community Survey and will be reported in the State of the City Report.

SUPPORT SERVICES

June Quarter Highlights



Council adoption of the Budget 2023-2024, Infrastructure Delivery Program 2023-2024 – 2026-2027 and Revenue Policy, Rates, Annual Charges and Fees 2023-2024.



our safety

everyone everyday everywhere

means we are:

- 1 Ready and capable of working safely
- 2 Aware of our risks and act to control them
- 3 Taking ownership of our actions
- 4 Speaking up if we see hazards or unsafe behaviours
- 5 Celebrating our successes and learning from our mistakes

Our Vision

We work together to achieve a healthy, safe environment, free from harm. We lead the way, by caring for one another, looking after the environment and the well-being of our community.

Council's Our Safety vision statement.

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, fees, and charges. Financial Sustainability and 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. Council's primary source of income is property rates and sundry debtors systems used for billing and recovery, and customer service relating to these areas.

Quarterly Progress Update



The 2023-2026 Long term Financial Model and annual Budget was completed for the Operational Plan 2023-2024 and the Revenue Policy, Rates, Annual Charges, and Fees as part of the Integrated Planning and Reporting Process. The annual Fringe Benefits Tax return was completed along with other taxation compliance during the quarter.

Other functions have been broadly delivered as expected throughout the year. This includes the timely delivery of financial planning and reporting functions through the Budget, Quarterly Reviews, and Monthly Financial Reporting and other financial support services to the organisation.

Council's supplier payment function has been further improved with weekly payments continuing for all suppliers and the availability of e-invoicing. Taxation processing has been maintained and the annual Fringe Benefits Tax return completed.

Council's new rating system has continued to be fully embedded. Council is now in a position to further enhance the use of functionality within the system to improve service and efficiency, including greater use of the customer portal.


Operational Plan 2022-2023 Update

Actions	Status	Comment
Manage and further develop a compliance program to promote awareness of Council's Procurement Policies and Procedures and other related policies	On-Track 	Enhancements to the existing policy framework identified through internal audit have been complete and will be assessed through the next compliance program. Education to relevant staff is being prepared to support knowledge of key policy and procedural changes.
Review Financial Strategy to include goals and actions aimed to improve financial capacity to respond to increased service demands	Deferred 	<p>The 2022-2026 Delivery Program and 2023-2024 Operational Plan have been adopted with a revised set of budget parameters and assumptions in response to the rapidly changing economic environment experienced and the lower than sustainable rate peg applied to the 2023-2024 rating year.</p> <p>In the context of those external pressures, the opportunity for creating increased capacity was extremely limited in the timeframe and this task has been extended into future periods. Further consideration of Council's current financial position, future capacity and opportunities moving forward will progress further in the 2023-2024 year and beyond.</p>

SUPPORT SERVICES

Financial Services Continued

Operational Plan 2022-2023 Update

Actions	Status	Comment
Continue the review of the rating structure to align to legislative changes	Deferred 	Council is awaiting changes to the legislation to allow review and implementation of any changes to the rating structure.

SUPPORT SERVICES

Governance and Administration

Responsibility *Manager Governance + Customer Service*



About this Service

The Governance and Administration Service includes policy, internal audit, legal, insurance, claims management, supply chain, risk management, business paper 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

Ongoing support provided to the organisation via the procurement, governance, councillor support, and risk management functions. Support was provided for four ordinary council meetings in the quarter.

Operational Plan 2022-2023 Update

Actions	Status	Comment
Continue to collaborate with NSW Government and partners to help the Wollongong community navigate COVID-19 pandemic	On-Track 	During the June Quarter, COVID-19 case numbers across the NSW continued at relatively low numbers. No specific pandemic response action was required in the quarter.
Deliver the Internal Audit Program	On-Track 	The 2022-2023 Internal Audit Plan was completed with eight internal audits undertaken during the 2022-2023 year. A tender for the next internal audit contract from 1 July 2023 was undertaken and awarded.

SUPPORT SERVICES

Employee Services

Responsibility Manager Organisational Development




About this Service

Council's Employee Services provides support, advice and information to staff, including staff attraction and retention, health and wellbeing initiatives, and ongoing learning and development. This service fosters a safe and equitable work environment where people are skilled, valued and supported.

Quarterly Progress Update

Employee services continue to support core business activities that support Workforce Strategy and Business Plan objectives. Key progress has been made in supporting *Our Safety Program*, workforce planning approach, payroll system integration and learning pathways.



Operational Plan 2022-2023 Update

Actions	Status	Comment
Implement the Workforce Strategy 2022-2026	On-Track 	<p>Council's Equal Employment Opportunity Management Policy and Plan have been drafted and are pending endorsement.</p> <p>Bullying and Harassment e-Learning continues to be rolled out to all staff. This training focused on the fundamentals of anti-discrimination, harassment and bullying in the workplace.</p> <p>Council's Cadet, Apprentice and Trainee 2024 intake process has commenced with roles anticipated to be advertised in August and September 2023.</p> <p>Mental Health Awareness training continues to be rolled out across the organisation.</p>
Refresh Council's Attraction and Retention Strategies	On-Track 	<p>The new performance planning and review process has completed its first full annual cycle, aligning individual performance objectives to the Community Strategic Plan, community expectations and delivery streams. The new salary progression processes have also been through a full annual cycle. Both of these processes will move to the new enterprise resourcing technology program platform in July 2023, which will further streamline processes and enable improved reporting and evaluation.</p> <p>The Recruitment Review Project is nearing completion and is expected to deliver enhanced attraction and recruitment strategies and a more contemporary recruitment service.</p>
Support Council's Cadet, Apprentice and Trainee program	On-Track 	<p>During 2022-2023 Council supported the following opportunities in our Cadet, Apprentice, Trainee and School-based Trainee (CATS) program:</p> <p>23 Cadets, two apprentices, 12 trainees and six school based trainees.</p> <p>Of the current cohort, six identify as Aboriginal or Torres Strait Islander and five identify as living with disability.</p>

SUPPORT SERVICES

Employee Services Continued

Operational Plan 2022-2023 Update

Actions	Status	Comment
Enhance Council's Diversity, Inclusion and Belonging Programs	<p>On-Track</p> 	<p>Council's Equal Employment Opportunity Management Policy and Plan have been drafted and are awaiting endorsement.</p> <p>Training continues to be rolled out across the organisation including cultural intelligence, diversity awareness and bullying and harassment eLearning.</p> <p>Council has applied to take part in the Council for Intellectual Disability's 'Inclusion Works' project. This program will offer free tailored coaching, training and advice about accessible recruitment and employment for people with intellectual disability.</p> <p>Council's Cadet, Apprentice and Trainee 2024 intake process has commenced with an intention to provide targeted roles.</p>
Implement Safety and Wellbeing Programs	<p>On-Track</p> 	<p>The June Quarter saw work finalised on 'Our Safety' Key Performance Indicators that measures safety leadership, culture, risk and performance. Reporting to commence from 1 July 2023.</p> <p>Projects reaching final stages of completion include: Workplace Health and Safety Management System procedures and operational procedures with an expected completion date of the end of August 2023 along with confirming the Critical Risk + Control Management Framework. Critical risks and its critical controls have been identified and verification of these draft critical controls has been undertaken, which will be finalised in September 2023. Mental Health training program commenced in 2023 with over 225 employees completed the mental health awareness program. Council established 55 accredited mental health first aid officers across the organisation. Council has partnered with Lifeline for suicide prevention training during the quarter.</p>

SUPPORT SERVICES

Information Management and Technology

Responsibility *Chief Information Officer*

About this Service

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

Quarterly Progress Update

Information Management and Technology (IMT) has continued to implement initiatives outlined in the IMT Strategic Plan 2021-2024.

Council's cloud transformation is well progressed with electronic document and records management and property and ratings systems migrated to the cloud. The migration of the payroll platform to the cloud based Enterprise Resource Planning solution is well progressed with a go live scheduled in late July 2023. Work continued on the roll out of mobile working solutions. These have assisted outdoor employees to improve the quality and timeliness of data.




With the continued network upgrade, Council have been able to migrate the legacy telephony platform to Microsoft Teams providing a fully integrated collaboration platform for all staff.

SMART initiatives are moving to the next phase. The Road Condition Auditing Solution which uses artificial intelligence to identify road defects has been trialled and a business case is in development.

A number of cyber security enhancements have been implemented to ensure sensitive data that is entrusted to us by the community is secure and well managed.

The Big Data project has visualised emissions and Work Health and Safety data, providing staff with readily available dashboards to evaluate actions or interventions applied.



Operational Plan 2022-2023 Update

Actions	Status	Comment
Implement the Cyber Security Strategy	On-Track 	During the June Quarter, implementation of 'Essential 8' requirements continued with progress made with Application Control, Microsoft Office macros hardening and Multi-Factor Authentication to strengthen Council's cyber security.
Finalise the Information Technology Cloud Transformation Program	Delayed 	This project has been delayed due to the re-baselining of the OneCouncil program. With the imminent completion of OneCouncil resources will be made available to scope this program in its entirety.
Implement the CCTV Strategy	On-Track 	<p>Closed Circuit Television (CCTV) upgrades continued in the June Quarter with Beaton Park Leisure Centre completed and commencement of works at the Lakeside Leisure Centre.</p> <p>All CCTV audit actions and recommendations were finalised throughout the 2022-2023 year and verified by an external auditor.</p> <p>The CCTV evaluation framework was developed and will be the foundation and guide to evaluating the effectiveness of the CCTV network within Council.</p>

SUPPORT SERVICES

Information Management and Technology Continued

Operational Plan 2022-2023 Update

Actions	Status	Comment
Continue to consolidate information technology systems and platforms	On-Track 	<p>The OneCouncil roll out continued throughout the 2022–2023 year.</p> <p>Human Resources and Payroll is scheduled to go live at the end of July 2023. This is the final module in OneCouncil Program. Once complete, Council will be in a position to decommission many of our legacy applications such as Regulation and Enforcement, Property and Rating, HR and Payroll and Electronic Document and Record Management systems. Planning is extensive to ensure Council's information and history remains accessible.</p> <p>Legacy finance and customer requests systems have been decommissioned.</p>
Pilot and expand the use of robust SMART technologies across Council	On-Track 	<p>The road artificial intelligence trial concluded in May after a 12 week trial. The project review has been successfully completed with the list of recommendations presented to project sponsors. A business case is being developed to continue the roll out of road artificial intelligence more broadly.</p> <p>Other projects successfully completed throughout the year include a trial of bin sensors along foreshore areas, completion of a dashboard to report on Council's progress towards net zero emissions and development of a safety scorecard to report on WHS across the organisation.</p> <p>Projects currently in-progress include trialling of monitoring technology for Council's prescribed dams, and integration with the NSW State Government's planning portal.</p> <p>Improvement opportunities resulting in financial savings have been identified through the insights program of work, such as review of wastewater discharge factors.</p>

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. It also includes the development and review of Council's Asset Management Strategy, Asset Management Plans, the development and delivery of rolling capital works and planned annual maintenance programs.




Quarterly Progress Update

Staff supported the review of the Infrastructure Delivery Program, with workshops and community engagement, resulting in Council adoption during the June quarter.

External funding opportunities have been actively pursued to support the delivery of projects listed in the Infrastructure Delivery Program.

A review of procedures and opportunities to better collaborate with stakeholders to improve project outcomes has commenced.

Operational Plan 2022-2023 Update

Actions	Status	Comment
Develop and regularly review Asset Management Plans to ensure appropriate investment in Council's asset base	On-Track 	Summary Asset Management Plans have been drafted to support Council's Asset Management Strategy and include proposed asset management performance indicators
Progressively implement the Asset Management Improvement Program	On-Track 	Priority actions identified in Council's Asset Management Strategy and Plans are underway with a focus on improving data confidence and documentation of processes and structures.
Review Asset Management Plans to include latest methodology, asset condition and performance data	On-Track 	Summary asset management plans have been updated to include latest data from stormwater and transport revaluation. Condition information is being collected on all road pavements across the Wollongong Local Government Area, in addition to kerb and gutter, with footpaths to commence in the 2023-2024 year. Information collected will be used to update the transport asset management plan.

SUPPORT SERVICES

Measuring Success

Measure	Target/Desired Trend	Comparative Data Where Available – June 2022	Result June 2023
Financial Services			
Available funds.	3.5% to 5.5% of Operating Revenue (Pre-Capital)	\$32.3M or 10.7%	\$39.4M or 11.7%
Operating result pre capital income, including depreciation	Small Operational Surplus (average over 3 years)	\$15M	-\$4.3M
Information Management and Technology			
Formal Government Information Public Access (GIPA) Applications Processed Within 20 Days	100%	New Measure	100%

Performance measures from the Delivery Program are reported in the Quarterly Review where data is available on a quarterly or annual basis. Performance measures that are tracked every two years will be reported in the State of the City Report.